> This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Dear Acting Captain Altorfer,

Our office has completed its review of the materials related to Recommendation 55.1 that were submitted to us as part of the collaborative reform process. This package focused on SFPD improving transparency around officer misconduct. After reviewing the package and information provided by the Department, the California Department of Justice finds as follows:

Recommendation 55.1: The SFPD should expand its current reporting process on

complaints, discipline, and officer-involved shootings to identify ways to create better

transparency for the community regarding officer misconduct.

Response to 55.1: Part of SFPD's strategy to improve communication about officer misconduct involved improving access to SFPD reports and renaming reports to make them accessible to the public. SFPD created a section on its webpage called "Published Reports" to centralize SFPD reports that includes links to officer-involved-shooting (OIS) data reports, early intervention system reports, and disciplinary reports (https://www.sanfranciscopolice.org/your-sfpd/published-reports). SFPD also changed the name of the disciplinary report from the "Veronese Report" to "Disciplinary Report" so that the public would be able to find it. SFPD's Media Relations Unit Order 16-02, "Posting of OIS Data to Department Webpage," commits SFPD to updating the Published Reports webpage with current reports.

SFPD also published Media Relations Unit Order 16-01, "Public Info: Procedures for Filing Complaints of Misconduct." The Unit Order commits SFPD to publishing an annual report on discipline cases on the SFPD website and to also posting information on filing complaints, the whistle-blower program, and the Youth Commission's "Know Your Rights" on social media every three months. Additionally, the associated "Unit Order 16-01 Social Media and Web Posting Checklist" directs SFPD to publish a variety of quarterly reports, including Internal Affairs Division sustained complaints, Firearm Discharge Review Board reports, and use-of-force reports. Unit Order 16-01 directs SFPD's Social Media Manager to forward the reports to district station captains for use in their newsletters and community meetings.

Relatedly, twice a year district station captains are required to use a portion of their monthly meetings to discuss the process for filing a complaint including a review of DGO 2.04 (Citizen Complaints), information on where to find various reports, general information about OIS investigations, and results of the Disciplinary Review Board reports. (Field Bureau Order 20-03, "District Captains Bi-annual Community Meetings"). SFPD has used virtual meetings and newsletters to convey this information during the pandemic, but plans to resume in-person meetings as safety permits.

Media Relations Unit Order 16-02, "Posting of OIS Data to Department Webpage," requires SFPD to maintain its webpage with information regarding OIS investigations. The Unit Order requires the SFPD webpage to contain a description of the OIS investigative process, links to relevant policies, and a table of OIS data broken down by year (https://www.sanfranciscopolice.org/your-sfpd/policies/officer-involved-shooting-faq; and https://www.sanfranciscopolice.org/your-sfpd/published-reports/officer-involved-shootings-ois-data)

To ensure transparency for an OIS, the SFPD Media Relations Unit issued Unit Order 16-03 on the steps it must take following any OIS. The Unit Order directs the Department to provide an initial press briefing providing the public and press with factual information known at the time and directing them to the Department's website for information on OIS investigations, use of force policies, among other directives. SFPD must also conduct a town hall within ten days of an OIS. The Unit Order describes the responsibilities of the Department during the town hall, which include coordinating the display of photos of any evidence and providing printed copies of relevant Department General Orders for the public. The MRU conducts an after-review and debriefing meeting following a town hall to identify areas of improvement.

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.

Collaborative Reform Completion Memorandum

Finding # 55: The SFPD is not transparent around officer discipline practices. During the community listening sessions and interviews with community members, there was a consistently stated belief, especially in the African-American and Hispanic communities, that officers are not held accountable for misconduct.

Recommendation # 55.1: The SFPD should expand its current reporting process on complaints, discipline, and officer-involved shootings to identify ways to create better transparency for the community regarding officer misconduct.

