

Community Safety: Campus Progress Report

As of January 19, 2023

GUIDANCE FOR COMPLETION

Please complete and submit by February 28, 2023.

You may also email it to the Systemwide Director of Community Safety, jody.stiger@ucop.edu

Given previous progress reports, which are saved and publicly available to the UC community on the UC Community Safety Plan website, this progress report seeks to build upon the achievement of all milestones found in the plan. The progress report aims to foster the continuous improvement of community safety at UC and provide public accountability and transparency towards the goals set forth in the UC Community Safety Plan. The information provided here will underpin the ongoing evaluation and improvement envisioned by the plan. Campuses are invited to provide updates and responses to each prompt within a framework established by the guidelines of the plan. The Office of Systemwide Community Safety invites campuses to provide detailed information, though feel free to convey what is helpful. If campuses have also encountered issues or challenges, please include those, along with plans to address them.

Final reports will be published on the public-facing UC community website.

CAMPUS NAME: UC SAN FRANCISCO

PROGRESS AND UPDATES

Provide updates on progress and continuous improvement efforts.

Guideline 1 — Community and Service-Driven Safety

All members of the UC community should feel valued, welcomed and free from any threat of physical, psychological or emotional harm. Our campus safety system must reflect the needs and values of a diverse campus community including those vulnerable to harm. Specific strategies and tactics in the campus plans will be shaped by a process that includes broad representation of the campus population and is sensitive to the needs of historically marginalized communities.

The campus safety system will provide high-quality service in a courteous and accessible manner that allows our community to feel safe and respected in every interaction. Interactions will be held to a high standard of respect and fairness and will be monitored. Hiring procedures and guidelines for campus safety personnel will involve participation of a broad representation of campus community groups including students, faculty and staff. This begins a continuous process of evaluation and improvement. Campuses will continually engage their communities and strengthen campus safety practices.

Action 1:1

Please list all organized events, since July 2022, relating to community engagement associated to actions in Guideline 1.

Implementation detail / description of actions taken

Active Threat Trainings – From June 2022 to March 2023, we completed trainings for over 1300 staff, faculty, students via zoom, in-person or hybrid for various departments and campus organizations. Our average attendance was 28 people, with 41 presentations given in this 10-month period. A large training was held with 390 in attendance on June 21, 2022.

Safety Presentations – For the year 2022, we completed 19 customized presentations on security resources, crime trends and crime prevention strategies, with approximately 12 or more community members in attendance for each presentation. On May 25, 2022, in conjunction with Campus Life Services, a safety presentation was provided to all UCSF community.

Crisis Prevention Institute Training – Provided regular and on-going de-escalation training to over 150 medical center staff for the 2022 calendar year.

Community Engagement Events – Participated in various family focused events such as National Night Out, Fleet Week, SFPD Holiday Caravan and Toy Drop Off, Toy Drives, Holiday Cheer Campaign and Down Syndrome Holiday Event, Childcare visits with Police and McGruff the Crime Prevention Dog.

Committee Meetings – Held regularly scheduled meetings with campus stakeholders to discuss security, safety concerns and/or outstanding cases, e.g. Student of Concern Committee, Ethics and Compliance, OPHD, Workplace Violence Prevention, Legal and others.

Action 1:2

Provide lessons learned from past community engagement activities and describe how they informed (or will inform) future community engagement.

Implementation detail / description of actions taken

Feedback was received from the community regarding their concerns about the purpose of our engagement activities, along with the large police presence at various community events. Moving forward, we plan to have less uniformed police presence during outreach. We are also developing a strategy to have more focused and purposeful community partnerships.

Action 1:3

Please list future events, planned until June 2023, relating to community engagement associated with actions in Guideline 1.

Implementation detail / description of actions taken

Community Safety Board – This meeting is currently invitation only, with 27 board members. The next meeting is scheduled for June 28, 2023. The last meeting was held February 1, 2023. Communication of this meeting is via email and outlook invitation.

Quarterly Coffee with Safety Ambassadors – Not yet scheduled. Communicated via email, flyers and word of mouth.

