

# Annual Community Policing Plan

Crime Information Services Unit  
Administration Bureau



**CITY & COUNTY OF SAN FRANCISCO**

Police Department



## Goals and Objectives

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.

### Strategic Plan

- Goal 1: Collaboration
- Goal 2: Improve Responsiveness
- Goal 3: Define the Future

# Goals and Objectives

## Community Policing Outreach Goals

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

# 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:** Create multiple options 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 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 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 CISU report release guidelines/reference sheet for the clerks.

# 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.



Thank you.

Any questions?

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