

Recommendation 56.4

Gabriel Martinez [REDACTED]

Thu 10/10/2019 1:10 PM

[REDACTED]

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Dear Lieutenant Dorantes,

Our office has completed its review of the materials related to Recommendation 56.4 that have been submitted to us as part of the collaborative reform process. This package focused on SFPD providing information regarding the discipline process and rights to the community. After reviewing the package and information provided by the Department, the California Department of Justice finds as follows:

Recommendation 56.4.: The SFPD does not engage in community outreach and information regarding the discipline process and rights of the community.

Response to 56.4: SFPD worked with DPA to create DPA's Complaint Process brochure. That brochure explains who can file a complaint, what to include, how to file a complaint, and the process after filing a complaint. SFPD also developed a "Know Your Rights for Youth In San Francisco" brochure. That brochure explains a person's rights when stopped, searched, and arrested, and contains DPA's website address for filing a complaint.

On May 15, 2019, SFPD published an updated Department General Order (DGO) 2.04, "Citizen Complaints Against Officers." The DGO requires copies of DPA's complaint form as well as DPA's Complaint Process brochure to be available in several languages at all district stations. SFPD has submitted photographs from district stations demonstrating that the brochures are generally available. Additionally, SFPD's website directs the public to DPA's website where members of the public can file a complaint electronically. The DPA website also has additional information regarding the complaint process.

Based upon all of the above, the Department of Justice finds that the SFPD is in substantial compliance with this recommendation; however, Cal DOJ recommends that SFPD post DPA's brochure about the complaint process -- or similar information explaining the complaint process -- on its website.

Please let us know if you have any questions or would like to discuss these further. Thank you.

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Finding # 56

The SFPD does not engage in community outreach and information regarding the discipline process and rights of the community.

Recommendation # 56.4

The SFPD should ensure that the DPA public complaint informational materials are readily available in the community and in particular prominently displayed in district stations for access by the public. These materials should be designed to educate the public about confidentiality limitations on sharing investigative information to inform residents of the type of feedback they may reasonably expect, and they should be provided in multiple languages.

Recommendation Status

Complete **Partially Complete** **In Progress**
Not Started **No Assessment**

Summary

As proof of Compliance Measure 1, the SFPD submitted the work done in development of the new complaint form, 293 and identifies that it is in several different languages: English, Spanish, Chinese, Russian, Tagalog and Vietnamese. This form is supported by a new brochure.

Proof for CM 2 is the order, DGO 2.04.02 subsection D, which requires that copies of the DPA Complaint Form (SFPD/DPA 293) and DPA's informational brochure shall be available on display for the public at all District Stations and any division, section or unit open to the public in languages consistent with San Francisco's Language Access Ordinance. Information is available on the SFPD website at <https://www.sanfranciscopolice.org/get-service/police-complaint>.

Proof for CM 3 was that Coordinator Martinez sent all of the other station coordinators a department email reminding them of Department General Order 2.04 paragraph D - copies of the DPA Complaint form and DPA's informational brochure shall be available on display for the public at all District Stations and any division, section or unit open to the public. Photos of the postings were sent in by all of the districts.

Compliance Measures

Status/Measure Met

1	Collaborate with DPA to provide input in developing materials that inform the diverse communities of San Francisco.	√ Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
2	Establish policy/protocol for DPA information and materials to be displayed in district stations and other area accessible to the public including but not limited to the SFPD website.	√ Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
3	Make certain that materials are available to the public.	√ Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

Administrative Issues

Compliance Issues



Collaborative Reform Completion Memorandum

Finding # 56.4: The SFPD does not engage in community outreach and information regarding the discipline process and rights of the community.

Recommendation # 56.4 The SFPD should ensure that the DPA public complaint informational materials are readily available in the community and in particular prominently displayed in district stations for access by the public. These materials should be designed to educate the public about confidentiality limitations on sharing investigative information to inform residents of the type of feedback they may reasonably expect, and they should be provided in multiple languages.

Response Date: 8/21/2019

Executive Summary: Sergeant Pomatto [REDACTED] Department of Police Accountability to confirm which forms needed to be displayed for the public to access their services. [REDACTED] informed Sergeant Pomatto that each district station shall have the red and white tri-fold brochure and the complaint forms readily available and on display. [REDACTED] also informed Sergeant Pomatto that if SFPD needed additional forms they can contact [REDACTED] DPA to get additional forms in the different languages needed. Sergeant Pomatto shared this information with Taraval Station Facilities Coordinator [REDACTED] and instructed him to share this information with the other district station coordinators.

Coordinator [REDACTED] sent all of the other station coordinators a department email reminding them of Department General Order 2.04 paragraph D (Copies of the DPA Complaint form and DPA's informational brochure shall be available on display for the public at all District Stations and any division, section or unit open to the public in languages consistent with San Francisco's Language Access Ordinance, SF Admin Code 91.1-91.9, DGO 5.20, Language Access Services for Limited English Proficient (LEP) Persons, and federal, state, and local laws.

Compliance Measures:

- 1) Collaborate with DPA to provide input in developing materials that inform the diverse communities of San Francisco**

The San Francisco Police Department and Department of Police Accountability collaborated to create a new DPA complaint form, SFPD/DPA Form 293. The complaint forms are in the following languages: English, Spanish, Chinese, Russian, Tagalog and Vietnamese.



Collaborative Reform Completion Memorandum

A complaint process brochure was also created. This brochure was created to explain the complaint process and provide the community with options. These forms are in the following languages: English, Spanish, Chinese, Russian, Tagalog and Vietnamese.

- 2) Establish policy/protocol for DPA information and materials to be displayed in district stations and other area accessible to the public including but not limited to the SFPD website.**

Department General Order 2.04 took effect on May 15, 2019.

DGO 2.04.02 subsection D. Copies of the DPA Complaint Form (SFPD/DPA 293) and DPA's informational brochure shall be available on display for the public at all District Stations and any division, section or unit open to the public in languages consistent with San Francisco's Language Access Ordinance, SF Admin Code 91.1-91.9, DGO 5.20, Language Access Services for Limited English Proficient (LEP) Persons, and federal, state and local laws.

- 3) Make certain that materials are available to the public**

Coordinator [REDACTED] and Sergeant Pomatto contacted all ten district station coordinators and instructed them to ensure the DPA forms were on display at their stations. Sergeant Pomatto had each station send a picture to confirm compliance.

See attached photos of Central, Southern, Bayview, Mission, Northern, Park, Richmond, Ingleside, Taraval, and Tenderloin. All District Stations are in compliance.