



PATROLLER

MARCH 2025

*Newsletter for the Patrollers, volunteers, and supporters of
Castro Community On Patrol in San Francisco, California, USA.*

ESTABLISHED 2006

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(Public Relations)

ASSISTANT CHIEF OF PATROL



AChf. Ken Craig
(Volunteer Training &
Certification)

DEPUTY CHIEF OF PATROL



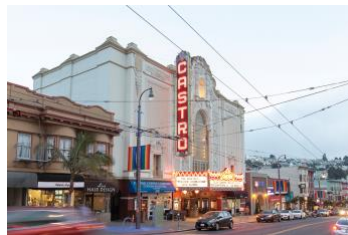
DChf. Brian Hill
(Information Technology)

DEPUTY CHIEF OF PATROL



DChf. Kyle Wong
(Volunteer Scheduling &
Retention)

CCOP RESPONDS TO INCREASE IN VIOLENT ASSAULTS



While violent crime in general within San Francisco is down over last year, we are troubled to hear about a number of alleged violent assaults (battery is the official police terminology) within the Castro and SOMA neighborhoods.

One confirmed serious violent battery took place outside of the Castro Theatre on Sunday March 9.

"During a preliminary investigation, officers learned the suspect physically attacked the victim without provocation," said SFPD spokesperson Kwanjai Laokwansathitaya to the [Bay Area Reporter](#).

In addition to this, we have received information about two further battery incidents within the Castro and one in the leather district of SOMA.

While the Castro Theatre victim has filed a police report, and we can now

report that police recently arrested a suspect and booked them in to jail, the other victims have not filed official police reports at the time of writing.

We do STRONGLY encourage all victims of crime to file a police report as soon as possible, as this helps police to interview witnesses, gather evidence, and investigate the matter which offers the best opportunity to secure an identification and the arrest and conviction of the perpetrator/s.

CCOP, and other community groups, stand ready to support victims in filing police reports if they feel uncomfortable or unsafe in doing so.



If you feel unsafe or are threatened in the neighborhood, look for the SAFE PLACE sign and go into any business with the sign to ask for help. Participating businesses have agreed to call 9-1-1 and assist you until emergency responders arrive.

In response to community concerns, we have established a [Beginners Self-Defense](#) 3.5-hour training class that will be held within the Castro on Saturday April 5th beginning at 1 PM.

The class is very low impact, packed with useful information, and open to anyone of 18 years of age or older.

"Having the knowledge and tools to respond effectively is vital when you are threatened or attacked by a stranger," said Assistant Chief Ken Craig of CCOP who will lead the self-defense training class.

S.F.P.D. CRIME DATA SNAPSHOT

[SFPD Crime Data](#) results citywide for the following specific categories 1/1/2025 to 3/23/2025

	2025	Yr - Yr %
Homicide	4	-33.3%
Robbery	411	-21.4%
Assault	487	-3.6%
Burglary	856	-27.7%
Veh. Theft	780	-43.0%
Larceny	3,371	-34.9%
TOTAL		-32.5%

During the same period last year, SFPD recorded a total of 8,894 reports, compared with a total of 6,007 reports this year, representing a 32.5% drop overall.

PATROL NEWS

CCOP CONTINUES EXPANSION OF THE SFPD SAFE PLACE PROGRAM



Working closely with the San Francisco Police Department and the business community with the Castro neighborhood, we continue to promote and expand the [SFPD SAFE PLACE](#) program by meeting with businesses throughout the area to explain the program and encourage them to participate.

Businesses displaying the above poster have agreed to provide a “safe place” for anyone who feels unsafe or needs emergency professional assistance. The business will call 9-1-1 on behalf of the individual, and allow the individual to remain within their premises until emergency responders arrive on scene.

We have been rolling out the program throughout the Castro, and have covered 400 and 500 Castro, 19th, 18th, and 17th Streets, and the 2300 block of Market to date. We will be reaching out to 2200 Market and other non-participating businesses with SFPD in April. If you are not yet a member of the program (there is no cost, just a willingness to offer assistance) please email us at INFO@CastroPatrol.org and we will arrange to get you a poster and enroll you as soon as possible.

