



PATROLLER

OCTOBER 2024

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

ESTABLISHED 2006

CHIEF OF PATROL



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(Public Relations)

ASSISTANT CHIEF OF PATROL



AChf. Ken Craig
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DChf. Brian Hill
(Information Technology)

DEPUTY CHIEF OF PATROL



DChf. Kyle Wong
(Volunteer Scheduling & Retention)

CCOP & CITY PREPARED FOR ELECTION RESULTS



CCOP and our Law Enforcement agencies are keeping a close eye on the upcoming U.S. Presidential Election.

Castro has seen large numbers of spontaneous people come out on the streets during previous election cycles, and we want to be prepared for such a situation this cycle to help keep everyone safe.

San Francisco, known for its activism, could face threats and disruptions. Potential risks include large-scale protests if election results are delayed, called into question, or outright denied.

We are working closely with our community partners to try to be as prepared as possible to field a safety team if celebratory or protest groups gather, or plan to march, during this cycle.

Join us as a Patroller to help us keep the neighborhood just a little safer.

HEADING INTO THE HOLIDAY SEASON FOR CASTRO



As we head into the November and December holiday season, Castro will see several holiday related events taking place in the neighborhood.

CCOP will be out and about supporting many of these events to help make things a little safer in the neighborhood, but we also encourage you to consider a few safety tips to make the holidays a little safer for you and your loved ones:

- If you plan to drink or use mood other enhancements, use rideshare services. **DON'T DRIVE.**
- Check your smoke and carbon monoxide detectors and replace batteries if necessary.
- Have a fire blanket by your stove, or a 3A40BC fire extinguisher, just in case.

- Stay in the kitchen when anything is cooking on, or in, your stove to avoid fire risks. (It is a very common cause of household fires during holidays.)
- Keep younger children out of the kitchen during cooking.
- Always extinguish any candles before leaving them. Don't leave them burning unattended.
- Follow the cooking instructions for your Turkey carefully, to prevent food poisoning ruining your holidays.

We wish everyone a safe, fun, and happy holidays.

S.F.P.D. CRIME DATA SNAPSHOT

[SFPD Crime Data](#) results citywide for the following specific categories 1/1/2024-10/27/2024

Homicide	27	-38.6%
Robbery	188	-8.7%
Assault	1,996	-4.1%
Burglary	4,248	-11.1%
Veh. Theft	4,617	-19.1%
Larceny	17,084	-39.9%
TOTAL		-31.1%

During the same time period last year, SFPD recorded a total of 43,807 reports, compared with a total of 30,172 reports this year, representing a 31.1% drop overall.

PATROL NEWS

CCOP SUPPORTED THE 50TH ANNIVERSARY OF THE CASTRO STREET FAIR



CCOP has supported the annual Castro Street Fair for around fifteen years, and we were proud and honored to do so again this year, marking the fair's 50th Anniversary.

The fair normally enjoys wonderful weather, and this year was certainly no exception, with the sun out and temperatures soaring into the low nineties.

Volunteers from various community nonprofits help by collecting donations at the entry gates to the fair. This money is then distributed evenly amongst those nonprofits based on the hours their volunteers contributed. This is often an essential injection of much needed funding for many organizations, and CCOP is no exception.

We always take on a very special role for the fair, and we were happy to fulfil that role again this year, working with our CCOP Patrollers and a few volunteers from the community.

The fair was a fun, pleasant, and enjoyable affair as it always is. At fifty years and still going strong, we look forward to working with the Castro Street Fair again in 2025.

CCOP PROVIDED ADDITIONAL SAFETY FOR THE FLEET WEEK NAVY BRASS BAND PERFORMANCE AT JWP



The US Navy Brass Band had such a good reception in 2023 when they performed in Jane Warner Plaza, they were eager to return to perform this year again as part of the Fleet Week festivities.

CCOP was on hand to provide additional safety support for the large crowd that enjoyed the free music and entertainment. It was a gorgeous and warm evening, and the band certainly captivated the audience throughout their two-hour performance.

We look forward to them returning to the Plaza during the next Fleet Week in San Francisco.



Chief Carey and Patroller Blow (above) keeping a watchful eye on the proceedings.

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PATROL NEWS

CASTRO NIGHT MARKET WAS A HUGE SUCCESS



Friday October 18 saw the very first Castro Night Market take place on 18th Street between Hartford Street and Collingwood Street.

With many food and other vendor booths, the Night Market was a huge success, with large crowds from beginning to end. As the first of at least three more Night Market events planned for the Castro, this was a great start and everyone who attended seemed to be in a great mood.

CCOP deployed a patrol team in support of the event to provide additional safety visibility and coverage, which fortunately was not needed at all as the event concluded without a single incident to report.

Plans are in place for another Castro Night Market event in December and two more are planned for 2025. If they continue to be as popular as the first event, the two-block footprint may be expanded to include more booths.

CASTRO HALLOWEEN AND GLOW IN THE STREETS EVENTS



We deployed to separate teams on 10/26 to provide additional safety support for the Halloween celebrations during the day in the neighborhood (above) and then that same evening at the annual “Glow in the Street” dance party on Noe Street.



It was a great pleasure to work with both events, and to see large numbers of happy people in very creative costumes enjoying the day in the Castro, and enjoying the party in the evening at the black-lit dancing party.

