

DPA

Annual Report

CY 2021



The Department of Police
Accountability

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www.sfgov.org/dpa/

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Mission & Values

Mission

The Department of Police Accountability is committed to providing the City of San Francisco with independent and impartial law enforcement oversight through investigations, policy recommendations, and performance audits to ensure that policing reflects the values and concerns of the community.

Our Values

Creating a culture of belonging, where everyone is welcome; Being transparent, present, and independent; Delivering our best and holding ourselves accountable; and Serving our community with honor, dignity, and respect.

History Tip:

DPA has been publishing annual reports since 1998. We are required to publish an annual report per the S.F. Administrative Code section 2A.30 and S.F. Charter section 4.103. We strive to make reform and accountability understandable and accessible with each iteration of our annual report; before 2019, the reports contained raw data ([DPA 2016 Annual Report](#)) but did not include analysis, charts, or details we believe are relevant to understanding Civilian Oversight.

You can view our past reports on our website at <https://sf.gov/information/reports-policing-complaints>.

A Message from DPA Executive Director Paul David Henderson



Photo By A Weaver Photography

I cannot begin writing these words without recognizing the fact that 2021 was a transitional year of uncertainty. Uncertainty about a global pandemic continuing into its second year. Uncertainty about racial justice after the trials of Kyle Rittenhouse and the killers of Daunte Wright and Ahmaud Arbery. Uncertainty about the direction of the country after the United States Capitol insurrection. But as I reflect on what has been a challenging year for so many, I am hopeful for the future. I am certain of one thing: there are people out there who will never stop pushing for a brighter future. DPA will play a role in that mission by continuing our important work.

In 2021, DPA continued to build on technological progress made in 2020. Using video chat and paperless documents has made us much more efficient. We are achieving our goals faster and easier than ever before. In 2021 alone, DPA closed 885 complaints 61 (11%), of those complaints resulted in findings of improper conduct. This is almost three times the national average of 4%. Since I joined DPA in 2017, we have seen marked increases in the number of complaints we receive and those we resolve. I see this as proof of our improved outreach programs, as well as the skill and passion of our diverse team.

DPA was not limited to resolving citizen complaints in 2021. We also made 146 policy recommendations to SFPD and the Police Commission. The Police Commission approved our 2021 recommendations to change SFPD's use-of-force policy. These changes include prohibiting the application of force to the neck, throat, or head. Additionally, officers are now restricted from making detainees or arrestees sit or lie prone on the ground. We have other 2021 policy recommendations still pending at the moment. Notably, SFPD is currently considering our recommendation to alter its domestic violence policy. Our proposal to change SFPD's policy regarding searches of probationers and parolees is also under consideration.

In May 2021, we won national recognition for our audit and analysis of SFPD's use-of-force data. After our analysis, we made recommendations for how that data should be implemented. In December 2021, we released another audit. It analyzed SFPD's compliance with the investigation policies surrounding First Amendment activities. We noted areas where SFPD and the Police Commission could make improvements and made recommendations for achieving those improvements.

This annual report includes:

- new program details
- case findings and summaries of our cases
- achievements of our various divisions
- our goals and progress toward achieving them

I am very proud of the work we accomplished in 2021. As you look through this report, keep in mind that DPA already has many projects underway for 2022. We are honored to continue to serve the City and County of San Francisco as it moves toward a brighter future.

Paul Henderson

WHAT'S NEW In 2021?



**NEW POLICE DISTRICT
PAGES COMPARING DPA
CASE DATA AND SFPD
CALLS FOR SERVICE**



**NEW CIVILIAN ALLIANCE
MEETINGS**



**NEW DPA WEBSITE
INCLUDES A NEW
DASHBOARD TO TRACK DPA
HISTORICAL CASE FINDINGS**



**SENATE BILL 16
INCREASED RELEASABLE
POLICE RECORDS**



DPA at a Glance

775

New Complaints

Transparency

11%

Sustained Rate

*8% above the
National Average of
4%*

35,866

SB1421 Cumulative
Pages Released




858

Closed Complaints

146

Evidence-Based
Policy Recommendations

Police Oversight Comparison

Component	Department or Agency			
	Department of Police Accountability	Oakland Community Police Review Agency	San Jose Independent Police Auditor	BART Office of the Independent Police Auditor
Monthly Reports				
Quarterly Reports				
Case Summary Report				
Annual Report				
Mediation				
Policy				
Performance Audits				
Senate Bill 1421				

DPA Accomplishments Over the Years

Expanded Jurisdiction

In 2016/2017, voters expanded both the role and jurisdiction of OCC to DPA. In July 2017 Paul Henderson was charged with implementation leading to unprecedented growth of the department, --a 25% Increase in staff. Director Henderson created and expanded the investigation, Audit, and legal teams.

Department of Justice Collaborative Reform

In 2016, the U.S. Department of Justice published the Collaborative Reform Initiative: An Assessment of the San Francisco Police Department. The assessment included 272 policy and practice reform recommendations aimed at increasing public trust through improvements in community policing practices, transparency, professionalism, and accountability while taking into account national standards, promising practices, emerging research, and community expectations (the California Department of Justice assumed responsibility for monitoring collaborative reform efforts in 2018). Seventy of the recommended reforms involved DPA participation.

The DPA's 2019 & 2020 collaborative reform efforts focused on recommendations related to the working relationship between the DPA, the San Francisco Police Department and the Firearms Discharge Review Board regarding Officer-Involved Shooting (OIS) cases.

Simplified Reporting

The DPA has greatly simplified its monthly, quarterly, and annual reports by removing duplicative, outdated, and obsolete information. The DPA recognizes that meaningful civilian oversight is transparent. The DPA's quarterly and annual reports go beyond publishing required investigation statistics to include key information about DPA operations. The DPA also publishes quarterly policy recommendations and monthly complaint data to foster open dialogue with community members and other stakeholders.

Investigative Efficiencies in 2018

In 2018, the investigation and legal teams brought renewed focus to improving investigative efficiency and internal collaboration. The development of a team model and case triage system resulted in a 39% reduction in the average time to investigate all cases and a 293% performance improvement for meeting the DPA's 9-month charter goal for completing sustained case investigations.

Biased Policing Case

In 2017, the DPA made Improper Conduct (Sustained) findings in a biased policing case for the first time in the agency's history. Because biased policing cases are historically difficult to investigate, the DPA is developing new protocols for investigating bias cases and is seeking funding to conduct an audit focused on bias patterns in policing.

Commission Trial

In 2021 Following a successful trial in front of the San Francisco Police Commission, the matter proceeded to Administrative Appeal. This is the first post- Morgado administrative appeal handled by DPA. Office of Administrative Hearings (OAH) held oral arguments and OAH upheld the Police Commission verdict.