DESPITE LOW PATROLLER NUMBERS, WE'RE STILL DEPLOYING PATROLS AND SUPPORTING SAFETY EFFORTS



In light of the recent violent battery reports within our community, we deployed a patrol team on March 15th as a visible safety presence in the community. We would dearly LOVE to deploy more teams, more frequently, but we just don't have the volunteer numbers or availability to do this.

During the patrol, we distributed 300 safety whistles and accompanying safety literature to member of the public.

We aim to empower our local merchants and community members out on the streets through various different programs and efforts, including distribution of Safety Whistles, the SAFE PLACE program, and promoting prompt reporting of all crimes.

Let's stay alert, look out for one another, and strengthen our sense of community during these challenging times. Together, we can make a difference and stop the hate.

Consider joining us as a [PATROLLER](#). We only ask for one, 3-hour patrol a month, but that can make a HUGE DIFFERENCE.

SAFETY is a COMMUNITY EFFORT

SAFETY FOR EVERYONE



As a **COMMUNITY** we need to come together to help mitigate and eradicate any violence on the streets targeting anyone in the neighborhood, but this needs **EVERYONE** to participate and get **INVOLVED**:

1. **TRAIN** so you know how to defend yourself and what to do when you are threatened, or feel threatened,
2. **USE** the community support opportunities available throughout the neighborhood if you need them, and encourage your loved ones and friends to do the same,
3. **HELP** anyone in trouble by using your **SAFETY WHISTLE** to call attention to the incident and hopefully many other community members will do the same,
4. **CALL 9-1-1** immediately to report any acts of violence or threats of violence so Police can respond as quickly as possible - time may be of the essence,
5. **PROVIDE** the details of what you saw to Police if you are a witness to a violent incident. Only witness statements can lead to an arrest, charges, and ultimately a conviction. YOUR statement may be critical.
6. **FILE A REPORT** with Police if you are the victim of a violent incident. SFPD are both trained and REQUIRED to be professional, empathetic, and understanding when you need to report any criminal act against you. DON'T worry about past experiences with Police in your original hometown, DON'T worry about your immigration status within the US (San Francisco and California are SANCTUARY locations so you will not be asked for this information). If you want someone to be with you when you file your report, contact INFO@CastroPatrol.org, or INFO@TheSisters.org, or have a trusted friend with you.
7. **SHARE** your incident details with INFO@CastroPatrol.org so we can not only support you through the legal process, but we can also track these incidents to help us recognize patterns and work with SFPD to target dangerous areas or times with more enforcement.

SAFETY is a COMMUNITY EFFORT. The WHOLE community needs to respond and shout out with one voice "WE WILL NOT BE VICTIMS, WE WILL NOT BE TARGETS, WE WILL FIGHT BACK." Please share this information with EVERYONE you know.

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PATROL TRAINING ACADEMY

BY Chief Ken Craig, Community Patrol Service

FROM ROUTINE TO CATASTROPHE

Routine and complacency, while often considered necessary for efficiency in law enforcement and security organizations, can also lead directly to catastrophe. These organizations operate in high-risk environments where vigilance, adaptability, and critical thinking are essential. However, when personnel become overly reliant on routine procedures or develop a false sense of security due to familiarity, they may overlook crucial warning signs, ignore standard protocols, and fail to respond effectively to emerging threats. Routine and complacency can contribute to failures in law enforcement and security settings, which may lead to unexpected consequences and in the worst case, a catastrophe.



Routine is a fundamental aspect of work. Personnel rely on structured protocols to conduct standard functions efficiently. Repetitive tasks, such as patrolling, chatting with members of the community, and handling intoxicated individuals, create a sense of predictability that helps maintain order and manage resources effectively.

However, excessive reliance on routine can lead to "normalization of deviance," a concept introduced by sociologist Diane Vaughan (1996). This occurs when deviations from standard procedures become accepted over time, leading to systemic failures. In law enforcement, officers may begin cutting corners, skipping procedural steps, or failing to maintain situational awareness, ultimately increasing the likelihood of catastrophic incidents.