Response Date: 02/11/21

Compliance Measures:

1) **Develop a plan for expanded reporting process for action regarding officer misconduct, discipline and OIS.**

   In the interest of transparency and educating the public, the Department produces a number of informational data reports. Feedback received by the Department was that these reports were difficult to find. In response to the feedback received, the Department has taken several measures in order to make reports about topics like misconduct, discipline and OIS investigations easier for the public to access.

   Measures Already Taken:

   In order to make information easier to identify and find, the Department has done the following:

   1. Created a webpage ("Your SFPD") to host important Department reports, policies, and information. (see Attachment #1: "Your SFPD" webpage screenshot)
   2. Placed reports including Crime Victim Data, Use of Force, Stops and Arrest Data, Firearms Discharges, Officer Involved Shooting data, Bias Audits, Demographics, etc. on the Published Reports webpage. (See Attachment #2: "Published Reports" webpage screenshots)
   3. Made some documents (Annotated List of OIS Investigations, OIS - Frequently Asked Questions) more prominent by placing them on the Published Reports page.
   4. Added more descriptive, user friendly, wording to links. For example, defining "Veronese Reports" as disciplinary reports allows the public to find them more easily. (See Attachment #2: highlighted portion on page 4)
   5. Reworded webpage titles such as "Police Commission Reports" to "Disciplinary Reports" to be more identifiable and user friendly. (See Attachment #2: highlighted portion on page 4)

Collaborative Reform Completion Memorandum

Strategy Moving Forward:

1. In order to inform the public about the wealth of information available on the SFDP website, the Department implanted a plan under Media Relations Unit Order 16-01. (See Attachment #3: MRU Unit Order 16-01 Public Info: Procedures for Filing Complaints of Misconduct) Under MRU Unit Order 16-01, the Department commits to do the following:

   a. Publish annually (1st Quarter) via news release, the Department's communication strategy following an OIS (MRU Unit Order 16-01) (See Attachment #4: Sample News Release).

      i. All news releases are also shared internally via Department email and externally via Department social media.

   b. Publish quarterly informational packages on all Department social media (Twitter, Facebook, Instagram & Next-door) informing the public about reports available on the internet. (See Attachment #5: Quarterly Social Media Postings Infographics) Messages include relevant web links. Reports included in this campaign are:

      i. How to commend or complain about an officer
      ii. Policy against biased policing
      iii. Whistle Blower program
      iv. Disciplinary Reports (IAD Sustained Complaints, etc.).
      v. OIS Communications Outline
      vi. Use of Force, Stops, Searches (96A Report)

   c. The Department commits to publishing the following quarterly reports to the SFPD website (See Attachment #2: Published Reports webpage screenshots):

      i. Use of Force/Officer Encounters (Legal Div. Risk Mgmt.)
      ii. Early Intervention System (EIS – Risk Mgmt.)
      iii. Veronese (Police Commission)
      iv. Firearm Discharge Review Board FDRB (IAD Admin)
      v. Sworn Member Demographics (Staff Services)
      vi. Updates to OIS Open Investigations
      vii. IAD Sustained Complaints (IAD Admin)

   d. To expand this outreach, under MRU Order 16-01, the Department's Social Media Manager is required to forward informational materials (under section 2 above) to district station captains for use in their newsletters, community meetings, etc. (See Attachment #6: Email to district station captains with informational materials)

2. Additionally, under Field Operations Bureau Orders 19-01 and 20-03, on a bi-annual basis, district station captains are required to dedicate a portion of their monthly community meeting to a discussion of 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. The following information is also required to be provided in those meetings:

    a. Review of DGO 2.04, Citizen Complaints against officers and DGO 2.05 Citizen Complaints against Non-Sworn Members.

    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, Biasfree 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 5) 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.