Definitions

Allegation - An allegation is a way to describe an individual act of potential misconduct. Complaints usually have more than one allegation to investigate. There are four categories of allegations: Unwarranted Action, Neglect of Duty, Use of Force, and Conduct Unbecoming.

Complaint - Complaints are also called cases or investigations.

Conduct Unbecoming an Officer - Type of allegations that an officer's rude or inappropriate behavior that undermines public confidence or reflects poorly on the Police Department. (Replaced and combined the historical categories of conduct reflecting discredit, discourtesy, racial slurs, sexual slurs.)

Findings - Investigative conclusions are called findings. Each allegation is resolved with a finding that indicates whether or not the allegation was proven.

Improper Conduct (Sustained) - Finding indicating that the evidence gathered during an investigation proved that an officer broke a rule or law by doing something improper or by failing to complete a task.

Informational - Finding indicating that the allegations were not rationally within the DPA's investigative jurisdiction.

Insufficient Evidence - Finding indicating that there was not enough evidence to prove or disprove an allegation.

Mediated - Finding indicating that an allegation was voluntarily resolved through mediation.

Neglect of Duty - Type of allegation that an officer failed to complete a required task.

Policy Failure - Finding indicating that, although an officer's actions complied with police rules, the DPA recommends that the rules be changed.

Proper Conduct - Finding indicating that an officer's actions complied with police rules, training, and applicable laws.

Referral - Finding indicating that an allegation was referred to an agency with jurisdiction.

Supervision or Training Failure - Finding indicating that an officer's improper actions or failure to complete a required task were the result of inadequate supervision or training.

Unfounded - Allegations are unfounded when a complaint is made about something that did not occur or when an officer specifically identified by the complainant was not actually involved.

Unwarranted Action - Type of allegation that an officer's actions were unnecessary or unrelated to a legitimate police purpose.

Use of Force - Type of allegation that an officer used more force than was reasonably needed to perform a necessary police action.

Withdrawal and No Finding Outcomes - A withdrawn finding indicates that DPA discontinued investigating a complaint that was voluntarily withdrawn. A "No finding" outcome occurs when an involved officer cannot reasonably be identified or is no longer employed by SFPD and therefore cannot be disciplined.

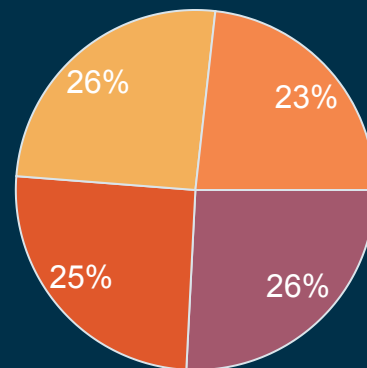
Investigations



In 2021, DPA received 775 complaints of police misconduct, a 3% decrease over the previous year. The 775 new complaints yielded 1,887 new allegations against 983 subject officers (some officers received multiple complaints). Of the 858 cases closed in this calendar year (a 3% decrease over the previous year), 61 included improper conduct (sustained) findings against San Francisco police officers—yielding an 11% improper conduct (sustained) rate for the year. DPA completed three officer-involved shooting investigations, with six investigations ongoing. DPA resolved 37 cases through mediation, a 26% decrease over the previous year.

All the complaints were received, investigated, and resolved during Covid-19 precautions that forced the agency to shift to remote work in mid-March the year before. Throughout this period, investigators continued to interview complainants, gather evidence, and question officers while working almost entirely remotely.

2021 CASES OPENED BY QUARTER



1Q 200 2Q 197 3Q 198 4Q 180

61

Improper
Conduct Cases
(Sustained)

775

New Complaints

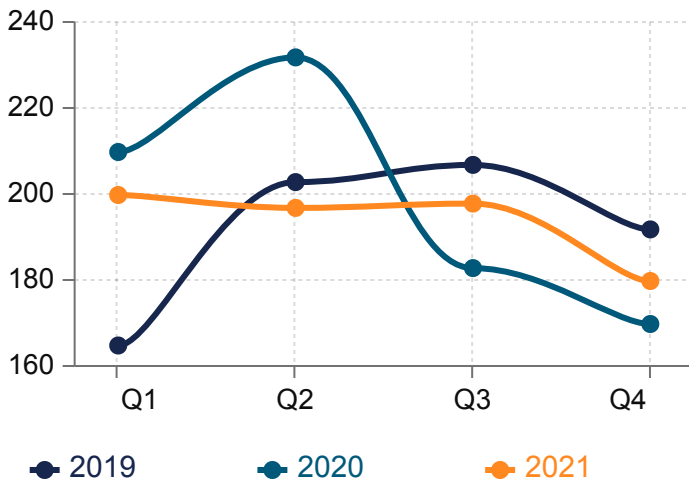
858

Cases Closed

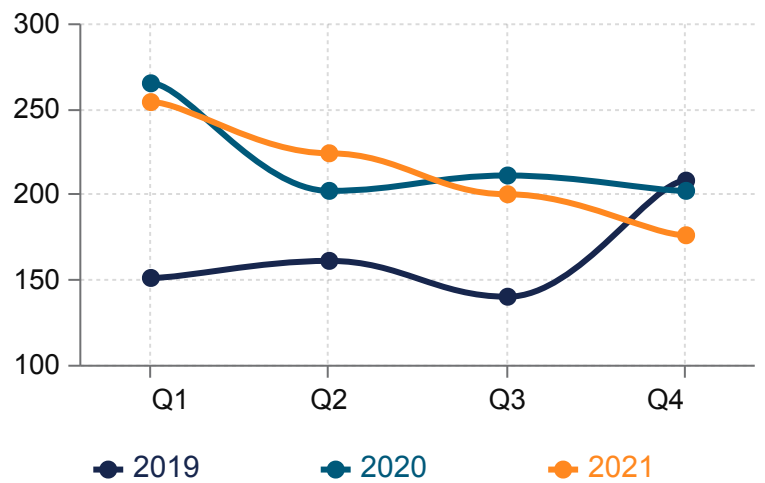
Case Findings

» In 2021, DPA case numbers decreased from 2020. In 2020 we saw increased cases due to the George Floyd protests and Covid health violations. DPA cases pending by quarter saw a continued decrease across all four quarters. DPA continues to focus on meeting all 3304 statutory deadlines.

