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Community Police Advisory Board (CPAB) Manual DM 24

In 2009, the Department established the first Community Police Advisory Board (CPAB). Today, all 10 District Station Captains work with a Community Police Advisory Board. CPAB Members are made up of individuals within a police district who reflect the community (e.g. residents and merchants) and represent the various neighborhoods within the specific district. Most Community Police Advisory Boards are comprised of 10 to 15 individuals who meet with the District Captain on a monthly basis. The Captain serves as the chair of the meeting and designates a community member as a co-chair.

CPAB members provide support to the District Captains on topics such as community engagement activities, community policing, problem solving and crime prevention. CPAB members also have an opportunity to communicate with their District Captains on crime and quality of life concerns in their neighborhoods and district.

The Department has developed a Community Police Advisory Board (CPAB) manual (DM 24) in order to provide specific and standardized policy and procedures related to CPAB activity for the District Captains and Department Members assigned to District Stations.

The [Community Police Advisory Board \(CP AB\) manual](#) may be located on the Department's Intranet under "manuals."


WILLIAM SCOTT
Chief of Police

Per DB 19-070, both sworn and non-sworn members are required to electronically acknowledge receipt and review of this Department Bulletin in HRMS. Any questions or clarification regarding this policy should be made to sfpd.writtendirectives@sfgov.org who will provide additional guidance about the directive.

COMMUNITY POLICE ADVISORY BOARDS (CPAB)



TENDERLOIN

RICHMOND

NORTHERN

INGLESIDE

SOUTHERN

BAYVIEW

CENTRAL

TARAVAL

MISSION

PARK



Department Manual 24

Revised 7/1/19

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SAN FRANCISCO POLICE DEPARTMENT COMMUNITY POLICE ADVISORY BOARD

Community Police Advisory Board Oversight (Disclaimer)

The San Francisco Police Department's (SFPD) Community Engagement Division is responsible for ensuring that each district station has a well-functioning Community Police Advisory Board (CPAB). This division shall also provide direction, resources, and oversight on the policies and procedures contained within this manual.

WHAT IS A Community Police Advisory Board (CPAB)?

CPABs are community-oriented police advisory boards for each police district. Each CPAB, led by the District Captain for that police district, is comprised of approximately 10 to 15 committed volunteer community members and a representative from the Community Engagement Division of the SFPD. District Captains may choose more members if they wish to accomplish specific tasks. Each district's Board members live and/or work in the communities within that district, where a community may be either a neighborhood with specific needs or a specific demographic. Each member thus represents the diversity of their community.

In addition to the district CPABs, there will also be a City-wide CPAB Steering Committee facilitated by SF Safety Awareness For Everyone (SAFE). Two representatives from each Community Police Advisory Board shall be selected to participate in this Committee, with the purpose of sharing information across districts. (See sec 2 for more details)

VISION AND MISSION STATEMENT

Vision

We envision a San Francisco in which the police districts have close relationships with the communities they serve. Community engagement not only enhances collective well-being, but also leads to more effective crime prevention and strategy.

Mission

Each CPAB helps its District Captain better understand the unique needs of their district. As such, the CPABs are great assets in achieving SFPD goals and carrying out the SFPD's Community Policing Strategic Plan. The CPABs and the SFPD will collaborate to improve public safety, quality of life, and education as well as to improve police-community relationships. They will do so by developing crime prevention strategies and increasing community engagement through event planning.

ROLE OF A CPAB MEMBER

Purpose and Qualifications

The members of a district's CPAB play a vital role in the communication and problem-solving efforts undertaken by the District Captain, the district station, and the communities within the district. CPAB members learn about and use new problem-solving techniques to promote positive changes in their neighborhoods.

The most important qualities a CPAB member can bring to the organization are a positive attitude, a desire to learn, and an eagerness to "roll up their sleeves" and take action to solve community problems. CPAB members should also be well-informed on the state of affairs in their sector of the district and make an effort to become similarly informed on district-wide issues.

Volunteering as a CPAB member demonstrates dedication to helping fellow community members, working with the police to improve quality of life, and improving communication both within their community and between their community and the police.

