

Annual Community Policing Plan

Airport Bureau



CITY & COUNTY OF SAN FRANCISCO

Police Department

10/28/2024

San Francisco International Airport Bureau Overview



The Airport Bureau is one of five Bureaus in the San Francisco Police Department. The SFPD serves as the primary law enforcement agency at the San Francisco International Airport, however we partner with numerous agencies such as US Homeland Security, US Customs and Border Protection, FBI and San Mateo Co. Sheriff's Department.

The San Francisco Police Department-Airport Bureau (SFPD-AB) consists of four separate divisions: Patrol, Traffic, Administration and Special Services. SFPD – AB provides police services to the airport, enforces the airport's Transportation Security Administration (TSA) security plan, and supports the individual security plans for the various airlines. The San Francisco Police Department's Airport Bureau also plays a crucial role in the airport's emergency response capabilities and is the lead law enforcement agency in the event of an critical incident at the Airport.

Airport Overview- Exterior



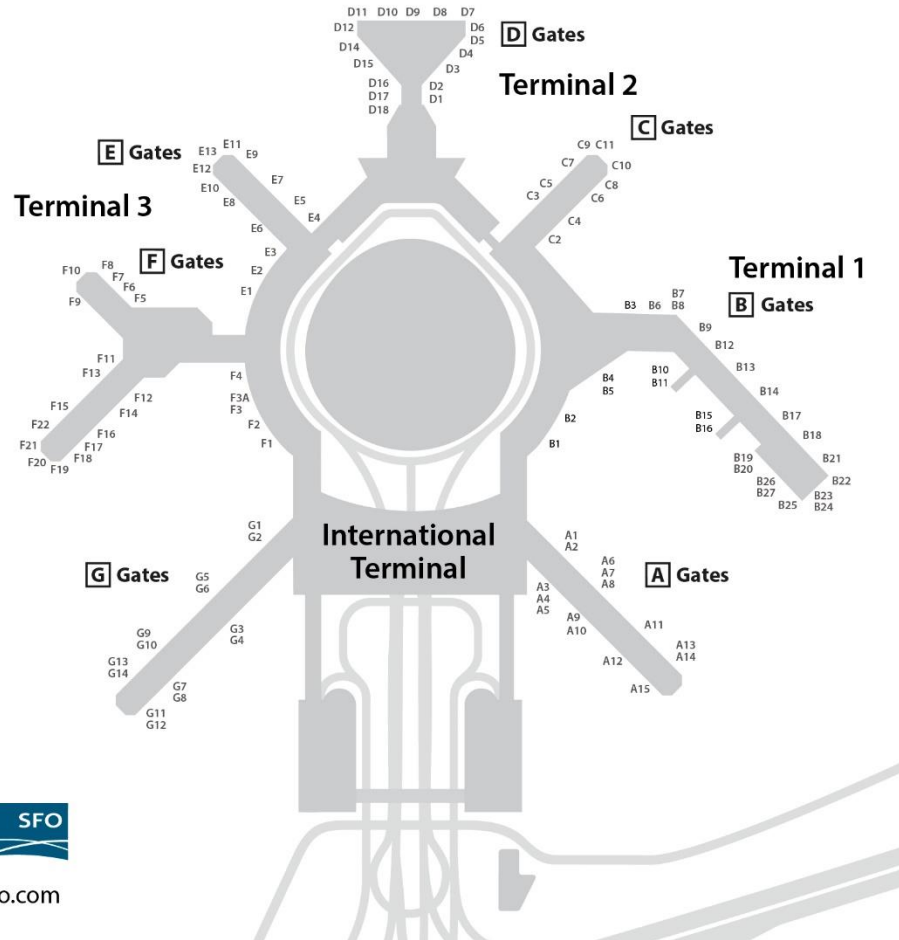
SFPD Airport Bureau is responsible for patrolling **5,171 acres** of the San Francisco International Airport land.