Following the meetings, Captains are required to author a memorandum documenting the date, time, and location of the meeting as well as community feedback. The memorandums are forwarded up the chain of command and any feedback impacting the community is sent to the Commander of Community Engagement. This way, community feedback from meetings is recorded and used to inform future Department policies and community engagement initiatives. (See Attachment #7: FOB Bureau Order 19-01 District Captains' Bi-annual Community Meetings on Use of Force (UOF) and Officer Involved Shootings (OIS) and FOB Bureau Order 20-03 District Station Captains' Bi-annual Community Meetings on Officer Conduct, the Citizen Complaint Process, and Bias-Free Policing).

3. To bring information to the forefront on the SFPD Website, the Department created and will maintain scrolling "slides" (with active web links) on the main page directing users to information inducing (see Attachment #8: screenshots of scrolling slides):

    a. Policy on Bias Free Policing

    b. Data at Your Fingertips

    c. Crisis Intervention

    d. Published Reports on Misconduct, Discipline and OIS

    e. Recruitment

4. In order to make information more searchable, the Media Relations Unit will work with the SFPD IT Unit to:

a. Determine if the SFPD website can be programmed to recognize key words such as, "OIS," "Discipline," "Misconduct," etc. and direct the user to relevant information on the Published Reports page.

b. Determine if public search engines such as Google can be indexed to recognized key words in searches and provide links to SFPD Published Reports.

Review and Improvement:

The Media Relations Unit utilizes a check list to ensure the necessary quarterly web and social media postings are completed. (See Attachment #9: 2020 Quarterly Social Media Web Posting Checklists)

MRU staff (including the civilian administrative assistant and civilian social media manager) will program automatic quarterly reminders in the Departments web-based email system. (See Attachment #10: Quarterly Reminder Emails)

Public response to this content will be monitored by MRU's social media manager and be forwarded to the Director of Strategic Communications in order to evaluate the need to update messaging as necessary. (See Attachment #11: Records of Quarterly Check-Ins)

2) **Identify ways to increase transparency in reporting complaints and providing the public with information about officer–involved shootings and disciplinary actions.**

The Department is committed to increasing transparency in regard to disciplinary actions and officer involved shootings by publishing data that conforms to State law while still allowing the public to review the processes.

Information is made available on the SFPD Website via Your SFPD – Published Reports and includes the reports listed below.

Disciplinary Action Reports (Veronese Report) – An anonymized report is published quarterly and at years end, outlining police complaints and discipline. The Department of Police Accountability also publishes monthly reports on complaint findings. This report was relabeled to "Disciplinary Action Reports" from Veronese Reports so the public can better understand what the reports contain. (See Attachment #12: Screenshots of Veronese Report page and 3rd Quarter 2020 Report) https://sfgov.org/policecommission/police-commission-disciplinary-actions-veronese-reports

Internal Affairs Reports - Cases handled by the Internal Affairs Division are posted online and include a report of IAD findings, the Chief's decision and a report containing pending decisions. (See Attachment #13: Screenshot of IAD Sustained Complaints: Chief's Decision and 3rd Quarter 2020 Report) https://sfgov.org/policecommission/iad-sustained-complaints-chiefs-decision-0

Collaborative Reform Completion Memorandum

Early Intervention System – While not part of the disciplinary system, the EIS System identifies and manages behaviors that result in performance related problems by individual members. The intent of this system is to provide non-disciplinary intervention, whenever possible, to assist our members in their professional development in order to provide the highest level of service and satisfaction to the public. Quarterly reports and public meetings take place to review EIS materials which include the ten indicators and fourteen associated factors. SFPD analyzes the data to determine if intervention is required to improve a member's performance and professionalism. All EIS Quarterly reports from 2015-2019 are available via SFPD Published Reports page. (See Attachment # 7: EIS Webpage Screenshot)
https://www.sanfranciscopolice.org/your-sfpd/published-reports/early-intervention-system-reports

