



University of California, San Francisco

Police Department General Orders

1.2 Organization: Organizational Structure

1.2.2 Organizational Divisions/Responsibilities (Revised: 6/1/22)

A. Office of the Chief

1. Consists of the Chief of Police, Chief of Staff, Business Manager and Business Operations Assistant.
2. The Chief of Police is responsible for the overall effective and efficient operation and leadership of the Department, including:
 - a. Establishing policy and procedures
 - b. Internal leadership, staff development and policy direction
 - c. Monitoring and evaluating the effectiveness of service delivery
 - d. Serving as liaison to various University, municipal, county, state and federal agencies
 - e. Labor relations
 - f. Communications between the Department, the UCSF Office of the President, UCSF administration, advisory boards and committees and the community at large to ensure responsiveness to community priorities
 - g. Public and media relations
 - h. Short- and long-range planning, strategic planning, research and financial management
 - i. Maintenance of grievance, background, internal investigation complaint records and other confidential files and processes
 - j. Coordination of citizen's complaint investigation and processes
 - k. Serving as Emergency Operations Center (EOC) director and incident commander.
3. Chief of Staff
 - a. Provides direct executive-level administrative and advisory support to the Chief of Police
 - b. Manages initiatives and priorities derived from the Chief of Police and the Office of the Senior Vice Chancellor.
 - c. Oversees projects with division managers to drive improvement across operations
 - d. Develop strategic plans and objectives based on organizational goals.
 - e. Serves as liaison to internal and external constituencies.
4. Business Manager
 - a. Develops, interprets and implements financial concepts for financial planning, resource planning and control of organizational budget
 - b. Analyzes and prepares recommendations for financial plans, including annual resource allocations, future requirements and operating forecasts
 - c. Manages Police Department financial and program reporting



University of California, San Francisco Police Department General Orders

- d. Develops costing methodologies and financial risk analyses in relation to safety services provided to the campus
 - e. Develops annual budget plans and recharge rate proposals.
 - 5. Business Operations Assistant
 - a. Provides receptionist function for reception desk
 - b. Handles accounts receivable and accounts payable
 - c. Provides administrative support, as needed
 - d. Coordinates departmental purchasing
 - e. Coordinates facilities repair, maintenance and telephone needs.
 - 6. Project Analyst
 - a. Provides project management, program management, and administrative support to Chief of Staff.
 - b. Manages internal and external communications.
 - c. Performs analyses on data, systems, and projects.
 - d. Develops and coordinates community engagement programs
 - e. Manages department meetings and events.
- B. Field Services Division (FSD)
 - 1. Consists of the FSD Captain; Patrol Lieutenant, Sergeants and Police Officers, Detectives and Crime Analyst.
 - 2. Responsible for the orderly management and conduct of all uniformed patrol and investigative operations, FSD operations include the following activities: regular and directed, uniformed patrol; vehicle, motorcycle, foot and bicycle patrols; safety escort service; special events coordination (including executive protection; UC Regents Meeting security planning and coordination; and labor action and special occasion response); criminal investigations and crime analysis.
 - a. Regular and Directed Patrol
 - (1) Consists of five shifts of uniformed police officers, sergeants and lieutenants
 - (2) Provides 24-hour community policing services: responding to requests for service from citizens, enforcing state and local laws and ordinances, investigating crimes, creating and maintaining a community environment that discourages criminal behavior, conducting police patrols by foot, bicycle and motor vehicle, providing citizen escort service and other assistance.
 - b. Investigations Unit
 - (1) Conducts investigations of crimes that are complex or require extensive investigation, including major crimes and I-Group and Threat Management Team cases
 - (2) Serves as liaison with the State courts
 - (3) Serves as liaison with outside law enforcement agencies
 - (4) Responsible for crime prevention.



University of California, San Francisco Police Department General Orders

- c. Benioff Children's Hospital Oakland Unit
 - (1) Consist of five shifts of uniformed police officers and a lieutenant.
 - (2) Provides 24-hour community policing services: responding to requests for service from citizens, staff and patients, enforcing state and local laws and ordinances, investigating crimes, creating and maintaining an environment that discourages criminal behavior, conducting police patrols by foot, bicycle and motor vehicle and providing citizen's escort and other assistance
 - (3) Serves as liaison for local law enforcement agencies
 - (4) Provides crime prevention training and education
 - (5) Assists on-site security personnel with enforcement of hospital policies.
- e. Crime Analyst
 - (1) Administers the Police Department website and assists with website content development.
 - (2) Conducts security reviews of existing UCSF facilities and construction plans for new facilities and recommends security measures to ensure personal safety and protect University assets.
 - (3) Conducts Uniform Crime reporting (UCR) and California Incident Based Reporting System (CIBRS) reporting.
 - (4) Responsible for all aspects of Clery Act compliance for UCSF, including:
 - (a) UCSF Annual Security Report and UCSF Annual Fire Safety Report
 - (b) Collection, classification and reporting of Clery Act crime statistics, including notification to outside law enforcement agencies
 - (c) Clery Act policies/procedures related to timely warnings, emergency notifications, crime reporting and prevention, missing persons and the Violence Against Women Act, including procedures and reporting related to sexual violence and assault
 - (d) Daily crime and fire logs
 - (e) Training and identification of Campus Security Authorities
 - (f) Identification of Clery Act geography.
 - (5) Produces ad-hoc crime analysis in support of department crime prevention and law enforcement activities.
 - (6) Performs outreach to the UCSF community on issues of campus safety and crime prevention.
 - (7) Assists with RIMS administration.
- 3. The FSD Captain assists and advises the Homeland Security Emergency Management (HSEM) Director in planning critical incident response, as needed.