Complacency arises when individuals develop a false sense of security, believing that because nothing has gone wrong in the past, nothing will go wrong in the future. This cognitive bias can be particularly dangerous in law enforcement and security operations, where unexpected threats are a constant reality.

A prime example of complacency leading to catastrophe is the 9/11 terrorist attacks. Despite prior intelligence warnings about Al-Qaeda's activities and aviation threats, security measures at airports remained lax. The routine nature of airport screenings led to a failure to recognize and act on red flags, allowing terrorists to board planes with weapons (National Commission on Terrorist Attacks, 2004). This tragedy underscores how a lack of vigilance in routine security procedures can result in devastating consequences.

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PATROL TRAINING ACADEMY

FROM ROUTINE TO CATASTROPHE Continued:

Similarly, the 2013 Boston Marathon bombing highlighted security lapses caused by complacency. Law enforcement agencies had received intelligence regarding Tamerlan Tsarnaev's radicalization, yet failed to act decisively due to bureaucratic inertia and a lack of urgency. The routine approach to handling intelligence reports led to missed opportunities to prevent the attack (Homeland Security Committee, 2014).

Several psychological and organizational factors contribute to complacency in law enforcement and security settings:

1. **Cognitive Bias and Overconfidence**

- Patrollers who have never encountered a serious threat in routine operations may develop overconfidence, believing that their environment is inherently safe.
- This bias can lead to inadequate preparation, failure to verify information, and disregard for established safety protocols.

2. **Fatigue and Repetitiveness**

- Patrollers who may work long hours under stressful conditions, leading to fatigue.
- Repetitive tasks, such as safety screenings, may cause Patrollers to operate on "autopilot," reducing their ability to detect anomalies.

3. **Bureaucratic Inertia**

- Organizations often develop rigid structures that resist change, and individuals within such organizations simply accept the "norm" rather than questioning the rigidity.
- Even when threats evolve, agencies may continue using outdated procedures because modifying protocols requires time, resources, and administrative approval.

4. **Failure to Encourage Critical Thinking**

- Training programs often emphasize compliance with procedures rather than adaptive thinking.
- Patrollers may hesitate to challenge established norms, even when they sense potential danger, due to fear of reprisal or resistance from superiors.

The Columbine School Shooting (1999)

Prior to the Columbine High School massacre, standard police response procedures dictated that officers establish a perimeter and wait for specialized tactical units before engaging an active shooter. This routine approach resulted in a delayed response, allowing the shooters to continue their rampage. The tragedy forced law enforcement agencies to rethink their active shooter protocols, emphasizing immediate intervention rather than passive containment (Gumbel, 2009).

The Parkland School Shooting (2018)

During the shooting at Marjory Stoneman Douglas High School, the assigned school resource officer failed to enter the building to confront the shooter. Reports later revealed that routine patrols and security drills had not adequately prepared officers for a real-world attack. The officer's failure to act

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PATROL TRAINING ACADEMY

FROM ROUTINE TO CATASTROPHE Continued:

was attributed to a combination of complacency, fear, and insufficient training (Marjory Stoneman Douglas Public Safety Commission, 2019).

The U.S. Capitol Riot (2021)

The storming of the U.S. Capitol on January 6, 2021, exposed significant complacency in security preparations. Despite intelligence reports warning of potential violence, law enforcement agencies did not implement adequate security measures. Routine crowd control strategies were insufficient to handle an organized and violent insurrection, resulting in a breach of one of the nation's most secure buildings (Senate Homeland Security and Governmental Affairs Committee, 2021).

Mitigating Routine and Complacency

To prevent catastrophic failures caused by routine and complacency, law enforcement and security organizations must adopt proactive strategies:

1. Continuous Training and Scenario-Based Drills

- Patrollers should regularly participate in dynamic, scenario-based training exercises that challenge them to respond to unpredictable situations.
- Training should emphasize critical thinking, adaptability, and recognizing deviations from normal patterns.

2. Red Teaming and Risk Assessments

- Agencies should employ "red teaming," a practice where internal teams simulate adversarial tactics to identify weaknesses in security protocols.
- Regular risk assessments should be conducted to ensure that procedures remain effective against evolving threats.