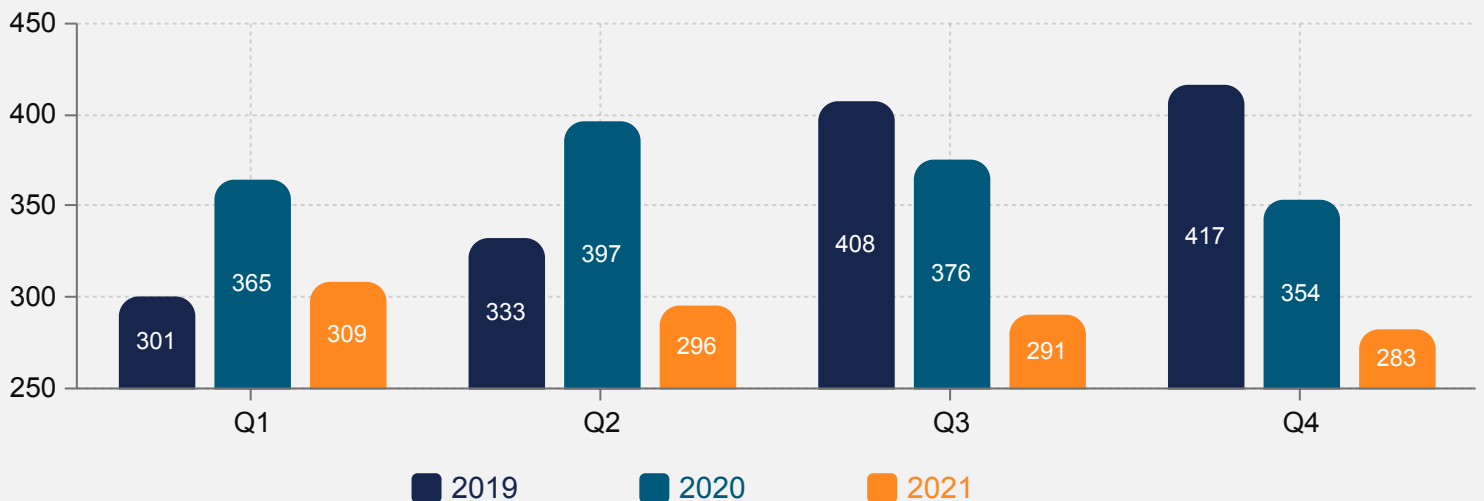
Three Year Comparison of Cases Opened by Quarter and Year



Three Year Comparison of Cases Closed by Quarter and Year



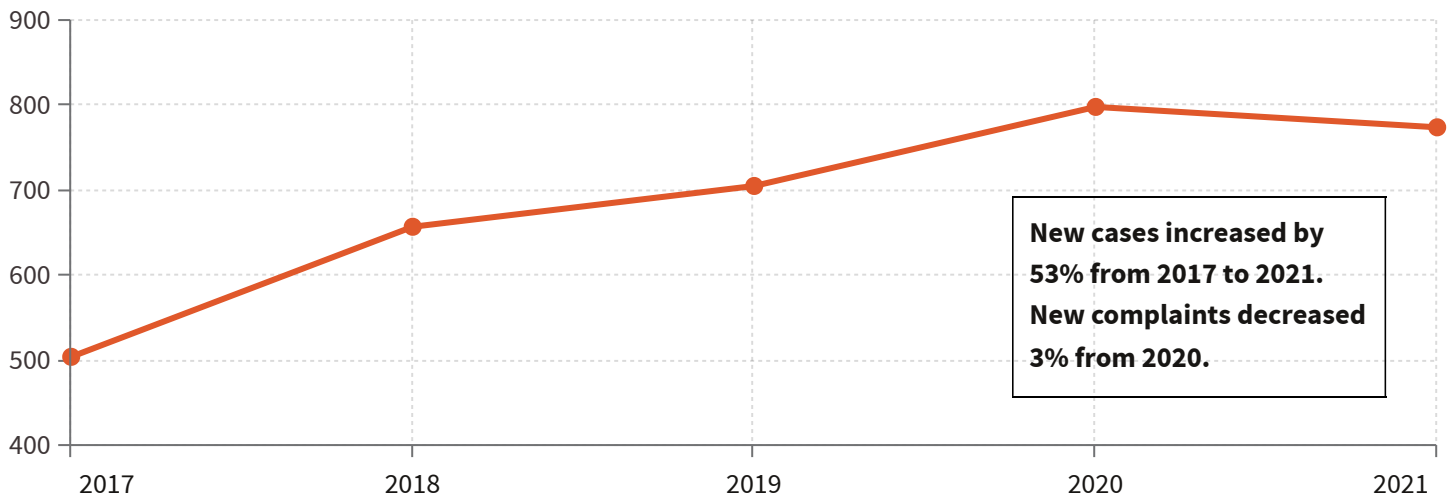
Three Year Comparison of Cases Pending by Quarter and Year



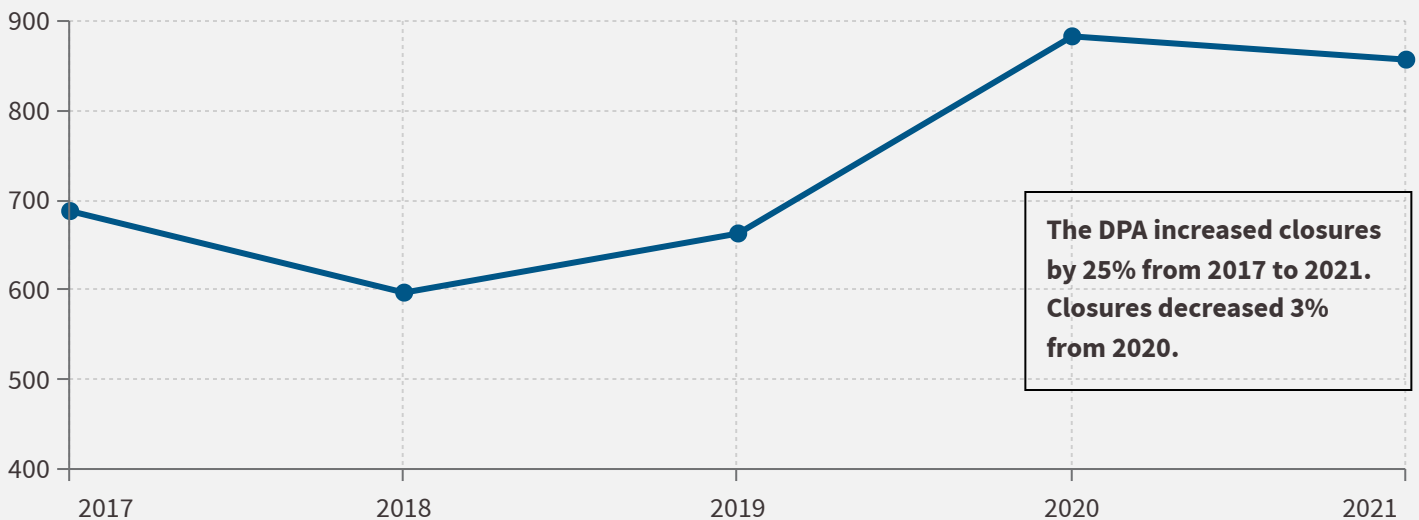
Case Findings Continued

» The following graphs show a five-year comparison of Opened and Closed DPA cases. Although DPA Opened cases decreased slightly in 2021, DPA continued to see a steady increase in cases. In 2017, Director Henderson implemented a new team investigative model to address and prevent future case backlogs. As a result, DPA increased case closures by 25% over the past five years.

