



Recommendation 57.3

Gabriel Martinez [Redacted]

Tue 1/5/2021 10:19 AM

To: [Redacted]
[Redacted]
[Redacted]
[Redacted] Altorfer, Eric (POL) [Redacted]
[Redacted]

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Dear Acting Captain Altorfer,

Our office has completed its review of the materials related to Recommendation 57.3 that were submitted to us as part of the collaborative reform process. This package focused on SFPD training officers and supervisors on the public complaint process. After reviewing the package and information provided by the Department, the California Department of Justice finds as follows:

Recommendation 57.3: The SFPD should ensure that all personnel are trained and educated on the public complaint process and the location of the appropriate forms.

Response to 57.3: On May 15, 2018, the Police Commission passed Department General Order (DGO) 2.04, "Complaints Against Officers." The DGO outlines the policies and procedures for receiving, processing, and investigating complaints against officers. It also sets forth SFPD policy of encouraging complaints of inadequate policing or misconduct, and receiving the complaints with courtesy. The DGO requires copies of complaint forms and informational brochures regarding complaints to be available at all District Stations and in several languages. SFPD's website also routes users to an online complaint form. Accompanying the DGO, Department Bulletin 10-122, "Update Packer # 60," required members to review and have working knowledge of the DGO.

The provisions of DGO 2.04 are taught to members in various trainings. For example, SFPD recruit classes are provided training by the Department of Police Accountability that covers the complaint process. The training includes common complaints and allegations, the complaint findings classifications, and an overview of the process from receipt of a complaint to final adjudication. The training also advises officers to assist community members who are filing complaints. The Department of Police Accountability also trains all newly promoted sergeants on the citizen complaint process during sergeants' two-week orientation seminar. The training includes the responsibilities of SFPD supervisors, including the duties of sergeants, during the complaint process. On August 8, 2019, SFPD conducted roll-call training on (1) respectfully receiving complaints, (2) the location of complaint forms (including on officer computer desktops), and (3) supervisors' responsibilities upon receiving a complaint.

Based upon all the above, the California 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.

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Collaborative Reform Completion Memorandum

Finding # 57: Promising practices emphasize the role of effective investigation of complaints in building community trust. Procedural justice informs us that members of the public are more likely to trust law enforcement agencies when they believe their issues are handled with dignity and respect.

Recommendation # 57.3

The SFPD should ensure that all personnel are trained and educated on the public complaint process and the location of the appropriate forms.

Response Date: 06/10/2020

Executive Summary:

On January 10, 2017 Lt. Andrew Cox and Sgt. Nicole Manning began work on this recommendation. They formed a working group of internal and external stakeholders that included members from the Training Division, Department of Police Accountability, Police Commission and the Written Directives Unit. See PowerPoint presentation (Attachment 1). This working group collaborated to revise Department General Order 2.04, "Complaints Against Officers", several Department Bulletins and the DPA 293 Form. **The updated Department General Order 2.04, (Attachment 2)** was adopted by the Police Commission on May 15, 2019 and made available to department members on June 3, 2019. DGO 2.04 was rolled-out to the department in **Department Bulletin 19-122, "Update Packet #60."** This Department Bulletin is an "A" bulletin that directs members to "review this DGO and maintain a working knowledge of the policy and procedures related to "Complaints Against Officers."

Four Department Bulletins were published by Written Directives that address the complaint process;

- Department Bulletin 17-255: Revised SFPD/DPA Form 293 (Attachment 3)
- Department Bulletin 18-244: Contact with Victims/Witnesses during on-going DPA investigations. (Attachment 4)
- Department Bulletin 19-017: Clarification Regarding Members Complaints to DPA (Attachment 5)
- Department Bulletin 19-122: Department General Order 2.04 "Complaints Against Officers" Update Packet #60. (Attachment 6)



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Lt. Andrew Cox authored a draft Department Bulletin regarding the roll of the Internal Affairs Division. This DB has been sent to the Written Directives Unit for concurrence.

SFPD and DPA collaborated to revise and streamline SFPD/DPA Form 293 (Attachment 7). The form is published in English, Chinese, Filipino, Russian, Spanish and Vietnamese.