3. Encouraging a Culture of Vigilance

- Organizations and individuals must foster an environment where Patrollers feel empowered to question routine procedures when they sense potential risks.
- Leadership should prioritize accountability, open communication, and a willingness to adapt to new challenges.

Routine and complacency, while often necessary for efficiency, pose significant dangers in law enforcement and security organizations. Historical failures, from the 9/11 attacks to the U.S. Capitol riot, illustrate the catastrophic consequences of failing to recognize and adapt to evolving threats. By prioritizing continuous training, fostering a culture of vigilance, and leveraging advanced technologies, law enforcement agencies can mitigate these risks and ensure public safety. The key to preventing disaster lies in balancing structured procedures with critical thinking and adaptability, ensuring that officers remain prepared for the unexpected.

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WHO / WHEN / WHERE / HOW

LIFE THREATENING OR CRIME IN PROGRESS ?

Call 9-1-1

In any situation where life is at imminent risk, or where a crime is in progress right now, call 9-1-1 for an immediate emergency response.

NO IMMEDIATE THREAT TO LIFE OR PROPERTY?

Call 415-553-0123

In situations which are less critical or immediate but where a Police or Fire response may still be required, use the non-emergency number above.

San Francisco District Supervisor's Office

Supervisor Rafael Mandelman

District 8,

Call 415-554-6968

MandelmanStaff@sfgov.org

San Francisco District Supervisors represent you and can assist in many areas of concern that involve formal Government agencies or departments. If their office cannot assist you directly, they will help to put you in contact with resources that can assist.

San Francisco District Attorney's Office

350 Rhode Island Street

North Building, Suite 400N, 94103

Call 628-652-4000

DistrictAttorney@sfgov.org

The DA's office prosecutes crime in San Francisco and offers various services for victims of crime.

VICTIM SERVICES: 628-652-4100

HATE CRIME HOTLINE: 628-652-4311

San Francisco Official Resources

San Francisco Federal Bureau of Investigation
415-553-7400

San Francisco Police Department Mission Station
415-558-5400 SFPDMissionStation@sfgov.org

San Francisco Police Department Park Station
415-242-3000 SFPDParkStation@sfgov.org

SFFD Street Crisis Response Team
Call 911 for people in severe mental distress

SFFD Street Wellness Response Team
415-553-0123 for homeless related non-criminal issues

San Francisco City Services
3-1-1 to report "things" i.e. human waste, trash, etc.

Mental Health Services For Everyone
9-8-8

Community Resources

Castro Community Benefits District Services
415-500-1181 ExecDirector@castrocbd.org
Cleaning Services: 415-471-7536

Castro Cares Community Ambassadors Program
Call or Text 415-471-7536

Community Patrol Service
CommunityPatrolService@gmail.com

SFPD LGBTQ+ Community Advisory Forum
LGBTQ.forum@sfgov.org

24 Hour National Domestic Violence Hotline
1-800-799-7233

Trevor Project
212-695-8650 (LGBTQQI+ youth in need of support)

SF Adult Protective Services (APS) Hotline
415-335-6700 or 1-800-814-0009

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Castro Cares Program Report



be a part of the solution

Castro Cares is a unique community collaborative providing supplemental outreach and hospitality services throughout the district to the city's homeless support services and the work of the San Francisco Police Department. The program is funded by a city grant and through public donations.

The program deploys uniformed Community Ambassadors 7-days a week. They interact with the residents, business employees and owners, visitors, and with those living on the streets.

To find out more about the Castro Cares program, or to donate in support of the program, check out their website at www.castrocbd.org/castro-cares/

SF LGBTQ+ Community Safety Program



The San Francisco LGBTQ+ Community Safety Program (SF-LGBTQ-CSP) is a joint effort between the community and various Federal, State, and local agencies to provide training, guidance, advice, and support in developing a "fabric of safety" for all individuals, businesses, and events.

To find out more, contact us at INFO@CastroPatrol.org and we will be happy to chat with you, and enroll you into the program.

