


# Public Safety Update

SFPL Commission Meeting  
September 15, 2016

# Security Operational Updates

- SFPD Sgt. Matt Loya directing SFPL Security Operations since October, 2015
  - Outstanding vacancies filled with total capacity of 20.5 FTE
  - Two cars patrolling branch libraries
  - Safety and Security Officer hiring process started
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# Security Operational Updates

## Fiscal Year 2016 Security Training

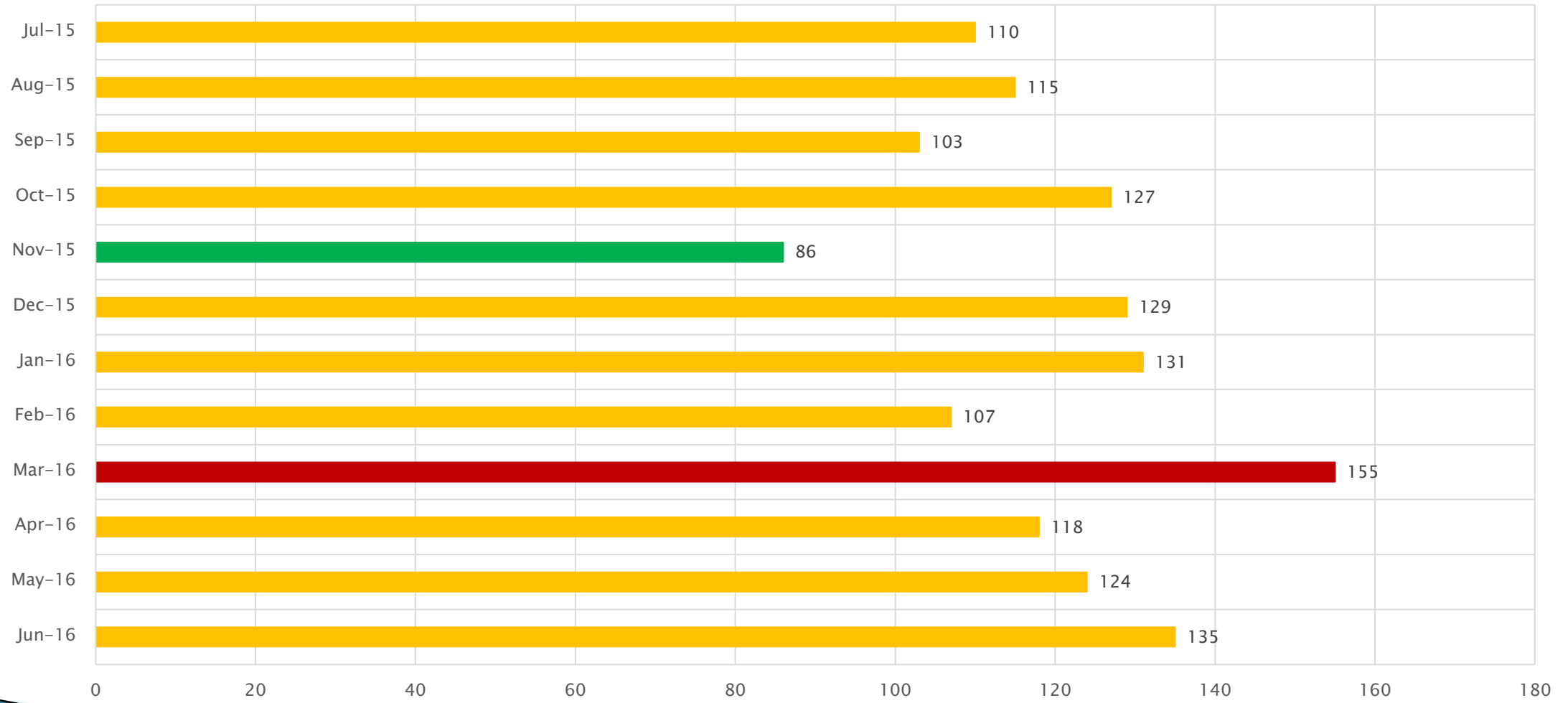
- Peace Officer Basic Course
- Security Staff Development
  - Weekly Tailgates by SFPD
- Emergency Response
- Injury Illness Prevention Program
  - Emergency Evacuation
- First Aid/CPR
- Preventing Workplace Harassment
- Suicide Prevention
- Cultural Diversity
- Implied Bias
- Documentation and Evaluation
- Homeless Response and Safety
- Active Shooter Tabletop Exercise

