



PATROLLER

APRIL 2026

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

ESTABLISHED 2006

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(Volunteer Scheduling & Retention)

WE NEED YOUR HELP IDENTIFYING A SUSPECT



As our unpaid Patrol Volunteers were helping to keep everyone safe on Sunday April 5th at the Sisters Easter in the Park event, one of our volunteers was assaulted around 3:45 PM as she was attempting to keep the safety walkway clear of people and obstructions.

A **Caucasian male of around 50 years of age with a White brim hat, baby blue button-down shirt, and white or khaki pants** forcefully pushed out volunteer from behind with no reason or warning and made an abusive comment. This battery was witnessed but our team did not capture any witness information at the time.

If you witnessed this incident, and better still if you have video or photo's showing the incident or suspect please contact us at the email below.

Violence in our community will not be tolerated.

CASTRO CBD NEEDS YOUR HELP ALSO



Jane Warner Plaza at Castro and Market has been cleaned and maintained daily by the Castro CBD through a grant of funds from the City, as it really falls under the Parks & Recreation Department remit.

As the City has a large budget deficit, the Mayor has proposed cutting this funding entirely which would mean the Plaza would no longer be regularly cleaned, or maintained and the vital Castro Ambassadors program would be lost at the same time.

We ask Mayor Lurie to maintain this funding to keep Jane Warner Plaza a safe and welcoming space for everyone, and to keep the Castro Ambassadors who do such vital safety and supportive work in the neighborhood.

Show your support by **CLICKING HERE** and encourage your friends and neighbors to do the same. Your voice **COUNTS!**

PROTECT THE CASTRO BY JOINING US

Ordinary people, doing extraordinary things is how we think of our Patrollers. They come from all walks of life, all backgrounds, and live throughout the Bay Area. They all share one single focus, helping to keep the Castro SAFE for EVERYONE.

We only ask for a minimum of one 3-hour patrol a month! We provide all training and equipment.

Help us to **PROTECT THE CASTRO**

S.F.P.D. CRIME DATA SNAPSHOT

[SFPD Crime Data](#) results citywide for the following specific categories between **1/1/2026 to 04/26/2026**

	2026	Yr - Yr %
Homicide	16	+220.0%
Robbery	407	--28.7%
Assault	646	-3.9%
Burglary	935	-27.9%
Veh. Theft	791	-29.1%
Larceny	4,029	-25.2%
TOTAL		-24.3%

During the same period last year, SFPD recorded a total of 4, 452 reports, compared with a total of 2, 786 reports this year, representing a 37.4% drop overall.

PATROL NEWS

CCOP PROVIDED ADDITIONAL SAFETY SUPPORT TO THE ANNUAL EASTER IN THE PARK ON 04/05



We were proud to field a large safety team in support of the annual Sisters of Perpetual Indulgence, Easter in the Park in Dolores Park on Easter Sunday.

The event drew a huge crowd this year, undoubtedly more than last year, and was by all accounts a huge success also. As mentioned in our header page, one of our volunteers was assaulted but suffered no long-term injuries. Otherwise, the event was free from crime as it typically is.

We worked with the San Francisco Park Rangers, Diligence Private Security and Special Medical Aid throughout the day, and we did have to respond to a few minor injuries, a few heat exhaustion sufferers, and unfortunately one casualty who required emergency transportation to hospital, but our safety, security, and medical teams worked closely with the Park Rangers and ensured the casualty was transported to advanced care as quickly as possible.

We have provided this service to the Sisters for more than fifteen years now, and always look forward to it.

CCOP PROVIDED ADDITIONAL SAFETY FOR A TOWN HALL MEETING AT THE SF ACADEMY ON 04/09



We were asked to provide a visible safety presence at a Town Hall meeting held at the SF Academy and were happy to do so.

As a nonprofit entity we do not take political sides or voice support for any political candidates running for office, but we do support any effort to keep our community informed, engaged, and active and we are always happy to provide a safety presence when we are requested and able to do so.

The Town Hall was very well attended and fortunately we were only a visible presence as the meeting was calm, respectful, and trouble-free. Just the way we like things.

As the election cycle draws ever nearer, it is likely that we will see more requests for our presence at Town Halls and similar events.

If YOU, or anyone you know, is interested in joining us and helping to keep the Castro a little safer, please [sign up for training](#). We are just regular people, doing something extraordinary.

