

Public Safety Update

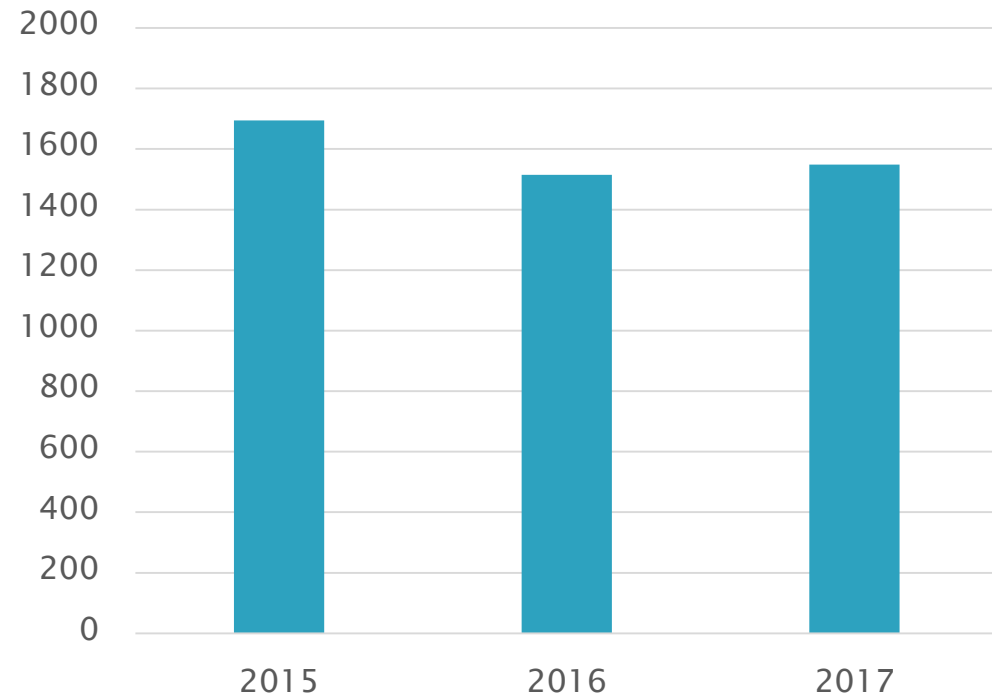
SFPL Library Commission

September 21, 2017

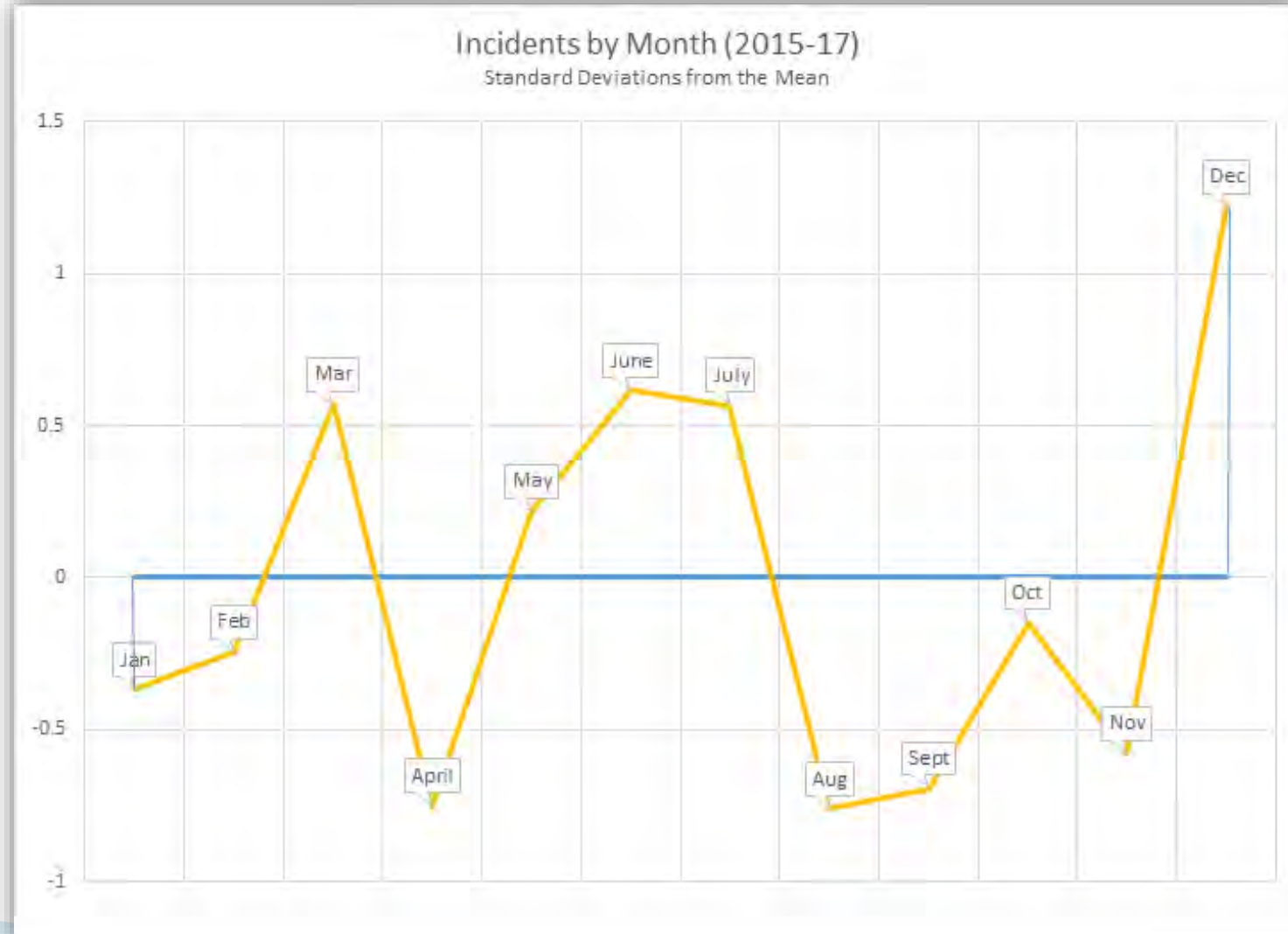


Security Statistics and Trends

Annual Comparison Fiscal Year 2014 - 2016	
Fiscal Year	Total Reports
2015	1,694
2016	1,515
2017	1,549
<ul style="list-style-type: none">Incidents reported decreased by 8.6 % from FY15 to FY17Incidents reported increased by 2.2 % from FY16 to FY17	