Airport Overview-Interior

The San Francisco International Airport and the SFPD Serves

- **53** Air Carriers
- **47** passenger airlines
- **6** cargo airlines
- **973** flights per day.

- An Average daily traveling population of approx. **137,524**
- **43,000** airport employees



Airport Bureau Divisions



Patrol



Traffic



Administration



Special Services

Administration Division

Clerical Support

- Supports the leadership staff with the daily operations
- Provides clerical, personnel and administrative support
- Assists with special projects and events

Information Services

- Provides user access, technical support, training and database management
- Maintains all facets of networking and equipment functionality, including imaging, backups and restoring files
- Generate statistical reports and budget analysis
- Coordinates all system upgrades and maintenance

Budget & Payroll Management

- Professional Staff performs budget and payroll functions, data entry, adjustments and corrections
- Coordinates with City Payroll
- Keeps time balances and communicates to supervisors regarding time adjustments or changes.
- Inventory and assignment of all communications equipment

Purchasing and Supplies

- Perform data entry, inventory and ordering
- Follows up with supervisors regarding repairs and acquisitions
- Provides support to new SFPD employees that come to the airport

Administration Division cont...

Police Range

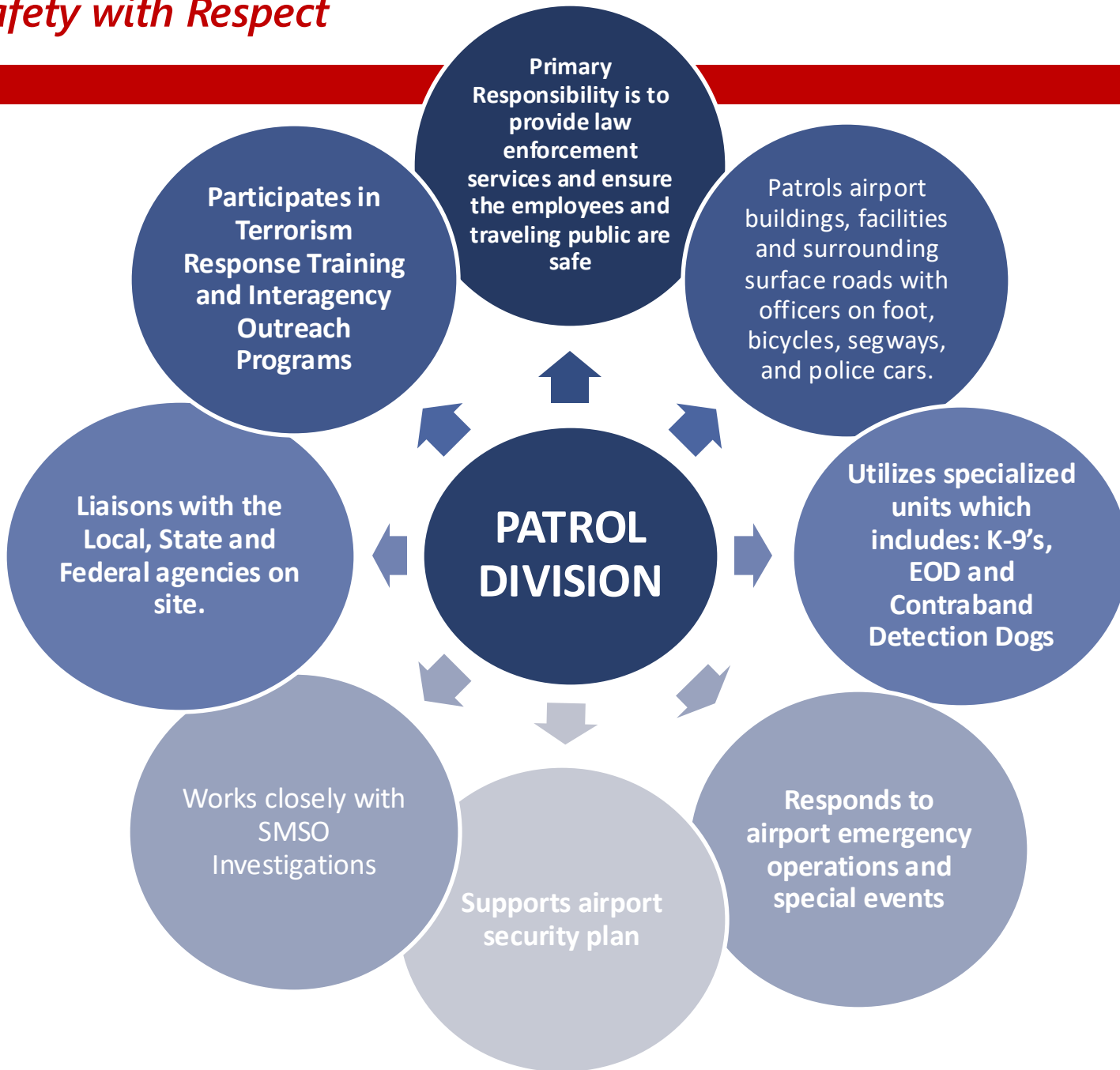
- Provides qualifying and requalifying instructions to SFPD Officers and outside agency officers.
- Coordinates training and conversion
- Maintains facility and equipment functionality