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PATROL TRAINING ACADEMY

BY Chief Ken Craig, Community Patrol Service

SITUATIONAL AWARENESS AND PIOSEE CONCEPTS

Situational awareness is more than just a skill—it is a foundational aspect of Patroller safety, effective decision-making, and successful outcomes in the field. The PIOSEE model offers a structured approach to situational awareness, helping Patrollers systematically process information and make sound decisions. The development and application of situational awareness practices are critical, as they can be the deciding factor between success and failure in complex and potentially dangerous and life-changing situations.



Situational awareness is divided into three levels:

1. **Perception of the Elements in the Environment** - The initial level involves observing key factors in the environment, such as people, vehicles, and potential hazards.
2. **Comprehension of the Current Situation** - This second level is about understanding what these elements mean and interpreting their significance.
3. **Projection of Future Status** - The final level involves predicting how the situation might develop in the future and preparing to act accordingly.

The **PIOSEE** model—Perceive, Interpret, Orient, Select, Execute, and Evaluate—provides a structured framework for maintaining situational awareness. This model serves as a step-by-step guide that Patrollers can follow to process information and make effective decisions. Each step is crucial and contributes to overall situational awareness.

1. Perceive

“Perceive,” focuses on observing and gathering information from the environment. Patrollers need to be vigilant in scanning their surroundings, noting elements such as unusual behaviors, body language, or objects that may indicate a potential threat. Perception can be influenced by distractions, stress, and cognitive biases, so be aware of this if possible.

2. Interpret

Once information is perceived, you must interpret it. This stage involves analyzing what the observed elements mean. For example, if you notice someone acting nervously, you need to interpret whether it's a sign of potential aggression, anxiety, or something else. Interpretation is where training, experience, and understanding of human behavior come into play, helping you to read the situation accurately.

3. Options

Develop your available options, physically and mentally, in relation to the identified elements to help you prepare for potential actions and responses. For example, if you identify a threat, you will adjust their stance, assess possible escape routes, or prepare defensive tools. This phase also involves understanding the potential intentions of the individuals involved, the environment's layout, and possible consequences of different actions.

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SITUATIONAL AWARENESS AND PIOSEE CONCEPTS cont:

4. Select

After orienting to the situation, the next step is to select the most appropriate response. This phase requires the you to choose from various possible actions, taking into account the overall safety, tactical advantage, and legal and ethical implications. For instance, you may choose to communicate verbally, withdraw physically to a safe distance, or call for professional backup. The selection of a response depends on both situational awareness and your judgment, making it essential for Patrollers to have well-developed decision-making skills.

5. Execute

The “Execute” stage is where the Patroller carries out the selected action. This may involve verbal communication, physical intervention, or tactical movement. Effective execution relies on training, muscle memory, and confidence in one’s abilities. A Patroller’s ability to execute a response smoothly is vital in maintaining control over the situation. Errors in execution can result in failure to neutralize a threat or may escalate a situation unnecessarily.

6. Evaluate

The final stage in the **PIOSEE** model is “Evaluate.” After executing an action, you must assess the outcome to determine if the response was effective or if further action is required. Evaluation is a dynamic process, as officers continuously re-assess their surroundings to ensure they stay ahead of any potential changes. Learning from each evaluation, whether the action was successful or not, helps officers refine their responses in future situations.

The **PIOSEE** cycle should continue until the situation is resolved, as it offers an opportunity to continuously evaluate the situation and your responses.

Another critical factor in effectively responding as an individual, or more importantly as a Patrol team, is the application of **Team Resource Management (TRM)** concepts and a solid understanding and comfort with your assigned function on the team, and your capacity to undertake that function when required. It is human nature to be “intrigued” by an unusual situation or interaction, and this often leads to a singular focus (“tunnel vision”) which excludes other peripheral information surrounding you. If all team members are so singularly focused on the incident, it is possible you may miss vital information or clues that are available to you.

Team Resource Management is a concept that assigns specific tasks, functions, and responsibilities to each Patrol team member. In focusing on your assigned task, and trusting your team members to likewise focus on their assigned task, your team “should” respond in the most effective way possible to any situation you may encounter. Most experienced Patrollers will fall into these actions instinctively, through training and repetition by experiencing multiple patrols and incidents. Newer Patrollers may need to be reminded to “turn your camera on,” or “note the time and address,” or to take a step away from the main incident to keep an eye on bystanders or the surrounding area when more experienced Patrollers are engaged in handling a person down, a medical incident, or an irate individual etc.

Any breakdown in situational awareness or Team Resource Management can lead to bad outcomes, such as missing an important incident, failing to respond in a timely and effective manner, or responding in an inappropriate or unlawful way. Therefore, fostering these skills is a priority for CCOP training and practice. In support of this priority, you will often find our Chief’s or Senior Patroller’s “checking in” with you following an incident to verify you “turned your camera on,” or that you “noted the correct start time and address,” or to ask what you would have done, or not done, in a similar situation. The goal of this “check in” is to assist you in developing your situational awareness, critical thinking, and understanding of our Team Resource Management concepts.

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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.

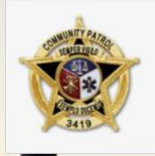
EMERGENCY CALL 911

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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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