



PATROLLER

JUNE 2024

Newsletter for the Patrollers, volunteers, and supporters of Castro Community On Patrol in San Francisco, California, USA.

ESTABLISHED 2006

CHIEF OF PATROL



Chf. Greg Carey
(Public Relations)

ASSISTANT CHIEF OF PATROL



AChf. Ken Craig
(Volunteer Training & Certification)

DEPUTY CHIEF OF PATROL



DChf. Brian Hill
(Information Technology)

DEPUTY CHIEF OF PATROL



DChf. Kyle Wong
(Volunteer Scheduling & Retention)

SAN FRANCISCO PRIDE MONTH WAS HECTIC AS EVER



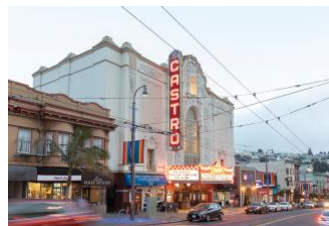
June, as San Francisco PRIDE Month, is always a super busy and hectic time for us and this year was no exception to that general rule.

In addition to our normal Community Self-Defense class that we always host in June, we added an "Active Shooter" training for the first time in response to warnings from the Department of Homeland Security and Federal Bureau of Investigation about increased risks of possible violence from Foreign Terrorist Organizations and their supporters.

We were also asked to support a number of community events taking place during the month as an integral part of the PRIDE celebrations, and we worked alongside our safety partner Community Patrol Service (CPS) to provide assistance and guidance to the Sausalito PRIDE organization who sought our expertise in

developing an Emergency Response Plan for their event and working through some safety and training considerations for their volunteer staff.

CASTRO THEATER BLADE REPAIR COMPLETED



June saw the Castro Theater Blade and Marquee fully repaired and re-lit as part of the annual Frameline film festival celebration.

It was wonderful to be part of this celebration as the 400 Block of Castro Street was closed to allow the showing of an outdoor film and to have the formal re-lighting of the Blade (the vertical CASTRO sign) and the Marquee.

The Theater is still under renovation, so it was not available to host any movies for the Frameline film festival, but thousands of people turned up to enjoy the outdoor movie on June 19th and to witness the lighting ceremony at the Castro theater.

REMEMBERING PINK SATURDAY IN CASTRO



CCOP was a key part of the safety plan for the incredible PINK SATURDAY event that took place annually in the Castro, on the evening before the SF PRIDE PARADE.

"It was an incredible event for many years within the community, full of joy, happiness, and incredible outfits." Commented Chief Ken Craig of Community Patrol Service, shown above training safety volunteers for the event.

"Unfortunately, as the event got more popular, outsiders who didn't care about what the event represented created numerous violent incidents, and the event had to be stopped."

See Something? Report It!

Contact SFPD at 9-1-1 to report any suspicions or crimes.

PATROL NEWS

CCOP PROMOTIONS TO FULL PATROLLER RANK CONGRATULATIONS!!



Ptlr. L. Robertshaw



Ptlr. A. Blow

We are extremely proud and honored to congratulate and recognize the promotions of two of our newest volunteers who completed their “probationary training” period and officially advanced to full PATROLLER (Ptlr.) rank with us.

Patroller L. Robertshaw, and Patroller A. Blow, both volunteered for CCOP by completing our volunteer training class #083 on April 9 of 2024. As Trainee Patrollers they were asked to complete four supervised patrols within the next six months in order to advance in rank to full Patroller, but both have completed that requirement within just two months.

As a nonprofit, CCOP is built upon, and relies entirely on, our unpaid volunteer Patrollers to accomplish EVERYTHING we do on behalf of the community we serve. Finding new trainees is challenging these days, and converting trainees to full Patrollers is also quite the challenge, so we are extremely grateful and proud to see Ptlr. Robertshaw and Ptlr. Blow complete the trainee period so quickly.

We look forward to working with you both to help keep the community just a little safer, more informed, and more prepared.

06/07 PRIDE FLAG RAISING AT “FISCHE & FLORE”



We started off a very busy June with a request to provide safety support to the newly renovated and recently opened “Fische & Flore” restaurant at the corner of Market Street and Noe Street in the former Flore Café spot.

The Castro LGBT Cultural District asked us to assist as the restaurant held a small event to celebrate their opening, raise their PRIDE flag above the restaurant, and mark the event with remarks from community leaders and from San Francisco Mayor, London Breed.

The day was gorgeous and sunny, the attendees were in fine spirits, and the event went off flawlessly. We were happy to be able to provide safety support for this new business opening in the neighborhood to help revitalize and re-energize the daytime and evening offerings in the community.