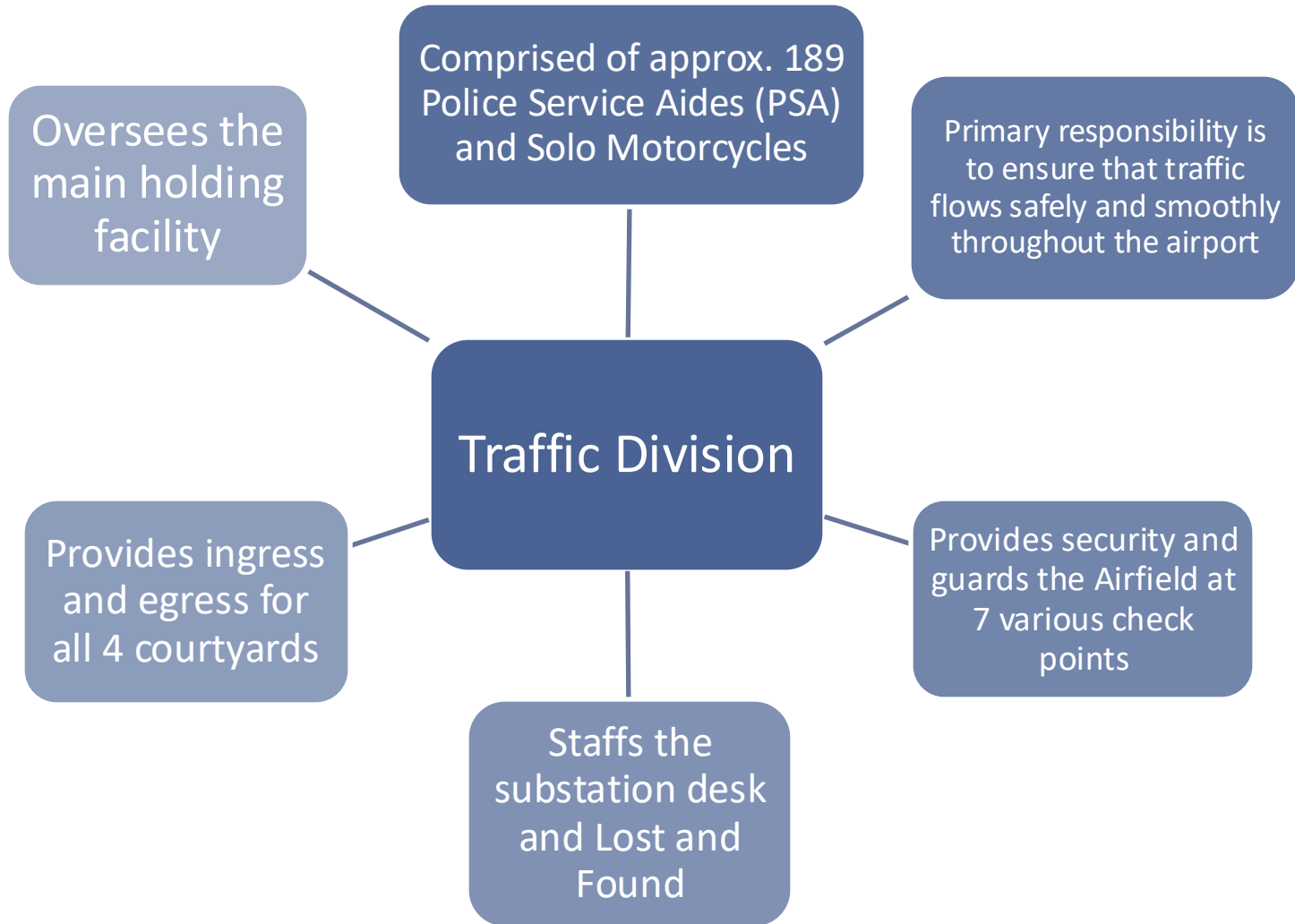
Training

- Arranges all on site and off site training for members
- Coordinates travel arrangements and participant registration and enrollment
- Processes expense reports, payments and reimbursement

Records

- Coordinates and processes all inquiries regarding investigations, reports, evidence and court documents.
- Processes and tracks subpoenas
- Provides court liaison duties
- Oversees lost and found, evidence tracking and storage





Special Services Division

Dignitary Protection

- Coordinates all dignitary and VIP arrivals and departures and provides security and protection to those that need it.
- Plans and facilitates the safe movement of all high profile individuals, professional sports teams, individuals under witness protection and transportation of prisoners through SFIA.

Cargo Theft Task Force

- An inter-agency task force comprised of investigators from the SFPD-AB, San Mateo Sheriff Office and South San Francisco Police Investigations
- Objective is to detect, arrest and prosecute perpetrators.
- Created in response to an increasing number of thefts being reported of cargo in transit, particularly high value technology equipment.

SFIA Community Partners

Airlines

(Passenger and Cargo)

Concessions

(Restaurants and Retail Stores)

Airport Security Entities

(SOC, AVSEC, EOG, SOG, SAO)

Airport Employees

