

[REDACTED]

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**From:** Gabriel Martinez [REDACTED]  
**Sent:** Wednesday, April 14, 2021 7:03 PM  
**To:** [REDACTED]  
**Subject:** Recommendation 56.5

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Dear Acting Captain Altorfer,

Our office has completed its review of the materials related to Recommendation 56.5 that were submitted to us as part of the collaborative reform process. This package focused on SFPD and DPA creating a workshop to the public on the complaint process. After reviewing the package and information provided by the Department, the California Department of Justice finds as follows:

Recommendation 56.5: The SFPD should work with the DPA and the Police Commission to conduct community workshops on the complaint process and the roles and responsibilities of each agency relative to the overall process within nine months of the issuance of this report.

Response to 56.5: On August 26, 2020, SFPD issued Unit Order 20-03, “District Station Captains’ Bi-annual Community Meetings on Officer Conduct, the Citizen Complaint Process and Bias-Free Policing.” The Order outlines SFPD’s responsibilities regarding communicating the complaint process at monthly community meetings. Under the Order, at meetings in March and August District Station Captains must devote a portion of the monthly community meeting to a discussion officer conduct and the process for filing a complaint or commendation for an officer. This information must also be included in the Captain’s email newsletter. Additionally, each District Captain must contact DPA and provide DPA to add to the agenda or present to the community.

The Order includes a list of required topics to cover at these meetings. They include, among other topics, (1) a review of DGO 2.04, “Citizen Complaints Against Officers,” (2) results of quarterly Disciplinary Review Board reports as presented to the Police Commission, and (3) information on where to locate the reports regarding use of force, the firearm discharge review board, and internal affairs division and police commission sustained complaints. Captains must memorialize the meetings in memoranda sent to the Deputy Chief of Field Operations. Due to COVID-19, District Captains have held virtual community meetings via Zoom.

In 2019 SFPD and DPA began corresponding about a joint presentation to the community on the complaint process. On January 16, 2020, DPA and IAD piloted a presentation to Central Station regarding the complaint process. SFPD and DPA advertised the presentation through social media, newsletters, and flyers. SFPD and DPA intend to roll out the presentation to other district stations as Covid restrictions ease.

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.

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<b>Finding # 56</b>	<b>The SFPD does not engage in community outreach and information regarding the discipline process and rights of the community.</b>
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<b>Recommendation # 56.5</b>	<b>The SFPD should work with the DPA and the Police Commission to conduct community workshops on the complaint process and the roles and responsibilities of each agency relative to the overall process within nine months of the issuance of this report.</b>
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<b>Recommendation Status</b>	<b>Complete</b>	<b>Partially Complete</b>	<b>In Progress</b>
<b>Not Started</b>	<b>No Assessment</b>		

**Summary**

The SFPD and DPA rallied early and established a workshop that delivered key concepts to the communities of San Francisco. The department submits a Bureau Order originally drafted in August 2020 and revised 1/5/21 as support of the plan under compliance measure number one. This requires biannual presentations, in March and in August. This order discusses the items to be addressed in the presentations.

The first workshop was held on January 16, 2020 at Central Station. The department identifies that no other workshops were held given the impact of the pandemic. The materials attached are not clear as to whether the specific information is shared. Virtual meetings are identified in attachments, but not within the support for compliance measure number two. Evidence of a presentation for Southern Station on October 21, 2020 is supplied with agenda items reflecting DPA and complaint information under DGOs 2.04 and 2.05 (attachments 8, 9, and 10). These are well outlined. Additionally, the invite for the 10/20/21 meeting is included in the evidence as are the subsequent report, agenda and minutes.

It appears that via the Bureau Order drafted since the initial meeting there is specific information being developed – for example, the Disciplinary Review Board information that is identified, as it did not exist in January 2020. It also seeks to include other information on the website. However, this was not part of the Jan 2020 presentation and is not clearly addressed in the submitted documents. Further, the SFPD will need to establish a virtual meeting schedule and ensure that it is followed in 2021 – the pandemic notwithstanding – the use of virtual engagement is a way to engage the community and it is critical that the department do so.

Compliance Measures		Status/Measure Met
<b>1</b>	Concurrent with actions recommended in 56.1, draft a plan for workshop presentations.	√ Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
<b>2</b>	Deliver workshop presentation.	√ Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
<b>3</b>	Refresh outreach as needed.	√ Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

**Administrative Issues**

**Compliance Issues**



## Collaborative Reform Completion Memorandum

**Finding # 56: The SFPD does not engage in community outreach and information regarding the discipline process and rights of the community.**

**Recommendation # 56.5** The SFPD should work with the DPA and the Police Commission to conduct community workshops on the complaint process and the roles and responsibilities of each agency relative to the overall process within nine months of the issuance of this report.