Selected members may be figures in their community and work well in a collaborative group setting. Every member of the CPAB must be committed to treating all people with respect and dignity. Members should have an interest in advancing the common good of their neighborhood and the larger community, as their actions and words will affect the lives of many.

Communication Responsibilities

CPAB members should form constructive relationships in their communities through open and honest two-way communication.

As CPAB members are a resource for their communities, they should seek out ideas, concerns, and observations about current quality-of-life and crime issues within their community. CPAB members play an important role in communicating community ideas and concerns to their District Captain. Relevant information from the community can include, but is not limited to, ideas for improving public safety, preventing graffiti, enhancing traffic safety, and addressing challenging issues like gang or drug issues.

When appropriate, members should share acquired information with the rest of the CPAB in the spirit of inter-neighborhood collaboration. All members should be prepared to offer ideas on improving adverse conditions and to participate in discussions on public safety issues.

The CPAB should also use all available means to communicate important information to the community whenever possible. The District Captain will provide members with "public safety announcements" to distribute to their communities. For example, they may provide the community with information about the District Attorney's (DA) camera registry program, which allows home

and business owners to register their security cameras with the DA's Office. To facilitate communication, each CPAB should choose a member to monitor a designated communication channel. For instance, a CPAB may choose to create an email distribution list, telephone tree, a social media group or a Google Group for their district. Parkstationcpab@gmail.com

This may also be accomplished by utilizing the services of SF SAFE to provide information to the community.

CPAB members should be willing to provide their email address to the District Captain as well as share it with fellow CPAB members.

In addition to expectations of communication with the community, CPAB members should also know SAFE's services and work with SAFE's employees to promote and provide outreach for the formation of Neighborhood Watch Groups (more information below).

Communication Strategies

To effectively communicate with their community, all CPAB members should:

- Use an energetic approach when discussing a community's issues;
- Communicate that a problem does not have to continue to exist;
- Encourage people to question the status quo.

For further advice on creating a more effective dialogue with community stakeholders, CPAB members can follow the list of techniques found in the Appendix.

Problem-Oriented Community Members

In the spirit of problem-oriented policing, CPAB members should become familiar with the SARA model (Scanning, Analysis, Response, and Assessment), employed by most law enforcement agencies in the United States including the SFPD. This model of problem-solving addresses ongoing crime and quality-of-life issues in an organized manner. Information about the SARA model can be found at <http://www.popcenter.org/about/>.

Social Media

Because of the sensitive nature of some information at CPAB meetings, the District Captain should ensure that CPAB members' outward communication is well-judged and within SFPD Media Relations requirements.

To gain an understanding of those requirements, CPAB members should read General Order 2.09 "Social Media Policy." Members who desire a deeper insight should consider reading General Orders 3.16 "Release of Police Reports" and 8.09 "Media Relations."

CPAB members should honor these guidelines and SFPD Media Relations Protocols while communicating on social media or other electronic means as a representative of the District CPAB.

Social media accounts specific to the CPAB (e.g. Twitter, Facebook, etc.) shall be approved by the District Captain.

Attendance

As with any commitment, regular attendance and active participation is essential. CPAB members depend on one another to accomplish CPAB goals and poorly attended meetings will be ineffective and not representative. In addition, CPAB members participate in subcommittee work and meetings will be vital because of the shared responsibilities within the group.

Thus, a member who does not attend a minimum of nine (9) meetings in a year, misses two (2) consecutive meetings, or has more than two (2) unexcused absences may be evaluated for replacement by the District Captain. An excused absence is one in which the District Captain is notified of the absence in advance of the meeting.

However, it is understandable if a CPAB member occasionally has a scheduling conflict and must miss a meeting.

Role within SFPD

CPAB members are considered official volunteers of the Department. CPAB members act as liaisons between neighborhoods and the Department and play a pivotal role by informing the SFPD of community concerns. CPAB members also contribute to the SFPD's community engagement efforts by participating in District and Department-wide events or other community functions in which the SFPD engages with the community.

ROLE OF DISTRICT CAPTAIN

One role of the CPAB is to advise the District Captain on public safety, crime, and quality-of-life issues impacting the district. They should respect the leadership of the District Captain, who will consider them their "go to people." In turn, the Captain will ensure fairness within the Board and be receptive to community members' concerns. While board members should keep in mind that not all problems can be solved immediately and that the Captain has ultimate authority, the Captain should earnestly strive towards constructive solutions to issues in their district.

