

## Community Safety: Campus Progress Report

For activities between July 1, 2023, to December 31, 2023.

As of February 12, 2024

### 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: Organized events***

Please list all organized events, during the reporting period, relating to community engagement associated to actions in Guideline 1.

#### ***1-1 Organized events: Implementation detail / description of actions taken***

**Active Threat Trainings** – From July 2023 to December 2023, we completed trainings for over 1150 staff, faculty and students via zoom and/or in-person for various SF Bay Area locations, departments and campus organizations.

**Safety Presentations** – From July 2023 to December 2023, we completed 12 customized presentations on security resources, crime trends and crime prevention strategies. We also completed 23 security surveys and assessments.

**Crisis Prevention Institute Training** – We continue to provide on-going de-escalation training to all Safety Ambassadors within the Security Services Division.

**Young Community Developers, UCSF Job Readiness Program Graduation** – We graduated 10 candidates from our 2-week job readiness training program for local San Francisco residents, specifically located in the Bayview-Hunters Point neighborhood of San Francisco. Participants learned skills and certifications necessary for security jobs and were supported in the application process for the Public Safety Ambassador role at UCSF. Graduation was held in October 2023. Two candidates have been offered jobs and will start working for UCSF Security Services Division in the early part of 2024.

**Community Engagement Events** – Our department participated in various family focused events such as the Grand Opening of Ronald McDonald House, Down Syndrome Holiday Party, National Night Out for Oakland and San Francisco, Operation Holiday Cheer, American Heart Association Heart Walk, Holiday Toy Drives for various UCSF campus locations and UC Office of the President, Community and Connection Fair at UC Office of the President.

**Committee Meetings** – We facilitate and attend regularly scheduled meetings with campus stakeholders to discuss security concerns, safety concerns and/or outstanding cases such as Student of Concern Committee, Ethics and Compliance, Office for the Prevention of Harassment and Discrimination (OPHD), Workplace Violence Prevention, Office of Legal Affairs. Other committees include Environment of Care – Benioff Children’s Hospital Oakland, Environmental Social Governance WMC Event Safety Planning and BASC/Risk at University of California Office of the President, Shattuck Neighborhood Crime Prevention Committee.

### ***Action 1-2: Lessons learned***

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

### ***Lessons learned (Action 1-2): Implementation detail / description of actions taken***

Feedback was received from the community regarding their concerns about the purpose of our engagement activities. We continue to outreach to community organizations to develop meaningful relationships between UCSF PD and the community through partnerships and relevant outreach activities by building trust and encouraging dialogue.

### ***Action 1-3: Future events***

Please list future events, planned between January and June 2024, relating to community engagement associated with actions in Guideline 1.

### ***Future events (Action 1-3): Implementation detail / description of actions taken***

Communication, Collaboration and Cookies event at Mt Zion and Student Affairs Office and other campus locations

Rape Aggression Defense and Self-Defense Courses

Active Threat Trainings

Crisis Prevention Institute De-Escalation Trainings

Safety Presentations

Childcare Visits

Farmer's Market Tabling

**CURYJ Outreach Event for Victims of Gun Violence** – We continue to work with our community partner, Communities United for Restorative Youth Justice, to create an event for patients of Benioff Children's Hospitals who were victims of gun violence. We hope to outreach to these families to be in community, make space for dialogue and provide support services.

**Community Safety Board** – Quarterly meetings continue to be held on an invitation only basis. There are approximately 27 board members. The last meeting was held on September 26, 2023. The Community Safety Board facilitates and enhances communication between the UCSF Police Department and the greater UCSF Community. This Board works collaboratively on issues involving safety and security, to create shared learning environments where officers and members of the UCSF community interact and learn together.

#### ***Action 1-4: Community input***

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

#### ***Community input (Action 1-4) Implementation detail / description of actions taken***

Spidr Tech surveys are sent out to callers after each interaction with dispatch. We continue to work on additional functionality of the survey system to expand public access to our survey and increase survey completion rates. Based on community feedback, we will also improve our follow-up with reporting parties by providing an outcome of their cases through the survey system's texting capabilities. We continue to plan for a website page which will display survey results and real-time feedback from the community. These enhancements will have a positive impact on informing our decisions about community safety.

#### ***Action 1:5: Training dates***

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).

#### ***Training dates (Action 1-5): Implementation detail / description of actions taken***

**Customer Service Training** – Trainings through Disney Institute of Training are now completed. We have rolled out "Customer Service Foundations Training" through LinkedIn Learning to all public safety staff, with 67% of staff complete. We plan to have all staff trained by June 30, 2024.

**De-Escalation Training** – All UCOP/Fresno Public Safety Ambassadors and UCSF Health Safety Ambassadors (Medical Center) have completed required de-escalation training. Campus Public Safety Ambassadors are encouraged but not required to take this course as they are not in patient-facing roles. Sworn personnel are mandated to take this course every two years, and we are on track to meet requirements before December 2024. We currently have Crisis Prevention Institute (CPI) trainers on staff.

**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 given use of force training. UCSF Health Safety Ambassadors (Medical Center) must complete de-escalation training, including a hands-on component. Sworn Police Officers are mandated to take this training annually in compliance with AB392 and are currently up to date on this requirement.

**Wellness Training** – We plan to incorporate wellness training, best practices and techniques at all upcoming staff meetings.

**LGBTQ+ Awareness Training** – This law enforcement specific training will be completed by all Sworn Peace Officers by December 2024.

**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 March 2024 pilgrimage will be attended by the UCSF PD Business Manager.