Officer Involved Shooting Reports – The Department maintains an annotated list of officer involved shooting investigations and publishes quarterly Firearm Discharge Review Board (FDRB) reports on the website. A Frequently Asked Questions page (Your SFPD – Policies – OIS FAQ) is also available on the Department website to provide the public with a place to find answers to commonly asked questions concerning officer involved shootings. Screen shot of OIS FAQ page and a sample of the annotated list of SFPD officer-involved shooting investigations. (See Attachment #15: Screenshots of OIS Page, OIS Investigation List Sample, and Firearm Discharge Review Board Quarterly Report Page)
https://www.sanfranciscopolice.org/your-sfpd/published-reports/officer-involved-shootings-ois-historical-data

Use of Force Reports – Under San Francisco Administrative Code 96A, the SFPD reports its Use of Force statistics quarterly. The Use of Force report includes demographics, types of force and reasons for force. (See Attachment #16: Screenshots of Admin Code 96A Webpage)
https://www.sanfranciscopolice.org/your-sfpd/published-reports/arrests-use-force-and-stop-data-admin-code-96a

Media Relations Unit Order 16-03: This unit order establishes guidelines for the Department's public information response to an officer involved shooting and its commitment to hosting Town Hall/Community Meetings following an officer involved shooting. This response includes press briefings, news releases & updates, town hall meetings and the release of involved officers' names. (See Attachment #17: MRU Unit Order 16-03: Media Relations Response to Officer Involved Shooting/Department Member Seriously Injured or Killed in the Line of Duty)

SFPD Website: The beta version of the SFPD Website launched on May 13, 2019. The SFPD website is now live. SFPD Technology Division conducted internal and external stakeholder interviews and surveys which is included as a PowerPoint presentation. (See Attachment #18: SFPD Technology Division Discovery and Research Summary)

Collaborative Reform Completion Memorandum

User research consisted of serval phases/components including:
- One on One Usability Interviews
- User Surveys
- Behavioral Analysis
- Station Surveys
- User Surveys
- Website Surveys
- Usability Testing

Screen shots of social media postings, "Know Your Rights Brochure for Youth", Whistleblower (SFPD Web DB 17-013), Bias-Free Policing Policy (SFPD DGO 5.17) and social media postings accompany this report. (See again Attachment #5)

In order to ensure that quarterly reports to the Police Commission and that quarterly postings are made to social media (Commend/Complain, Youth Rights, etc.) the following measures have been implemented: electronic reminders have been programmed into Outlook 365 Media Relations Calendar to remind staff to secure and post quarterly reports to the Commission and to comply with social media posts as enumerated in Unit Order #16-01 (See Attachment #19: Screenshot of Quarterly Reminders on Scheduling Panel for MRU)

A sign off sheet has been created to ensure quarterly reports are received and posted to the SFPD Web, quarterly social media posting under 16-01 are completed and quarterly reminders are sent to Stations Captains regarding outreach. The sign off form includes a section for noting any deviations or recommendations for remedial action under this order. Sign off sheets are reviewed for compliance by the OIC of the Media Relations Unit and will be maintained in the MRU for auditing and review. (See again Attachment #9)

3) **Expand communication about complaint and discipline reviews to include the community.**

Field Operations Bureau Order 20-03 requires District Station Captains' to include a discussion on the complaint and discipline process during two monthly community meetings per year. The meetings must be held during the months of March and August. The Order also requires the Captains to share the information from these meetings to the greater community via their monthly newsletters. To allow for an accountability and a review process, Captains are required to submit a memorandum to the Deputy Chief of Field Operations to document that the meetings were held and to provide any feedback from the community. The Lieutenant of the Field Operations Bureau is required to log in the memorandums, to perform and audit of the memorandums in the month of December, and to forward a report summarizing the results of the audit to the Deputy Chief of Field Operations. (See again Attachment #7)

Information to be included in the biannual meetings includes:

- Review of DGO 2.04, Citizen Complaints Against Officers and DGO 2.05 Citizen Complaints against Non-Sworn Members
- Explanation of the process for commending or filing a complaint against an officer.
- Provide the community with results of quarterly Disciplinary Review Board reports as made to the Police Commission.
- Provide information on the "Youth Know Your Rights" brochure and the Department's Whistleblower Program
- 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 (5 Demographics of Sworn Members
- 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.