5 Year Comparison of Opened Cases



5 Year Comparison of Cases Closed



Timeline for Completed Investigations

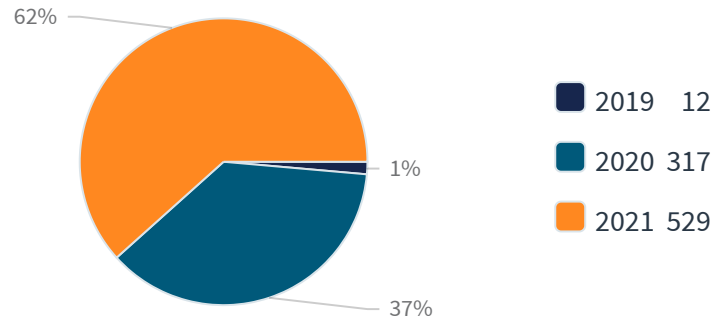
➤ We've highlighted a three-year comparison of cases opened and closed in the following sections. A three-year comparison of cases opened and closed is highlighted in the following sections. The "Cases Closed by Year Filed" graph is presented twice to show a visual of the number of cases closed by year filed. In 2021, DPA closed a total of 858 cases. DPA's pending case closures continue to decrease year over year.

In 2021 DPA closed 858 cases

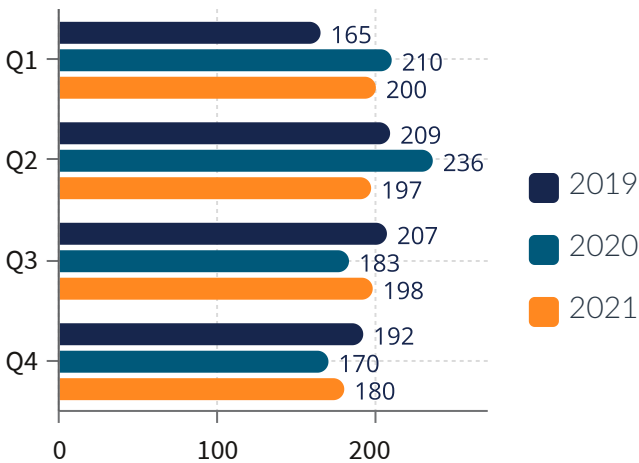
Year Filed	Closed
2019	12
2020	317
2021	529

All cases were closed within statutory deadlines.

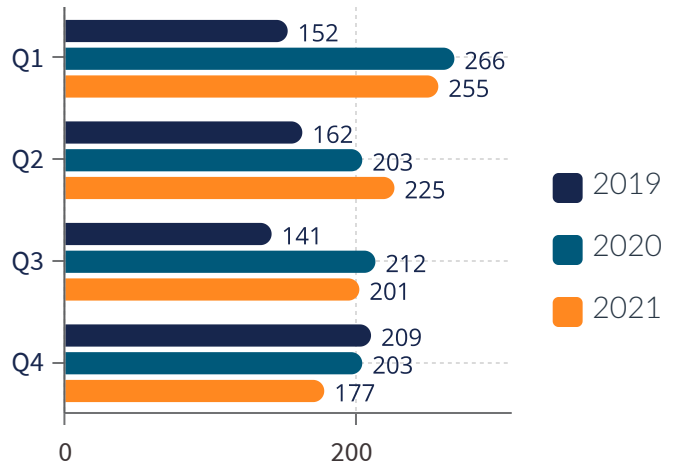
Cases Closed in 2021 By Year Filed



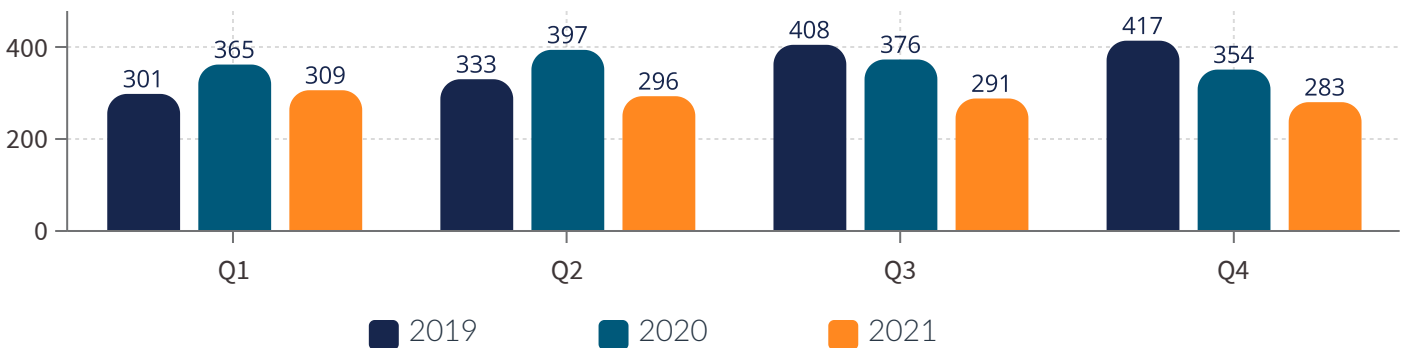
Three Year Comparison of Cases Opened by Quarter and Year



Three Year Comparison of Cases Closed by Quarter and Year



Three Year Comparison of Cases Pending by Quarter and Year



Complainant Demographics

» The demographic characteristics of complainants can be found in the tables and charts below. In 2021, Caucasians and African Americans filed the most complaints at the rate of 28% and 17%, respectively. In terms of gender, 44% of complainants were male, 29% female and 26% declined to state. Most complainants fell between the ages of 31 and 40. Complainants have several avenues for filing complaints with the DPA. In 2021, the most frequent method for complaint filing had been by phone (336), with the next two most frequent filings online (310) and referral by SFPD (40).