### ***Action 1-6: Additional information***

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

### ***Additional information (Action 1-6): Implementation detail / description of actions taken***

We continue to evaluate additional job readiness programs in partnership with local non-profit communities and the UCSF Anchor Institution in order to promote diversity in hiring and meet local hire goals.

## **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: Public safety tiers***

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

#### **Public safety tiers (Action 2-1): 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. UCSF Health Safety Ambassadors are unarmed civilians that guard the Medical Centers and clinics, monitor access control, and respond to calls for service and are trained in de-escalation techniques. They also accompany the Code CARE team. We have recently added a crime scene investigation team consisting 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.
4. Threat Assessment Team (TAT) responds to Workplace Violence and Zero Tolerance, with representatives from Faculty and Staff Assistance Program (FSAP), Labor and Employee Relations (LER), Legal Affairs, Risk Management, UC Police Department and department leadership. Additional funding to provide administrative support and professional development to remain up to date and mitigate risk to UCSF.
5. Sworn Peace Officers - Police 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.

### ***Action 2-2: FTE by tier***

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

***FTE by tier (Action 2-2): Implementation detail / description of actions taken***

**Tier 1: Security and Public Safety Services**

173 FTE (does not include contracted workers)

**Tier 2: Student Safety Partners**

None

**Tier 3: Mental Health and Student Service Professionals**

Code CARE program for the Moffitt/Long Hospital on Parnassus – 2.5 FTE

Code CARE program for Mission Bay Hospital Pediatrics and Adults – 1 FTE

Code CARE program for Oakland Benioff Children’s Hospital – 1 FTE approved, not hired

**Tier 4: Sworn Peace Officers**

No other information outside of data reported on Systemwide Safety Data Dashboard.  
<https://universityofcalifornia.edu/about-us/information-center/ucpd-budget-workforce>

***Action 2-3: Service calls by tier***

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

***Service calls by tier (Action 2-3): Implementation detail / description of actions taken***

**Tier 1: Security and Public Safety Services**

14,798 Total Incidents between 7/1/23 and 12/31/23, which includes 7642 Calls for Service

**Tier 2: Student Safety Partners**

Not Applicable

**Tier 3: Mental Health and Student Service Professionals**

Code Care Team – 295 Total Consults

#### Tier 4: Sworn Peace Officers

No additional information outside of data reported on Systemwide Safety Data Dashboard.  
<https://universityofcalifornia.edu/about-us/information-center/ucpd-calls-for-service>

#### ***Action 2-4: Budget for non-sworn tiers***

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).

#### ***Budget for non-sworn tiers (Action 2-4): Implementation detail / description of actions taken***

The Mid Point FY24 Security Budget is \$10,376,225 as of December

Campus Security = \$4,844,542

Health Security = \$5,531,683

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

#### ***Action 2-5: Hours of mental health responders***

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.

#### ***Hours of mental health responders (Action 2-5): 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: Restorative justice and/or neighborhood courts***

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?

***Restorative justice and/or neighborhood courts (Action 2-6): 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 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 regularly.

<https://www.sfdistrictattorney.org/policy/restorative-justice/neighborhood-courts/>

***Action 2-7: Additional information***

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

***Additional information (Action 2-7): Implementation detail / description of actions taken***

We currently have four non-sworn staff members and one sworn peace officer trained in Tier 1 Restorative Justice Facilitation. We began holding circles for our staff for community building and to better understand how we can apply the restorative justice mindset and framework within our department.

**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: Data reporting***

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.

***Data reporting (Action 3-1): Implementation detail / description of actions taken***

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

***Action 3-2: Data-informed decisions***

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



***Decisions informed by data (Action 3-2): Implementation detail / description of actions taken***

Campus safety data is analyzed weekly by our Command Staff. Statistics are aggregated, and crime trends are used to inform where sworn peace officers need to focus their attention, collaborating with our campus Public Safety Ambassadors as necessary.

We continue to plan for a Stop Data refresher training for both dispatchers and sworn peace officers to make certain we are capturing complete Stop Data and implementing any new changes to Stop Data requirements.

***Action 3-3: Data as a tool for improvement***

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

***Data as a tool for improvement (Action 3-3): 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: Additional information***

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

***Additional information (Action 3-4): 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.

Three 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 seven 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: Police Accountability Board status**

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?

**Police Accountability Board status (Action 4-1): Implementation detail / description of actions taken**

Operational manager for UCSF Police Accountability Board (PAB) was onboarded by the Office of Diversity and Outreach in September 2023, and [PAB members](#) were charged by Chancellor Hawgood in October. PAB [bylaws](#), [code of ethics](#), [processes](#), and [procedures](#) were finalized in December and are available and accessible on the [live website](#). The kickoff PAB meeting was held in January 2024, with member training to follow in February.

**Action 4-2: Links to PAB information**

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

**Links to PAB information (Action 4-2): Implementation detail / description of actions taken**

The and [member roster](#), [bylaws](#), [code of ethics](#), [processes](#), and [procedures](#) are available on the [live website](#), where a [complaint form](#) and [feedback form](#) is available to the community.

Establishment of PAB was announced by Chancellor Hawgood and Vice Chancellor Navarro on February 9, 2024, addressed to UCSF systemwide.

**Action 4-3: Certification status**

Please describe your progress and status on IACLEA certification.

**Certification status (Action 4-3): Implementation detail / description of actions taken**

IACLEA 4-year certification is complete and was recertified as of April 2022.

**Action 4-4: Additional information**

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

**Additional information (Action 4-4): 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.

N/A