

Recommendation 46.5

Gabriel Martinez
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Dear Acting Captain Altorfer,

Our office has completed its review of the materials related to Recommendation 46.5 that were submitted to us as part of the collaborative reform process. This package focused on SFPD publishing community survey results. After reviewing the package and information provided by the Department, the California Department of Justice finds as follows:

Recommendation 46.5: The SFPD should publish and post any community survey results.

Response to 46.5: On September 15, 2020, SFPD launched a web-based survey on its website to gather after-event feedback from the community (as well as feedback on beat patrols and implicit bias), at <https://avanan.url-protection.com/v1/url?o=https%3A//www.sanfranciscopolice.org/community/community-surveys&g=MDFmZjA5NDU4ZmVjZDg5Mg==&h=NGQwNzYyOTg3Mjk0ZTA5MTQzYzY0MzY0NGU5NTcwMTRiZjBjNjRjMzJjNDNjN2Y2MzUyNmMzZjdlYjBjZWRI Ng==&p=YXAzOnNmZHQyOmF2YW5hbGpvZmZpY2UzNjVfZW1haWxzX2VtYWlsOjVky2FhZWY4MTQ0MDBmZDU0ZmE5YjU2M2Y4ZmZhZmFiOnYx>. Currently, community members can offer feedback through the survey for 34 events and

programs. Many of the events are currently not active during the pandemic. SFPD has published the results of the surveys, which are available through the same webpage. On September 30, 2020, SFPD issued a news release announcing the online community engagement survey.

On November 17, 2020, SFPD issued Community Engagement Unit Order “Youth and Community Engagement Unit – Community Surveys.” The Order directs the community survey results to be incorporated into the Annual Report on Community Policing as well as the SFPD webpage.

Based upon all of the above, the Department of Justice finds that SFPD is in substantial compliance with this recommendation; however, the Department of Justice recommends that SFPD re-publicize the availability of the surveys when normal community engagement events and programs resume, including on social media. Please let us know if you have any questions or would like to discuss further. Thank you.



Collaborative Reform Completion Memorandum

Finding # 46: The SFPD does not collect data around community policing nor measure success within community policing functions and programs.

Recommendation # 46.5: The SFPD should publish and post any community survey results.

Response Date: 11/09/2020

Executive Summary: On September 15, 2020, a web based survey powered by SurveyMonkey was launched on the San Francisco Police Department's website. A joint partnership between the San Francisco Police Department Technology Division and the Community Engagement Division successfully completed this feedback mechanism and launch of the survey system to the Department website. Community Engagement Division officers have been trained by the Technology Division to use SurveyMonkey. The training showed officers how to add events to the drop down menu as new events are created/hosted to the website. Survey questions can also be added or changed if new surveys are needed

Compliance Measures:

1) Evidence of community survey, if conducted.

On September 15, 2020, a web based survey powered by SurveyMonkey was launched on the San Francisco Police Department's website

(<https://www.sanfranciscopolice.org/surveys>). (See Attachment #1)

Since the launch of the survey system, numerous surveys have been successfully launched on the website. As of 10/21/2020, five surveys have been administered (Captain's Monthly Community Meetings, District Station Foot Beat Survey, SFPAL Flag Football League, Cadet Program, Faith & Blue).

2) Survey results published posted, and publicized, if survey conducted.

Since the launch of the survey system, numerous surveys have been successfully launched on the website. As of 10/21/2020 five surveys have been administered (Captain's Monthly Community Meetings, District Station Foot Beat Survey, SFPAL Flag Football League, Cadet Program, Faith & Blue).

Community Engagement Officers attend community events and pass out their department issued business cards to community members. On the back of the business cards are stickers with the survey link posted on back to encourage citizens to survey the event (Attachment #2).

Captains during their community meetings and events are encouraged promote the use of the survey website.



Collaborative Reform Completion Memorandum

The results of the surveys are posted and instantaneously viewable on the San Francisco Police Department's website. These results are created by SurveyMonkey. Community Engagement Division members have been trained to use SurveyMonkey and have the ability to create custom survey result reports, graphs, etc. for use by the Department and community to determine efficacy, replicability, and depth of relationship with community partners.

On September 30, 2020 the San Francisco Police Department Medial Relations Unit released News Release 20-104 (**Attachment #3**), titled "SFPD Announces a Community Engagement Survey". This news release was distributed to the public to publicize the use of the survey system to obtain community feedback on community engagement events and programs.

The San Francisco Police Department Technology division and Community Engagement Division, is in the process of adding additional surveys to the main website with more specific directed questions versus the SurveyMonkey generic questions. More events to survey such as officer involved shooting town halls and District Station Community meetings will be added to the list as well.

On 11/05/2020 during a prescreen call with Hillard Heintze and California Department of Justice to discuss Recommendation # 46.5:

The SFPD should publish and post any community survey results.

Cal DOJ suggested adding information about how SFPD is making the public aware of the surveys on the website. Hillard Heintze added that the surveys could be expanded to other events, such as the OIS town halls. SFPD agreed, and will include that it plans to expand the use of the surveys to other SFPD events in the 2001 form.

Response:

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