

## Recommendation 45.3

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GM

Gabriel Martinez █

Wed 2/17/2021 11:04 AM

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To:

- Nancy Beninati █
- Tanya Koshy █

+9 others

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Dear Acting Captain Altorfer,

Our office has completed its review of the materials related to Recommendation 45.3 that were submitted to us as part of the collaborative reform process. This package focused on SFPD mandating community policing training. After reviewing the package and information provided by the Department, the California Department of Justice finds as follows:

Recommendation 45.3: The SFPD should consider mandating annual community policing training to the entire agency.

Response to 45.3: SFPD drafted Department General Order 1.08, "Community Policing," which has been approved by the Police Commission and is currently in the meet-and-confer process with the police officers' union. The Order was created with extensive community input, including through the Executive Sponsor Working Group. The Order mandates community policing training: "All department members (sworn and non-sworn) shall attend Community Policing training every two years." The Order requires the training to be a minimum of 2 hours and cover best practices in community policing, community engagement, customer service, and problem solving.

To implement the General Order's training, SFPD developed community policing roll-call training. Under the Professional Development Unit Order titled "Community Policing Roll-Call Training," (issued October 29, 2020) at least every six months SFPD will issue a roll-call training of at least 30 minutes in length covering the topics described in the Order. SFPD chose roll-call training to facilitate discussion and to allow for local examples. Pursuant to Unit Order 20-03, "Monthly Roll-Call Training & the Periodic Audit of HRMS Training Records for Accuracy," Training Coordinators are responsible for certifying that all officers within their unit have completed each training by signing an acknowledgment form. If an officer fails to take the training within 60 days, the Professional Standards Bureau is tasked with sending a report to the officer in charge of the unit or station for administrative action.

Under General Order 1.08, the Commanding Officer of the Youth and Community Engagement Unit within CED is responsible for ensuring that the trainings are consistent with best practices. Additionally, a Community Policing and Problem Solving Oversight Committee will meet annually to discuss emerging best practices and for training curriculum updates.

Based upon all of the above, the Department of Justice finds that SFPD is in substantial compliance with this recommendation. Please let us know if you have any questions or would like to discuss further. Thank you

Hillard Heintze File Review Recommendation #45.3

**Finding # 45**      **The SFPD is not focused on community policing efforts across the entire department.**

**Recommendation # 45.3**      The SFPD should consider mandating annual community policing training to the entire agency.

**Recommendation Status**      **Complete**      **Partially Complete**      **In Progress**  
**Not Started**      **No Assessment**

**Summary**

Compliance Measures 1, 2 and 3 are met.

The SFPD will offer community policing training on a biennial basis. The Community Policing Oversight Committee and the Training Division will conduct annual reviews to ensure training is current with contemporary community policing principles.

Compliance Measures		Status/Measure Met
1	Evidence of review of mandating annual community policing training.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
2	If adopted, identify training and implementation plan. If not, identify alternative approach.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
3	If adopted, review or audit process to evaluate training and implementation.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

**Administrative Issues**

**Compliance Issues**



## Collaborative Reform Completion Memorandum

**Finding # 45:** Many in the SFPD lack an understanding of current and emerging community policing practices such as procedural justice.

**Recommendation # 45.3:** The SFPD should consider mandating annual community policing training to the entire agency.

**Response Date: 10/29/2020**

### **Executive Summary:**

The SFPD Community Policing Strategic Plan is used as a guide for Department policy, training and the day-to-day operations to relate community engagement, community policing and problem solving activities into crime strategies.

The SFPD issued Department Bulletin 19-165 "Community Policing Strategic Plan" on 8/5/19. This Strategic Plan was developed in collaboration with the City Performance Team of the Controller's Office and members of the San Francisco community. The Strategic Plan outlines the **Vision, Values, Goals and Objectives** for community policing and current Department practices, while also providing a roadmap for ensuring that community policing values are integrated into all Department practices.

