



# DEPARTMENT NOTICE

20-022  
03/09/20

## Limited English Proficiency (LEP) Radio Code


The Department has collaborated with the Department of Emergency Management (DEM) to improve response and tracking of calls for service involving individuals of Limited English Proficiency. DEM has now designated "LEP" (Limited English Proficiency) as a secondary code when a call requires language interpretation services. DEM will utilize "LEP" as a secondary code to notify Sergeants and Officers in the field for calls requiring language interpretation. Field Sergeants shall review these calls in CAD in order to determine if an expedited response is necessary.

Dispatchers will broadcast "LEP" calls with the radio code and the secondary code. For example, a call will be dispatched as follows: **"In the Southern 4 car, a "B" priority 487/LEP"**.

Officers shall follow up with Dispatch to advise whether interpretation services were provided and to indicate the language in CAD at the conclusion of the call.

In the event that the "LEP" code is not already attached to a call for service or when an officer has an on view (ie: 909, 917, 585, etc.) requiring language interpretation, the member shall notify Dispatch to add the secondary code and to indicate the language in CAD.

As a reminder, Department General Order 5.20 "Language Access Services for Limited English Proficient Persons," requires members to provide free language assistance to LEP individuals they encounter or when an LEP person requests language assistance. LEP persons do not speak English as their primary language and have a limited ability to read, write, speak or understand English.

  
WILLIAM SCOTT  
Chief of Police

*Any questions or clarification regarding this policy should be made to [sfpd.writtendirectives@sfgov.org](mailto:sfpd.writtendirectives@sfgov.org) who will provide additional guidance about this directive.*