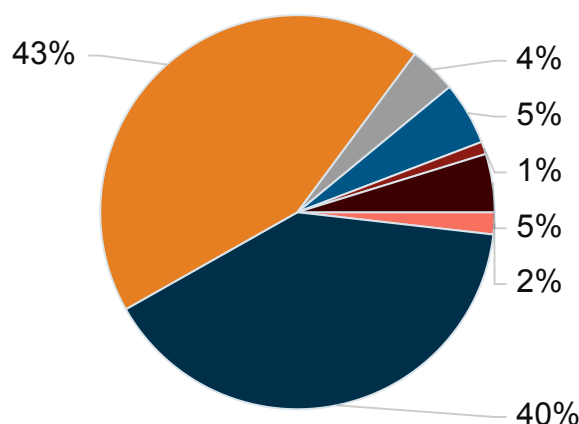
Race/Ethnicity	#	%
Asian	54	7%
Black or African American	134	17%
Hispanic or Latinx	66	9%
White	218	28%
Other	46	6%
Declined to State	257	33%
Total	775	100.00%

Age	#	%
1-13 (by an adult)	0	0%
14-16	1	0.1%
17-19	1	0.1%
20-30	70	9%
31-40	190	25%
41-50	101	13%
51-60	97	13%
61-70	76	10%
71-80	16	2%
Over 80	4	1%
Declined to State	219	28%
Grand Total	775	100%

Complainants	#	%
Complainants	767	99%
Anonymous Complainants	8	1%
Total	775	100%

Gender	#	%
Female	222	29%
Male	339	44%
Genderqueer / Gender Non-binary	7	1%
Transgender	6	1%
Declined to State	201	26%
Grand Total	775	100.00%

How Complaints Were Received



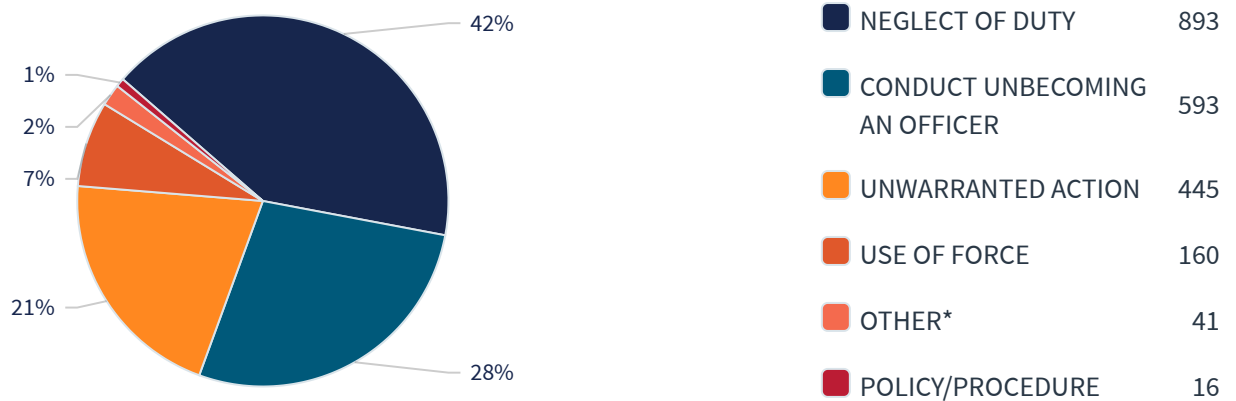
Allegations by Type



Allegations describe officer misconduct. Multiple allegations are usually investigated for each case. In 2021, 2,148 allegations were brought in 986 officer investigations (some officers were the subject of multiple investigations). The most common allegations were Neglect of Duty, Conduct Unbecoming an Officer, and Unwarranted Action, which made up a combined 90% of all allegations.

Allegations by Type

Total = 2,148



Each allegation type has subtypes.

For example, the Neglect of Duty allegation category includes an officer's failure to activate a body-worn camera and also an officer's failure to prepare an accurate incident report.

Neglect of Duty

Conduct Unbecoming an Officer

Unwarranted Action

Use of Force

Failure to activate body-worn camera

Inappropriate comments or behavior

Misused city property for personal use

Used a carotid restraint hold

Failure to follow SFPD policy or law

Racial bias

Issuing a citation without cause

Failure to comply with DGO 5.01

Failure to write an incident report

Sexual slurs

Handcuffing without cause

Unnecessary or excessive force

Failure to provide name and star number upon request

Misrepresenting the truth

Improper search or seizure of a person, property, or vehicle

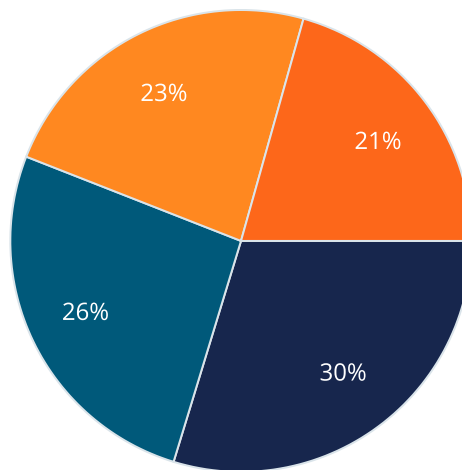
Intentionally and improperly discharged a firearm

Cases Closed by Quarter

» In 2021, DPA closed 858 cases, a 3% decrease compared to 884 from the previous year. Out of the 858 closed, 61 Improper Conduct cases, 37 Mediations, 660 were Not Sustained cases.