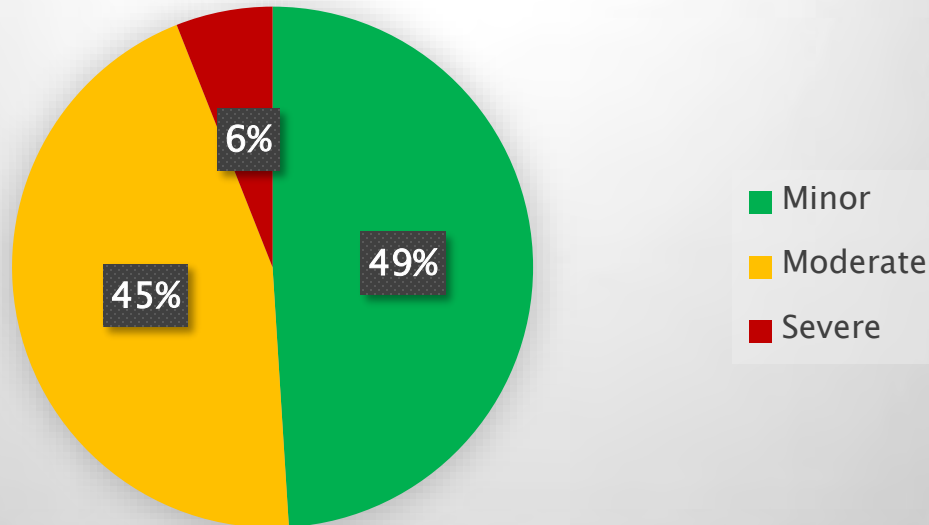


Security Statistics and Trends



Security Statistics and Trends

Incident Report Tier Average
Fiscal Year 2017



“Severe” includes physical altercations, brandishing firearms or other weapons, and sexual misconduct.

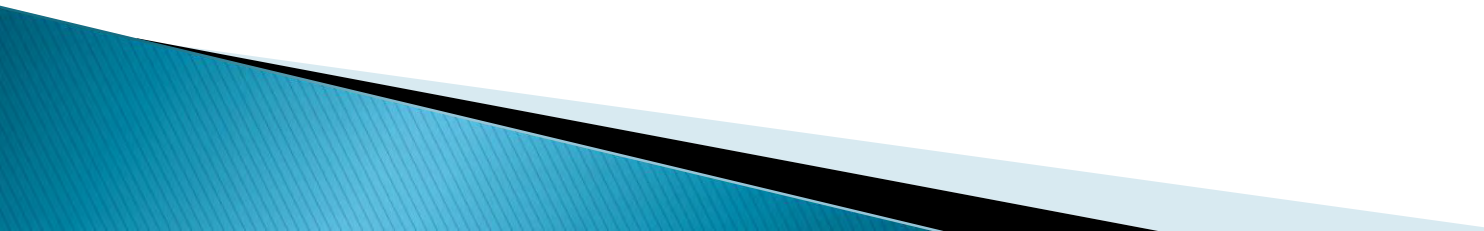
“Moderate” includes incidents like theft or vandalism, using threatening language, or possession/use of drugs.