As the opening ceremony only took about an hour to conclude, we conducted an impromptu neighborhood patrol afterwards, to hand out some free safety whistles and chat with residents, business owners, and visitors alike.

We wish Fische and Flore a long and successful time in the Castro.

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PATROL NEWS

06/08 ACTIVE SHOOTER TRAINING FOR PRIDE



Our busy month continued with our award winning “Active Shooter” training class focused on general members of the community at Most Holy Redeemer Catholic Church on Diamond Street.

“Our community is always a likely target for violence,” noted Assistant Chief of Patrol, Ken Craig. “This training is designed to provide the key thought processes, skills, and awareness to respond quickly and appropriately if they find themselves in this situation.”

The need for this important training was highlighted by the joint press release from the Department of Homeland Security and Federal Bureau of Investigation indicating a heightened risk of Foreign Terrorist Organizations and their supporters who may try to specifically target PRIDE events and gatherings.

“One of our pillars of community safety is providing quality training and information to help prepare individuals to recognize, respond to, and survive a possible threat.” Continued Craig. “Sadly our children often have much more awareness and training than many adults which is a sad indictment but a reality right now.”

06/12 PULSE NIGHTCLUB MEMORIAL EVENT AND MARCH



We provided safety support to the organizers of the annual “Pulse Nightclub” memorial on June 12th.

The Pulse murders in Orlando, Florida which took the lives of 49 people shocked the nation and had a strong impact on the June PRIDE celebrations that year, and every year since. Remembering those lost, those injured, and those traumatized by this event is important for our collective history.

CCOP was honored to provide safety assistance to the event as they initially gathered in Jane Warner Plaza for presentations and speeches before walking the short distance to the Hibernia Beach memorial spot at the Castro Street and 18th Street intersection to lay 49 Roses, one for each of the victims, and to take a moment to remember.



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PATROL NEWS

06/15 COMMUNITY SELF-DEFENSE TRAINING FOR PRIDE



In keeping with our community training and education goals, we hosted our PRIDE community Self-Defense training class at Most Holy Redeemer Catholic Church on June 15th.

This beginner's training class helps to provide attendees with a slightly different thought process to hopefully be a little more aware of possible risks, assess them more accurately, and respond to them quickly and appropriately if needed. The class is always well received by attendees and is normally a relaxed and fun three and a half hours of classroom lecture and simple physical defensive techniques that are designed to be easy for anyone to use.

"PRIDE is always a time when our community members may be targeted by extremists and prejudiced individuals." Said Chief Ken Craig of Community Patrol Service who led the training.

"Having some basic awareness, skills, and a willingness to act is a key element in staying safe and perhaps avoiding a bad situation. We always host a class during PRIDE month, but this training is equally vital all year long, so we try to host these classes quarterly throughout the year."

06/19 FRAMELINE OPENING NIGHT & CASTRO THEATER BLADE LIGHTING



We finished off our "official" June commitments by assisting with safety support for the annual Frameline Film Festival outdoor movie on Castro Street which included the re-lighting of the Castro Theater blade and marquee.

Working with private security and the event organizers, CCOP produced the Emergency Response Plan for the event, and we coordinated with private security and event volunteers to help ensure a fun, enjoyable, and memorable evening for all.

As the Castro Theater remains under renovation it cannot be used to screen films during the festival, so Frameline arranged an outdoor film viewing, closing down the 400 Block of Castro to show a film about "Little Nas X." A highlight of the event was the lighting of the restored blade and marquee on the landmark Castro Theater.



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By Patroller L. Robertshaw, CCOP



I'm a long-time resident in the Castro. I'm very proud of our lovely, diverse neighborhood. Before I officially became a volunteer with Castro Community on Patrol (CCOP), I've frequently helped lost tourists navigate their way through our vibrant community, ensuring they felt welcomed and safe. During the Pandemic, I felt called to distribute water, flashlights, and bananas to the homeless, offering these essential items along with a friendly smile and a listening ear. These small acts of kindness were my way of contributing

to the well-being of our neighborhood, fostering a sense of community and care during challenging times. For me, compassionate service is the most important part of being Catholic.

Joining CCOP was a natural progression of my efforts. I took the CCOP beginners self-defense class, and I was truly impressed! The trainers and volunteers I encountered within the organization are nothing short of amazing. Their knowledge, compassion, joy, and engagement are truly inspiring. They bring a wealth of experience and a deep commitment to making the Castro a safer and more connected place.

