



# PATROLLER

## JANUARY 2025

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

**ESTABLISHED 2006**

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(Public Relations)

**ASSISTANT CHIEF OF PATROL**



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(Volunteer Training & Certification)

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(Volunteer Scheduling & Retention)

**2025 WILL BE A YEAR OF CHANGE IN MANY WAYS**



2025 launched with a clear and cool start, allowing everyone at the Embarcadero to see the fantastic fireworks display, without Karl the fog or low-level clouds impeding the view.

January saw many significant changes for our Country, and for the City of San Francisco itself. President Donald J. Trump was inaugurated at the national level, while at the local level Mayor Daniel Lurie was inaugurated, replacing former Mayor London Breed.

It is abundantly clear that the U.S. Presidential election is likely to have significant consequences and impacts on our broader LGBTQ2S+ community as their very first actions within hours of taking office have set the tone of reversing much of the diversity and equality work accomplished by the previous Democratic party

administration.

California State level leadership has vowed to uphold the equality and diversity milestones within the State, and to continue the "Sanctuary State" status that was first enacted in 2017 by then Governor Jerry Brown.

Mayor Lurie is staking out reducing drug use and deaths on the City streets and declared a fentanyl state of emergency as one of his key campaign promises, alongside significantly reducing the unhoused living on the streets.

The State of California and the City and County of San Francisco is expected to stand in opposition to the worst anticipated excesses of the new Trump Administration, and to work in support of all California residents, but just as during the first Trump administration, there is likely to be many, many more public marches, demonstrations, legal fights in the courts, and considerable fear and uncertainty within the communities CCOP serves.

As the dark and ominous clouds of the impending storm gather, now is the time for all good people to join together to volunteer

for public service, to raise their voices, and to stand up for what is right, proper, and compassionate.

Castro Community On Patrol always stands ready to work with the LGBTQ2S+ community as a whole, to improve safety, security, and opportunities for everyone. We anticipate being requested to assist and support many demonstrations, marches, and events in the coming four years and we REALLY NEED your support to help us accomplish this.

Please consider volunteering as we really NEED you!

**S.F.P.D. CRIME DATA SNAPSHOT**

[SFPD Crime Data](#) results citywide for the following specific categories 1/1/2025 to 1/19/2025

	2025	Yr - Yr %
Homicide	1	-66.7%
Robbery	84	-27.0%
Assault	104	11.8%
Burglary	190	-34.9%
Veh. Theft	200	-38.5%
Larceny	623	-48.9%
<b>TOTAL</b>		<b>-41.1%</b>

During the same period last year, SFPD recorded a total of 2,080 reports, compared with a total of 1,225 reports this year, representing a 41.1% drop overall.

# PATROL NEWS

## CCOP RETURNED TO REGULAR EVENING PATROLS IN JANUARY



With our extremely low volunteer numbers, and the high number of community requests during November and December of 2024, we were unable to deploy any of our normal later evening patrols during that period.

Evening patrols are a key element in the overall fabric of safety and security for the neighborhood, so Chief Carey and Assistant Chief Craig deployed for a 22:00-00:30 evening patrol on January 10, 2025.

The patrol was very successful, with several members of the public thanking us for our presence. We responded to a vehicle failing to yield to pedestrians on a crosswalk – namely our own patrol team, and we responded to an alleged assault between two adult males, separating them before physical violence occurred. One of the parties wanted to file a report with Police, so we waited with them as they called to provide those details by phone.

We hope to deploy more regular evenings patrols on Friday and Saturday evenings in the neighborhood, as they add significant visibility and safety coverage for everyone. If you are available on any upcoming Friday or Saturday evening, please let us know by email and we will try to form up a full Patrol team for that evening.

## CCOP EXTENDS THE SFPD SAFE PLACE PROGRAM TO THE 400 BLOCK OF CASTRO STREET



CCOP is working with the San Francisco Police Department, Community Engagement Division in promoting the SAFE PLACE program throughout the neighborhood. We deployed a patrol team on January 18 to chat with businesses on the 400 Block of Castro Street, as well as some on 18<sup>th</sup> and 17<sup>th</sup> Streets.