“Minor” includes incidents such as making loud noises, eating or drinking, or smoking.

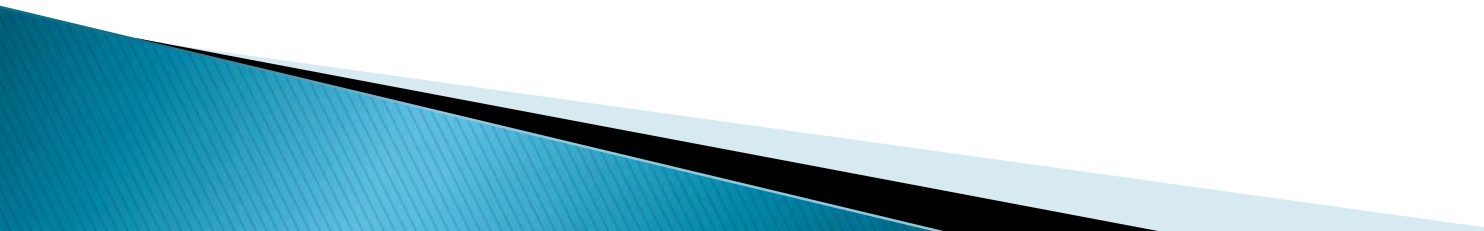
Branch Security Incident Monthly Averages

Branch	Average Monthly Incidents	Total Patron Visits	Average Monthly Visitors	Incidents per 10,000 visitors
Eureka Valley	7.5	139,711	11,643	6.4
Mission Bay	6.2	122,784	10,232	6.1
Bayview	4.3	86,119	7,177	6.0
Mission Park	13.3	291,705	24,309	5.5
Western Addition	5.3	124,810	10,401	5.1
Merced	3.3	167,414	13,951	2.4
Excelsior	2.3	135,117	11,260	2.0
Marina	3.6	218,421	18,202	2.0
North Beach	2.3	156,897	13,075	1.8
Ocean View	2.6	209,878	17,490	1.5
Chinatown	0.6	50,432	4,203	1.4
Richmond	4	416,197	34,683	1.2
Parkside	3.7	391,455	32,621	1.1
Potrero	1.6	180,549	15,046	1.1
Presidio	0.7	82,105	6,842	1.0
Glen Park	0.8	98,564	8,214	1.0
Portola	1	133,689	11,141	0.9
Ingleside	1.3	180,764	15,064	0.9
Visitacion Valley	1	139,052	11,588	0.9
Anza	0.8	114,368	9,531	0.8
Bernal Heights	0.6	92,220	7,685	0.8
Sunset	0.8	155,281	12,940	0.6
West Portal	1.1	225,710	18,809	0.6
Ortega	0.8	191,321	15,943	0.5
Noe Valley	1.3	316,707	26,392	0.5
Golden Gate Valley	0.3	106,658	8,888	0.3
	0.2	86,279	7,190	0.3

Security Operational Updates

- Security and Safety Officer – Mr. Omar Castillo
 - Continuing Partnership with SFPD
 - Civic Center Commons Initiative
 - Lava Mae and Pop Up Village
 - Security and Communications Task Force
- 

Security Operational Updates

- Security and Communications Task Force
 - Deployment of Narcan
 - Partnership with Drug Overdose Prevention and Education Project (D.O.P.E.) and Dept. of Public Health
 - Needle disposal box installation
 - Partnership with Dept. of Public Health
- 

Security Operational Update

FY17 Security Training

<ul style="list-style-type: none">-Awareness Level Emergency Management-Narcotics Awareness, Patron Safety-Officer Safety-Organized Crime Awareness-Team Building-Legal Updates-Workplace Rules and Regulations-Proper Radio use and Etiquette	<ul style="list-style-type: none">-Professionalism, Courtesy, and Service-Response to Violent Incidents-Proper Report Narratives (Report Writing)-First Aid/CPR-Narcan Use and Safety-Service Animals-Security Staff Development-Peace Officer Basic Course (832 PC)
---	---

SFPL/Department of Public Health Partnership 2017

Social worker:

- HASA, Team Leader, patron, and SFPL staff support

Health and Safety Associates (HASAs):

- Personal & professional development
- Patron support, connection and referrals

Team Leader:

- Enables greater HASA presence at branches
- 



Social Worker Program


HASA focus

- Outreach, peer support & resource-sharing
- Skills development/workforce development
- Branch services – outreach; resource-sharing