Cases Closed by Quarter

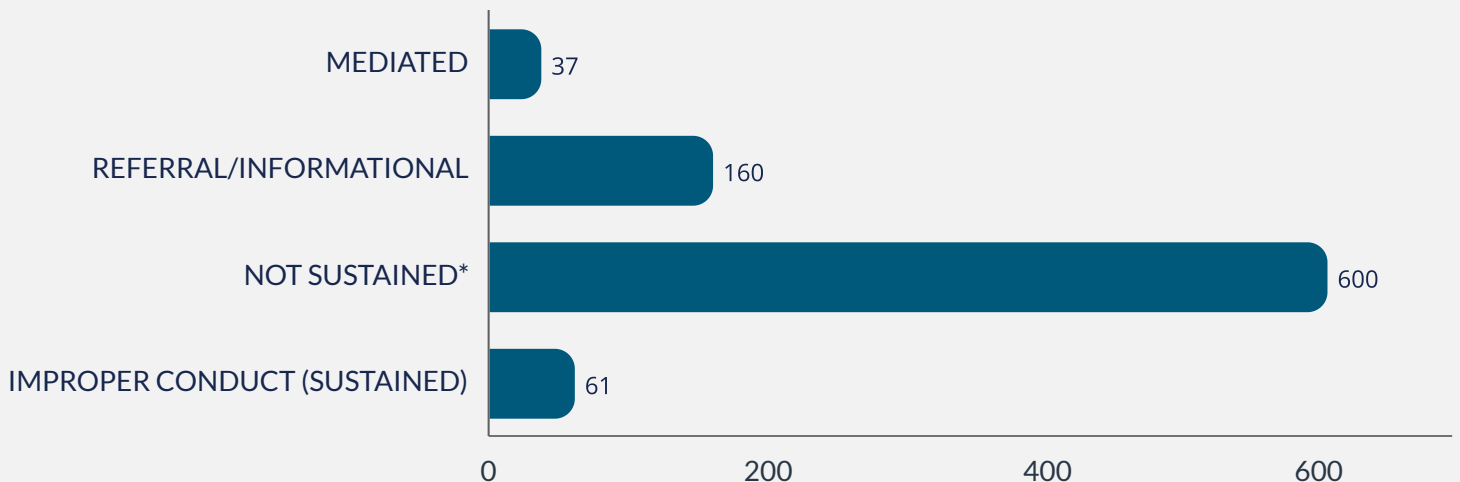
Total = 858



■ 1Q 255 ■ 2Q 225 ■ 3Q 201 ■ 4Q 177

Case Total Findings

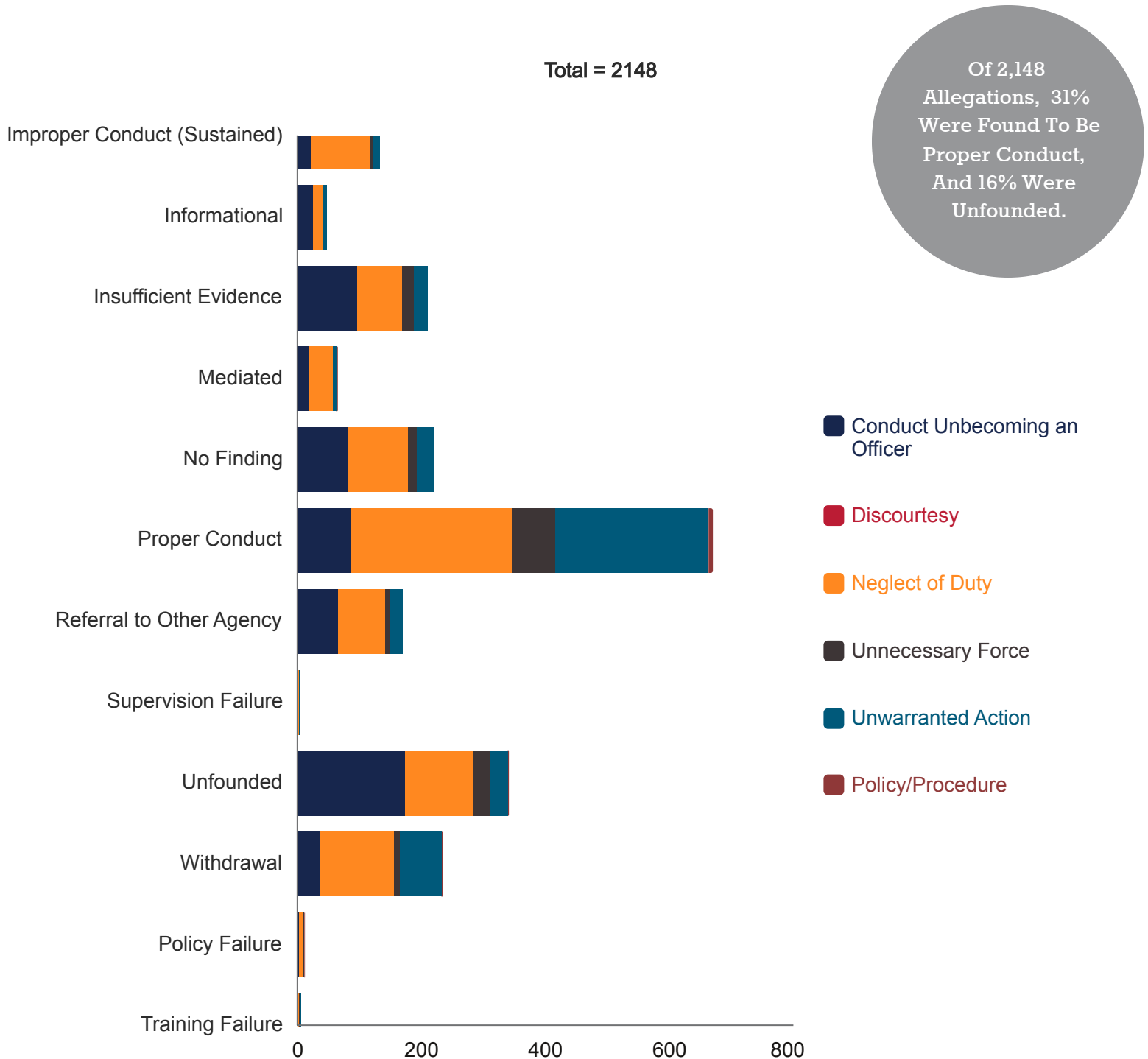
Total = 858



*Not Sustained refers to cases with findings other than improper conduct, such as Proper Conduct, Withdrawal, Unfounded, No findings, or Insufficient evidence. Data from cases not sustained is still collected and analyzed to provide evidence-based recommendations for trend transparencies, policy recommendations, and outreach modifications

Findings by Allegations Type

» The chart "Findings by Allegation Type" describes allegation findings by allegation types. Multiple allegations are usually investigated for each case. In 2021, the most common findings were Proper Conduct and Unfounded. The most common allegations were Neglect of Duty, Conduct Unbecoming and Officer and Unwarranted Action.