CPI Trainings – Communicated via hospital leadership meetings and scheduled as requested.

Active Threat Trainings – Scheduled as requested. Communicated via email.

Safety Presentations – Scheduled as requested. Communicated via email, flyers and word of mouth.

Committee Meetings – Scheduled monthly. Invitation only.

Farmer’s Market Tabling and Outreach – not yet scheduled.

Childcare Visits – scheduled as requested.

Action 1:4

Describe how community input from periodically administrated surveys (Action 1.6) and from the real-time feedback platforms (Action 1.7) are informing decisions about community safety?

Implementation detail / description of actions taken

Spidr Tech surveys are sent out to callers after each and every interaction with police. We are currently working to implement additional functionality of the Spidr Tech survey system so the community can access our survey at anytime using a barcode or via our website. Launch date for this roll out is June 30, 2023. In addition, the Customer Satisfaction Survey is sent to the campus community every quarter.

A majority of the feedback from these surveys are positive. However, when a negative comment is received, we follow up with internal staff to determine what problems need to be addressed immediately, if any. Trends inform us on processes or procedures that need to be modified to improve the customer service experience.

Action 1:5

Please provide dates that sworn and non-sworn personnel have received or will receive high quality and regulatory training as described in the plan (Action 1.4 and 1.11).

Implementation detail / description of actions taken

Customer Service Training – We continue to train sworn and non-sworn personnel on customer service

skills through Disney Institute of Training. 63% of Sworn staff are complete. We plan on having all staff members trained by December 2023.

De-Escalation Training – Public Safety Ambassadors from UCOP, Benioff Children’s Oakland and all Medical Center security officers have completed required de-escalation training. Campus Public Safety Ambassadors are currently given option to take course as they are not patient-facing. Sworn personnel have completed mandated de-escalation training in December and are required to take this course every two years. We currently have Crisis Prevention Institute (CPI) trainers are on staff and will have EVADE trainers by June 2023.

Healers At The Gate – Security Supervisors, managers and staff continue to participate in Healers At The Gate, a training that interrupts patterns of discrimination and harm. It brings together campus security supervisors, nurses and nursing supervisors, social workers, and other healthcare professionals from across the UCSF campus to come face-to-face, in service and dialogue, with people impacted by racism, homelessness, and substance abuse.

Use of Force – Campus Public Safety Ambassadors are not provided with use of force training. Medical Center security officers are required to complete de-escalation training which includes a hands-on component. Sworn Police Officers are required to take training annually in compliance with AB392.

Wellness Training – All staff were trained on employee personal wellness strategies and techniques in October 2022.

LGBTQ+ Awareness Training – This law enforcement specific training will be completed by all sworn police staff by June 2023.

GLIDE Alabama Pilgrimage - This Truth, Justice and Reconciliation program is led by GLIDE’s Center for Social Justice where participants visit and learn about the history of racism and how it has continued to morph in our country through systems of oppression, policies and laws. Delegates from the police department will be sent annually. The 2023 pilgrimage will be attended by our Chief of Police and a Medical Center Security guard.

Action 1:6

Is there anything else you would like to report progress on related to Guideline 1?

Implementation detail / description of actions taken

We continue to evaluate additional de-escalation course providers and DEI trainings for our staff. We currently are implementing wellness programs, including a CARE space for prayer, meditation and quiet.

Guideline 2 — Holistic, Inclusive and Tiered Response Services

To ensure the safety of the UC community, a tiered response model will match a call for service with the appropriate type of response and responder(s). This holistic approach will include mental health, wellness, basic needs, bias/hate response, law enforcement, emergency response and other services

through interdepartmental partnerships and cross-trainings. Multidisciplinary crisis teams will be available 24/7 and triage behavioral health crises, conduct wellness checks, and safely connect individuals to coordinated care, including health and social support resources. Non-sworn security personnel will more visibly render services such as residence hall foot patrols, providing safe shuttles/walks for students, staffing events requiring additional security, and diffusing unsafe behavior.

The University will prioritize deterrence and violent crime prevention over the enforcement of non-violent minor offenses, such as non-hazardous traffic violations. The University will reinforce existing guidelines that minimize police presence at protests, follow de-escalation methods in the event of violence and seek non-urgent mutual aid first from UC campuses before calling outside law enforcement agencies.