# Security Statistics and Trends

Annual Comparison Fiscal Year 2011– 2016	
Fiscal Year	Total Reports
2011	5,282
2012	4,412
2013	3,824
2014	3,382
2015	1,694
2016	1,515
The number of incidents reported <b>decreased</b> by 11% from FY15 to FY16	

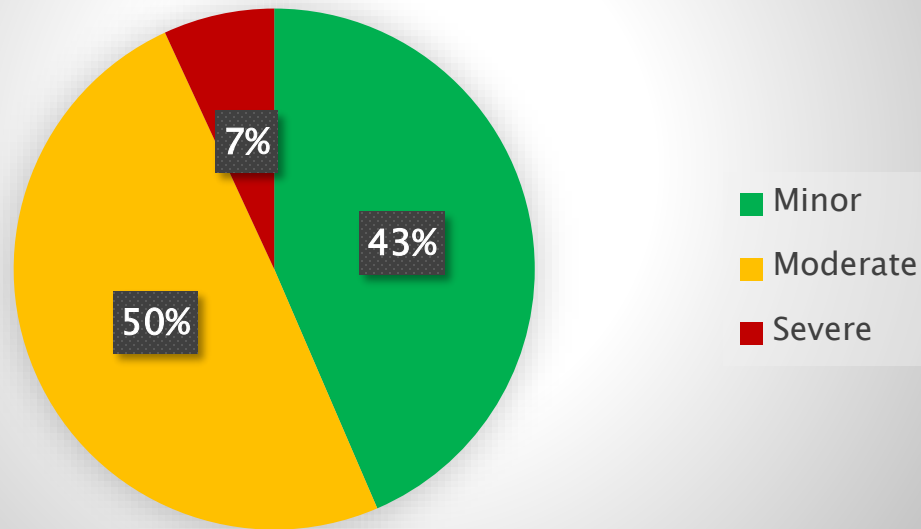
# Security Statistics and Trends

Number of Incident Reports by Months for Fiscal Year 2016



# Security Statistics and Trends

Incident Report Tier Average  
Fiscal Year 2016



“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.

# District and Branch Security Statistics

Monthly Average	
District	Fiscal Year 2016
North East	24.41
North West	20.58
South East	16.5
South West	8.41

## Monthly Averages

Branch	2015	2016
Mission	7.5	8.3
Park	7.7	8.1
Mission Bay	5.5	5.7
Richmond	6.1	5.7
Eureka Valley	5.8	5.6
Chinatown	4.6	4.1
Excelsior	3.6	3.4
Merced	3.6	3.2
Marina	3.3	3.1
Bayview	3.2	3
Potrero	2.6	2.8
North Beach	2.8	2.5
Western Addition	2.3	2.3
Sunset	1.8	1.9
Anza	1.8	1.7
West Portal	1.7	1.7
Parkside	1	1
Glen Park	0.7	0.8
Visitacion Valley	0.9	0.8
Bernal Heights	0.7	0.6
Ingleside	0.7	0.6
Ortega	0.7	0.6
Portola	0.7	0.6
Presidio	0.6	0.4
Golden Gate Valley	0.2	0.2
Ocean View	0.2	0.2
Bookmobile	0	0.1
Noe Valley	0.1	0

