

**Fw: Recommendation 14.3**

[REDACTED]  
Tue 10/22/2019 12:00 PM

[REDACTED]  
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**From:** Gabriel Martinez [REDACTED]  
**Sent:** Tuesday, October 22, 2019 9:46 AM  
**To:** [REDACTED] McGuire, Catherine (POL) [REDACTED] Scott, William (POL) [REDACTED]  
[REDACTED] Dorantes, Jennifer (POL)  
[REDACTED]  
[REDACTED]  
**Subject:** Recommendation 14.3

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Dear Lieutenant Dorantes,

Our office has completed its review of the materials related to Recommendation 14.3 that have been submitted to us as part of the collaborative reform process. This package focused on SFPD using social media to relay information on the progression of an investigation of an officer-involved shooting. After reviewing the package and information provided by the Department, the California Department of Justice finds as follows:

Recommendation 14.3.: The SFPD should use social media as a tool to relay critical and relevant information during the progression of the investigation.

Response to 14.3: On December 7, 2016, the San Francisco Police Department (Media Relations Unit) published Unit Order 16-03, outlining the Department's public information response to officer-involved shootings. On July 15, 2019, SFPD updated Unit Order 16-03 pursuant to the objectives of COPS Finding 14. The Order requires the Media Relations Unit to distribute press releases via email, posts to the Department webpage, and posts on social media "as soon as practical." Following the OIS town-hall meeting, the Media Relations Unit must conduct a debrief that includes an assessment of its response to the incident. The Media Relations Unit must also complete a checklist that includes checkboxes for issuing news releases and updates via email and social media, as well as for conducting the debrief. Officers are subject to disciplinary procedures for failure to follow Unit Order 16-03.

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 these further. Thank you.

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Hillard Heintze File Review Recommendation # 14.3

<b>Finding # 14</b>	<b>The SFPD does not have a strategy to engage with the broader community following a fatal officer involved shooting until its conclusion.</b>
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**Recommendation # 14.3** The SFPD should use social media as a tool to relay critical and relevant information during the progression of the investigation.

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

**Summary**

Compliance Measures 1, 2, 3, and 4 have been met.

The San Francisco Police Department established a policy, Media Relations Unit Order 16-03 Media Response to Officer Involved Shooting/Department Member Seriously Injured or Killed in the Line of Duty, revised July 15, 2019, that provides for the use of social media to provide relevant and critical information regarding an OIS. The department provided evidence of how social media will be used to present information about specific OIS incidents prior to and after town hall meetings and provided examples of Chief Scott’s use of social media to discuss OIS investigations in general. Department policy and practice contemplates using social media to survey the community regarding the department’s OIS communication strategy. Fortunately, no OIS incident has happened since the policy and practices have been initiated. The response to this recommendation is sufficient to designate as Complete. In Phase III the Hillard Heintze team will monitor the Department’s continued compliance to ensure the identified practices have been institutionalized within the organization.

<b>Compliance Measures</b>		<b>Status/Measure Met</b>
<b>1</b>	Create or update relevant policies regarding use of social media to convey relevant and critical OIS investigative information.	√ <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/> <b>N/A</b>
<b>2</b>	Use of social media to provide information.	√ <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/> <b>N/A</b>
<b>3</b>	Continual review/improvement loop for adherence to policy.	√ <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/> <b>N/A</b>
<b>4</b>	Evidence of supportive and remedial actions if policy not followed.	√ <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/> <b>N/A</b>

**Administrative Issues**

**Compliance Issues**



## **Collaborative Reform Completion Memorandum**

**Finding # 14** The SFPD does not keep as active an engagement during the investigative process, and consideration should be given to publishing findings once an investigation is completed to ensure community closure.

**Recommendation # 14.3** The SFPD should use social media to relay critical and relevant information during the progression of the investigation.

**Response Date:** 07/23/2019

### **Executive Summary:**

In response to this recommendation, the Media Relations Unit updated and implemented Unit Order 16-03 (Issued 7-15-19) which outlines 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. The Order requires that information released be limited to factual information known at the time.

### **Compliance Measures:**

**1) Create or update relevant policies regarding use of social media to convey relevant and critical OIS investigative information.**

-Refer to Unit Order 16-03 (Media Relations Response to Officer Involved Shooting/Department Member Seriously Injured or Killed in the Line of Duty)

**2) Use of social media to provide information.**

-Refer to Unit Order 16-03 (Media Relations Response to Officer Involved Shooting/Department Member Seriously Injured or Killed in the Line of Duty)

**3) Continual review/improvement loop.**

The Media Relations Unit (MRU) has done several things to address the need for a continual review/improvement loop.

The Media Relations Unit uses a check list to ensure necessary tasks are completed in response to an OIS (Unit Order 16-03). The check list includes an after action review with notations of any recommendations for improvement. Accompanying this form is a Memorandum for Record (MFR) that outlines "hot wash" debriefing from 2018 OIS incidents.

In order to ensure quarterly web and social media postings are completed as enumerated in Unit Order 16-01, the MRU programmed automatic reminders in



## Collaborative Reform Completion Memorandum

the Outlook 365 Email/Calendar. The MRU also uses a Quarterly Check List ensure reports are posted and to account for reports that were not available for posting for that quarter.

### 4) Evidence of supportive and remedial actions if policy not followed.

The Media Relations Unit developed a check list to ensure that quarterly reports including updating open officer involved shooting investigations are completed and posted to the SFPD web and social media. The check list includes space to note any report(s) that are not available for posting and direction to note on the SFPD web the absence of the report.

The Department issued news releases #19-049 & 19-085 updating the community on the status of officer involved shooting investigations. Screen captures of a social media posts related to this news release accompany this response.

### Supplemental Document Request

Requested Documents	Responsive Documents and Why
<b>Documents that identify continuous social media updates at the intervals identified by the department</b>	-News Release 19-049 – San Francisco Policy Department Update on Officer Involved Shooting Investigations (May 3, 2019)  -News Release 19-085 – San Francisco Policy Department Update on Officer Involved Shooting Investigations (July 5, 2019)
<b>Documents that identify supervisory review of the actions in support of the policy and any remedial actions if necessary.</b>	-Quarterly Social Media and Web Posting Unit Order #16-01 Checklist  -1 <sup>st</sup> Quarter of 2019: Social Media and Web Posting Unit Order #16-01 Checklist

### Other Attachments

- Screenshot of notification of Quarterly updates on Officer Involved Shootings Investigation
- Screenshots of OIS investigations