The District Captain should:

- Ensure the provisions of the CPAB Manual are being followed;

- Be responsible for final decisions regarding membership, which includes selection and removal of Advisory Board members (see next subsection);
- Provide insight and assistance to their CPAB;
- Provide CPAB members with information on the current crime trends being addressed as well as projects undertaken by other Department units and San Francisco service providers;
- In conjunction with the CPAB, determine the usefulness of a particular subcommittee, which includes selecting members to serve on specific subcommittees and approving subcommittee work. (See the subcommittee section for further information on this topic.)

The Right to Replace and Select

The District Captain has the authority to decide who may participate on the CPAB.

The District Captain also reserves the right to replace CPAB members at any time for failure to adhere to the attendance policy. Members are expected to attend every meeting. Members may not have two (2) unexcused absences; missing more than three (3) regularly scheduled meetings in one (1) calendar year; failing to meet required commitments of participation on subcommittees, work groups, or community activities; or doing any other thing that would make continued service contrary to the best interests of the District CPAB.

The District Captain is not required to explain the reason for the removal of a CPAB member to that CPAB member or to any other member.

Chair & Selecting Co-Chair

The Captain serves as the Chair of every CPAB meeting and must designate a Co-Chair(s). The District Captain may select up to two (2) members to serve as Co-Chairs. Either the Chair or Co-Chair(s) may review the agenda and facilitate the meeting. In addition, the Co-Chair may be tasked with distributing the meeting agenda and minutes in advance of the meeting. A designated co-chair is also responsible for maintaining the roster of the District's CPAB members. These roles are identified by the District Captain. An individual(s) may be removed from this role at the discretion of the District Captain.

(Note: There are no presidents or vice president titles, only Chairs and Co-Chair(s)).

It is understood that circumstances may dictate the stepping down from office prior to the end of the elected term.

Co-Chairs shall be selected by the District Captain at the first CPAB meeting in July (Beginning of each Fiscal Year). Positions will be held on an annual basis.

SF SAFE

What is SAFE?

San Francisco Safety Awareness for Everyone (SAFE) is a non-profit, crime prevention partner of the SFPD. SAFE serves as a liaison between the community and the police and offers crime prevention, education, and public safety services.

SAFE provides CPAB members important training and insight. CPAB members' unique relationship with SAFE puts members in an ideal position to promote and strengthen SAFE's crime prevention services.

One of SAFE's organized crime prevention programs is Neighborhood Watch, which promotes communication and coordination among neighbors. Neighborhood Watch aims to provide community members with the tools to make their homes and communities more resistant to crime.

CPAB members are encouraged to help their CPAB learn more about SAFE and other relevant City resources by organizing field trips and inviting guest speakers. All contact information is kept confidential by SAFE.

CPAB MEETINGS

Meeting Schedule / Duration

The CPAB meetings with the District Captain shall be held monthly and be a minimum of one hour in length. CPAB meeting dates, times, and locations shall be posted on the Department website in advance of the CPAB meetings. As these meetings are open to the public, the names of CPAB members are also made public upon request to members of the public.

Passive Meetings

CPAB meetings are considered "passive meetings" in accordance with the San Francisco Administrative Code. As such, all meetings are open to the public. However, there is no right to public comment. The public is allowed to observe the meeting.

CPAB may allow invited guests to speak as part of a presentation or discussion. Such attendees may include but are not limited to other City agencies or Departments such as the District Attorney's Office and the Recreation and Park Department. The invited guests are not members of the public and are not restricted to public comment rules.

Quorum

The number of CPAB members is set at the first CPAB meeting in July (beginning of each Fiscal Year). The membership must be an odd number. A quorum is a simple majority of the number of total CPAB members. A simple majority is needed for an item to pass.

Agendas

The Co-Chair shall develop a meeting agenda in collaboration with the District Captain, in advance of the each regularly scheduled CPAB meeting. (Topics covered could include an update from the Captain, overview of crime, event/community engagement plans or strategies, and sub-committee work reports). More flexible, agenda duties can be shared by other participants but monitored by the co-chair.

The Chair shall ensure that meeting dates, times, and locations are published on the Department website as soon as possible.