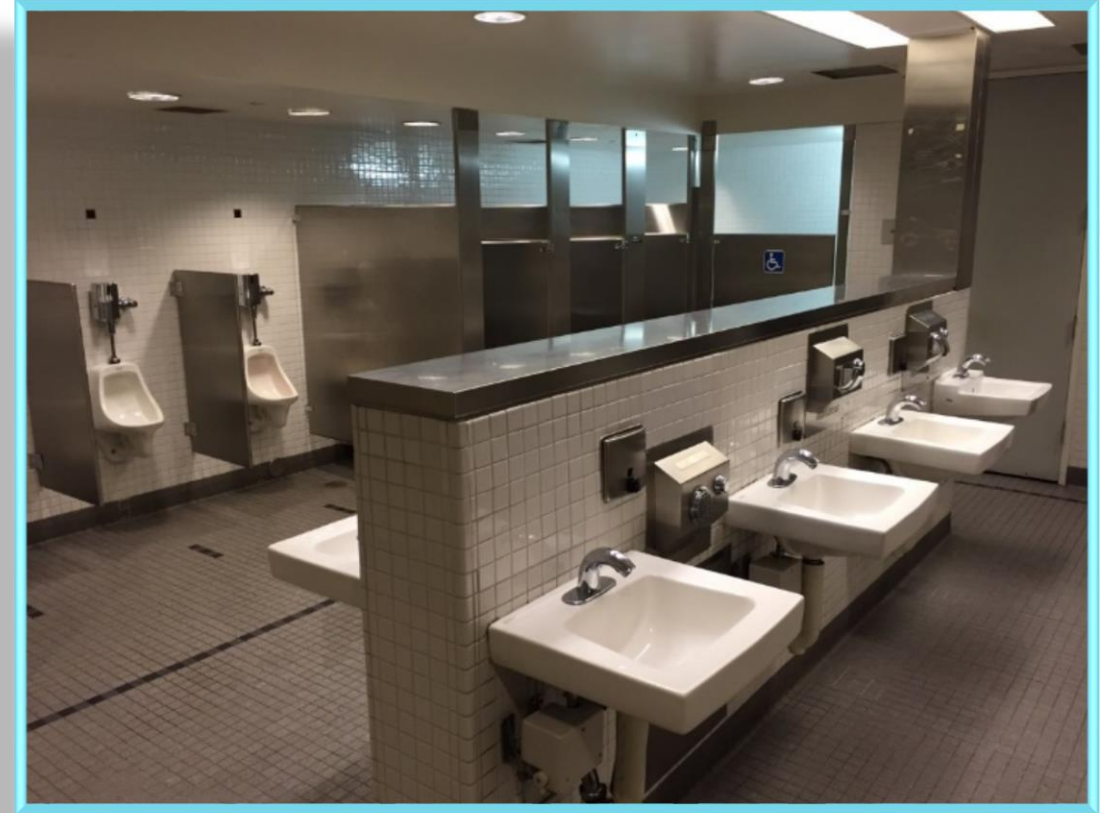
# Appeals Hearing Statistics and Trends

Appeals Hearing Summary		
Fiscal Year	2015	2016
Total Scheduled	38	34
Average Scheduled per Month	3.2	2.8
Total Completed	15	13
Average Completed per Month	1.3	1.1



# Custodial Operational Updates

- Added 9 FTE additional custodial staff since FY12, to better meet service demand, including 4 FTE in FY17, for total of 44.50 FTE
- Custodial Task Force addresses custodial service concerns and is planning pilot of new branch schedules this fall
- Restroom Alert system launched May 2016



# Restroom Need Attention?

**Send a text to: 43766**

Include the room code below  
and any comments:

**“3580 needs soap!”**



*All feedback is completely  
anonymous. Your name and phone  
number are never disclosed.*

*San Francisco Public Library*




RestroomAlert.com

Message and data rates may apply. Send STOP to opt out.

Room Code **3580**

SF Public Library | Main Library | Men's, 1st Floor - 3580

# SFPL/Department of Public Health Partnership


- 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
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# Social Service Team



# Social Worker Program Outcomes

- HASA focus
    - Outreach & resource-sharing
    - Skills development/workforce development
    - Peer support
    - Branch services – outreach; resource-sharing
  - SFPL staff training
    - Limit-setting
    - Understanding bipolar disorder
    - GLBTQ homeless teens
    - Reference Fair
  - Branch libraries
    - Continuation of successful pilot at Park/Eureka Valley; expansion to Mission Bay
    - Team Leader – evening, weekend and branch coverage
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# Social Worker Program

## Fiscal Year 2016

**876** SFPL patrons (unique and repeat)  
assessed by Social Worker

**6,087** SFPL patrons (unique and repeat) provided  
resources by HASAs & Team Leader

**7** Patrons referred to HOT for housing & case  
management services

**10** Patrons placed in temporary or  
permanent housing

**8** Patrons case managed by SFPL Social Service Team