SFPL staff training

- Serving People with mental health challenges
- Debriefing Training

Branch libraries

- Continuation of successful pilot at Park/Eureka Valley/Mission Bay; expansion to Mission Branch
 - Team Leader – evening, weekend and branch coverage
- 

Social Worker Program

Community Partnerships

- Lava Mae/Pop Up Care Village held every other month at SFPL on Fulton Street
- Average event attendance is 300 – 400 guests
- Project Homeless Connect every Tuesday at SFPL from 9 am to 1 pm

SFPL Social Service Team

- Team consists of a social worker, team leader and 6 Health and Safety Associates (HASAs)

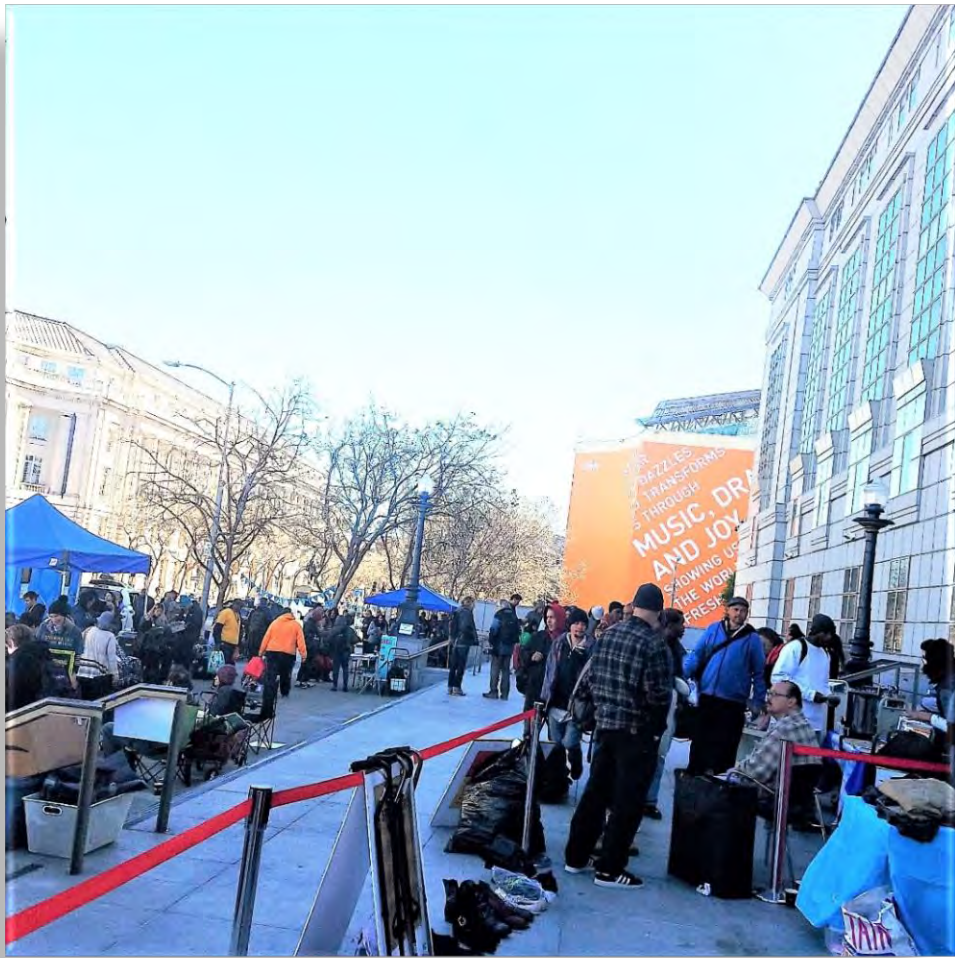
Social Worker Program

	Fiscal Year 2017	Fiscal Year 2016
SFPL Patrons assessed by Social Worker	832	876
SFPL Patrons provided resources by HASAs & Team Leader	6,721	6,087
Patrons referred to HOT for housing & case management services*	1	7
Patrons placed in temporary or permanent housing, or reunited with loved ones	14	10
Patrons case managed by SFPL Social Service Team	14	8

* During the transition from Department of Public Health to Department of Housing, SFHOT was closed to new referrals for at least 9 months.









Next Steps

- New Security and Safety Officer
 - Further improvements to scheduling and deployment of officers
 - Focus on training and service excellence
 - Expanded emergency response training and exercises
- Safety and Maintenance Partnerships
 - DPH, DPW, SFPD, Rec/Park
 - Civic Center Commons
 - Civic Center Community Benefit District
- Operational Improvements
 - New custodial schedule for improved service
 - Additional staffing for maintenance
 - 2716 Custodial Supervisor
 - 7334 Stationary Engineer