# Annual Community Policing Plan

## Airport Bureau

CITY & COUNTY OF SAN FRANCISCO

Police Department

11/18/2025

# 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

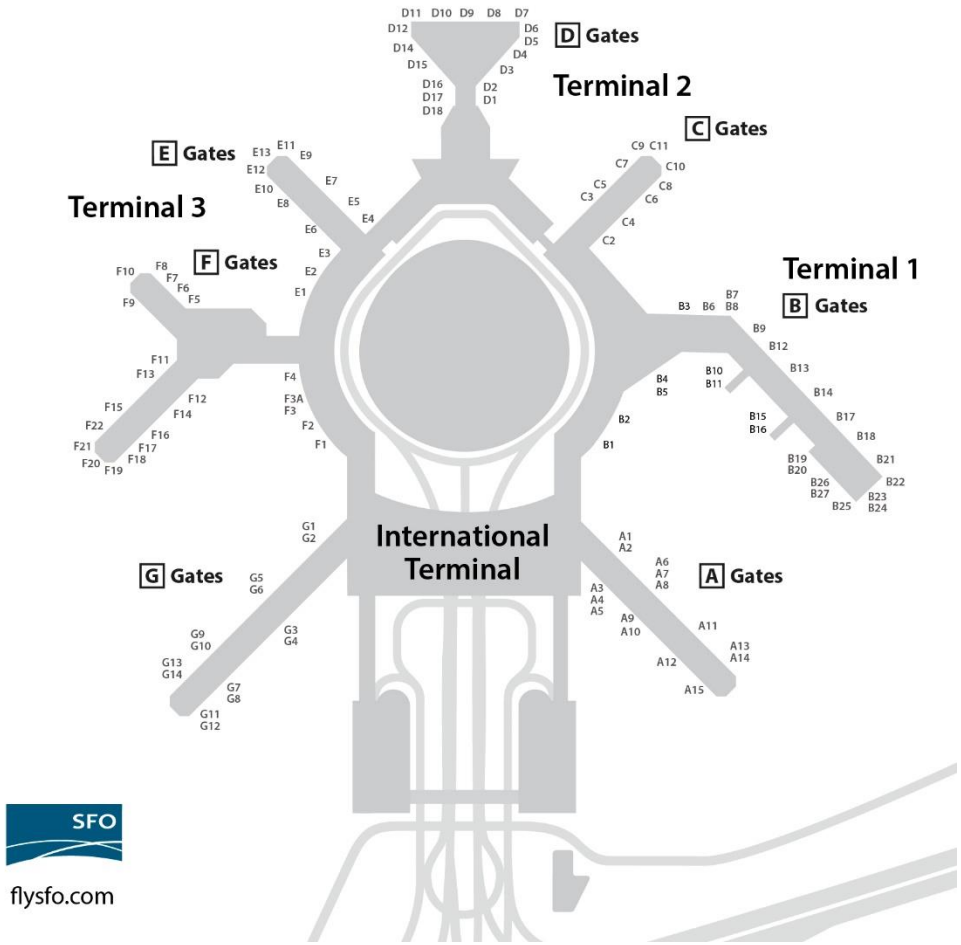


# Airport Overview-Interior

The San Francisco International Airport and the SFPD Serves

- 55 Air Carriers
- 49 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

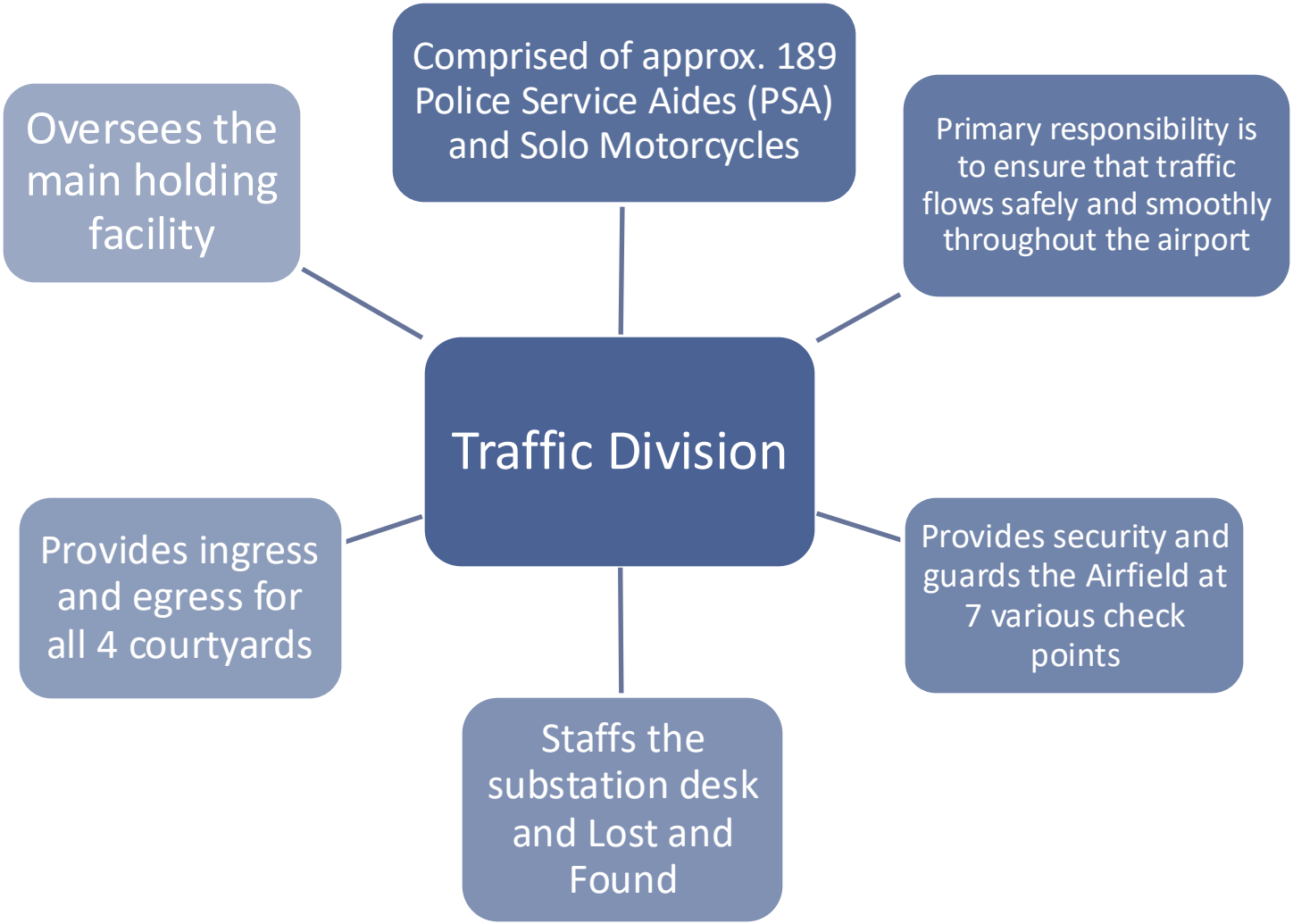
# Administration Division

| *Clerical Support* | *Information Services* | *Budget & Payroll Management* | *Purchasing and* **Supplies** |
|---|---|---|---|
| • Supports the leadership staff with the daily operations<br>• Provides clerical, personnel and administrative support<br>• Assists with special projects and events | • Provides user access, technical support, training and database management<br>• Maintains all facets of networking and equipment functionality, including imaging, backups and restoring files<br>• Generate statistical reports and budget analysis<br>• Coordinates all system upgrades and maintenance | • Professional Staff performs budget and payroll functions, data entry, adjustments and corrections<br>• Coordinates with City Payroll<br>• Keeps time balances and communicates to supervisors regarding time adjustments or changes.<br>• Inventory and assignment of all communications equipment | • Perform data entry, inventory and ordering<br>• Follows up with supervisors regarding repairs and acquisitions<br>• Provides support to new SFPD employees that come to the airport |

# Administration Division cont…

| Police Range | Training | Records |
| --- | --- | --- |
| • Provides qualifying and requalifying instructions to SFPD Officers and outside agency officers.<br>• Coordinates training and conversion<br>• Maintains facility and equipment functionality | • Arranges all on site and off site training for members<br>• Coordinates travel arrangements and participant registration and enrollment<br>• Processes expense reports, payments and reimbursement | • Coordinates and processes all inquiries regarding investigations, reports, evidence and court documents.<br>• Processes and tracks subpoenas<br>• Provides court liaison duties<br>• Oversees lost and found, evidence tracking and storage |