Minutes

The Chair shall designate a participating CPAB member to be a scribe and prepare minutes, which are the official record of the meeting. This position may either be held by one person or rotate among members.

Meeting minutes shall be posted on the Department's website. The scribe should take notes during regular meetings with special focus on action items (what, who, by when) and any decisions made. The scribe should also act as a de facto sergeant-at-arms, to maintain order and ensure that no individual or group of individuals assume any decision to be made unless it were made through a democratic process.

The scribe should present the meeting notes at the succeeding meeting for review, addition, deletion, or correction. They should then prepare the "final" version for archiving. The station's Community Liaison Officer is responsible for maintaining the minutes in accordance with the Department's Record Destruction Schedule. A copy of the minutes will be retained by SF SAFE.

Dynamics

While dialogue must be respectful, nothing in this policy prohibits reasonable dissent. What is "reasonable" will be determined by the District Captain, based upon the manner and productivity of the dissent. The Department encourages diverse opinions and ideas that promote public safety and community engagement.

Meeting dynamics will ultimately be up to the District Captain's discretion. One guideline that the Captain may choose to follow is "Robert's Rule of Order" (<https://robertsrules.org/>), but they are not required to do so.

Role of SF SAFE

Representatives of SF SAFE should attend the CPAB meetings. Upon request of the Captain, they may facilitate an aspect of the meeting.

Annual Strategy Session

At the first meeting of each fiscal year in July, the CPAB shall use the SFPD CPAB Vision and Mission Statement (Section II of this document), to evaluate the CPAB work of the past year. After this evaluation, the CPAB shall formulate the upcoming year's priorities, strategies, and plans for both its regular meetings and its subcommittee meetings (see Subcommittees section below).

SUBCOMMITTEES

All participating CPAB members should participate in sub-committee work. CPAB subcommittees address specific issues prioritized by a smaller group within the CPAB. For example, a CPAB subcommittee may focus on traffic, graffiti, or other quality of life concerns within its District. Subcommittee meetings will occur outside of the regular scheduled meetings.

Subcommittees should encourage participation from community volunteers with specialized skills or insights, and when appropriate, from SFPD members at the District Station and select SFPD units.

Each subcommittee shall provide a progress report at the CPAB's monthly meeting. Record of subcommittee work shall be retained by the station's Community Liaison Officer and SF SAFE in accordance with the Department's Record Destruction Schedule.

Participation in the Citywide CPAB Committee

The District Captain shall designate two members of their CPAB to participate in the monthly Citywide CPAB ("CCPAB") Committee meetings. The CCPAB Committee aims to discuss best practices across the 10 district CPABs. Meetings are facilitated by SF SAFE and cover a variety of topics, such as the latest activity from all district CPABs and plans for events such as the Annual Citywide CPAB Symposium and National Night Out (see Events section below).

In addition to the designated attendees from each CPAB, all CPAB members are welcome to attend the CCPAB Committee meetings.

EVENTS

Note: Occasionally, funding is needed for community engagement events and other district-based events. SF SAFE will serve as the financial holder of any funds donated to the District CPABs. Donors will be provided with a thank you letter and a Tax ID 501(c)(3) number on behalf of the CPAB and SF SAFE. Each District CPAB has a separate line item with the SF SAFE.

CCPAB Symposium

The CCPAB Symposium is held once a year. The Symposium will be held in the first quarter of the calendar year to ensure the greatest possible participation by relevant City leaders. Specifically, such timing will avoid conflicts with any City recesses as well as events requiring CPAB participation such as National Night Out.

As noted above, the Symposium will be planned by the CCPAB Committee.

To maintain relevance and raise interest, each Symposium differs in regard to content and speakers. For example, prior Symposiums have included panels on bicycle and pedestrian safety as well as presentations from specific CPABs on general safety tools.

Invitees may include District CPABs, SFPD Command Staff, SF SAFE, the San Francisco District Attorney and/or their staff members, ALERT (Auxiliary Law Enforcement Response Team) staff and members, the NERT (Neighborhood Emergency Response Team), and leaders from other relevant agencies.

The Police Chief is invited to speak and reiterate the importance of the CPAB and its goal to improve community-police collaboration.

