



# PATROLLER

JULY 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)

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**DChf. Kyle Wong**  
(Volunteer Scheduling & Retention)

## SAN FRANCISCO ENJOYED A GREAT PRIDE MONTH



San Francisco celebrated PRIDE month in spectacular fashion, with many wonderful PRIDE events, fun, and joyous celebrations throughout the city.

There were some early concerns about the possibility of PRIDE events and gatherings being possible targets of terrorist violence, but the month passed without incident.

The incredible PINK TRIANGLE was installed on Twin Peaks. Parties and celebrations concluded without a hitch. The San Francisco PRIDE Parade was a sunny, fun-filled, and happy experience; and the amazing laser light show from the Ferry Building added a fun and mesmerizing art

Installation to the end of the month.

Our sincere congratulations and thanks to everyone who participated in San Francisco PRIDE 2024. Such fun and welcoming events draw hundreds of thousands of visitors and tourists into our wonderful and scenic city throughout the year. They help to make San Francisco such a fun and unique place to live.

## CASTRO CAME ALIVE FOR PRIDE 2024



It has been a very tough time for businesses in the Castro neighborhood in the aftermath of the COVID Pandemic, but there are strong signs of recovery and a return to a busier and more vibrant Castro.

New restaurants and businesses are opening each week, and the bars and clubs are seeing a return in their patron numbers which is heartening to see.

The Castro Merchants Association and the Castro CBD have played an important part in attracting new business and inviting patrons into the area. Keeping the streets clean and inviting, and hosting events to encourage patrons to return and shop in the neighborhood.

The neighborhood was extremely busy during PRIDE weekend, which was a very nice reminder of PRIDE weekends in the past.

## AN APPEAL FOR NEW PATROL VOLUNTEERS

We LOVE seeing the neighborhood get busier, with new restaurants opening and more people enjoying the recent nice weather.

This comes with additional requests for our Safety presence in the neighborhood and at special events, which we WANT to meet and fulfill, but we are VERY short of Patrol Volunteers at the moment.

If you can donate just three hours a month, please consider joining us!

Help us, to help keep the Castro a little safer for everyone!

# PATROL NEWS

## CCOP WAS PROUD TO WALK IN THE SAN FRANCISCO PRIDE PARADE WITH THE SF PUBLIC SAFETY PRIDE ALLIANCE



*Chief Craig (CPS), Deputy Chief Hill (CCOP), and Chief Carey (CCOP)*

CCOP was honored and very proud to walk in the San Francisco PRIDE Parade with the men, women, spouses, and family members of the [SF Public Safety PRIDE Alliance](#) group.

Comprising those who make up the fabric of public safety for San Francisco, the PSPA group is a nonprofit entity that supports and represents LGBTQ+ public safety personnel. It was a truly incredible experience to walk alongside Police Department, Fire Department, Sheriff's Department, California Highway Patrol, Animal Care and Control, ATF, FBI, and many others.

The response from the public along the entire length of Market Street was equally incredibly positive and supportive throughout the walk. We greatly appreciated the opportunity to walk with this amazing group of public servants and their loved ones.

## CCOP SUPPORTS THE "SFPD SAFE PLACE" PROGRAM



Castro Patrol has been a community leader in developing and deploying safety concepts and programs since our creation, and we are equally eager to support and contribute to effective and positive programs from partner groups and entities.

The SFPD "[SAFE PLACE](#)" program was first initiated as a project of the [SFPD LGBTQ+ Advisory Forum](#) of which CCOP is a member. The program encourages businesses to display the poster and provide a "safe haven" for victims of crime or harassment until police arrive.

We launched this effort in early July, chatting with thirty Castro businesses on the 500 block and on 19<sup>th</sup> Street. Our goal over the next month or so is to chat with ALL businesses in the neighborhood, and to see these posters in EVERY window.

We're quite short on Patrol volunteers right now, so it may take us some time, but we're committed to this important safety program.