The **Vision:** The Department is committed to creating a safe, healthy and vibrant community. Our spirit and work is 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.

The **Values:** All members of the Department embody the following values and in doing so strive to earn the community's trust, support and confidence: Respect, Partnership, Honesty and Transparency and Responsibility and Accountability.

The **Goals and Objectives:** Communication, Education, Problem-Solving, Relationship-Building, and SFPD Organization.

**(Attachment #1 Community Policing Strategic Plan DB 19-165)**



## Collaborative Reform Completion Memorandum

### Compliance Measures:

#### 1) Evidence of review mandating annual community policing training.

DGO 1.08 Community Policing was recently updated and adopted into policy by the San Francisco Police Commission.

1.08.07(A) states the following in regards to community policing training annual review:

*All Department members (sworn and non-sworn) shall attend Community Policing training every two years. This training shall be developed by the Training Division in consultation with the Community Engagement Division and a minimum of 2 hours in length. Training should include best practices in community policing, community engagement, customer service, and problem solving. Non-sworn Department members are also required to receive training in community policing...*

**See Attachment #2 (DGO 1.08 Community Policing)**

#### 2) If adopted, identify training and implementation plan. If not identify alternative approach.

To implement the General Order's Training Mandate, the Commanding Officer of the Academy created Unit Order 20-XX "Community Policing Roll-Call Training. The order outlines a training plan utilizing Roll Call Training. The Department already has an existing framework for Roll Call training that has focused on the principles of leadership, procedural justice, fair and impartial policing, the President's Task Force on 21st Century Policing report and policy-related topics. As explained within the new Unit Order 20-XX, community policing themed training will be developed minimally every 6 months, be at least 30 minutes in length, equaling the minimum of 2 hours over 2 years. In lieu of training in a minimum of a 2 hour block, every two years, roll call training in this format allows for more frequent and immediately relevant instruction. Themes will include: Best Practices in Community Policing, Community Engagement, Customer Service, and Problem Solving.

Roll Call Training is beneficial in several ways. The training can be done across the department simultaneously, the principles can be reinforced and reviewed more frequently, and discussions can be facilitated and put into practice with "hyper-local" examples. Members that regularly work together within their respective units and stations can bring real world experiences to discussion.

In some previous Roll Call Trainings, concepts are introduced, sometimes using scenarios, and discussion questions are posed to the group. But as explained in Unit Order 20-XX Subsection G: "Nothing in this Unit Order precludes additional community policing-themed roll



## Collaborative Reform Completion Memorandum

call trainings, classes, courses, webinars, etc., which can be developed and implemented above and beyond the timing, frequency, content requirements and process outlined in items A-F (above)." Different formats of training from different sources can be used to satisfy the training requirement ensuring variety and recognizing best practices in training.

(See Attachment #3 Unit Order 20-XX Community Policing Roll Call Training)

### **3) If, adopted, review or audit process to evaluate training and implementation.**

Previous Roll Call Training Unit Orders explain portions of course content review and Audits for attendance and compliance:

#### **Course Content:**

*Roll-call training can be written by any member in consultation with the Training Division. The Training Division is responsible for the timely evaluation of all recommended formal roll-call training and will evaluate proposed roll-calls, written internally by Academy staff and/or externally by subject matter experts, to assure its quality and effectiveness. Nothing in this Order prohibits any member from engaging in informal roll-call training at any time.*

As explained in most current unit order 20-XX the Community Engagement Division should be consulted in the development of these trainings and will be reviewed to comply with best practices standards.