**Response Date:** 01/12/2021

### **Executive Summary:**

The San Francisco Police Department (SFPD), the Department of Police Accountability (DPA) and the Police Commission continue to work together to build community workshops in order to educate the community, improve communications specifically regarding investigative status, timelines, depositions and outcomes stemming from complaints. The workshops will give the community a greater understanding of how each agency processes a complaint and show a unified, balanced, and transparent process when a complaint is received. The San Francisco Police Department has developed a number of strategies through updates to Department General Orders, Department Bulletins, and internal protocols to improve transparency and communications about the status, timelines, disposition, and outcome of complaints. In addition to regularly updated publications available through the Department, DPA, and Commission web sites, these organizations have also published materials for community meetings to inform the public of the options available to them to follow the status of their complaints from initiation to conclusion. These strategies will be further discussed in detail in Recommendation 56.3

### **Compliance Measures:**

**1. "Concurrent with actions recommended in 56.1, draft a plan for workshop presentations."**

DGO 1.08 'Community Policing' has been rewritten and is in the final steps of being adopted into policy. 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.



## Collaborative Reform Completion Memorandum

*I am pleased to notify the Strategic Management Bureau that the Department and the San Francisco Police Officers' Association has concluded that 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. (Attachment #1) *Memorandum from SFPD Labor Relations Director*

Transparency, accessibility, and improved communication served as guiding principles throughout the revision process, which included significant input from community stakeholders. The revised DGO reinforces the Department's commitment to engage in community outreach and provide information regarding the discipline process and rights of the community by providing honest and transparent communications with the public. In addition, DGO 1.08 emphasizes that the SFPD will take responsibility and hold all members accountable for their actions while creating a diverse set of communication channels between the SFPD and the community where conversations, input, and collaboration is solicited and publicly shared. (Attachment #2) *Draft of DGO 1.08 "Community Policing" Submitted for Final Approval*

Field Operation Bureau (FOB) Unit Order 20-03 (Attachment #3) *District Station Captains' Bi-annual Community Meetings on Officer Conduct, the Citizen Complaint Process and Bias-Free Policing*. This Unit Order outlines the process of when and what is to be discussed at monthly community meetings. The meetings mandated under this Unit Order will further increase transparency and ease of communication and input between the community and the Department. (Attachment #3) *FOB Bureau Order 20-03 "District Stations Captains' Bi-Annual Community Meeting on Officers Conduct, the Citizen Complaint Process, and Bias Free Policing"*

*On Monday December 21, 2020, SFPD Professional Standards Members participated in a conference call with members of Hillard Heintze and the California Department of Justice. During the prescreening, Suggestions and guidelines were discussed for this recommendation as described below...*

*SFPD clarified DPA's involvement in the bi-annual captains' community meetings, which includes setting the agenda and presenting at the meetings. Cal DOJ requested that this information be memorialized in policy and that policy be included in the package. SFPD plans to circulate a memorandum from the Deputy Chief to the captains with this information and include that in the package.*

The DPA's involvement in the bi-annual captains meeting was memorialized in Bureau Order 20-03 section 2, which is outlined below.

*At least twice yearly, all District Station Captains shall dedicate a portion of a monthly community meeting to a discussion of*



## Collaborative Reform Completion Memorandum

- 1) officer conduct
- 2) the process for filing a commendation or complaint against an officer and
- 3) the Department's commitment to bias-free policing. As part of this discussion, Captains shall:

1. Hold these meetings in the months of March and August. Station captains shall also include the information presented at the meetings in their Captain's email newsletter to the community during the same months.

2. In preparation for the District Captain's Bi-Annual Community Meetings, the District Captain, or designee, shall contact the Chief of Staff of the Department of Police Accountability (DPA) and provide DPA with the opportunity to agendaize items in which the DPA would like to discuss and/or participate in the presentation to the community.

The District Station Captain shall memorize their interaction with DPA and the items presented by DPA in their memorandum to the Deputy Chief of Field Operations as described in Section II. Procedures .4 of this order.

3. Include, at a minimum, the following information:

- a. Review of DGO 2.04, Citizen Complaints against Officers, and DGO 2.05, Citizen Complaints against Non-Sworn Members. 20-03 BUREAU INDEX NUMBER 8/26/20 DATE ISSUED DATE REVISED 01/05/21
- b. Explanation of the process for commending an officer for exemplary work and filing a complaint with Department of Police Accountability.
- c. Provide the community with results of quarterly Disciplinary Review Board reports as presented to the Police Commission.
- d. Review of DGO 5.17, Bias-Free Policing, including the Department's commitment to providing unbiased police service and the required bias training for sworn and professional SFPD members.
- e. Provide information on the "Youth Know Your Rights" brochure and the Department's Whistleblower Program.
- f. Provide information on where to locate the following reports regarding: 1) Use of Force, 2) Early Intervention System, 3) Firearm Discharge Review Board, 4) Internal Affairs Division and Police Commission Sustained Complaints, and 4) Demographics of Sworn Members.
- g. Provide general information regarding the investigation of Officer Involved Shootings ("OIS"), including the Quarterly Update on OIS Investigations published by the Media Relations Unit as a news release and web posting.

