



San Francisco Police Department
Professional Standards & Principled Policing Bureau
Department of Justice Compliance

Individual Recommendation Report Rec. Number: 47.2 Assigned To Project Manager: Director David Stevenson Prepared by: Priority: Low	Reserved For PSPPB Only <input type="checkbox"/> President's Task Force <input type="checkbox"/> Blue Ribbon Panel <input type="checkbox"/> CJTF SF Bar Association <input type="checkbox"/> Department of Police Accountability <input type="checkbox"/> Civil Grand Jury:
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DOJ Recommendation #: 47.2

The department should create easy points of access for community feedback and input, such as providing "community feedback" or "talk to your captain" links on its website and social media pages.

DOJ Objective: Community Policing

Executive Summary:

In collaboration with the SFPD's Technology Division and the City & County of San Francisco Department of Technology, the SFPD website in August will launch a community feedback page that will solicit comment from members of the public and forward those comments to the Community Engagement Division for review, response and/or routing to specific units, stations or personnel as appropriate.

Purpose:

In accordance with DOJ CRI finding 47, this commenting mechanism will enable the SFPD to receive and follow up on feedback regarding the Department's policing practices and services.

Policy:

The SFPD website's feedback page features an email portal that enables members of the public to send comments to the Department's sfpdfeedback@sfgov.org mailbox. As per Commander David Lazar, administrative staff with the Community Engagement Division will monitor that mailbox, provide responses and/or route the comments to the appropriate unit or personnel for follow up as appropriate. The emailed comments from members of the public will be archived by CED staff to supplement other efforts to measure public perception of the Department.

Audit (if applicable):



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Written Directive: (D.G.O., Dept. Manual, Bureau Orders, Dept. Bulletins, etc.)

Supporting Documentation: (Learning Domains, Power points, Lesson Plans, Policies)

Please see attached screen shots of the homepage graphic for the feedback page and the feedback page.

Implementation, training & records (How to prove we did what we said?)

Please view link at sanfranciscopolice.org/feedback.



Police Department

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- Police Commission
- Police Reports
- Victim Services
- Contact Us

Chief William "Bill" Scott



Learn More about Chief Scott

“
YOUR FEEDBACK
will help US serve YOU better!
”

sanfranciscopolice.org/feedback



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News | Town Hall Media Advisory



CompStat & Crime Map
Get up-to-date Crime Statistics

Most Wanted
Help Apprehend Fugitives

Text-a-Tip Lines
Help Fight Crime

File for ...
Select a Report

Most Requested

- 311 Noise Complaints
- Data Sharing: White House Police Data Initiative
- File a Police Report
- Obtain an Existing Police Report
- Join the SFPD - NOW HIRING
- News and Updates
- Police Stations and Map
- SFPD Command Staff
- SFPD Reform Initiatives
- Towed Vehicle Information

Programs & Units

- Auxiliary Law Enforcement Response Team (ALERT) Program
- SFPD Crisis Intervention Team (CIT)
- SFPD Community Police Academy
- SF Police Activities League (PAL)
- SFPD Summer Youth Programs
- SFPD Wilderness Adventure Youth Program

Online Services & Information

- Carrying a Concealed Weapon (CCW)
- File a Commendation or Complaint
- Letter of Clearance
- Lost and Found
- Megan's Law / Sex Offender Info
- Obtain a Traffic Collision Report
- Parking Ticket or Moving Violation Info
- Permits
- Public Records Request
- Restraining Orders
- 311 - SF 24x7 Customer Service Center

Safety & Resources

- Child Safety Seats
- Emergency Preparedness - SF72
- Neighborhood Emergency Response Team N.E.R.T.
- Office of Citizen Complaints
- San Francisco SAFE

Tweets by @SFPD

San Francisco Police Retweeted

Ofc. G. Pak
@sfpdrecruiter1

Lt. Yin & Sgt. Serrano welcomes the incoming #SFPD 258th Recruit Class. The exciting journey starts on Monday 6.19.17. Best of luck! 🙌



San Francisco Police Retweeted

Ofc. Garon
@pocp666

@OfcRaynolds4293 discussing #ProjectPool goals for 2017 summer. #WomenInCharge #UrbanBabiesRock

“
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> Click to go to sanfranciscopolice.org/feedback



View SFPD Official Social Media Accounts

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SFPD Community Feedback

“
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The SFPD wants to hear from YOU, our key stakeholders.

We are committed to excellence in law enforcement and are dedicated to the people, traditions and diversity of our City. Our mission is to provide service with understanding, response with compassion, performance with integrity and law enforcement with vision.

We welcome your comments. Let us know how we're doing, what we could be doing better and your thoughts on how your police department can work more closely with the community it proudly serves.

Your feedback will help SFPD better serve our City. Your comments will be reviewed by our Community Engagement Unit and forwarded to the appropriate unit, department office or neighborhood station for review and follow up, if appropriate.

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Service 24x7



City and County of San Francisco