If you see the distinctive Blue posters with the Rainbow Police Star, the business has agreed to provide a safe haven for anyone who feels threatened, unsafe, or who simply needs some assistance. The business will help by calling 9-1-1 and looking after the individual until emergency responders arrive. Please support these businesses and thank them for participating in this important safety program.



**SAFETY is a COMMUNITY EFFORT**

# PATROL TRAINING ACADEMY

**BY Chief Ken Craig, Community Patrol Service**

## **CRISIS INTERVENTION TRAINING (CIT)**

All public safety organizations must adopt evidence-based strategies to effectively respond to individuals in altered states of consciousness due to drugs, alcohol, or mental illness. Crisis Intervention Training, de-escalation techniques, non-aggressive protocols, and partnerships with emergency services are critical components of a successful response framework. Effective training and supervision are keys, ultimately improving outcomes for individuals in crisis and enhancing public safety. By prioritizing compassion, collaboration, and continuous training, we can play a vital role in addressing the complex challenges associated with altered states of consciousness.

Patrollers frequently encounter individuals experiencing altered states of consciousness due to drug use, alcohol intoxication, or mental illness. These situations can be unpredictable and, if not handled appropriately, may escalate into dangerous encounters. As such, we must develop and implement strategies that prioritize de-escalation, safety, and appropriate intervention to protect both the individuals involved and the Patrollers themselves.



Altered states of consciousness can result from substance use or mental health disorders. Drugs such as stimulants (e.g., methamphetamine, cocaine), depressants (e.g., alcohol, benzodiazepines), and hallucinogens (e.g., LSD, PCP) can significantly impact perception, cognition, and behavior (National Institute on Drug Abuse, 2021). Similarly, psychiatric conditions such as schizophrenia, bipolar disorder, and severe depression can cause individuals to experience delusions, paranoia, or suicidal ideation (American Psychiatric Association, 2022). Recognizing the signs of these altered states is critical for Patrollers to determine the most appropriate response.

### **Crisis Intervention Training (CIT)**

One of the most effective strategies for law enforcement and our Patrollers is the implementation of Crisis Intervention Team (CIT) training. CIT programs equip Patrollers with skills to recognize and de-escalate crises involving individuals with mental illness or substance use disorders (Watson & Fulambarker, 2012). Patrollers trained in CIT learn communication techniques, such as active listening and empathy, to defuse potentially volatile situations. Research has shown that CIT programs reduce the likelihood of violent incidents and increase referrals to mental health services rather than incarceration (Compton et al., 2014).

### **De-Escalation Techniques**

De-escalation is a critical component of effective law enforcement response. Techniques include maintaining a calm demeanor, using non-threatening body language, and speaking in a slow, reassuring tone (Reuland et al., 2009). Officers should avoid sudden movements or loud commands that may exacerbate agitation in individuals experiencing hallucinations or paranoia. By creating a non-threatening environment, law enforcement can prevent confrontations and build trust with individuals in crisis.

Collaboration between Patrollers, law enforcement, and mental health professionals is essential for improving outcomes in crisis situations. Many jurisdictions have implemented co-responder models, where mental health clinicians accompany officers to calls involving individuals in crisis (Steadman et al., 2016). These professionals can assess the situation, provide immediate care, and facilitate connections to appropriate services. Such collaborations reduce unnecessary arrests and emergency room visits while ensuring individuals receive the treatment they need.

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# PATROL TRAINING ACADEMY

## CRISIS INTERVENTION TRAINING (CIT) cont:

Rather than defaulting to a law enforcement response, Patrollers should evaluate the individual to the best of their ability, and consider whether the Street Crisis Response Team (SCRT) may be a more suitable option given the totality of the circumstances presented. Naturally, where a real threat to the individual or the public is present, then law enforcement must be summoned immediately.

Building strong relationships with the community is crucial for effective crisis response. Public education campaigns can also raise awareness about available resources, reducing the stigma surrounding mental illness and encouraging individuals to seek help before crises occur, as well as empowering and encouraging members of the public to call for support services directly when appropriate.