Action 2:1

Please provide names of units/teams that carry out the functions of the four tiers of public safety providers.

Implementation detail / description of actions taken

1. Security and Public Safety Services

Public Safety Ambassadors are unarmed civilians that monitor access control and report calls for service. Protective Safety Officers are unarmed civilians that guard the University Medical Centers and clinics, monitor access control and respond to calls for service and are trained in de-escalation techniques. Accompany Code CARE team. Currently in the process of hiring a non-sworn crime scene investigation team which consists of two Records and Evidence Technicians.

2. Student Safety Partners

None

3. Mental Health and Student Service Professionals

Code CARE is a collaborative team specifically trained to assist anyone needing extra support in managing the stress and risks that can be experienced in a hospital setting. This team is not yet active on all units.

Threat Management Team (TMT) responds to Workplace Violence and Zero Tolerance, with representatives from FSAP, LER, Legal, Risk and Police.

4. Sworn Peace Officers

Protect life and property, patrol and respond to calls for service. Can perform a civil standby for Code CARE Team if requested but will not be involved unless a crime is committed.

UCSF Tiered Response Model



Action 2:2

Please provide the FTE of personnel that carry out functions within each of the four of public safety providers.

Implementation detail / description of actions taken

1. Security and Public Safety Services

239.75 FTE

2. Student Safety Partners

N/A

3. Mental Health and Student Service Professionals

3 FTE are budgeted (2 are filled) for the Code CARE program for the Moffitt/Long hospital (Parnassus). One FTE is budgeted/filled for the Mission Bay hospital (peds and adults).

4. Sworn Peace Officers – No other information outside of data reported on systemwide community dashboard. <https://universityofcalifornia.edu/about-us/information-center/ucpd-budget-workforce>

Action 2:3

Please provide the total number of calls for service for each tier of public safety providers.

Implementation detail / description of actions taken

1. Security and Public Safety Services

11,812 (Security services response only)

2. Student Safety Partners

N/A

3. Mental Health and Student Service Professionals

Code Care Team – 619 Total Consults

4. Sworn Peace Officers – No additional information outside of data reported on systemwide community dashboard. Call types are provided on the systemwide dashboard.

Action 2:4

Please provide the total campus budget for non-sworn tiered response providers (i.e., personnel in security, student services partners, and mental health and professionals).

Implementation detail / description of actions taken

The total FY23 Security Budget is \$22,260,630

Campus = \$9,553,520

Health = \$12,707,110

UCSF Health has budgeted approximately \$650,000 for the Code CARE Team

Action 2:5

Are non-sworn mental health responders and providers available 24 hours, 7 days a week? If not, please provide the days or hours of service.

Implementation detail / description of actions taken

YES – our hotline is available 24/7. The San Francisco City and County Street Crisis Response Team is available 24/7. This is an alternative to law enforcement and is a community health approach to people experiencing homelessness, mental health and substance use crises in San Francisco.

Action 2:6

Describe the utilization of restorative justice programs or neighborhood courts for the adjudication of nonviolent and low-level crimes. If your jurisdiction has limited the opportunities for this by formal partnerships, what alternatives are you exploring and implementing internally?

Implementation detail / description of actions taken

We currently use restorative justice programs and neighborhood courts for the adjudication of nonviolent and low-level crimes through the San Francisco's District Attorney's office. This method is provided as an option for all relevant cases. Neighborhood courts are held on our UCSF Campus on a regular basis. <https://www.sfdistrictattorney.org/policy/restorative-justice/neighborhood-courts/>

Action 2:7

Is there anything else you would like to report progress on related to Guideline 2?

Implementation detail / description of actions taken

N/A

Guideline 3 — Transparency and Continuous Improvement through Data

A systemwide dashboard with campus-level detail will be created and regularly updated to inform and empower the UC community. Based on new systemwide reporting requirements and uniform standards for data collection, this information will be used to assess campus safety practices, generate recommendations for best practices and hold the institution accountable.