University of California, San Francisco Police Department General Orders

- C. Homeland Security Emergency Management (HSEM)
 - 1. Consists of the HSEM Director, Deputy Director, Mission Continuity Manager, Mission Continuity Planner and Mass Notification Coordinator.
 - 2. Responsible for providing planning, training, information and other resources to the UCSF community to assist with disaster preparedness, hazard mitigation, emergency response and business recovery. Activities include:
 - a. Emergency planning and risk assessment
 - b. Maintenance of the Emergency Operations Center (EOC) and/or Incident Command Post (ICP) and related supplies and materials
 - c. Training in support of UCSF's emergency operations plan
 - d. Maintenance of campus care and shelter supplies
 - e. Drill and exercise planning and coordination
 - f. Emergency Action Plan compliance coordination
 - g. Support and training for the floor warden program, in collaboration with the local Fire Marshal
 - h. Coordinating business continuity planning
 - i. Collaborating with regional and interagency partners
 - j. Enhancing UCSF emergency response and management capabilities
 - k. Collaborating with UCSF Police Department divisions and local, regional and Homeland Security interagency partners to enhance UCSF awareness, mitigation, preparedness, protection and response to local threats or acts of terrorism
 - l. Support of the Mass Notification System (MNS) for UCSF enterprise and maintenance of a standardized program that supports required regulatory compliance and accreditation standards.
 - 3. The HSEM Director has primary responsibility in the agency for planning response to critical incidents. The HSEM Director acts as the principal planner and advisor to the Chief of Police on critical incidents.
- D. Professional Standards Division (PSD)
 - 1. Consists of the PSD Commander, Professional Standards Analyst and Professional Standards Administrative Assistant.
 - 2. Professional Standards Unit
 - a. Manages accreditation programs, including the development and maintenance of policies, procedures and CALEA and IACLEA proof-of-compliance files
 - b. Coordinates personnel recruitment, applicant screening and testing processes
 - c. Coordinates the internal affairs process. The PSD Commander also serves as an internal affairs investigator, as assigned by the Chief of Police
 - d. Reviews and analyzes use of force, pursuits, grievances, citizen complaints, internal affairs investigations and employee-involved vehicle crashes



University of California, San Francisco Police Department General Orders

- e. Coordinates the sworn pre-employment screening and hiring process
 - f. Manages the training function
 - g. Analyzes and supports strategic planning, research, development and Department performance management
 - h. Manages of California POST certification, training and compliance processes
 - i. Serves as Human Resources and benefits liaison for the Department
 - k. Manages personnel records
 - l. Coordinates online file structure organization and manages server access for the Department.
- E. Security Services Division (SSD)
- 1. Consists of the SSD Commander, Medical Center Security Director, Campus and Medical Center Security Managers, Campus And Medical Center Security Supervisors, Campus Public Safety Ambassadors, Medical Center Public Safety Officers and Communications Technicians.
 - 2. Security operations is responsible for the safety and security of the UCSF Campus and Medical Center communities:
 - a. Provides fixed-post security
 - b. Conducts security checks
 - c. May provide safety escorts
 - d. Checks employee identification in UCSF facilities
 - e. Issues visitor passes
 - f. Provides security for special events
 - g. Provides lock-out service.
- F. Technical Services Division (TSD)
- 1. Consists of the TSD Director, Lead Public Safety Dispatcher, Public Safety Dispatchers, Property and Records Analyst, Court Liasison and WeID Manager and Administrative Assistants.
 - 2. Emergency Communications Center
 - a. Provides 24-hour 9-1-1 emergency communications services for security and police, with the ability to access San Francisco fire and emergency medical services, when applicable, in addition to providing information and support to the UCSF community
 - b. Manages alarm business functions.
 - 3. Records and Property Unit
 - a. Provides property and evidence control functions involving the maintenance, inventory and handling of evidence and found property
 - b. Purges evidence and lost-and-found property
 - c. Maintains and tracks of all Departmental property and equipment
 - d. Responds to records requests from the Public and other agencies



University of California, San Francisco Police Department General Orders

- e. Manages the in-car and bodyworn camera program including maintenance of the hardware and software and maintaining the database of videos for investigations.
- 4. Court Liaison
 - a. Performs a variety of administrative duties related to court filings and cases.
 - b. Provides requested documents and evidence for the court.
- 5. WeID Unit
 - a. Provides identity management for the purpose of UCSF identification card issuance.
 - b. Issues UCSF identification cards.
 - c. Provides electronic access control management for UCSF facilities.
 - d. Provides LiveScan fingerprinting services for UCSF employees in critical positions.
 - e. Receives results of fingerprint checks from the California Department of Justice and FBI and notifies UCSF managers when employees have been cleared.
 - f. Interprets and analyzes reports of conviction of UCSF employees in critical positions and reports findings to UCSF Human Resources.