The comprehensive training we receive covers a wide range of skills, from conflict de-escalation to emergency response, ensuring that we are well-prepared to handle any situation that might arise.

The camaraderie and mutual support among the volunteers create a strong sense of community and shared purpose.

I am incredibly proud to be a member of this wonderful organization. Volunteering with CCOP has allowed me to expand my impact and contribute to the community in a more structured and effective way. It has been a profoundly rewarding experience, both in terms of personal growth and in the positive difference we make in the lives of others. Through our collective efforts, we enhance the safety, inclusivity, and overall well-being of the Castro neighborhood. Being part of CCOP has reinforced my belief in the power of community action and the importance of showing compassion and kindness to everyone we encounter.

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PATROL TRAINING ACADEMY

BY Chief Ken Craig, Community Patrol Service

TEAM RESOURCE MANAGEMENT

When critical, or emergency, incidents occur the prior training, comfort level, and capacity of our CCOP team members is essential in helping each member of our team remain calm, focused, competent, and effective in responding efficiently and effectively. This may seem “obvious” yet it requires constant focus and reinforcement in the quiet and low stress moments, to ensure the response is ready when it is needed.



Team Resource Management (TRM) is the term we use that designates specific tasks and functions to our patrol team members, with each focused on a fixed task to accomplish yet aware and capable of flexibility if needed. Our “Caller” is focused and ready to call 9-1-1 and provide all relevant information as quickly and calmly as possible. Our “Recorder” is noting what may be vitally important details, times, descriptions, and locations as well as comments or statements from witnesses. Our “Blower and Flasher” is initiating our first response by providing assistance if needed. All three team functions support each other and ensure nothing is missed when responding to a simple request for directions, to responding to a road traffic incident with injuries.

It is actually during the “quiet” patrols with few interactions that all Patrollers can truly practice and hone their TRM skills and abilities, as you have the time to do so, and the ability to discuss your overall response afterwards without the stress of an emergency response.

At CCOP we have been fortunate in not needing to respond to too many critical emergency situations, and most that we do respond to are normally medical related. Our Chief’s and Senior Patrollers have received additional training and have more Patrol time on their boots, so following their lead and suggestions is a great way to pick up on these more advanced skills and abilities.

Don’t let the quiet patrols fool you into thinking they are “not worth it.” They are extremely valuable TRM leaning opportunities for everyone.

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WHO / WHEN / WHERE / HOW

LIFE THREATENING OR CRIME IN PROGRESS ?

Call 9-1-1

In any situation where life is at imminent risk, or where a crime is in progress right now, call 9-1-1 for an immediate emergency response.

NO IMMEDIATE THREAT TO LIFE OR PROPERTY?

Call 415-553-0123

In situations which are less critical or immediate but where a Police or Fire response may still be required, use the non-emergency number above.

San Francisco District Supervisor's Office

Supervisor Rafael Mandelman

District 8,

Call 415-554-6968

MandelmanStaff@sfgov.org

San Francisco District Supervisors represent you and can assist in many areas of concern that involve formal Government agencies or departments. If their office cannot assist you directly, they will help to put you in contact with resources that can assist.

San Francisco District Attorney's Office

350 Rhode Island Street

North Building, Suite 400N, 94103

Call 628-652-4000

DistrictAttorney@sfgov.org

The DA's office prosecutes crime in San Francisco and offers various services for victims of crime.

VICTIM SERVICES: 628-652-4100

HATE CRIME HOTLINE: 628-652-4311

San Francisco Official Resources

San Francisco Federal Bureau of Investigation

415-553-7400

San Francisco Police Department Mission Station

415-558-5400 SFPDMissionStation@sfgov.org

San Francisco Police Department Park Station

415-242-3000 SFPDParkStation@sfgov.org

SFFD Street Crisis Response Team

Call 911 for people in severe mental distress

SFFD Street Wellness Response Team

415-553-0123 for homeless related non-criminal issues

San Francisco City Services

3-1-1 to report "things" i.e. human waste, trash, etc.

Mental Health Services For Everyone

9-8-8

Community Resources

Castro Community Benefits District Services

415-500-1181 ExecDirector@castrocbd.org

Cleaning Services: 415-471-7536

Castro Cares Community Ambassadors Program

Call or Text 415-471-7536

Community Patrol Service

CommunityPatrolService@gmail.com

SFPD LGBTQ+ Community Advisory Forum

LGBTQ.forum@sfgov.org

24 Hour National Domestic Violence Hotline

1-800-799-7233

Trevor Project

212-695-8650 (LGBTQQI+ youth in need of support)

SF Adult Protective Services (APS) Hotline

415-335-6700 or 1-800-814-0009

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Castro Cares Program Report



be a part of the solution

Castro Cares is a unique community collaborative providing supplemental outreach and hospitality services throughout the district to the city's homeless support services and the work of the San Francisco Police Department. The program is funded by a city grant and through public donations.

