



PATROLLER

SEPTEMBER 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)

SFPD DISTRICT BOUNDARIES TO BE UPDATED



The SFPD must conduct a review of the current police district station boundaries no less than every ten years. This analysis aims to adjust boundaries according to the current state of the City and SFPD to maximize the effectiveness of police operations and increase the efficient use of police resources.

The boundary analysis project will utilize advanced Geographical Information System (GIS) software to incorporate key factors data into maps and visually assist in boundary evaluation and decision-making.

The boundary assessment will have a specific and directed public engagement component to learn from the community about the current state and suggested future state of the district station boundaries.

Public meetings will be held to encourage your active

engagement and participation in the overall process. The [next meeting](#) will take place:

October 15, 2024
5:30 PM – 7:30 PM
San Francisco Public Library,
Koret Auditorium,
100 Larkin Street,
San Francisco.

We encourage you to express your own opinions on this matter.

DOMESTIC VIOLENCE AWARENESS



The entire month of October is dedicated to the yearly National Domestic Violence Awareness Campaign.

Domestic Violence is a global issue reaching across national boundaries as well as socioeconomic, cultural, racial, sexual orientation, and class distinctions. Domestic violence is widespread, deeply ingrained, and has serious impacts on the survivors and on their long-term well-being.

Castro Patrol supports the efforts of the SFPD in protecting, serving, and advocating for victims of domestic violence.

If you are the victim of domestic violence, call:

- 9-1-1 in an emergency
- 415-553-0123 for SFPD non-emergency support
- 2-1-1 for a multilingual directory of community services
- 1-877-503-1850 for La Casa De Las Madres, a 24-hour crisis support group
- 1-800-799-7233 for the National Domestic Violence hotline

CRIME IN S.F. IS SIGNIFICANTLY REDUCED

[SFPD Crime Data](#) shows significant reductions in crime in ALL areas year-to-date over last year:

- HOMICIDE - 40.0%
- ROBBERY - 22.8%
- ASSAULT - 3.8%
- BURGLARY - 12.2%
- VEH. THEFT - 19.3%
- LARCENY - 40.6%

These figures represent SFPD data for all district stations between 1/1/24 to 10/6/24.

PATROL NEWS

CCOP JOINED CHIEF SCOTT AND NEW MISSION STATION CAPTAIN ON NEIGHBORHOOD WALK IN CASTRO



CCOP was proud to join SFPD Chief Bill Scott, our new Mission Station Captain Liza Johansen, our SFPD regular beat Officers, District Attorney Brooke Jenkins, Supervisor Rafael Mandelman, and other community leaders on a recent neighborhood walk through the Castro.

Chief Greg Carey of CCOP joined the walk, offering the new Captain and Chief Scott an opportunity to meet with business owners, residents, and visitors alike; to hear their concerns and offer their support.

One issue of concern raised was burglaries in the neighborhood. While current police statistics show a 14% reduction over last year, this is little comfort for victims of these crimes. ZGO Perfumery at 600 Castro has been a target, with significant losses.

Another concern raised was the significant costs involved in securing a “restraining order” for individuals and businesses, which often make the process untenable for some individuals. Supervisor Mandelman who joined the walk agreed to investigate whether the City could reduce or cover the costs of this important legal step in some way.

CCOP HOSTS “HATE CRIMES” MEETING WITH SFPD LGBTQ+ ADVISORY FORUM IN CASTRO



Top local and federal law enforcement officials including Police Chief Bill Scott, District Attorney Brooke Jenkins, FBI Special Agent in Charge Robert Tripp, and Chief of the Criminal Division of the United States Attorney’s office Martha Boersch came together to provide an overview how their respective entities receive, investigate, and prosecute hate crimes.

The event was sponsored by the SFPD LGBTQ+ Advisory Forum, a volunteer group of civilians who meet regularly to provide feedback to the SFPD Command Staff.

All speakers reinforced the fact that all entities work cooperatively and very well together when investigating and prosecuting hate crime reports. San Francisco has not seen a significant rise in reported hate crimes, but Statewide hate crime reports were up 20.2% in 2022 over the 2021 numbers.

One key take-away from all speakers was the importance of REPORTING ALL incidents and crimes, and making it very clear that you believe it may be a hate crime when making the report.

SAFETY is a COMMUNITY EFFORT

PATROL NEWS

CCOP INTERVIEWED FOR KPIX MAYORAL DEBATE INTRODUCTION



Chief Greg Carey of CCOP and Chief Ken Craig of Community Patrol Service were both interviewed by KPIX reporter Lauren Toms as a lead in on crime and safety for their recent Mayoral candidate's debate.