Due to Covid 19, the first scheduled in-person meetings in August were not held. However, since then, District Station captains have provided the above information to the communities they serve through zoom meetings and/or in newsletter format, depending on the needs of the district. Barring any further complications from Covid 19, it is anticipated that the normal schedule of in-person community meetings covering the topics outlined by FOB Bureau Order 20-03 will resume in March/August of 2021. (See Attachment #20: Sample of Relevant Pages of Informational Newsletters, Zoom Meeting Agendas, Community Feedback Request, and Community Feedback Memo)

Other means by which disciplinary and conduct information is made available to the community:

DGO 2.04 requires that the Disciplinary Review Board present quarterly to the public and the Police Commission any policy and training changes it recommends, and the measurement of the success or failure of each change, in a manner consistent with individual police officer privacy rights. Police Commission meetings are also aired on SFGOV Television and are available for streaming by the public via SFGOTV's website. (See Attachment #21: DGO 2.04 "Complaints Against Officers")

In addition to published reports covered in section 1 and 2 of this memorandum, when serious officer misconduct occurs, the SFPD issues statements or publishes news releases to inform the public about the general facts of the case and what actions have or will take place. (Attachment #22: Sample Misconduct News Release)

On a quarterly basis, the Department utilizes social media to inform the public how to commend, or file a complaint, against an officer.

Collaborative Reform Completion Memorandum

A Community Survey page is included on the SFPD Website as well as a link to the survey results. (See Attachment #23: Screenshots of Community Survey Webpage)

On the "Published Reports" page of the website, the Department provided a link to the DPA's "Reports and Statistics" page.

As of June 30, 2019 the following information and reports are posted on the "Published Reports" page: Arrest, Use of Force and Stop Data, Early Intervention, FDRB, OIS Historical Data, Demographics, IAD Sustained Complaints, Veronese (Disciplinary Reports) and a link to DPA's Reports and Statistics. (see again Attachment #2)

Updates to open officer involved shootings are provided via news release which are emailed to the press, posted on the Department website and shared via Department social media. (see again Attachment #4)

The Department Webmaster is assigned to the Media Relations Unit and has the ability to post data/reports compiled.

The checklist developed for Unit Order 16-01 is also used to ensure compliance with provisions of Unit Order 16-02. (see again Attachment #9)

4) **Expand OIS reporting to the community.**

Media Relations Unit Order 16-02 "Posting of OIS Data to Department Webpage) codified and expanded reporting of information related to officer involved shootings. In addition to information that was already made public, the Unit Order required new information such as Department Bulletins and quarterly updates to open OIS investigations be posted to the website. (See Attachment #24: Media Relations Unit Order 16-02 "Posting of OIS Data to Department Webpage")

The types of information included on the webpage are:
- Links to relevant Department policies and procedures (DGOs and DBs).
- OIS annotated / historical summary
- Updates to OIS investigations
- Department sworn demographics
- Quarterly use of force data
- Quarterly EIS (Early Intervention System) data
- Internal Affairs Sustained Complaints and Disciplinary Action/Veronese reports on Police Commission Disciplinary Actions
- The OIS investigative process changed in May 2019 with the signing of an MOU between SFPD and SFDA. The MOU between SFPD and the SFDA has been uploaded to the SFPD website. Educational materials including an OIS Investigative

Collaborative Reform Completion Memorandum

Timeline and Frequently Asked Questions (FAQ) regarding the OIS investigation process have been updated on the SFPD website.