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# PATROL NEWS

## WE'RE DISTRIBUTING FREE SAFETY WHISTLES THROUGH PARTNERING BUSINESSES



As part of the "[SAFE PLACE](#)" program effort, we're also offering an additional safety aid by providing FREE safety whistles and a small display case for countertops.

The "[WHISTLE FOR SAFETY](#)" program has been around for decades and was promoted during Harvey Milk's time. Safety Whistles work well in attracting attention and causing possible assailants to back off. We resurrected the whistle program and have distributed over one-hundred thousand free whistles to date, but we still find many people who have never heard of the program and who don't carry a whistle at all times.

Collaborating with businesses who are displaying the "[SAFE PLACE](#)" posters, we will offer a small countertop display case and we will supply FREE safety whistles for your staff and customers to take as needed. We will replenish the whistles as often as needed.

- 1 – BLOW means YES
- 2 – BLOWS means NO
- 3 – BLOWS repeated means SOS

Carry a safety whistle at ALL times.

## 07/20 SAFETY INFORMATION AT SF EAGLE FOLLOWING BATTERY INCIDENT



CCOP was asked to provide information and support to the leather community at the SF Eagle Bar in response to a patron who had been violently assaulted on a date.

CCOP Chief Carey, and CPS Chief Craig both attended and spoke at the well-attended safety meeting which included speakers from the Sisters of Perpetual Indulgence, the leather community, and the Guard community.

In addition to offer the immediate support and guidance requested, we are also in discussions with the various leather support groups to hopefully establish some self-defense and other general training opportunities for their membership.

In response to this specific request, and recognizing that "Dating Safety" is an ongoing concern for our general community we also produced a safety guide poster which is included later in this newsletter. Feel free to print and display the poster in any location you feel it would be valuable.

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# PATROL NEWS

## 07/20 SUNDAY CASTRO STROLL WAS A ROARING SUCCESS



With live music throughout the 400 and 500 block of Castro, artists working in real time, and vendor tables on the sidewalks, the Castro Stroll event on Sunday 07/20 was blessed with nice and sunny weather, comfortable temperatures, and a decent crowd.

The large live music band by the Castro Theater was particularly popular with many people stopping for a while to listen and even dance along with the musical numbers.

Encouraging patrons to return to the Castro and enjoy the neighborhood on a lazy Sunday afternoon is a great way to reenergize the neighborhood and bring more business and life into the area. Castro Patrol was very happy to participate in support of Castro Stroll by deploying three Patrol Volunteers for most of the event.

Castro Stroll is planned to take place regularly throughout the summer months, so watch out for the next one, and mark it in your calendar. Bring your loved ones along for a fun afternoon in the Castro.

## HATE CRIMES PUBLIC MEETING IS IN THE WORKS



In collaboration with the SFPD LGBTQ+ Advisory Forum, CCOP is coordinating a public Hate Crimes meeting which will include a presentation from the US Attorney's Office, the FBI, the San Francisco District Attorney's Office and the San Francisco Police Department.

This will be the fourth such presentation we have collaborated on, to bring this important information to the public and our LGBTQ+ community. Many individuals are unsure or confused by the CA State and Federal Hate Crime statutes, how hate crimes are investigated and prosecuted, and even what constitutes a Hate Crime as opposed to a hate incident which does not rise to the level of a crime.

This meeting will help to clarify many of these things, as well as offering a questions and answers session to further clarify the legislation, the roles of each agency and department, and how they collaborate to ensure the most appropriate and successful prosecutions and convictions.

We are still finalizing the details for this important educational meeting. Keep an eye on our website and we will announce the date, time, and location once it is fixed.

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# PATROL TRAINING ACADEMY

*BY Chief Ken Craig, Community Patrol Service*

## COGNITIVE OVERLOAD

Fortunately, cognitive overload for CCOP Patrol volunteers is an extremely rare situation and indeed most of our volunteers will never encounter a situation or incident that rises to this level. Still, understanding what cognitive overload is, recognizing it in yourself and others when it presents, and making positive decisions to reduce the overload when it occurs is a vital safety skill to develop and hone.