Captains can find additional information on items II. 2a. - g. above on the Department's website.



## Collaborative Reform Completion Memorandum

Field Operation Bureau (FOB) Unit Order 20-01 21st Century Policing discussions for Captains to have at their community meetings and forums. Unit Order 20-01 was issued as a guide to encourage Supervisors and Captains to continue the conversation on the 6 Pillars of 21st Century Policing during community meetings. (Attachment #4) FOB Unit Order 20-01 "21st Century Policing Discussions for Captains to Have at Their Community Meeting Forums"

*As part of the District Station's Annual Community policing plan, District Captains shall include an outline of their strategy for dedicating a portion of monthly community meetings to the discussion of the 6 Pillars of 21st Century Policing. As part of this discussion, the captains shall:*

*(1) Present one of the pillars of 21st Century Policing at your monthly community meetings. You may present one pillar every other month as to make sure to cover all 6 pillars. As a reminder, the pillars are:*

- 1. Building Trust & Legitimacy*
- 2. Policy & Oversight*
- 3. Technology & Social Media*
- 4. Community Policing & Crime Reduction*
- 5. Training & Education*
- 6. Officer Wellness & Safety*

*(2) At minimum include the following: a. Discussion on the general principles of 21st Century Policing. Provide the community with an overview of the Final Report of the President's Task Force and review the pillars of 21st Century Policing. You can direct the community to the USDOJ website for a publication of the entire report and more in-depth reading.*

*([https://cops.usdoj.gov/pdf/taskforce/taskforce\\_finalreport.pdf](https://cops.usdoj.gov/pdf/taskforce/taskforce_finalreport.pdf))*

### **2. "Deliver workshop presentation."**

*On Monday December 21, 2020, SFPD Professional Standards Members participated in a conference call with members of Hillard Heintze and the California Department of Justice. During the prescreening, Suggestions and guidelines were discussed for this recommendation as described below...*

*Members of Hillard Heintze requested that SFPD provide a record of meeting that led to the joint SFPD DPA presentation.*

Members of the San Francisco Police Department assigned to Central Station, members of SFPD IA, and members of the DPA began a joint correspondence via email discussing what would be needed to complete this joint presentation. The email correspondence began in beginning of December 2019. Information was shared by all parties and a very productive and informative meeting was ready to be presented on January 16, 2020. (Attachment #5) *Emails between SFPD IA, Central Police Station and DPA.*



## Collaborative Reform Completion Memorandum

San Francisco Police Department and DPA have also began the process of presenting community workshops on their different roles and responsibilities when it comes to the complaint process. The first workshop was held on January 16, 2020 by Central Police Station, at Grace Cathedral. Announcements of the workshop were made through social media, newsletters, and informational flyers. (Attachment #6) *Community Complaint Process Workshop Flyer and Meeting Agenda*)

The purpose of the workshop was to give the community a greater understanding of how each agency processes a complaint, investigates a complaint and is transparent when a complaint is received. Officers from SFPD Internal Affairs Division and members from the Department of Police Accountability both participated in the workshop and gave a PowerPoint presentation. Due to the current COVID-19 restrictions on gatherings there have been no further in person workshops. (Attachment #7) *SFPD Internal Affairs Division and Department of Police Accountability Workshop PowerPoint Presentation*

### **3. "Refresh outreach as needed."**

District Captains continue to issue their monthly newsletters via Department webpage, Twitter and social media. Within the newsletters, Captains provide "Information for Discussion" that ranges from new Department General Orders, how to file a complaint about a police officer, links to DPA to access monthly statistical reports, quarterly reports and annual reports. (Attachment #8) *SFPD District Captain Monthly Newsletters*

Due to COVID-19, District Captains continue outreach to the public via virtual community meetings, via Zoom. (Attachment #9) *District Station Captain Virtual Community Meetings Flyer*

District Captains have held one of the two monthly community meetings, which are required by Bureau Order 20-03, Section 4. With the help of SF Safe, the District Captains were able to ZOOM their meetings where they discussed and fulfilled what is required by Bureau Order 20-03. Members of the Department of Police Accountability were also given an opportunity to address the audience and participate throughout the meeting. (Attachment #10) *Memorandum from District Captains' documenting the Meeting Agenda and community feedback.*