SAFETY is a COMMUNITY EFFORT

PATROL TRAINING ACADEMY

BY Chief Ken Craig, Community Patrol Service

CRITICAL IMPORTANCE OF POST-INCIDENT DEBRIEFS AND LESSONS LEARNED PROCESSES

In professions where decisions are made in seconds and consequences can be measured in lives lost or saved, the work does not end when an incident concludes. In fact, some of the most important work begins afterward. Within the security and law enforcement profession—alongside parallel high-risk fields such as firefighting, aviation, and healthcare—the systematic practice of post-incident debriefing and lessons learned analysis has emerged as one of the most powerful tools for improving operational effectiveness, reducing risk, and safeguarding both responders and the public.



A post-incident debrief is more than a discussion. It is a structured, intentional process designed to analyze actions taken, decisions made, and outcomes achieved. It identifies both successes and failures, transforms experience into institutional knowledge, and ultimately builds a culture of continuous improvement. When used correctly, it becomes a cornerstone of professional accountability, structural learning, and organizational improvement.

Even with rigorous training and established protocols, regular recertification requirements, and formalized check lists; no plan survives first contact unchanged. Each incident presents unique challenges—communication breakdowns, equipment limitations, environmental factors, or human error. As a result, the true measure of professionalism is not simply how an incident is handled in the moment, but how effectively an organization learns from it and trains in respect of it afterward.

Post-incident debriefs address this need directly. They provide a structured opportunity to reconstruct events, identify gaps, and reinforce effective practices. Debriefs help to “identify what went right and wrong” and allow personnel to collectively determine improvements in tactics, communication, and procedures for the benefit of all.

A well-conducted Post Incident Debrief (PID) typically serves several critical functions:

1. Identifying Successes and Failures

Debriefs systematically evaluate operational performance. They examine whether objectives were met, how effectively resources were deployed, and whether decision-making aligned with policy and training.

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2. Capturing Lessons Learned

Lessons learned are the actionable insights derived from experience. They transform individual observations into organizational knowledge, ensuring that future responses benefit from past events.

3. Improving Training and Policy

Patterns identified across multiple incidents often reveal systemic issues—training deficiencies, unclear policies, or equipment shortcomings. These insights directly inform updates to training programs and operational guidelines.

4. Enhancing Communication and Coordination

Many critical incidents expose communication failures—between Patrollers, dispatchers, or command structures. Debriefs allow teams to analyze these breakdowns and implement improvements.

5. Supporting Accountability Without Blame

Effective debriefs emphasize learning rather than punishment. The goal is not to assign blame, but to understand performance in context and improve future outcomes.

6. Strengthening Organizational Culture

Regular debriefing fosters a culture of transparency, trust, and continuous improvement. Personnel become more willing to share observations and admit mistakes when they know the process is constructive.

In general, debriefs often take two primary forms:

- **Immediate “hotwash”** sessions conducted shortly after the incident to capture fresh observations
- **Formal debriefs** conducted later for deeper analysis and documentation

This dual-layer approach ensures that both immediate impressions and comprehensive evaluations are captured. Immediate feedback preserves details that might otherwise be lost, while formal reviews allow for broader analysis, including policy implications and training adjustments.

Importantly, effective debriefs include all relevant participants—not just leadership. Frontline personnel often possess the most valuable insights, as they directly experienced the operational realities.

The lessons identified during debriefs are typically formalized in after-action reports. These documents serve as institutional memory, capturing:

- What occurred
- How the response unfolded
- What worked well
- What needs improvement

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AARs allow organizations to track trends across incidents, identify recurring issues, and implement systemic changes. They also provide a valuable training resource, enabling future personnel to learn from past events.

One of the most compelling arguments for post-incident debriefing is its role in preventing repeat failures. Without structured reflection, organizations risk “flying blind,” losing critical insights that could prevent future incidents.

Near misses—events that could have resulted in serious consequences but did not—are particularly valuable. These incidents often reveal hidden vulnerabilities. Capturing and analyzing them through debriefs allows organizations to address risks before they result in harm.

A central concept in aviation is **Crew Resource Management (CRM)**, which emphasizes communication, teamwork, and decision-making. CRM training relies heavily on debriefing—both after real incidents and simulated scenarios.

Post-flight debriefs analyze:

- Communication effectiveness
- Decision-making under pressure
- Adherence to procedures
- Situational awareness

These practices have been instrumental in reducing accidents and improving safety outcomes. Notably, CRM principles have been adopted across multiple industries, including healthcare, firefighting, and law enforcement.