- The "SFPD Officer Involved Shootings 2000-June 2018" link was deactivated to address a formatting matter and was reactivated during the first week of March 2019. The existing report is up to gdate with the most recent OIS having occurred in 2020. (See again ==Attachment #15==)

Chief of Staff Bureau Order 20-01 directs the Internal Affairs Division OIS Team to incorporate an educational component regarding the OIS investigative process into its quarterly Firearm Discharge Review Board (FDRB). In the past, FDRB reports were uploaded by the Police Commission as supporting documents to a meeting's agenda. As a result of this, the FDRB reports were difficult to locate. SFPD's new website includes FDRB reports on the "Published Reports" page under "Accountability." (See ==Attachment #25: Chief of Staff Bureau Order 20-01 "Presentation of OIS Educational Information During FDRB Presentations"==, and see again ==Attachment #15==)

There was no 2018 3rd Quarter FDRB presentation to the Police Commission. As such, no report is available for posting to the SFPD web. A combined 2018-4th Quarter & 2019-1st Quarter FDRB Report was presented on April 17. Moving forward, when quarterly reports are not presented to the Police Commission, a notation will be made on the webpage so the user knows that no report was filed. Due to Covid 19, no report was made to the Police Commission for the 1st and 2nd Quarters, but the 3rd Quarter report was made on September 2, 2020. The FDRB Summary for the 3rd Quarter of 2020 is attached to this report as a sample. (See ==Attachment #26: 3rd Quarter 2020 SFPD FDRB Summary==)

Field Operations Bureau Order 19-01 and Field Operations Bureau Order 20-03 direct each District Station Captain to hold two community meetings per year to discuss use of force and officer involved shootings. (see again ==Attachment #7==) As part of these meetings, District Station Captains provide a forum for public discussion as well as ensuring members of the community are aware that information regarding OIS reporting is available on the SFPD website at: https://www.sanfranciscopolice.org/your-sfpd/published-reports

Media Relations Unit Order 16-03 codified and expanded the Department's public information response to an officer involved shooting. The Unit Order also codified the Department's commitment to hosting Town Hall/Community Meetings within ten days of an officer involved shooting. This overall public information response includes press briefings, news releases & updates, town hall meetings and the release of involved officers' names. (See again ==Attachment #17==) In addition, the Department has been releasing body worn camera (BWC) video from officer involved shootings during Town Hall meetings and has been making the BWC video clips available for public viewing via web links.

Collaborative Reform Completion Memorandum

In addition to distributing Department news releases via email, news releases (including Town Hall talking points/notes and links to pertinent BWC and/or surveillance video) regarding officer involved shootings are posted on the Department website and are shared via Department social media accounts in order to reach the broadest audience possible.

5) **Frame the public reporting in a manner that reflects the future provisions of S.B. 1421.**

> On Thursday, December 17, 2020, SFPD Professional Standards members participated in a conference call with members of Hillard Heintze and the California Department of Justice. During this prescreening, suggestions and guidelines were discussed for this recommendation as described below:
>
> *This recommendation generally looked good and Cal DOJ and Hillard Heintze only noted that SFPD should make clearer for the public what S.B. 1421 is, that only SFPD's policy on S.B. 1421 is in draft form, and that S.B. 1421 itself has been signed into law. SFPD believes that its policy on S.B. 1421 may be close to being finalized. SFPD will hold off on submitting this recommendation for formal review for a few weeks in case it is able to include the finalized policy within Phase III.*

On September 30th, 2018, the California State Legislature passed S.B. 1421 regarding the release of police officer records. The bill's effective date was January 1st, 2019. The bill expanded the scope of police officer records required to be disclosed to the public under the California Public Records Act. The records to be released under S.B. 1421 broadly dealt with officer involved shootings, incidents in which an officer's use of force resulted in great bodily injury or death, incidents in which sustained findings were made against an officer for sexual assault, and incidents of sustained findings of dishonesty by an officer. The bill also provided guidance as to which information should be redacted prior to releasing the records to preserve witness, victim, and officer privacy. (See Attachment #27: Copy of S.B. 1421)

The Department is committed to providing material and information in accordance with the provisions of S.B.1421. Accordingly, the Department drafted a policy regarding the release of S.B. 1421 information, "Protocols for Release of S.B. 1421 Documents," which the Police Commission approved on February 10, 2021. This policy defines the categories of disclosable documents, which types of records can be released, and what redactions are required prior to release in accordance with S.B. 1421 requirements. Per this policy, material is provided to requestor as it is researched, processed, reviewed and approved for release.