The program deploys uniformed Community Ambassadors 7-days a week. They interact with the residents, business employees and owners, visitors, and with those living on the streets.

To find out more about the Castro Cares program, or to donate in support of the program, check out their website at www.castrocbd.org/castro-cares/

SF LGBTQ+ Community Safety Program



The San Francisco LGBTQ+ Community Safety Program (SF-LGBTQ-CSP) is a joint effort between the community and various Federal, State, and local agencies to provide training, guidance, advice, and support in developing a "fabric of safety" for all individuals, businesses, and events.

To find out more, contact us at INFO@CastroPatrol.org and we will be happy to chat with you, and enroll you into the program.

Castro Business Watch Program



Castro Business Watch program is a unique business collaborative allowing owners and employees to share information and support each other. Modeled on the Neighborhood Watch program, CBW is a FREE program open to all registered businesses in the Castro / Duboce Triangle neighborhood.

To find out more, contact us at INFO@CastroPatrol.org and we will be happy to chat with you, and enroll you into the program.

Community Patrol Service



Community Patrol Service (CPS) is a not-for-profit community organization that works with neighborhoods throughout the United States who wish to develop a Community On Patrol Service (COPS) organization such as Castro Community On Patrol (CCOP). CPS will offer free advice, guidance, training information, suggestions, and non-fiscal support throughout the development of your own COPS group.

To find out more, contact us at CommunityPatrolService@gmail.com and we will be happy to chat with you, and enroll you into the program.

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DON'T BE AFRAID, GET TRAINED AND PREPARED

SIX STEPS TO ASSIST IN PROSECUTING CRIMINAL ACTIVITY

1

IF YOU SEE A CRIME IN PROGRESS, OR A LIFE-THREATENING SITUATION:

CALL - 911

IF YOU SEE SOMETHING SUSPICIOUS OR SOMETHING AUTHORITIES SHOULD KNOW ABOUT:

CALL - 415-553-0123

MEET AND PROVIDE A WITNESS STATEMENT TO POLICE.

If Officers don't see the incident you called about themselves, and find no other criminal activity when they arrive, they cannot CITE or make an ARREST without a witness to the incident.

2

3

GET THE COMPUTER AIDED DISPATCH (CAD) NUMBER THAT IS ASSIGNED TO THE INCIDENT

Officers will provide this when you provide your witness statement. This number will allow you to track the case from investigation to prosecution.

FOLLOW UP WITH SFPD INVESTIGATORS

Call the SFPD Station that responded to your incident and provide the CAD # to get updates on the status of incident.

4

5

FOLLOW UP WITH THE DISTRICT ATTORNEY

Using the CAD#, work with the Assistant District Attorney assigned to the case, and let them know what YOU WANT to happen in the case.

GO TO COURT, AND STAND AS A WITNESS

If the case goes to court, be sure to attend and be willing to provide witness testimony on the stand, and/or victim impact statements.

6

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JOIN US IN MAKING A DIFFERENCE



CASTRO COMMUNITY ON PATROL WANTS YOU!

[GIVE US JUST THREE HOURS A MONTH AS A PATROL VOLUNTEER,
TO MAKE A POSITIVE DIFFERENCE IN THE COMMUNITY](#)

Castro Community On Patrol (CCOP / Castro Patrol) seeks new volunteers to help us patrol the Castro neighborhood on a monthly basis. YOU could be our next Trainee Patroller!

We have successfully patrolled the Castro neighborhood since 2006, deploying in teams of three unpaid volunteer Patrollers who walk for a 3-hour shift which they select themselves. Our patrols provide assistance, distribute free safety whistles, offer guidance, and deliver support to the residents, businesses, and visitors of the Castro, interacting with thousands of people every year.

We are often “First Reporters” by calling in Medical, Fire, or Law Enforcement professionals when needed, and we will offer assistance when safe to do so until the professionals arrive.

Our volunteers are mostly members of the LGBTQ+ community, but we are open and welcoming to **ALL** who want to volunteer just three-hours a month to help keep the Castro neighborhood a little safer. We provide full training, and you will always deploy with experienced volunteers. Patrolling is fun, you get to meet lots of people, and you can feel good about helping out the community.

www.CastroPatrol.org | info@CastroPatrol.org

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