Aviation also excels in deeply investigating and understanding accident causes and identifying the root causes of such accidents which are frequently multi-faceted and multi-pronged mistakes, misunderstandings, and unintended errors or omissions.

Organizations that neglect post-incident analysis miss critical opportunities to improve and adapt. Over time, this stagnation can lead to systemic failures.

Post-incident debriefs and lessons learned processes are not optional—they are essential. In the security and law enforcement profession, where the stakes are extraordinarily high, these practices provide a structured pathway to improvement, accountability, and resilience.

By examining what happened, why it happened, and how it can be improved, organizations transform experience into knowledge and knowledge into action. The examples set by aviation, firefighting, and other high-reliability industries demonstrate that consistent, disciplined debriefing can dramatically enhance safety and performance.

Ultimately, the true value of a debrief lies in its ability to ensure that every incident—whether successful or flawed—becomes a steppingstone toward a safer, more effective future.

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WHO / WHEN / WHERE / HOW

LIFE / PROPERTY THREATENING OR CRIME IN PROGRESS ?

Call 9-1-1

In any situation where life or property 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 CBD, Castro Cares Program

castro
C A R E S



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/

SFPD LGBTQ+ Advisory Forum



"Working together to create a safer and stronger community for all"

The San Francisco Police Department, LGBTQ+ Advisory Forum was formed in 2010 and welcomes LGBTQ+ volunteer members from around the city. Members meet quarterly with SFPD command staff, to offer input on SFPD Policy, raise concerns, work on community projects and learn more about the SFPD.

To find out more, contact us at SFPD.LGBTQ.Forum@gmail.com and we will be happy to chat with you about how to become a permanent member..

SFPD 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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PROTECT THE CASTRO



BE THE DIFFERENCE

ORDINARY PEOPLE, DOING EXTRAORDINARY THINGS

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

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. We **DON'T** break up physical fights or put our volunteers into dangerous situations.

Our volunteers are mostly members of the LGBTQ+ community, but we are open and welcoming to **ALL**. We provide full training, and you will always deploy with other experienced, knowledgeable, and dedicated volunteers. Patrolling is fun, you get to meet lots of people, and you can feel good about helping out your community. Sign up TODAY and become a neighborhood HERO tomorrow.

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



SAFETY & SOLIDARITY FORUM

TOPICS:

- ICE Community Defense
- Harm Reduction Strategies

COMMUNITY PARTNER



ACTIVISM & HARM REDUCTION

Part 1: **Preparing** for responding to ICE activity

Part 2: **Reducing** substance use risks

May 5th 6-8pm, Folsom Street Community Center, 1286 Folsom Street

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Castro Community On Patrol
Community Patrol Service

PRESENTS

Beginners Self-Defense Class



Saturday May 16, 2026

1 PM – 4:30 PM

**OPEN TO ANYONE 18 YEARS OR OLDER
LOW IMPACT CLASS SUITABLE FOR ANYONE
ONLY \$60 PER ATTENDEE: PRE-REGISTRATION REQUIRED**

Use the link below to register:

<https://SD1Castro20260516.eventbrite.com>

FOR MORE INFORMATION

WWW.CastroPatrol.org
INFO@CastroPatrol.org



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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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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 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 conviction. YOUR statement may be critical,
6. **FILE A REPORT** with Police if you are the victim of a violent incident. SFPD are trained and required to be professional, empathetic, and understanding when you need to report a criminal act against you. San Francisco and California are SANCTUARY locations so don't worry about your immigration status in the U.S. when reporting. Have a trusted friend or organization with you when you make your report.
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 with one voice "WE WILL NOT BE VICTIMS, WE WILL NOT BE TARGETS, WE WILL FIGHT BACK."



This message is brought to you by the San Francisco Safety Coalition

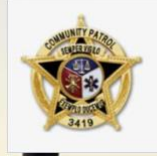


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DATING SAFETY



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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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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ANGEL SHOTS

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

DO YOU NEED HELP?

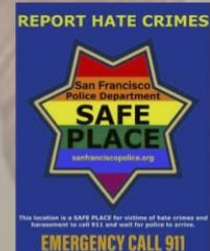
- Are you on a **DATE** that is not going well?
- Do you feel **UNSAFE**?
- Is anyone **BOTHERING** your or making you feel **UNCOMFORTABLE**?
- Are you being **FORCED** to do something against your will?

**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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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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