The SFPD Public Records Request Portal for materials under S.B.1421 is active but currently under construction. A copy of the Department's approved "Protocols for

Collaborative Reform Completion Memorandum

Release of S.B. 1421 Documents" and screen shots of the public records portal accompany this memorandum. (see Attachment #28: Copy of Approved S.B. 1421 Record Release Policy and Screenshot of Public Records Portal) https://sanfranciscopd.mycusthelp.com/webapp/_rs/(S(pq5odt0hvdcb02fysyrszmex))/supporthome.aspx

When delivering documents requested under S.B.1421, the Department will be providing requestors with a password protected link.

6) **Update all relevant DGOs, trainings and procedures as guided by best practices as necessary.**
DGO 3.01 "Written Communication System" has been rewritten and published. It establishes a procedure for updating policy documents every 5 years. Any updates or revisions required within the 5-year cycle will require action by the Police Commission. (see Attachment #29: DGO 3.01 "Written Communication System")

Media Relations Unit Orders are living documents that are referred to on a quarterly basis as the Unit posts required material on-line and via social media. Further, the Media Relations Unit reviews Unit Orders following an OIS town hall and conducts a debriefing to update policies and procedures as necessary.

7) **Establish an audit and review loop to assure goals are being met by including community feedback.**

Within the Community Engagement Division:

In order to ensure that the Department meets its commitment to transparency in reporting information concerning officer discipline, investigations of use of force, and investigations of officer involved shootings, the commanding officer of the Community Engagement Division (CED) shall do the following:

- Twice per year, in March and August, the commanding officer of CED shall review community feedback as detailed in memorandums submitted by district station captains following biannual community meetings mandated by FOB Bureau Orders 19-01 and 20-03.
- Twice per year, in May and November, the commanding officer of CED shall review results and feedback obtained from surveys distributed to the community following each district station captains' community meeting on use of force and officer involved shootings
- Following each review, the commanding officer of CED will submit a report via memorandum to the Deputy Chief of Field Operations. This report shall contain a summary and analysis of community feedback and recommendations to the Chief of Police for possible action.
- In order to elicit community feedback on a more regular basis, the Community Engagement Division worked with IT in order to develop an easily accessible web

survey for community members to provide feedback on all community events, such as Captains' monthly community meetings, OIS review town halls, and other events. Within the survey there are three free text fields which allow community members to express what they liked most about the event, what they liked least, and what they would change about future events of the same sort. The survey became active on 09/16/2020 and district station captains have begun to incorporate requests for feedback using the electronic community survey in their newsletters. (See again Attachment #20 and Attachment #23).

Within the Media Relations Unit:

The Media Relations Unit has developed a Town Hall Check List which outlines administrative and operational procedures, to ensure that MRU obtains necessary information to provide accurate public information in a timely manner. (See Attachment #30: MRU Town Hall Checklist)

The check list includes a post-town hall debriefing in which MRU members discuss their response to the OIS, lessons learned from the response and town hall meeting including community feedback offered during the town hall meeting.

To further assess the effectiveness of Departmental public information efforts following an officer involved shooting, the MRU developed an online survey to solicit feedback from the community on what information they want presented during town hall meetings. The survey was sent via email to SFPD members, to members of the news media and was made available to the general public via Department social media accounts, with frequent social media reminders (Tweets and posts) inviting the public to take the poll. The survey included an opportunity for respondents to include suggestions. The full results of the survey accompany this memorandum. (See Attachment #31: OIS Community Survey Results)