

Annual Community Policing Plan

Crime Information Services Unit
Administration Bureau



CITY & COUNTY OF SAN FRANCISCO

Police Department

10.24.2023

Strategy 1.0

The community policing strategy for CISU both Property Division and Records Division will focus on Strategic Initiatives to improve customer service interactions with the public interacting with police for services.

The five strategic initiatives are:

1. Collaborate
2. Improve Responsiveness
3. Measure and Communicate
4. Strengthen the Department
5. Define the Future

Goals and Objectives

CISU's Community Policing Outreach Goals

- Goal 1: Communication
- Goal 2: Education
- Goal 3: Problem-Solving
- Goal 4: Relationship Building
- Goal 5: SFPD Organization

Goal 1: Communication

Foster honest, transparent, and empathetic dialogue between the SFPD and San Francisco Community.

What Strategies are you employing to meet the objectives of Goal 1?

- **Objective 1.1:** Update or enhance our multiple options provided for requesters to communicate with SFPD and make requests for CISU Records and/or Property services.
- **Objective 1.2:** Respond to request for service and information in a reasonable and an easily understood manner.
- **Objective 1.3:** Transparently communicate, publicize, and educate the community and/or public about SFPD procedures, protocols or policies concerning service, information and records and property requests.
- **Objective 1.4:** Improve communication between Department Bureaus and Units, to receive timely updates/status of cases.

Goal 2: Education

SFPD both trains and is trained by the communities it serves.

What Strategies are you employing to meet the objectives of Goal 2?

- **Objective 2.1:** Provide overview information to educate the community regarding the CISU process, to reduce requester error that contributes to delays in processing requests (e.g., incomplete submissions, duplicate submissions, submissions/requests made using wrong request category, etc.)
- **Objective 2.2:** Provide the community with the ability and convenience to make services requests online.
- **Objective 2.3:** Provide the community with a survey to provide timely feedback on our services provided to further improve our efforts to serve better.

Goal 3: Problem-Solving

Increase safety through collaborative working partnerships between SFPD, community members, and organizations to identify and address local topics of concern.

What Strategies are you employing to meet the objectives of Goal 3?

- **Objective 3.1:** Create a FAQs or Frequently Asked Questions reference sheet to be available on the SFPD CISU website page and with hardcopies at front window explaining CISU process.
- **Objective 3.2:** Collaboratively identify and develop responses to local issues and concerns with individuals, community-based organizations, and city services.
- **Objective 3.3:** Create a report release guidelines/reference sheet to improve inquiry efficiency.

Goal 4: Relationship-Building

Build strong, trusting, and respectful relationships between SFPD and all facets of San Francisco Community.

What Strategies are you employing to meet the objectives of Goal 4?

- **Objective 4.1:** Improve communication between Department Bureaus and Units, which will provide CISU with timely case status updates that will allow CISU to process report and/or property requests in a well-ordered and timely manner to better serve community/public.
- **Objective 4.2:** CISU will partner with CED, when necessary, to improve communications between SFPD and victims of crimes and the general public regarding requests for police reports and/or property returns.
- **Objective 4.3:** CISU will partner with Technology, to develop a short requester feedback survey with 5 or 6 questions that can be e-mailed to requesters of reports and/or property (forwarded to citizens at the close of a request transaction).

Goal 5: SFPD Organization

SFPD organization and operation leads community policing efforts and demonstrates a guardian mindset.

What Strategies are you employing to meet the objectives of Goal 5?

- **Objective 5.1:** Develop policies, priorities, and procedures that are consistent across SFPD workflow operations and extend to include customer service requests (e.g., requests for reports or property).
- **Objective 5.2:** The SFPD is adaptable and committed to continuous review and improvement.
- **Objective 5.3:** Include sworn and civilian perspectives and input in decision-making and policy development processes.
- **Objective 5.4:** Provide staff (sworn and civilians) with updated and sufficient resources, training and development opportunities.

Community Partners

Who are the community stakeholder and partners that are informing your plan and your strategy?

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- City Agencies (e.g., HSS, APD, SFUSD, JJC, M.E., etc.)
 - LEA Out of Jurisdiction
 - Attorneys
 - SFDA, Attorneys (in/out of state)
 - Community Non-Profits
 - Investigators
 - Media
 - SF City Attorneys

Metrics

Data sources used to evaluate our plans effectiveness and how to measure our success.

- GovQA
- Laserfische
- Mail/USPS
- FAX
- Email
- Walkin/In Person

Social Media Strategies

We utilize the Department Website as our social media outlet.

