Annual Community Policing Plan

Crime Information Services Unit
Administration Bureau

CITY & COUNTY OF SAN FRANCISCO

Police Department

November 2025

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.

The five strategic initiatives are:

- Collaborate
- Improve Responsiveness
- Measure and Communicate
- Strengthen the Department
- Define the Future

Goals and Objectives

Community Policing Outreach Goals

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

Goal 1: Communication

Foster honest, transparent, and empathetic dialogue between the SFPD and San Francisco Community.

Strategies CISU is 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 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.

Strategies CISU is 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 (for example, 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 service requests online.
- **Objective 2.3:** Evaluate the workability of the online survey concerning the timely feedback of our services to further improve our efforts.

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.

Strategies CISU is employing to meet the objectives of Goal 3:

- **Objective 3.1:** Update Frequently Asked Questions reference sheet to be available on the SFPD CISU website.
- **Objective 3.2:** Collaboratively identify and develop responses to local issues and concerns with individuals, community-based organizations, and city services.
- **Objective 3.3:** Continue to improve the report release and property return guidelines and reference sheet to support inquiry efficiency.

Goal 4: Relationship-Building

Build strong, trusting, and respectful relationships between SFPD members and all facets of the San Franciso community

Strategies CISU is employing to meet the objectives of Goal 4:

- **Objective 4.1:** Continue to improve communication between Department Bureaus and Units with case updates/details, supporting CISU's ability to process reports and property requests in a well-ordered and timely manner.
- **Objective 4.2:** Maintain strong partnership with CED to improve communication between SFPD, victims of crime, and the general public regarding requests for police reports and property returns.
- **Objective 4.3:** Continue to partner with the Technology Division to ascertain the efficacy of the feedback survey emailed by those who make report requests.

Goal 5: SFPD Organization

SFPD organization and operation leads community policing efforts and demonstrates a guardian mindset.

Strategies CISU is employing to meet the objectives of Goal 5:

- **Objective 5.1:** Contribute to policy/procedures that are consistent across SFPD workflow and support customer service requests (requests for reports or property).
- **Objective 5.2:** Maintain an adaptive approach to continuously self-assess and improve.
- **Objective 5.3:** Include sworn and professional staff perspectives in decision-making and policy recommendations.
- **Objective 5.4:** Provide members with updated and sufficient resources, training, and development opportunities.

Community Partners

Who are the community stakeholders and partners informing CISU's strategy?

- City Agencies (HSS, APD, SFUSD, JJC, MEO, etc.)
- SF City Attorneys
- SFDA
- Attorneys (in/out of state)
- Media
- Outside Law Enforcement Agencies

Metrics

Data sources used to evaluate our plan and measure success

- 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

- Crime Information Services (Records Management) | San Francisco Police Department

Future Goals

The following are additional goals for the upcoming year:

- Continue efforts to add LEP feature to phone tree
- Support archiving data upgrades
- Consider QR code link to Incident Report Request Portal
- Prepare for PCD move to Egbert Avenue location

Thank you.