(SFO Landside, SFO Curbside, Ground Transportation Compliance, SFO Commission, Airfield Operations)

Traveling Public/Tourists

Public Agencies

(FAA, FBI, TSA, CBP, SMSO, BART PD, Homeland Security)

New South Parking

Rental Car Companies

SFFD

Lifemoves

Homeless Outreach Group

Community Group Recognition

09/19/24 – HONOR flight departure.

09/22/24 – HONOR flight arrival.

Honor Flight program invites veterans to Washington DC to visit their memorials and honors them with a “Welcome Home” parade.

09/25/24 – Terrorist Attack Tabletop Exercise, outlined roles and responsibilities of the various stakeholders charged to maintain Airport operations during a potential Terrorist attack .

10/22/24 – EOC Functional Exercise, involving SFPD, SFFD, United Airlines, County Hospitals and Emergency Management, and numerous Airport Operations.

Communication

It is SFPD's number one goal to have honest, transparent, and empathetic dialogue between the SFPD and San Francisco Community that we serve.

- Create a diverse set of communication channels between the SFPD and community. Use a SFPD Newsletter to communicate upcoming events.
- Respond to request for service and information in a timely and transparent manner
- Solicit conversation, input, and collaboration from Airport Stakeholders
- Communicate, publicize, and educate the SFIA community about SFPD goals and policies via email, newsletters, pamphlets.