Castro SAFE PLACE Program



The [SFPD SAFE PLACE](#) program is a collaborative effort between SFPD and San Francisco Businesses to offer a temporary "safe haven" to victims of crime or harassment until law enforcement or medical professionals arrive.

The program mission is to reduce hate crimes, bullying, harassment, and discrimination. By working together, we can encourage crime reporting and promote safety and security.

To find out more, contact us at INFO@CastroPatrol.org and we will be happy to chat with you, and enroll you into the program.

Community Patrol Service



Community Patrol Service (CPS) is a not-for-profit community organization that works with neighborhoods throughout the United States who wish to develop a Community On Patrol Service (COPS) organization such as Castro Community On Patrol (CCOP). CPS will offer free advice, guidance, training information, suggestions, and non-fiscal support throughout the development of your own COPS group.

To find out more, contact us at CommunityPatrolService@gmail.com and we will be happy to chat with you, and enroll you into the program.

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DON'T BE AFRAID, GET TRAINED AND PREPARED



CASTRO COMMUNITY ON PATROL WANTS YOU!

**GIVE US JUST THREE HOURS A MONTH AS A PATROL VOLUNTEER,
TO MAKE A POSITIVE DIFFERENCE IN THE COMMUNITY**

Castro Community On Patrol (CCOP / Castro Patrol) seeks new volunteers to help us patrol the Castro neighborhood on a monthly basis. YOU could be our next Trainee Patroller!

We have successfully patrolled the Castro neighborhood since 2006, deploying in teams of three unpaid volunteer Patrollers who walk for a 3-hour shift which they select themselves. Our patrols provide assistance, distribute free safety whistles, offer guidance, and deliver support to the residents, businesses, and visitors of the Castro, interacting with thousands of people every year.

We are often “First Reporters” by calling in Medical, Fire, or Law Enforcement professionals when needed, and we will offer assistance when safe to do so until the professionals arrive.

Our volunteers are mostly members of the LGBTQ+ community, but we are open and welcoming to **ALL** who want to volunteer just three-hours a month to help keep the Castro neighborhood a little safer. We provide full training, and you will always deploy with experienced volunteers. Patrolling is fun, you get to meet lots of people, and you can feel good about helping out the community.

www.CastroPatrol.org | info@CastroPatrol.org

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SIGN UP. BE A PART OF THE SOLUTION.



"SAFETY is a COMMUNITY EFFORT"

**NEVER DOUBT THAT A SMALL GROUP OF THOUGHTFUL, COMMITTED PEOPLE
CAN CHANGE THE WORLD. INDEED, IT'S THE ONLY THING THAT EVER HAS.**

BE THE DIFFERENCE!

WWW.CASTROPATROL.ORG

FOR MORE INFORMATION OR TO VOLUNTEER

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DON'T BE AFRAID, GET TRAINED AND PREPARED

Take Care of Yourself

...your friends
...your community



Beginners Self-Defense Class

Saturday, April 5, 2025

1PM – 4:30 PM

In the heart of the Castro

Open to anyone 18 years or older

\$30 per attendee; Pre-registration Required



Save Your Seat:



Or:
CastroPatrol.org



castro community on patrol

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DON'T BE AFRAID, GET TRAINED AND PREPARED

SIX STEPS TO ASSIST IN PROSECUTING CRIMINAL ACTIVITY

1

IF YOU SEE A CRIME IN PROGRESS, OR A LIFE-THREATENING SITUATION:

CALL – 911

IF YOU SEE SOMETHING SUSPICIOUS OR SOMETHING AUTHORITIES SHOULD KNOW ABOUT:

CALL – 415-553-0123

MEET AND PROVIDE A WITNESS STATEMENT TO POLICE.

If Officers don't see the incident you called about themselves, and find no other criminal activity when they arrive, they cannot CITE or make an ARREST without a witness to the incident.

2

3

GET THE COMPUTER AIDED DISPATCH (CAD) NUMBER THAT IS ASSIGNED TO THE INCIDENT

Officers will provide this when you provide your witness statement. This number will allow you to track the case from investigation to prosecution.