The brain is the most complex organ in the human body, autonomously controlling vital organ functions like the heart beating and breathing. It is an astonishingly effective and incredibly capable element of our existence and our well-being, processing hundreds of thousands of “inputs” and responding to them faster than the most advanced computer can manage at the moment. Despite all of this incredible speed and ability however, situations we find ourselves in from time to time may overload the capacity of the brain to receive, collate, categorize, assess, and respond effectively. There are many situations which may produce cognitive overload to varying degrees such as a number of people at an incident shouting information and instructions at the same time to you, or a very fluid and quickly changing situation which is too dynamic to fully comprehend and respond to.

Indicators that you, or someone on the patrol team, may be experiencing cognitive overload are: **Paralysis**, where you are unable to comprehend information or details being presented and essentially freeze; **Anger**, when you get irritated as the information you are receiving does not match your understanding or expectations and you do not know why; **Passivity**, by ceding your own decision making and simply accept another’s directions as you cannot define your own. If you recognize these indicators in yourself or others, try to simplify the task or situation at hand. Withdraw from the situation, if possible, to provide time and distance to reassess and reevaluate.

Cognitive overload can lead to bad decisions and injuries. It is a factor in many serious accidents and is therefore worth time and attention to recognize and address it when present.

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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](mailto:SFPDMissionStation@sfgov.org)

**San Francisco Police Department Park Station**  
415-242-3000 [SFPDParkStation@sfgov.org](mailto: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](mailto: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](mailto:CommunityPatrolService@gmail.com)

**SFPD LGBTQ+ Community Advisory Forum**  
[LGBTQ.forum@sfgov.org](mailto: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

castro  
C A R E S



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/](http://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](mailto:INFO@CastroPatrol.org) and we will be happy to chat with you, and enroll you into the program.

## Castro SAFE PLACE Program



The [SFPD SAFE PLACE](#) program is a collaborative effort between SFPD and San Francisco Businesses to offer a temporary "safe haven" to victims of crime or harassment until law enforcement or medical professionals arrive.

The program mission is to reduce hate crimes, bullying, harassment, and discrimination. By working together, we can encourage crime reporting and promote safety and security.

To find out more, contact us at [INFO@CastroPatrol.org](mailto: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](mailto: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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**DON'T BE AFRAID, GET TRAINED AND PREPARED**

# **REPORT HATE CRIMES**



**This location is a SAFE PLACE for victims of hate crimes and harassment to call 911 and wait for police to arrive.**

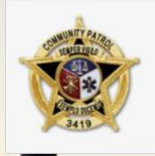
# **EMERGENCY CALL 911**

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**DON'T BE AFRAID, GET TRAINED AND PREPARED**



# DATING SAFETY



**USE THE BUDDY SYSTEM.** Share emails, online profiles, and details of your new date with a trusted friend.

**CHECK IN.** Ask your BUDDY to reach out to you by phone or text during your date to verify you are good.

**NO – IS NEVER NEGOTIABLE.** SAY NO TO ANYTHING OR ANYONE THAT MAKES YOU FEEL UNCOMFORTABLE.

**ESCAPE ANY WAY YOU CAN.** If you feel threatened or at risk do what you need to ESCAPE to safety.

**DEFEND YOURSELF.** You are entitled to defend if you need to. Better to be tried by 12, than buried by 6.

**REPORT IT.** If you are threatened, abused, or injured by a date, report them to 9-1-1 and let your friends know.

**SEEK SUPPORT.** From friends, from the community, and from government and nonprofit entities.



[www.CastroPatrol.org](http://www.CastroPatrol.org)

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**DON'T BE AFRAID, GET TRAINED AND PREPARED**



## **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](http://www.CastroPatrol.org) | [info@CastroPatrol.org](mailto:info@CastroPatrol.org)**

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