While the segment on KPIX itself was very short, it was a very well-produced minute that reinforced our longest-serving community safety patrol in San Francisco history and record, and it offered an opportunity for us to briefly express our thoughts and observations regarding crime and safety in the Castro in general.

Chief Carey highlighted the various different civilian and official efforts working together within the Castro neighborhood to enhance safety, promote vibrancy, and when necessary, bring criminal and disruptive elements to proper account through the proper legal channels.

We are often asked to provide short interviews and comment on recent incidents affecting the Castro or the LGBTQ+ broader community, and we are always happy to do so when appropriate. Chief Carey is our primary Public Relations spokesperson for CCOP, and all inquiries and questions should generally be referred to him.

CASTRO WILL HOST FIRST NEIGHBORHOOD NIGHT MARKET IN OCTOBER



Mark your calendars to attend the first Castro Night Market on Friday October 18. Night Markets have become very popular attractions in various neighborhoods throughout the city since the first one in the Sunset district last year. Now many different neighborhoods are getting “in on the fun.”

This event will see 18th Street closed from Hartford Street to Castro, and from Castro to Collingwood Streets, but Castro Street itself will remain open to traffic.

The Night Market is an effort to bring visitors to the Castro, to enjoy the food vendors and stalls, and to hopefully draw people back to the Castro neighborhood as a destination.

CCOP plans to deploy some volunteer Patrollers to assist SFPD and organizers in providing additional safety coverage for this inaugural event, hoping that it will be the first of many.

October 27 will also see a Halloween block party on Noe Street between Market and Beaver Streets from noon to 5 PM organized by CG Events, with a kid's costume contest at 2 PM, a pets costume contest at 3 PM, and an adults costume contest at 4 PM.

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PATROL TRAINING ACADEMY

BY Chief Ken Craig, Community Patrol Service

REMAINING CALM AND PROFESSIONAL UNDER STRESS

Remaining calm and professional is essential for law enforcement officers and our Patrollers, especially when facing irate, argumentative, or physically intimidating individuals.

In high-stress situations, psychological factors such as heightened emotions, fight-or-flight responses, and implicit biases can affect an individual's judgment. To effectively manage these situations, you must rely on emotional regulation, de-escalation tactics, and professionalism to ensure the safety of all involved and maintain public trust.

Psychologically, when confronted with aggressive or intimidating behavior, the body's natural fight-or-flight response is triggered. This reaction can lead to impulsive decisions, heightened aggression, unnecessarily raised voices or withdrawal, none of which are appropriate responses in many situations. Patrollers must learn to override these instincts through emotional control, which is often achieved through training in stress management, mindfulness, and self-awareness. Techniques such as controlled breathing, positive self-talk, and regular situational reassessment allow Patrollers to remain focused and calm, even under pressure.



Another psychological factor is the impact of emotions on decision-making. Research suggests that when emotions run high, people are more likely to make reactive, rather than thoughtful, decisions. Patrollers must be aware of this tendency and take steps to ensure that their actions are guided by the law, by Patrol protocols and by general ethical standards rather than by personal feelings of anger or frustration. This can prevent unnecessary escalation and help Patrollers maintain objectivity in tense encounters and hopefully mitigate and resolve them peacefully.

Best practices in law enforcement emphasize the importance of de-escalation. Techniques such as active listening, non-threatening body language, and verbal judo—using words to redirect aggression—can calm agitated individuals and prevent situations from becoming violent. By remaining calm and speaking in a measured tone, officers can often defuse anger and frustration, making the interaction more productive. Empathy and understanding, when expressed appropriately, can also be powerful tools in calming irate individuals. Time, Distance, and Calm are key tools by slowing your responses to consider them more carefully, allowing more distance from the individual to lessen the stress, and reducing anything causing the situation to escalate if possible.

Another key best practice is maintaining professionalism at all times. Even when provoked, Patrollers must uphold the law impartially and without personal bias. This professionalism not only protects the you legally but also reinforces public confidence in CCOP. The way a Patroller handles difficult situations can influence how the public perceives us as a whole. A calm, professional demeanor fosters respect and trust, while unprofessional behavior can lead to negative perceptions, mistrust, and even civil unrest.

Remaining calm and professional when faced with challenging members of the public is not just a matter of personal composure—it is a vital part of effective safety maintenance. By managing psychological responses and employing best practices, law enforcement officers and CCOP Patrollers can better protect themselves and the community, de-escalate volatile situations, and maintain the integrity of their role as public servants.

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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

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/

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 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 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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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.

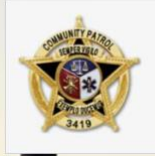
EMERGENCY CALL 911

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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

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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 | info@CastroPatrol.org

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