

**From:** Gabriel Martinez [REDACTED]

**Sent:** Tuesday, September 3, 2019 4:41 PM

**To:** [REDACTED]

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**Subject:** Recommendation 24.2

Recommendation 24.2

Dear Lieutenant Dorantes,

Our office has completed its review of the materials related to Recommendation 24.2 that have been submitted to us as part of the collaborative reform process. This package focused on SFPD conducting audits of electronic communications for biased terms and presenting results to the Police Commission. After reviewing the package and information provided by SFPD, the California Department of Justice finds as follows:

Recommendation 24.2.: Upon completion of 24.1, the outcome should be presented to the Police Commission.

Response to 24.2.: On February 2, 2017, the Internal Affairs Division published a Unit Order setting forth an audit process for SFPD electronic communications. An updated Unit Order was published on January 22, 2018 (18-02) establishing quarterly reporting of audit results. SFPD has provided copies of quarterly audit results presented to the Police Commission. The audit scans emails, mobile data terminal communications, and text messages from department devices for biased words. Text messages are audited every 30 days, computer terminal entries are audited continuously, and email entries are also audited continuously. SFPD provided Cal DOJ with an expanded list of biased words that are used for the audits. Internal Affairs updates the list annually. Internal Affairs reviews any biased words captured in the audit to determine if the incident warrants investigation pursuant to Unit Order 17-02. SFPD has documented its audits and confirmed that the audits have revealed one instance of biased texts between officers in 2017 that resulted in remedial action for the officers involved.

Based upon all of the above, the Department of Justice finds that the SFPD is in substantial compliance with this recommendation; however, to remain in substantial compliance SFPD will need ongoing review of the audit processes to ensure the audit is effectively screening for biased communications.

Please let us know if you have any questions or would like to discuss this further. Thank you.

<b>Finding # 24</b>	<b>The SFPD did not conduct a comprehensive audit of official electronic communications, including department-issued e-mails, communications on mobile data terminals, and text messages on department-issued phones following the texting</b>
<b>Recommendation # 24.2</b>	Upon completion of recommendation 24.1, the outcome should be presented to the Police Commission.

<b>Recommendation Status</b>	<b>Complete</b>	Partially Complete	In Progress
	Not Started	No Assessment	

**Summary**

Compliance Measures 1,2, and 3 are now met; the response to this recommendation is updated to a status of Complete.

The department implemented a bias audit of department communications and presented the findings to the Police Commission in accordance with this recommendation. In 2017, the department presented results of bias audits in April and June to the Police Commission. For 2018, the department submitted a copy of Chief Scott’s July 2018 (Q2 2018), January 2019 (Q4 2018), and April 2019 (Q1 2019) audit presentations to the Police Commission. Internal Affairs Unit Order 18-02 Internal Affairs Division Audit Procedures establishes the parameters for the audits. These presentations demonstrate the department’s commitment to eliminating bias communication including continuous review and audit of the communications.

Compliance Measures		Status/Measure Met
<b>1</b>	Complete bias audit.	v Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
<b>2</b>	Present findings to Police Commission.	v Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

**Administrative Issues**

Unit Order 18-02 provides for quarterly audits and year-end-audit report. SFPD response should explain when the reports will be presented to the Commission – semi-annually and annually?

**Compliance Issues**



## Collaborative Reform Completion Memorandum

**Finding #24:** The SFPD did not conduct a comprehensive audit of official electronic communications, including department-issued e-mails, communications on mobile data terminals, and text messages on department-issued phones following the texting incidents. The advice in the memo (found in appendix K on page 390) sent on May 5, 2016, has not been completed by the SFPD. The recommended audit is to ensure organizational integrity regarding the potential for bias in departmental electronic communications.

**Recommendation # 24.2** Upon completion of recommendation 24.1, the outcome should be presented to the Police Commission.

**RFI Response Date: 05/016/19**

This is a response to Request for Information (RFI) issued for Recommendation #24.2.

### Supplemental Document Request:

Requested Documents	Responsive Document(s) and Why
Completed July 2018 audit results presented to the Commission	<p><b>Documents:</b> Second Quarter 2018: Audit of Electronic Communications Devices and Devices for Bias</p> <p><b>Why Relevant:</b> Attached is the signed Audit Report that was presented to the Police Commission on July 30, 2018 as requested.</p>
Most current audit results presented to the Commission.	<p><b>Documents:</b> Fourth Quarter 2018: Audit of Electronic Communications Devices and Devices for Bias</p> <p>First Quarter 2019: Audit of Electronic Communication Devices for Bias report.</p> <p><b>Why Relevant:</b> These two reports are the most current audit results that were presented to the Police Commission as requested.</p>