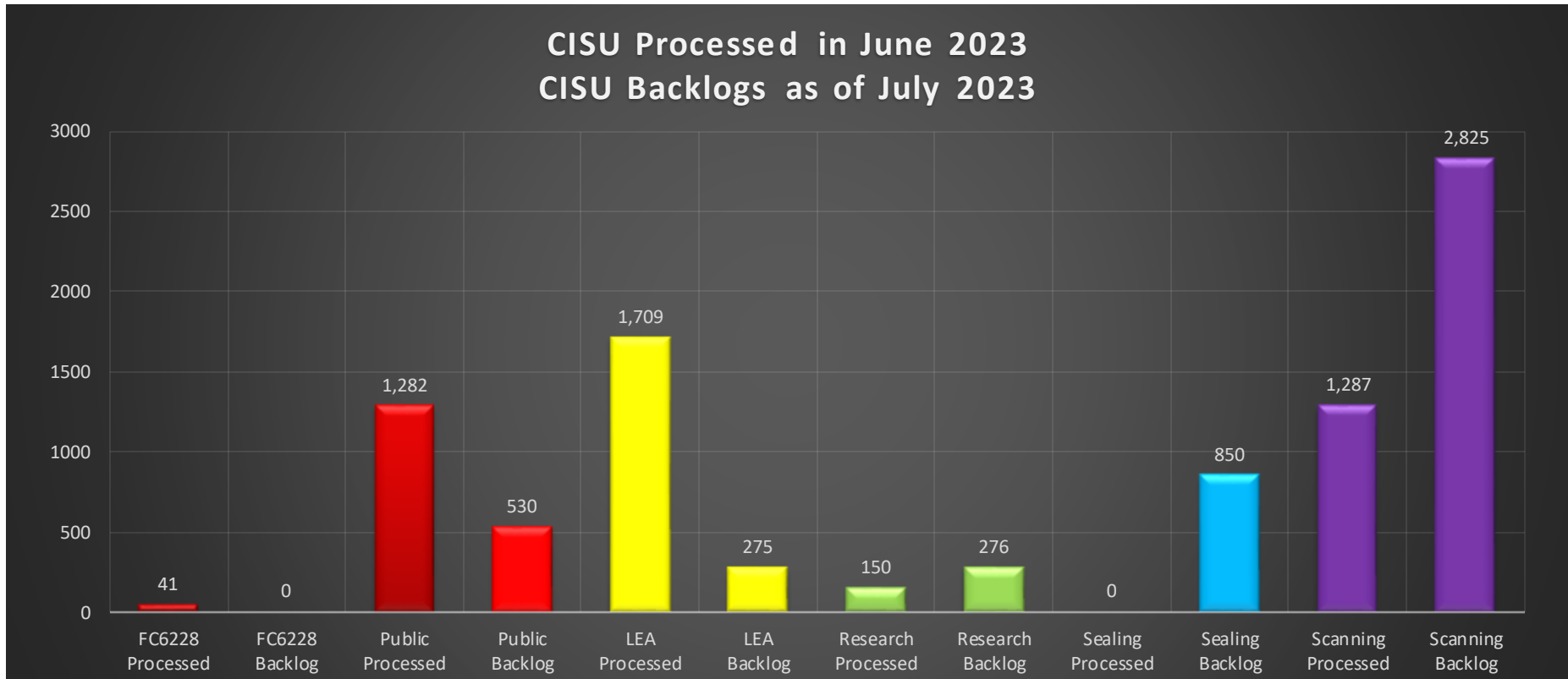
Department Website: Provide timely updates to our website to inform the community on any unforeseen factors affecting the timely release of requests.

Review and Improvement

The following processes will be used to review progress on our plan, determine if changes need to be made, and make changes if necessary.

- *Use of Data and Metrics*: Facilitate processed requests received and completion of database segmented backlogged requests.
- *Surveys*: Community input or feedback from completed surveys received to enhance services provided.
- *Community Input*: Enhancing input through the review/feedback received in various forms (e.g., USPS, phone calls, in person, surveys)

Sample Monthly Data Used to Inform Our Plan



- FC6228 Requests via GovQA, Email, Mail, FAX & Front Counter (Backlog/Processed)
- Public Requests via GovQA, Email, Mail, FAX & Front Counter (Backlog/Processed)
- LEA Requests via GovQA, Email, Mail, FAX & Front Counter (Backlog/Processed)
- Research on Sealing, Background, Public & LEA Requests (Backlog/Processed)
- Sealing for both Juvenile & Adult (Backlog/Processed)
- Scanning Background Requests, Sealing, & Firearms (Backlog/Processed)

Impact on Public Safety

Our public safety community impact plan aims to elevate our community's safety by delivering high quality services with a responsible and timely turnaround/responses.

FUTURE GOALS

The following are CISU's additional initiatives and goals for the Year 2024 not mentioned in the previous slides:

Records Division:

- Add LEP feature to the Phone Tree
- Launch Inter-Agency feature in GovQA
- Launch MyApps (One Stop Login)
- Launch Upgrade RIO Archiving Data

Property Control Division:

- Launch Foundrop
- Launch PropertyRoom.com

Thank you.

Any questions?

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