SFPD Command Staff shall discuss current issues such as use-of-force policies and electronic control weapons. They are joined by “rank-and-file” sworn staff and may be recruited to answer questions submitted in advance by CPAB members.

SF SAFE facilitates the Symposium and will assist in recruiting speakers, organizing panels, and coordinating outreach to City members.

National Night Out

National Night Out (NNO) is held on the first Tuesday of August every year. All District Stations participate in NNO. Each district’s NNO event should be planned by its CPAB, directed by the District Captain.

Time of day: The event should be held at a time most convenient for likely community attendees. As such, it is often held during the early evening hours spanning dinner time. This is especially true for events that provide food.

Location: NNO events should be held at neighborhood locations that maximize the projected number of people in attendance. Decisions regarding location should also consider the time of day, weather conditions, and safe entry and egress of all participants.

District officers: Since NNO is intended to foster police-community partnerships, District Captains are asked to make as many district officers as possible available to attend the event. Officers should be encouraged to interact with the community members as much as possible.

Invited entities: As NNO's purpose is to inform the community about current community safety programs and community resources, as many of these organizations as appropriate should be invited. These should include governmental agencies such as the police, fire department, City Attorney, District Attorney, SF SAFE, etc. They should also include other relevant for-profit and nonprofit agencies, such as Neighborhood Watch groups and business and community safety groups.

Activities: NNO should host activities that promote greater camaraderie and encourage community-police interaction. Such activities may include music or games. For example, some past NNOs have hosted ball games between community members and police officers.

Variability: There is no standard formula for the planning and execution of these events. The purpose of NNO events is to promote community engagement while increasing awareness of local police crime-fighting programs. Each district's NNO event should be unique and seek to address its specific issues regarding police-community relations.

Outreach: Each district should spend a substantial amount of effort on publicizing NNO each year. Mediums can vary from simple flyers and posters to more modern mass electronic media communications.

TRAINING & VOLUNTEER OPPORTUNITIES

Community Academy

A CPAB member has an important community role that requires a basic understanding of the SFPD's operations and policies. Preparation for this role can be enhanced through the Community Police Academy, a ten-week course mostly held at the SFPD Academy at 350 Amber Street, San Francisco, CA.

Covered topics include procedures for patrol and investigations, vehicle operations, arrest and control techniques, firearm procedures, and communications including 911. The program is taught by SFPD Academy staff and subject matter experts from various SFPD bureaus.

Additional information about the Community Police Academy may be acquired by sending inquiries to sfpd.cpa@sfgov.org or by calling the Community Engagement Division at 415-558-5595.

ALERT

CPAB members are encouraged to participate in the Department's Auxiliary Law Enforcement Response Team (ALERT), a program designed to train volunteers to assist SFPD officers during disasters.

MEMBER PRIVILEGES

Ride-Alongs

CPAB members may participate in a 10-hour ride-along once a year. The ride-along request shall be made in writing to the District Captain. The Deputy Chief of the Field Operations Bureau must approve the annual ride-along. The CPAB members shall complete all required documentation for the official ride-along. CPAB members shall not participate in any unofficial ride-along.

The District Captain has the sole discretion as to when the ride-along takes place and may have to cancel and reschedule a ride-along based on operational needs or circumstances dictated by the Department.

CPAB SELECTION

The District Captain should take into consideration the unique needs of their district when selecting members. The District Captain shall determine the optimum number of CPAB members provided that the membership is set at an odd number. While the ultimate decision on selection rests with the District Captain, the District Captain should consider the following factors:

Identifying Stakeholders

When making membership selections for the CPAB, District Captains should identify as many stakeholders and interest groups in the community as possible.

Stakeholders are defined as anyone who lives, works, or has a business or interest in the well-being and quality-of-life in a community. Interest groups are defined as groups of people that seek to influence public policy on the basis of a particular common interest or concern.

Important groups to consider when recruiting members include merchants associations, Business Improvement Districts (BID), and Community Benefit Districts (CBD), youth groups, and family organizations and neighborhood groups.

Diversity Considerations

As each CPAB serves as a representative of its district, diversity considerations should play a significant role during membership selection to ensure that the makeup of the CPAB accurately reflects all communities it serves.