Action 3:1

Are you reporting all data described in the UC Community Safety Plan for publication on the Systemwide Data Dashboard. If not, please describe any challenges with data reporting.

Implementation detail / description of actions taken

Yes, we are reporting all data. We have no challenges in reporting.

Action 3:2

Has campus safety data informed community safety decisions and continuous improvement? If so, describe how and provide examples.

Implementation detail / description of actions taken

Campus Safety Data is analyzed daily and weekly by our Command Staff. Crime trends are used to

inform where Sworn Police need to focus their attention, collaborating with our campus Public Safety Ambassadors when necessary. For example, when there was an increase in bike thefts in a particular geographical location, we increased patrolling in the area and created an action plan on how to address the activity. Other actions are taken based on crime trends, including the purchase of portable cameras staged in parking lots monitored at security stations.

Action 3:3

How are you using the Systemwide Data Dashboards as an analytical and comparison tool for continuous improvement?

Implementation detail / description of actions taken

Systemwide Data Dashboards are reviewed regularly to identify trends and determine if any process or policy changes are needed, or if personnel need additional training.

Action 3:4

Is there anything else you would like to report progress on related to Guideline 3?

Implementation detail / description of actions taken

N/A

Guideline 4 — Accountability and Independent Oversight

Campus complaint processes are essential mechanisms for the community to report misconduct and ensure that officers are acting consistently with rules, policies and the law. A standardized and robust complaint and investigation process will be implemented through police accountability boards.

The Office of President will designate a full-time position in service to the campuses to coordinate campus safety, ensure continuous improvement through best practices and monitor the implementation of the UC Community Safety Plan.

Two UC campuses are currently accredited by IACLEA, the International Association of Campus Law Enforcement Administrators. IACLEA is grounded in President Obama’s Task Force on 21st Century Policing and continually evaluates and implements best practices for campus safety as part of its accreditation standards. The remaining eight UC campuses will seek this accreditation. Review and accreditation by independent third-party experts will ensure operational readiness, align policies and procedures with modern professional standards and best practices, promote a strong emphasis on the safety of the public and officers, offer additional community input opportunities, and provide an independent and ongoing audit and review function.

Action 4:1

Is your Police Accountability Board (PAB) or equivalent committee operational and have trainings been

conducted (4.1b)? If not, when is the projected date to be established?

Implementation detail / description of actions taken

In-Progress. We are currently developing plans to model the PAB framework used by UC Davis. Potential committee members have been identified. Projected date to be established is June 2023.

Action 4:2

Please provide any links to a member roster, by-laws, procedures, and PAB website.

Implementation detail / description of actions taken

TBD

Action 4:3

Please describe your progress and status on IACLEA certification.

Implementation detail / description of actions taken

IACLEA 4-year Certification is complete and was re-certified as of April 2022.

Action 4:4

Is there anything else you would like to report progress on related to Guideline 4?

Implementation detail / description of actions taken

N/A

Other updates

Please provide any other updates or comments associated with the implementation and continuous improvement of the UC Community Safety Plan.

Our Community Safety Board is integral in providing input and feedback on actions taken by the UCSF Police Department to meet requirements of the UCOP Community Safety Plan. The Board meets quarterly and works collaboratively to make sure all voices of our community are heard.

We continue to make progress on all areas of the plan. Notable highlights are as follows:

Based on comments, suggestions and feedback from Community Safety Board Members, the Police Department

will be partnering with Community Government Relations to draft a strategy for more focused community engagement and partnerships. Draft due to Responsible Officer SVC Erin Gore by 2/29/23.

We will be obtaining support and resources from our UCSF Communications Public Information Office to monitor and advise on improvements in messages sent out to the community.

Contact cards have been distributed to all Sworn Police Officers. We plan to distribute contact cards for Public Safety Ambassadors by 9/1/23.

A new UCSF Police Department website will be launched on 3/15/23. Our data dashboards are currently in development and will be posted monthly, along with results from our customer service survey, with a tentative roll out of 6/1/23.

Requested Updates:

1.4 – See answer above

1.6 – See answer above

1.7 – See answer above