### **Case Studies and Success Stories**

Several cities have successfully implemented innovative crisis response models. For instance, the Crisis Assistance Helping Out on the Streets (CAHOOTS) program in Eugene, Oregon, employs trained crisis workers and medics to respond to mental health and substance use-related calls instead of law enforcement officers (White Bird Clinic, 2020). This model has demonstrated significant cost savings and improved outcomes, as fewer individuals end up in jail or emergency rooms. Similarly, the Memphis CIT model has become a national standard for law enforcement crisis response, emphasizing partnerships with local mental health providers (Dupont et al., 2007).

### **Challenges and Limitations**

Despite the progress made in crisis response training and collaboration, challenges remain. Limited training and emergency services resources can hinder the implementation of comprehensive crisis intervention programs. Additionally, in the heat of the moment when more inexperienced Patrollers are faced with someone in distress or experiencing an altered state of consciousness, fear and uncertainty can prompt a “knee jerk” defensive response which may only help to escalate the incident.

Team Resource Management is a vital element of responding appropriately in such situations. Patrol team assignments clearly defined before deployment and maintained during such incidents will help the team to respond effectively and professionally. 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. The most senior and most experienced Patroller MUST ALWAYS take the lead in any incident which involves an individual in crisis, no matter the cause.

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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**



## **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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**SIGN UP. BE A PART OF THE SOLUTION.**



**"SAFETY is a COMMUNITY EFFORT"**

**NEVER DOUBT THAT A SMALL GROUP OF THOUGHTFUL, COMMITTED PEOPLE CAN CHANGE THE WORLD. INDEED, IT'S THE ONLY THING THAT EVER HAS.**

**BE THE DIFFERENCE!**

**[WWW.CASTROPATROL.ORG](http://WWW.CASTROPATROL.ORG)**

**FOR MORE INFORMATION OR TO VOLUNTEER**

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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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# **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**

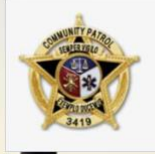
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# DATING SAFETY



**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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# DOMESTIC VIOLENCE

**INTIMATE PARTNER VIOLENCE IS AGAINST THE LAW  
AND OFTEN LEADS TO SERIOUS INJURY OR WORSE.  
DON'T BECOME A MARTYR.**

## DO YOU NEED HELP?

- **Are you regularly subjected to acts of degradation, physical or verbal abuse, intimidation, or excessive control?**
- **Do you feel UNSAFE with your intimate partner?**
- **Do you feel empowered to make decisions for yourself?**

**Abusers rarely stop their abuse, but frequently escalate to more serious attacks. Ask for help!**

**LGBTQ Anti-Violence Project: 1-212-714-1141**

**FORGE Transgender Project: 1-414-559-2123**

**Youth LGBTQ Help Center: 1-800-246-7743**



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# ANGEL SHOTS

THIS ESTABLISHMENT RECOGNIZES AND SUPPORTS  
THE **ANGEL SHOT** SAFETY PROGRAM

## DO YOU NEED HELP?

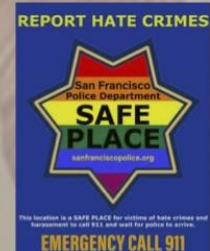
- Are you on a **DATE** that is not going well?
- Do you feel **UNSAFE**?
- Is anyone **BOTHERING** your or making you feel **UNCOMFORTABLE**?
- Are you being **FORCED** to do something against your will?

**ASK OUR SECURITY STAFF OR YOUR SERVER FOR  
AN "ANGEL SHOT."**

**WE WILL HANDLE THINGS DISCRETELY AND WE  
WILL PROTECT YOU UNTIL YOU ARE SAFE &  
SECURE.**



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# HUMAN TRAFFICKING

**HUMAN TRAFFICKING IS SLAVERY BY A DIFFERENT NAME.  
TARGET THE TRAFFICKERS AND HELP SAVE THE VICTIMS.**

## DO YOU NEED HELP?

- **Are you FORCED to work for little or no reimbursement?**
- **Do you face physical or psychological abuse if you do not work as demanded?**
- **Can you leave at any time, without fear of retribution?**
- **Are you expected to do things outside of your comfort zone, such as performing sexual favors for strangers?**

**National Human Trafficking Hotline**

**Call: 1-888-373-7888**

**Text: HELP to 233733 (BEFREE)**

**[www.humantraffickinghotline.org](http://www.humantraffickinghotline.org)**



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