FOLLOW UP WITH SFPD INVESTIGATORS

Call the SFPD Station that responded to your incident and provide the CAD # to get updates on the status of incident.

4

5

FOLLOW UP WITH THE DISTRICT ATTORNEY

Using the CAD#, work with the Assistant District Attorney assigned to the case, and let them know what YOU WANT to happen in the case.

GO TO COURT, AND STAND AS A WITNESS

If the case goes to court, be sure to attend and be willing to provide witness testimony on the stand, and/or victim impact statements.

6

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REPORT HATE CRIMES



This location is a SAFE PLACE for victims of hate crimes and harassment to call 911 and wait for police to arrive.

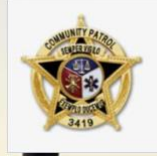
EMERGENCY CALL 911

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DATING SAFETY



USE THE BUDDY SYSTEM. Share emails, online profiles, and details of your new date with a trusted friend.

CHECK IN. Ask your BUDDY to reach out to you by phone or text during your date to verify you are good.

NO – IS NEVER NEGOTIABLE. SAY NO TO ANYTHING OR ANYONE THAT MAKES YOU FEEL UNCOMFORTABLE.

ESCAPE ANY WAY YOU CAN. If you feel threatened or at risk do what you need to ESCAPE to safety.

DEFEND YOURSELF. You are entitled to defend if you need to. Better to be tried by 12, than buried by 6.

REPORT IT. If you are threatened, abused, or injured by a date, report them to 9-1-1 and let your friends know.

SEEK SUPPORT. From friends, from the community, and from government and nonprofit entities.



www.CastroPatrol.org

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DON'T BE AFRAID, GET TRAINED AND PREPARED

DOMESTIC VIOLENCE

**INTIMATE PARTNER VIOLENCE IS AGAINST THE LAW
AND OFTEN LEADS TO SERIOUS INJURY OR WORSE.
DON'T BECOME A MARTYR.**

DO YOU NEED HELP?

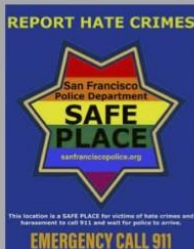
- **Are you regularly subjected to acts of degradation, physical or verbal abuse, intimidation, or excessive control?**
- **Do you feel UNSAFE with your intimate partner?**
- **Do you feel empowered to make decisions for yourself?**

Abusers rarely stop their abuse, but frequently escalate to more serious attacks. Ask for help!

LGBTQ Anti-Violence Project: 1-212-714-1141

FORGE Transgender Project: 1-414-559-2123

Youth LGBTQ Help Center: 1-800-246-7743



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San Francisco Safety Coalition**



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ANGEL SHOTS

THIS ESTABLISHMENT RECOGNIZES AND SUPPORTS
THE **ANGEL SHOT** SAFETY PROGRAM

DO YOU NEED HELP?

- Are you on a **DATE** that is not going well?
- Do you feel **UNSAFE**?
- Is anyone **BOTHERING** you or making you feel **UNCOMFORTABLE**?
- Are you being **FORCED** to do something against your will?

**ASK OUR SECURITY STAFF OR YOUR SERVER FOR
AN "ANGEL SHOT."**

**WE WILL HANDLE THINGS DISCRETELY AND WE
WILL PROTECT YOU UNTIL YOU ARE SAFE &
SECURE.**



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DON'T BE AFRAID, GET TRAINED AND PREPARED

HUMAN TRAFFICKING

HUMAN TRAFFICKING IS SLAVERY BY A DIFFERENT NAME.
TARGET THE TRAFFICKERS AND HELP SAVE THE VICTIMS.

DO YOU NEED HELP?

- Are you **FORCED** to work for little or no reimbursement?
- Do you face physical or psychological abuse if you do not work as demanded?
- Can you leave at any time, without fear of retribution?
- Are you expected to do things outside of your comfort zone, such as performing sexual favors for strangers?

National Human Trafficking Hotline

Call: 1-888-373-7888

Text: HELP to 233733 (BEFREE)

www.humantraffickinghotline.org



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