Membership should include residents, merchants, businesses, non-profit organizations, and other community affiliations/stakeholders. Each CPAB should also reflect its district's diversity of ethnicity, race, gender, religion, socio-economic status, and age. Members should be from diverse geographical locations within the district in order to represent the different sectors. Finally, the CPAB should hold a diversity of thought in the spirit of both productive discussion and accurate representation.

Input

Selection should be made on the basis of a wide range of input and not be restricted to those who openly support the Department.

On Elected Officials

In order to attain nonpartisan membership, elected officials and active political candidates should not be CPAB members. (This does not include the staff of such individuals, paid or unpaid.) However, elected officials are permitted and encouraged to participate in CPAB activities as a resource to the CPAB.

Any current CPAB member who runs for political office during their CPAB term shall resign or be removed from the CPAB, though they are welcome to reapply for membership if/when they are no longer seeking or holding political office. Their readmittance to the CPAB is up to the discretion of the District Captain.

LOGISTICS

Background Check

All CPAB volunteers will be subject to a Level III background check, as is given to all SFPD volunteers. This background check includes fingerprinting. More information can be found at <https://crimcheck.net/services/pre-employment-education-employment-verification-check>

The District Captain shall keep the results of all background checks strictly confidential.

Disqualifications

Potential candidates may be disqualified to participate if they are found to have been arrested or convicted of:

Crimes of violence (except those at the misdemeanor level e.g. battery)

Crimes of moral turpitude (e.g. sexual assault, child abuse)

Property crimes (within last 5 years)

Weapons violations (within last 7 years)

Fraudulent crimes

Crimes of dishonesty

District Captains have the final determination on eligibility and are not prohibited from selecting or removing an individual to serve on the CPAB who may have had an arrest or conviction outside of those crimes listed above.

Identification Cards

After meeting all requirements, each new CPAB member will be given identifying cards validating their role as a CPAB member and official volunteer of the SFPD. These cards are official property of the Department. They shall be worn or prominently displayed at all CPAB meetings and authorized CPAB community functions, as well as at all times while in an SFPD facility. Each card will expire at the end of the CPAB member's three (3) years of volunteer service.

Financial Requirements

Members have no financial obligations to their CPAB.

RULES & CONSEQUENCES

Membership Rules and Code of Conduct

A CPAB Member shall:

- Make the best effort to fulfill their commitment to the district CPAB;
- Understand that their services are given to the district CPAB without compensation or promise of future employment;
- Be punctual and conscientious;
- Conduct themselves with dignity, courtesy, integrity, and consideration of others;
- Uphold standards of professionalism and quality in all work.

A CPAB Member shall not:

- Seek information deemed confidential, law enforcement sensitive, or specifics of an ongoing criminal investigation;
- Give out information about specific police activities unless instructed to do so by the District Captain;
- Give out any names, addresses or contact information of civilians or of members of SFPD unless approved by the District Captain;
- Lobby CPAB members and/or SFPD staff with one's political or religious beliefs;
- Attempt to join more than one CPAB;
- Be subject to arrest;
- Participate in physical altercation;
- Pretentiously hold official authority when not in a CPAB sponsored exercise or event or conducting other official business, including in the attempt to receive undeserved privileges or services;
- Abuse their volunteer credentials, such as in attempt to be excused for poor behavior; or for personal financial gain e.g. in extortion of money, special discounts, or goods from a

business or individual; or in any situation outside of the member's official CPAB function, especially in seeking personal gain;

- Behave in an unprofessional demeanor during an SFPD or CPAB sponsored meeting or event whether towards an individual, Department member; or a CPAB member;
- Use profanity or slurs of any sort;
- Engage in physical or mental abuse;
- Threaten other CPAB members or officers;
- Use unprescribed drugs or illegal substances during a meeting or event whether or not they are officially represented their CPAB.

Duty to Report:

CPAB members are required to notify their District Captain as soon as possible if they have been arrested, or have interacted with law enforcement as a suspect, regardless of whether the incident occurred in San Francisco or a different jurisdiction.

