

Language Access Report

Per DGO 5.20 and DGO 5.23
2023 Annual Report



CITY & COUNTY OF SAN FRANCISCO

Police Department

March 20, 2024



SFPD Language Access Resources

- Certified bilingual (five-core languages): 374
- Total Bilingual members including five-core languages: 427
- Certified in 2023: 71

Our Department Represents Over 36 Languages

American Sign Language, Arabic, Armenian, Basque, Bosnian, Cantonese, Chinese (Other), Danish, Fijian, French, Gaelic, German, Greek, Gurjati, Hindi, Igbo, Ilonggo, Italian, Japanese, Korean, Laotian, Mandarin, Polish, Portuguese, Punjabi, Russian, Samoan, Spanish, Syrian, Tagalog, Thai, Toisan, Urdu, Vietnamese, Yugoslavian.

There are over 103 available languages on the SFPD website

Remote Video Interpretation Services through the Language Line includes 240+ languages and ASL.

Interpretation services are offered at all SFPD community meetings, including the monthly District Captains meetings.

Department General Order 5.20 Section III. O. 3, and Department General Order 5.23, “Interactions with Deaf and Hard of Hearing Individuals,” required reporting data:

Number of calls for service, contacts and investigations where an incident report was required	6,655
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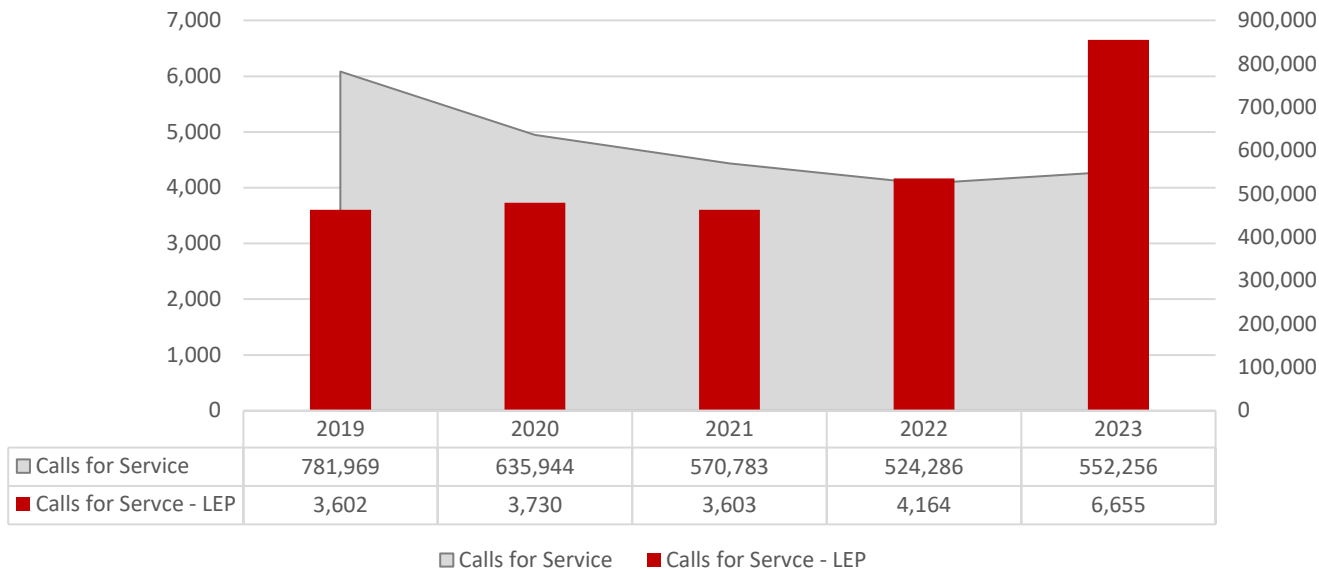
2. Manner in which interpretation services were provided to all LEP individuals - 2023

In-person interpretation service (certified and non-certified bilingual sworn & non-sworn members)	2,408
Language Line Insight App/Interpretation Service (vendor)	11,547
Total	13,955