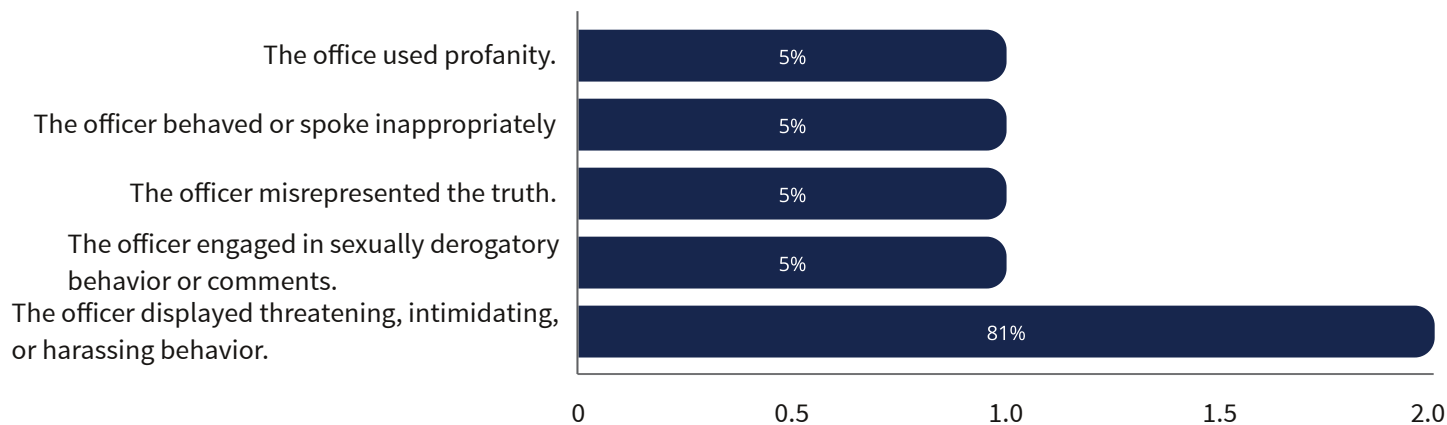


Timeline for Completed Investigations

» In the following sections, we've highlighted improper conduct sustained allegations subtype categories: Conduct Unbecoming an Officer, Unwarranted Action, and Use of Force.

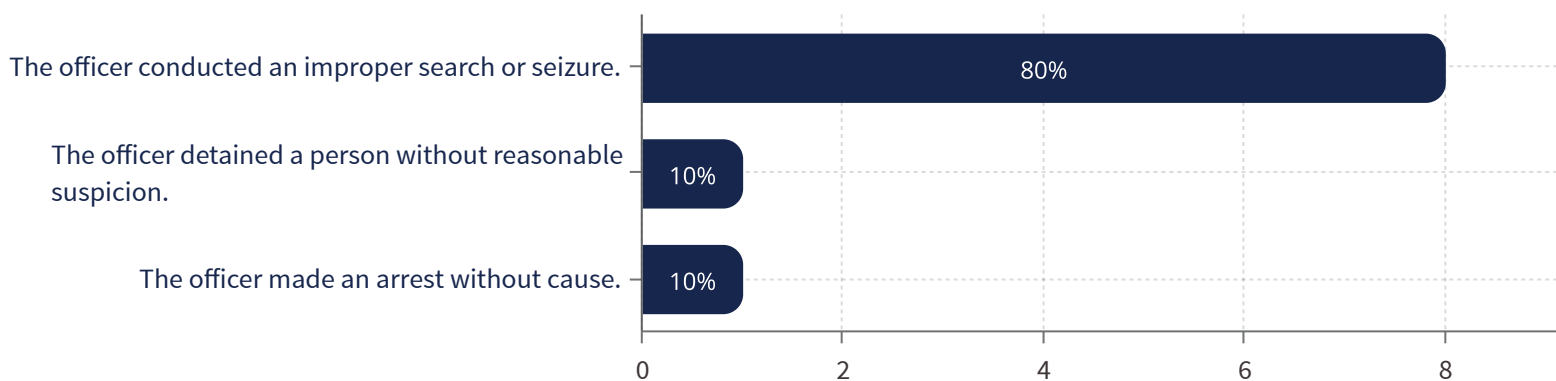
Conduct Unbecoming an Officer - Allegations Summary

Total = 21



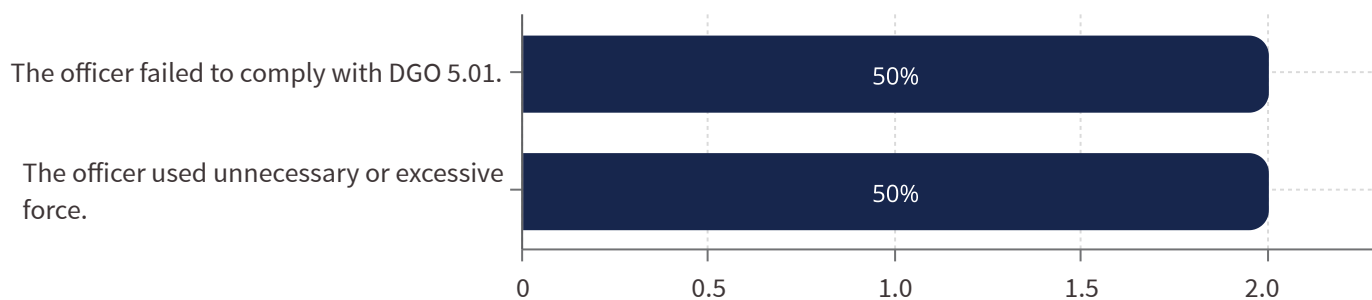
Unwarranted Action - Allegations Summary