Disciplinary Action

CPAB members' actions are a direct reflection on the SFPD. Members may be removed from the Community Police Advisory Board with or without cause. A CPAB member may be removed if they violate the CPAB Department Manual guidelines or the Code of Conduct. In all cases, the District Captain will decide how to proceed. The District Captain may require non-attendance for a specified amount of meetings or may terminate the CPAB member's membership. CPAB member must relinquish their official volunteer identification card upon request.

CONCLUSION

This SFPD CPAB Manual provides insight believed to provide CPAB members with the necessary tools to succeed in their respective CPABs.

CPAB members are required to acknowledge and sign for a copy of this manual.

APPENDIX

Conducting Effective Meetings

For meetings to be effective, participants need to know what is expected and what is to be accomplished. To ensure productive and efficient meetings:

- Meetings must have an agenda to keep the discussion on topic and on time;
- Meetings must start and end on time (out of respect for members' time and schedules);
- Meetings must be welcoming and encouraging to new attendees;
- Meeting must flow and move forward under the effective guidance of the co-chair(s);
- Meetings must focus on improving the quality of life through problem solving rather than

- through complaining;
- Meeting minutes must be memorialized and documented (duty of the recording secretary);
- Meetings must develop an action plan with specific action items assigned to individuals.

Basic Problem Solving Techniques

- Listen carefully to others. Give everyone a chance to speak.
- Maintain an open mind, even to ideas that you rejected in the past.
- Strive to understand the position of those who disagree with you. Your own knowledge may not be complete until you do so. Do **not** take disagreements personally.
- Do not monopolize the discussion. Be aware that some people may want to speak, but are intimidated by more assertive people.
- Do not hesitate to challenge ideas you disagree with. Differences can invigorate the discussion and can make an interesting learning experience for all.
- Remain civil and self-aware during debates. Be friendly. You are encouraged to communicate your thoughts, but do not go overboard.
- Keep the discussion focused on the problems. While humor can go far in helping to resolve issues or problems, it should not be the focus.
- Use the SARA model to identify safety and quality of life issues to officers and community members. Quality of life issues include criminal activity and nuisance related crimes.

3-1-1 Telephone Line

3-1-1 is a 24-hour City of San Francisco Service Center which is a one-stop referral center. 3-1-1 operators connects any caller requesting a service to the appropriate City Department or entity. Services such as graffiti removal, homeless issues, building code violations, and many more may be accessed through 3-1-1.

The Problem Oriented Policing Center Website

The Center for Problem Oriented Policing has a website (www.POPCENTER.org) that features links to several problem solving guidebooks and projects undertaken by law enforcement agencies throughout the world. The website provides an explanation of “Problem Oriented Policing” and provides training materials. It is highly recommended that police officers and CPAB members take full advantage of this resource.

Communications Methods

- Form letters
- Community and business newsletters
- Calendars
- News articles
- Brochures
- Flyers
- Bulletins

- The media (radio, television, and newspapers)
- Phone calls
- E-mails and social networking websites (Facebook, Twitter, Nextdoor)
- Personal visits and/or informal contacts

Note that this is not an exhaustive list.

Neighborhood Watch

Neighborhood Watch is an organized crime prevention program operated by SAFE. It promotes communication and coordination among neighbors. By doing so, it aims to provide community members with the tools to make their homes, streets, and communities more resistant to crime.



Central District Community Police Advisory Board

February 17, 2016 | 4:00 PM to 5:15 PM

Facilitated by Captain David Lazar & Co-Chairs Troy Campbell & Karin Flood

Cathay Post No. 384 (American Legion)
1524 Powell Street, San Francisco, CA 94133



AGENDA

1 - Administration

- Introductions
- Approval of Minutes

2 - Committee Reports

- Park Smart (Troy, Karin, Aline)
- National Night Out (Aline)
- Chinatown Night Out (Richard & Jeff)
- Pick Pocket Prevention Program (Karin F., Karen C.)
- Active Shooter (Cayden)
- Community Meetings (Jennifer)
- Citywide CPAB (Art)

3 - Captain's District Update (Captain Lazar)

- General SFPD & Central Station updates
- Recent & upcoming events
- Case Follow-Up Program & other initiative updates
- Crimes/arrests of note

4 - SF Safe, Member Updates & Open Forum

5 - Next Meeting Dates

- Next CPAB Meeting
- Next Community meeting
- Next Chinatown Community Meeting

6 - Adjournment