



21-056
04/01/21

Instructions for Completing and Routing Community Policing Tracking form SFPD 509

The SFPD is committed to creating a safe, healthy, and vibrant community. Our spirit and work are guided by a guardian mindset, and we recognize that our role as protectors is rooted in empathy, understanding, and mutual respect. We partner and engage with community members and organizations to collaboratively identify and problem-solve local challenges and increase safety for residents, visitors, and officers.

As part of this commitment, the department, through its Community Policing Strategic Plan, has made the collection and analysis of data related to community policing a priority. The Department's Problem-Solving Objectives are:

- To utilize a formalized problem-solving model across district stations.
- To collectively identify and develop responses to local issues and concerns with individuals, community-based organizations, and city services.
- To provide Officers the resources to connect individuals to resources when call for service are outside of their scope.

The purpose of this notice is to define procedure that explains how to complete the SFPD Form 509 and how to route the Form 509 to the Community Engagement Division.

The 509 form is being reinstated for the purpose of tracking issues and concerns of members of the public, businesses, and community organizations throughout San Francisco. The 509 form is a record showing how the issues or concerns are addressed either by the Police Department or other city agencies. This form can be used as a reference, once closed, if the same issues or concerns arise again.

This form shall be used at District Stations for contact with members of the public and business owners when issues or concerns are reported, even if the issues or concerns are non-police related. Non-police related means the Police Department is not needed in any manner to resolve a particular issue or concern. This multi-use form shall be completed when Department members are notified of an issue or concern from a community member during a community, neighborhood or business organization meeting except for issues raised during Community Police Advisory Boards (CPABs) and the Chief's Community Police Advisory Forums (CCPAFs) meeting. For issues and concerns raised during CPAB and CCPAF meetings, members shall continue to utilize SFPD Form 598A. Both forms are attached to this notice and are available through the SFPD Forms folder or through PowerDMS.

Upon completion of the 509 form, members shall forward the form to their station or bureaus Community Liaison Officer (CLO) or Community Liaison Sergeant. CLO's or Community Liaison Sergeants will coordinate resolution to the identified issues, ensure 509 forms are

completed, and upload the forms to their station/bureaus Problem-Solving Worksheet folder in Microsoft Teams.

All issues or concerns reported on a 509 form, regardless of if they are police related or non-police related, should have some form of resolution within 30 days from the date it was filled out. If the issues or concerns are police related and requires more than 30 days, members should review the issue with their unit CLO, CLO Sergeant, or reach out to the Community Liaison Unit for assistance. If the issues or concerns are non-police related and the appropriate city agency did not resolve the issues or concerns in 30 days, work with your unit CLO to determine if additional support is needed.

After being uploaded to the shared folders, the 509 forms will be reviewed by the Community Liaison Unit (CLU), and upon final completion of the problem-solving worksheet, the forms will be reviewed and signed off by the Sergeant, Lieutenant, and Captain of the Community Engagement Division. The goal of this review process is to not only ensure completeness of the forms, but to analyze the data received to learn from and improve the departments community policing outreach. CED will use the collected information provided in the 509 forms for the Community Policing Annual Report.

CED/CLU will utilize monthly meetings with CLO's and CLO Sergeants to review and share best practices, provide additional support and guidance, and provide training as needed. CED/CLU will share best practices learned from these meetings with members and captains.

Any member requiring assistance with the 509 form may contact the Community Liaison Unit at 415-558-5466 or SFPDCLU@sfgov.org.


WILLIAM SCOTT
Chief of Police

Per DN 20-150, all sworn and non-sworn members shall electronically acknowledge this Department document in PowerDMS. Members whose duties are relevant to this document shall be held responsible for compliance. Any questions regarding this policy should be made to sfpd.writtendirectives@sfgov.org who will provide additional information.



“DO NOT MODIFY THIS FORM”
S.F. POLICE DEPARTMENT COMMUNITY MEETING
AND ISSUE TRACKING FORM

Check one: Citizen Contact Business Community Group
 (complete box (a) & (b) only if at a business or community meeting)

Date: _____ Time: _____ hrs.

Name of Business or Community Group & Facilitator: (a)	Address of business or group: (b)	District Station:	Number of Attendees:
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Information of citizen or contact person.

Name:	Address:	Phone #	E-Mail address:
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All issues: (Make sure locations and times are listed in this area).

Is SFPD Assistance needed?

1)	<input type="checkbox"/> YES <input type="checkbox"/> NO
2)	<input type="checkbox"/> YES <input type="checkbox"/> NO
3)	<input type="checkbox"/> YES <input type="checkbox"/> NO
4)	<input type="checkbox"/> YES <input type="checkbox"/> NO
5)	<input type="checkbox"/> YES <input type="checkbox"/> NO
6)	<input type="checkbox"/> YES <input type="checkbox"/> NO

Name(s) of Representatives Attending Meeting:

SFPD / Mayor's Office of Neighborhood Services (MONS)

Community Representative

Community Partnership for Safer Neighborhoods (CPSN)

Other City Agencies

1)	2)	3)	4)
5)	6)	7)	8)
9)	10)	11)	12)
13)	14)	15)	16)

Instructions for District Stations:

This form is for documenting police and non police related issues. Once this form is completed by the officer, submit it to Community Policing Liaison at your station, refer to DB . It is the sole responsibility of the district station to resolve any police related issues in their district. Non police related issues will be referred to the appropriate agency.

Officer Completing This Form: _____

Date: _____

Community Policing Liaison: _____

Date: _____

Received By:

Director of Community Policing: _____

Date: _____



“DO NOT MODIFY THIS FORM”
S.F. POLICE DEPARTMENT COMMUNITY MEETING
AND ISSUE TRACKING FORM

San Francisco Police Department
 SARA Problem Solving Worksheet
 Community Policing

Assigned to:
 Car/Beat# _____ Officers: _____
 Sergeant: _____

Problem Information

Location: _____
 Date/Time of Problem: _____
Scan - describe problem: _____

Contact Information

Name: _____
 Address: _____
 Company/Department: _____
 Phone #: Day _____ Night _____
 Received by: _____
 Date Received: _____
 Mail Person Phone

Resolution Plan

Analyze: Why does this problem exist? _____

Response: How do you propose to solve the problem? _____

Estimated Completion time. _____

Assessment: What worked and what didn't? Describe results. _____

Contact follow up made: YES NO By whom: _____

Additional response needed? What? _____

Allied Agencies Utilized or Referrals Made

Agency	Contact Person	E-Mail	Phone #
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Review Dates

Date	Date	Date	Date
_____	_____	_____	_____
Sgt. _____	Sgt. _____	Sgt. _____	Sgt. _____
_____	_____	_____	_____

Completion Certification

Capt. _____
 Lt _____
 Sgt. _____
 Officer _____



Chief's Community Police Advisory Forum Community Police Advisory Board (CPAB)

Action Items/Issues Raised Form

Forum: _____ Date: _____

Department Chair: _____ Phone: _____

Reportee: _____ Phone/Email: _____

Action Item/Issue:

Proposed Solutions:

Date Forwarded To CED For Assignment: _____

----- CED to Complete -----

Forwarded to _____ For Action Date: _____

Actions Taken by Unit/Agency Responsible:

Due to CED: _____

If no action taken, provide reason: _____

CED Reviewed By: _____ Date: _____

Final Disposition: _____

To be used by all Chief's Advisory Forums and CPAB's. Forward to CED. Save a copy for your records.