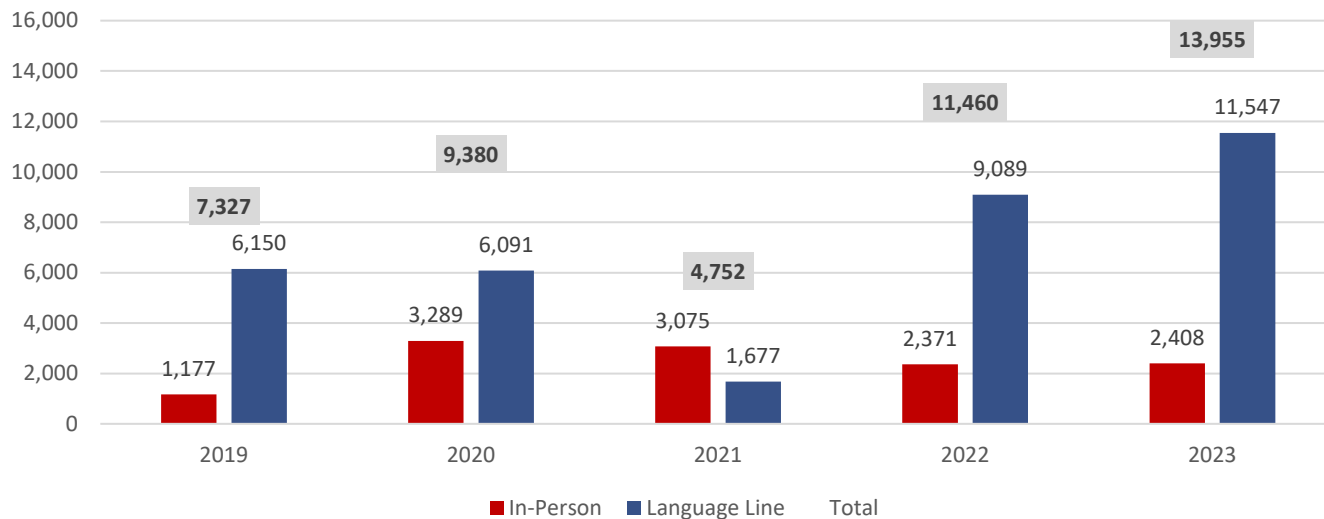
3. Complaints received concerning language access (provided by DPA)- 2023

Complaints	5
Complaints sustained	0
Total	5

Calls for Service vs. LEP Calls for Service



Interpretation Services



2023 Language Access Accomplishments

Explored higher standard for interpretation certification with DHR based on research of internal needs which resulted in partnering with Language Line to test in over 30 Languages outside of the 5 core languages and set up testing starting the spring of 2024.

71 SFPD members received their Bilingual Certificates in 2023 in Spanish, Russian, Tagalog, Chinese (Mandarin/Cantonese)

LEP audit completed at all district stations.

Two (2) Recruit classes received LEP training for patrol preparation.

One (1) Ambassador class received LEP training.

Alert members received one on one LEP training.

2024 Language Access Goals



Work with DHR

- Explore Potential for MOU Allowing Department LEP Re/Certifications
- Hold certification testing quarterly to accommodate all interested members



Work with DPA

- Improve Notification Process of Complaints resolve complaints



Address Internal Processes

- LEP Pin For Bilingual Officers & PSAs
- Update DGO 5.20 Training Video To Include Language Line and Reference DGO 5.23

Community Liaison Unit - CLU

- Established in 2020
- CLU: 3 Sworn members, 3 professional staff members

Mission:

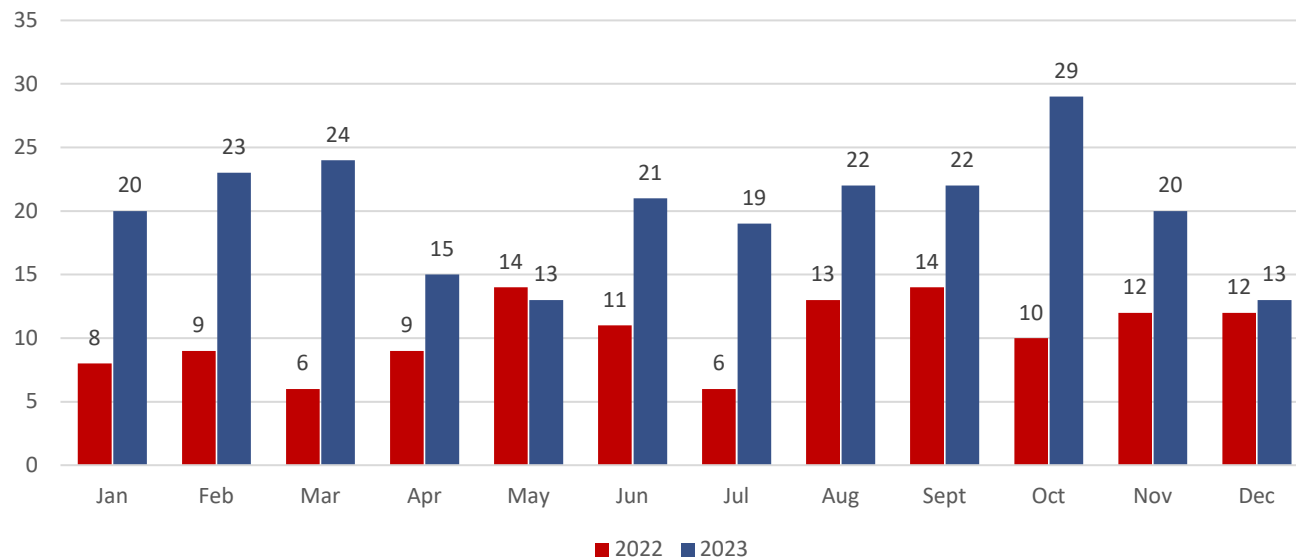
- Assist the Department in building strong, trusting, and respectful relationships with the communities we serve, with a focus on historically marginalized and Limited English Proficiency (LEP) communities in San Francisco.
- Engage in strengthening relationships with the communities that the police department serves, with a focus on increased officer visibility and pro-active engagement and crime prevention strategies.

Referral Process:

The Investigations Bureau notifies CLU for the following:

- Hate Crimes and Prejudice-Based Incidents involving serious bodily injury or life-threatening injuries
- Violent Crimes involving serious or life-threatening injuries involving marginalized communities
- Critical Incidents and other cases as determined by investigators or SFPD Command Staff

Total Incidents by Month

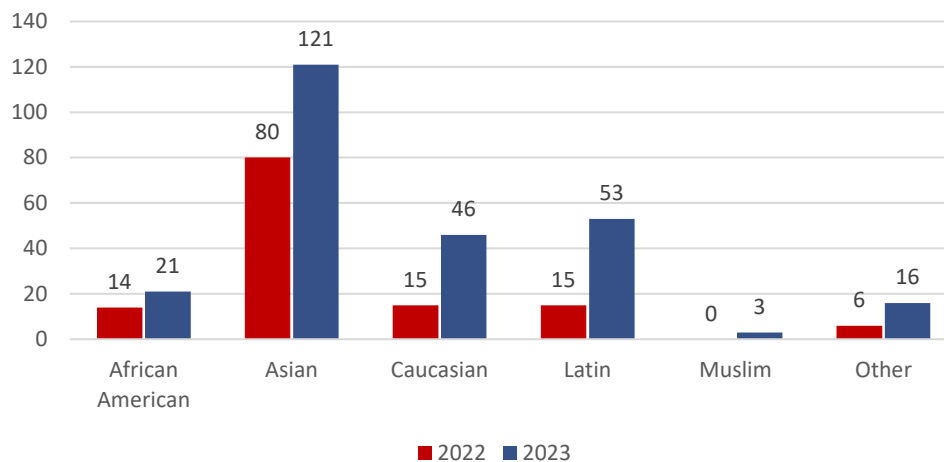


↑ 95%

2022 = 124

2023 = 241

Individuals Contacted by Race/Ethnicity



↑ 100%

2022 = 130

2023 = 160

Department General Order 5.20 Language Access Services for Limited English-Speaking Persons



- In 2007, Department General Order 5.20 was implemented
- DGO 5.20 is on the approved 2024 General Order Review list with a goal of completion in October 2024 (if no working group assigned)
 - Stage I development started on 2/26/2024 with a 60-business day development timeline
 - DPA has an opportunity to provide policy recommendations on or before 3/25/24 and the Department must respond to DPA within 20-business days of receipt
- The decision to assign a working group to DGO 5.20 will be determined by the Police Commission as part of the 2024 Community Policy Working Group list approval process.
- If working group assigned, first meeting will be held in May 2024 and the group may meet over a maximum period of 120 business days (potentially ending in November 2024)

Thank you.

Any questions?

**SAN FRANCISCO
POLICE DEPARTMENT**

The image shows the exterior of the San Francisco Police Department building. The building features a large glass facade on the left and a brick structure on the right. A grey stone wall in the foreground displays the department's name in raised letters. Three flagpoles with the American flag, the California state flag, and a yellow flag are positioned in front of the brick building. A set of stairs with a metal railing leads up to the entrance.