Roll-call training was developed to address recommendation 57.1, 57.2 and 57.3, 'The Importance of Respectfully and Promptly Receiving Complaints Against Officers, RC 19-0005/ 19-0055. (Attachment 8)

To ensure that this process is continually evaluated the MOU between SFPD and DPA states;

VII. Monthly Reports and Meeting.

B. SFPD DPA Monthly Meeting. There shall be a regularly scheduled monthly meeting, in which the Chief of Staff of the SFPD and the Chief of Staff of the DPA meet to discuss discipline, policy and training recommendations

This monthly meeting between SFPD and DPA will ensure an ongoing dialogue between the two agencies to discuss issues and improve upon the current systems.

Compliance Measures:

1. Provide recruit training on complaint processes including how to inform the community about filing complaints

Basic recruit classes are provided agency specific training by DPA which covers the complaint processes. This training is given during week 20 or the Basic Recruit Class. (Attachment 9)

On Thursday, July 23, 2020, SFPD Professional Standards members participated in a conference call with members of Hillard Heintze and the California Department of Justice. During the prescreening, suggestions and guidelines were discussed for this recommendation as described below.

- *The SFPD should ensure that all personnel are trained and educated on the public complaint process and the location for the appropriate forms) looks good and just needs a few more documents. For compliance measures 1 and 3, SFPD should provide*



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any PowerPoint presentations, to the extent there are any, on the training provided to recruits and supervisors.

- For Attachment 9 (the academy schedule), SFPD does not need to provide the complete 31-week schedule. It can just provide the first page (showing that this is the schedule) and the specific page that lists the DPA training.*

DPA provides this 2-hour training to each SFPD Academy class; typically, in the 20th week of the Academy SFPD Academy training calendar. Attachment #9 has been updated and the entire 31 week scheduled has been removed.

(Attachment 13)

This PowerPoint training, conducted by the DPA discuss the history and mission of the DPA, DPA's complaint process, common complaints / allegations, the complaint findings classifications, and gives an overview of the complaint process from receipt to adjudication.

2. Provide roll-call training on complaint processes and location of complaint forms.

Roll-call training was created to address aspects of Finding 57. This training was provided to department Training Coordinators on August 08, 2019. Training Coordinators were instructed to have a dialogue with members during roll-call training. Training was first documented under "Enterprise Learning" in the Human Resource Management System (HRMS). Documentation has been changed in HRMS. Roll-call training is now uploaded in HRMS under "Self-Service." See DB 20-081

(Attachment 10)

3. Ensure supervisors are trained and knowledgeable about complaint processes and location of complaint forms.

Newly promoted sergeants attend a two-week orientation seminar. During this training DPA teaches a block of instruction on the citizen complaint process and the responsibility of SFPD supervisors. **(Attachment 11)**

This training is provided by members of DPA, discuss the history and mission of the DPA, DPA investigations and duties of Sergeants. The PowerPoint presentation has been added to Attachment #11

Evidence that the training has been completed.

Based upon the "Attendance Status" sheets **(Attachment 12)** for RC 19-005/100055, there are approximately 2570 members sworn and professional (civilian) in



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compliance (As of 6/10/2020). There are a number of members who are on extended leave who have not received this training and these members show on the "Attendance Status" sheet for 19-0055 as "enrolled." These members have either separated from the Department or on extended leave.

The Regional Training Academy has addressed members that are not in compliance with completing this roll-call training by:

- a. Submitting a list of non-compliance members to the Training Sergeants throughout the Department.
- b. Submitting a list of non-compliance members to the Commanding Officers of the relevant assignments, so that they can ensure that the Training Sergeants complete the task.
- c. Sending individual members, a reminder email.
- d. Transforming the compliance mechanism (with the Written Directives Unit) from paper signatures to digital. Specifically, the Department will still have the Training Sergeants deliver the training, facilitate a discussion, and/or answer questions, but have an immediate self-sign-off mechanism on the computer just like Department Notices and Department Bulletins.
- e. A Department Notice has been issued to explain the new sign-off procedure, DN 20-081 (Attachment 10)
- f. The Professional Development Unit has met with the Technology Unit to put the new process in place within HRMS.
- g. A Department Notice was written to document this new process and submitted for concurrence.
- h. Roll-call training is now uploaded in HRMS under "Self-Service" for sign-off by members.