PATROL DIVISION
Primary Responsibility is to provide law enforcement services and ensure the employees and traveling public are safe
Patrols airport buildings, facilities and surrounding surface roads with officers on foot, bicycles, segways, and police cars.
Utilizes specialized units which includes: K-9's, EOD and Contraband Detection Dogs
Responds to airport emergency operations and special events
Supports airport security plan
Works closely with SMSO Investigations
Liaisons with the Local, State and Federal agencies on site.
Participates in Terrorism Response Training and Interagency Outreach Programs


Traffic Division
Comprised of approx. 189 Police Service Aides (PSA) and Solo Motorcycles
Primary responsibility is to ensure that traffic flows safely and smoothly throughout the airport
Provides security and guards the Airfield at 7 various check points
Staffs the substation desk and Lost and Found
Provides ingress and egress for all 4 courtyards
Oversees the main holding facility

# 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

10/09/25 – HONOR flight departure.
10/11/25 – HONOR flight arrival.

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






11/5/25 – Red Cap Drill Exercise, outlined roles and responsibilities of the various stakeholders charged to maintain Airport operations during a potential Active Attacker .

# 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

SFO UNITES AGAINST HUNGER

# 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 2025
- Holiday Food Drive – November/December 2025
- Coffee With A Cop – December 2025
- Fantasy Flight with United “North Pole” Flight – December 2025
- Aviation Day – June 2025

# Thank you.

Any questions?

You can reach me at Carlos.Gutierrez@sfgov.org