

# Annual Community Policing Plan

Crime Information Services Unit  
Administration Bureau



**CITY & COUNTY OF SAN FRANCISCO**

Police Department

10.29.2024

# Strategy 1.0

The community policing strategy for Crime Information Services Unit (CISU) will focus on Strategic Initiatives to improve customer service interactions with the public requesting police services.

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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

## Community Policing Outreach Goals

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

# 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 CISU.
- **Objective 1.2:** Respond to requests for service and information in a reasonable and easily understood manner.
- **Objective 1.3:** Transparently communicate, publicize, and educate the community and/or public about SFPD procedures, protocols or policies concerning service and information related to CISU requests.
- **Objective 1.4:** Improve communication between Department Bureaus and Units, to receive timely updates and 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:** Evaluate the workability of the on-line survey concerning the timely feedback on our services to further improve our efforts to serve better.

### Goal 3: Problem-Solving

Increase safety through collaborative working partnerships between the 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:** Update FAQs or Frequently Asked Questions reference sheet to be available on the SFPD CISU website pages.
- **Objective 3.2:** Collaboratively identify and develop responses to local issues and concerns with individuals, community-based organizations, and city services.
- **Objective 3.3:** Finalize the report release and property return guidelines and reference sheet to improve inquiry efficiency.

# Goal 4: Relationship-Building

Build strong, trusting, and respectful relationships between SFPD members and all facets of the 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 reports and/or property requests in a well-ordered and timely manner to better serve the community.
- **Objective 4.2:** CISU will partner with CED, when necessary, to improve communications between SFPD, 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 ascertain the effectiveness of the short feedback survey emailed by the requesters of reports.

# 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 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.)
  - SF City Attorneys
  - Attorneys (in/out of state)
  - SFDA, Attorneys
  - Community Non-Profits
  - Investigators
  - Media
  - Outside Law Enforcement Agencies

# Metrics

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

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- GovQA
- Laserfische
- Mail/USPS
- FAX
- Email
- Walk-in/In-Person
- Survey Results

# Social Media Strategies

We utilize the Department Website as our social media outlet.

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

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- *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).

## 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 additional initiatives and goals for the Year 2025 not mentioned in the previous slides:

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## *Records Division:*

- Add LEP feature to the Phone Tree
- Launch Upgrade Rio Archiving Data
- Create a QR code linked to the Incident Report Request Portal

## *Property Control Division:*

- Launch PropertyRoom.com
- Prepare for the PCD Move to Egbert Street location

Thank you.

Any questions?

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