(See Attachment #4 Unit Order 20-01 Roll Call Training Development, Issuance, Procedures, & Compliance)

#### **Accountability:**

*Training Coordinators will be responsible for certifying all members within their unit have participated in the training by having the members sign the acknowledgement form that will be provided with the discussion material. Training Coordinators are responsible for making certain members on discretionary time off or extended leave are provided with the roll-call training upon their return. Training Coordinators have 60 days to train members within their unit. Exceptions will be made for those members on extended leave" (See Attachment #5 Unit Order 20-03 Monthly Roll-Call Training & the Periodic Audit of HRMS Training Records for Accuracy)*

In broader oversight, DGO 1.08 Community Policing summarizes our practices for evaluating training needs for continual improvement:

"COMMUNITY POLICING TRAINING



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*The Commanding Officer of the Youth and Community Engagement Unit within CED is responsible for ensuring the Department remains abreast of national policing best practices and will work closely with the Training Division to ensure that the training curriculum is consistent with such practices and includes contemporary examples of successful practices both within the Department and nationwide. The Community Policing and Problem Solving Oversight Committee will be responsible for the ongoing review process to review national policing best practices and update the training curriculum. On an annual basis, the Community Policing and Problem Solving Oversight Committee will convene to discuss emerging community policing practices and provide a brief public report of its findings or recommendations.*

DGO 1.08 is complete and was voted on for adoption by the San Francisco Police Commission on 10/07/2020. (Attachment #2 DGO 1.08)

### **Hillard Heintze and CAL DOJ consultation:**

On 11-5-2020, members from SFPD Professional Standards participated in a conference call with members of Hillard Heintze and the California Dept. of Justice. During the prescreening, suggestions and guidelines were discussed for this recommendations as described below:

*Cal DOJ and Hillard Heintze requested that SFPD wait to formally submit this recommendation until after DGO 1.08 passes meet and confer. Additionally, Hillard Heintze suggested that SFPD state directly that it has decided that formal training every other year, supplemented by roll-call training in the interim, is SFPD's approach to the recommendation for annual training.*

### **In response**

- An addendum to this recommendation will be uploaded once the meet and confer process is completed for DGO 1.08
- Language added to CM2: To comply with the new DGO 1.08 training mandate requirement: "In lieu of training in a minimum of a 2 hour block, every two years, roll call training in this format allows for more frequent and immediately relevant instruction."
- Final Unit Order "20-XX Community Policing Roll Call Training" will be addressed and properly titled in the addendum when the order is signed and adopted Internally.



## Collaborative Reform Completion Memorandum

**Finding # 45:** Many in the SFPD lack an understanding of current and emerging community policing practices such as procedural justice.

**Recommendation # 45.3:** The SFPD should consider mandating annual community policing training to the entire agency.

**Response Date: 12/10/20**

### ADDENDUM:

On November 05, 2020, the California Department of Justice (CalDOJ) and Hillard Heintze along with PSPPU reviewed Community Policing Recommendation 42.2. It was concluded that the recommendation was responsive to all compliance measure. However, both CalDOJ and Hillard Heintze requested that the San Francisco Police Department delay submitting the recommendation for formal submission until San Francisco Police Department General Order 1.08 – Community Policing passed the meet and confer process with the San Francisco Police Officer's Association.

On December 09, 2020, PSPPU was contacted by the current SFPD Director of Labor Relations and informed that DGO 1.08 has concluded the meet and confer process and will be presented to the San Francisco Police Commission for review and approval. The Director memorialized the notification in a memorandum, which is attached hereto as supporting evidence.

*I am pleased to notify the Strategic Management Bureau that the Department and the San Francisco Police Officers' Association has concluded the meet and confer on Department General Order 1.08 "Community Policing". Attached is the language that the parties have agreed to, and the matter will be referred to the Police Commission for final adoption.*

DGO 1.08 will be calendared with the Police Commission in January 2021, but a specific date has not yet been identified.

The attached memorandum will be added to the recommendation package and the newly edited package will be uploaded in PowerDMS and submitted to Hillard Heintze for external review.

**ACT CAPT. ERIC J ALTORFER #151**

Professional Standards & Principled Policing Unit  
Acting Captain Eric J. Altorfer