Problem-Solving

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

Main Incidents of Focus

- Thefts (Luggage/Retail/Vehicle)
- Auto-Boosting
- Quality of life issues (People Experiencing Homelessness (PEH))
- Pedestrian Traffic (Jaywalking)
- Roadway Traffic Congestion
- Unpermitted Ground Transportation Providers

Problem Solving Airport Issues

- Officers can connect individuals to resources when call for service is outside their scope

SFPD-AB utilizes the help of our “Ambassadors” and “Lifemoves”, a community outreach program that provides prevention and supportive services to help families and individuals, mitigate the trauma of experiencing homelessness and improve the chances of long-term stability.

- Collaboratively identify and develop responses to local issues and concerns with individuals, Airport Stakeholders and Airport tenants

SFPD-AB maintains a close working relationship with Airport management and meet with various groups in weekly meetings to address the security and safety needs of all our stakeholders. Feedback from these meetings and daily interaction with Airport Tenants have been included in the 2025 Policing Plan and help inform future planning and policy.

Community Events

- Food Donation Program – provides an avenue for Airport tenants to donate excess food to feed Bay Area residents who are food insecure



Community Events

- Philanthropy (Coastal Clean Up, Combined Charities, Letters for our Troops)



Community Events

- Belle Air School Garden

Since November 2009, students from Belle Air Elementary School have been enjoying planting, growing and harvesting fruits and vegetables as part of both their school curriculum, as well as their after-school program on a school garden on the Airport's West of Bayshore property. Gardening tools and supplies were purchased by Airport employees and donated to the school garden project.



Community Events

- Fantasy Flights, United "North Pole" Flight

United Airlines hosts "Fantasy Flights" to the "North Pole" for children living with illnesses or in poorer communities. The flights transport children and their families on United Airlines aircraft to the "North Pole." Passengers then arrive at an airport gate or hangar where the airline has created a space filled with lights, Christmas trees, and other holiday decorations. Children have a chance to meet Santa Claus and local celebrities, as well as have the opportunity to receive gifts and play games.

Employees and retirees volunteer their time to coordinate and operate the events. United Airlines supplies the aircraft and event locations, while the food, decorations, costumes, and money for gifts come entirely from over 1,500 volunteers each year.



Community Events

- USO

The USO was created in 1941 and is chartered by Congress as a non-profit organization. The USO's mission is to provide morale, welfare and services to uniformed military personnel and their families. In 1966, SFO became the first airport in the nation to host a USO facility in its terminal complex. The USO center at SFO welcomes more than 25,000 military personnel annually.

SFPD-AB provides shower vouchers and refreshments for military personnel and their families to enjoy a "Home Away From Home".



Community Events

- Alaska Airlines – Aviation Day

The mission of Alaska Airlines' Aviation Day is to inspire youth in our community by sharing potential career paths in aviation and aerospace.



Relationship-Building

Strong, trusting, and respectful relationships between the SFPD, stakeholders, employees, and all staff at the Airport Bureau

- Increase visible officer presence and proactive, positive engagement with individuals outside of calls for service
- Provide unbiased, dignified, and equal treatment and access to resources to all Passengers and Airport Tenants
- Maintain training for emergency preparedness with various agencies to ensure readiness for potential threats at the Airport

Social Media Strategies

The SFPD Airport Bureau can utilize the Airport's website (www.flysfo.com) for these strategies:

- Recruiting Events and Job Postings
- Advertising "Emergency Notifications" while at SFO and TSA's travel tips
- Current Events such as Honor Flights, Food Drives

Review and improvement

- Use of data and metrics
- Meetings with Airport stakeholders
- Meetings with officers assigned to area or issue
- Meeting with Airport tenants

FUTURE GOALS

- Active Attacker Training for Airport Employees – November/December 2024
- Holiday Food Drive – November/December 2024
- Coffee With A Cop – December 2024
- Fantasy Flight with United “North Pole” Flight – December 2024
- Aviation Day – June 2025

Thank you.

Any questions?

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