Total = 11



Use of Force - Allegations Summary

Total = 4



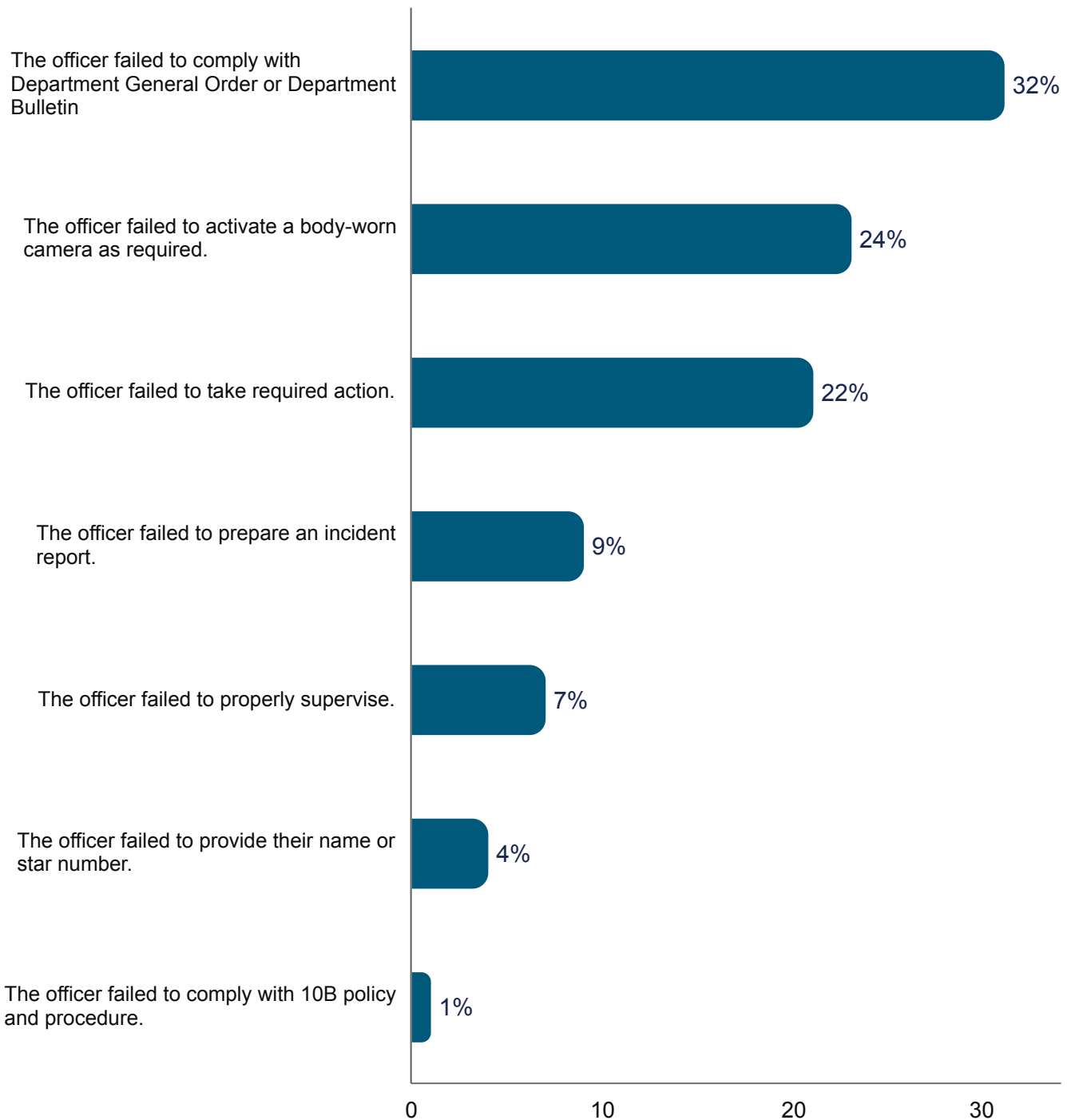
Improper Conduct Findings by Allegation Type



In the following sections, we've highlighted improper conduct sustained allegations by subtype. 32% of the sustained Neglect of Duty allegations involved an officer failing to comply with a Department General Order or Department Bulletin. These are the rules that officers are expected to follow.

Neglect of Duty - Allegations Summary

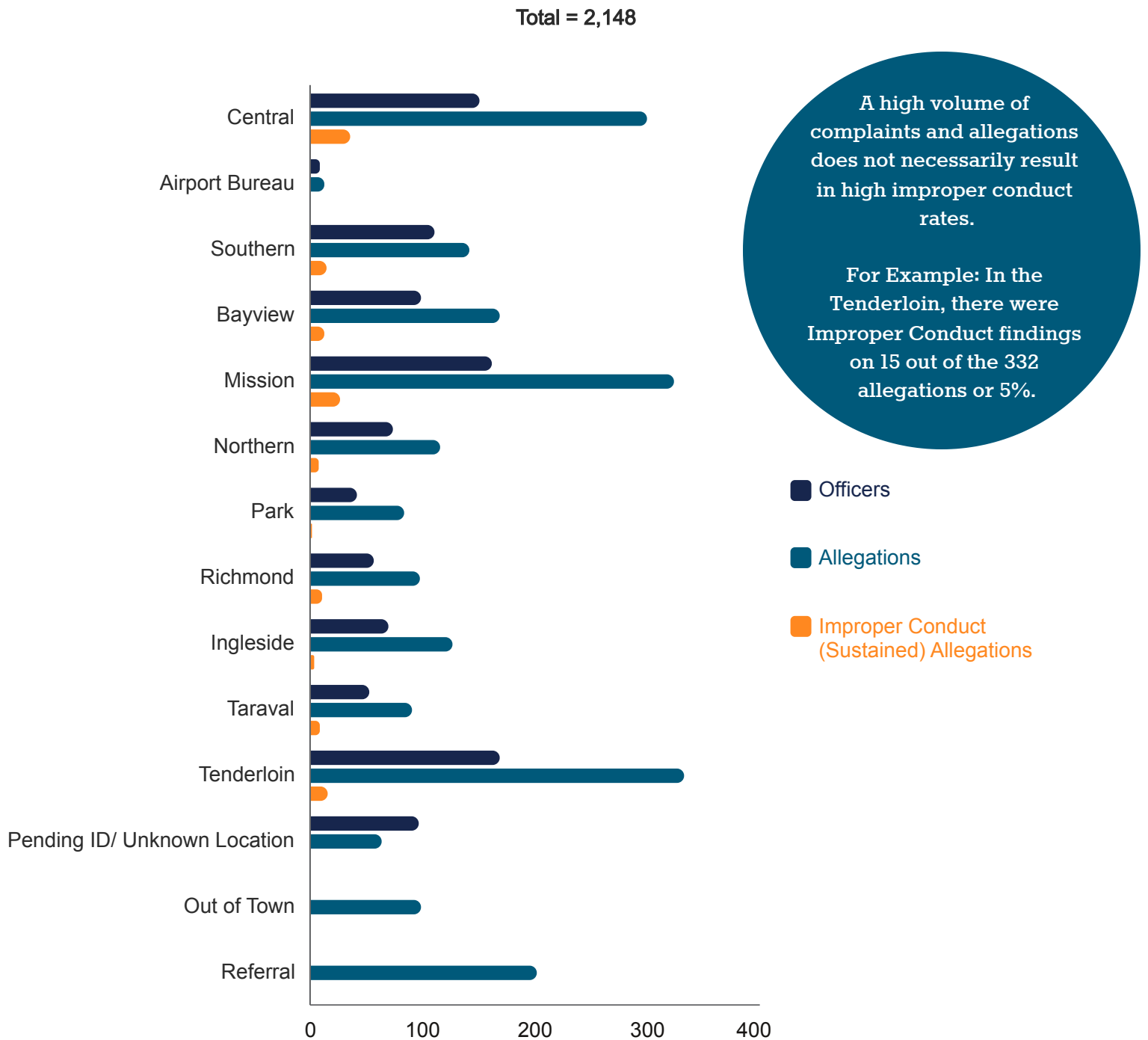
Total = 95



Complaint & Allegation Totals By District Station or Specialized Unit



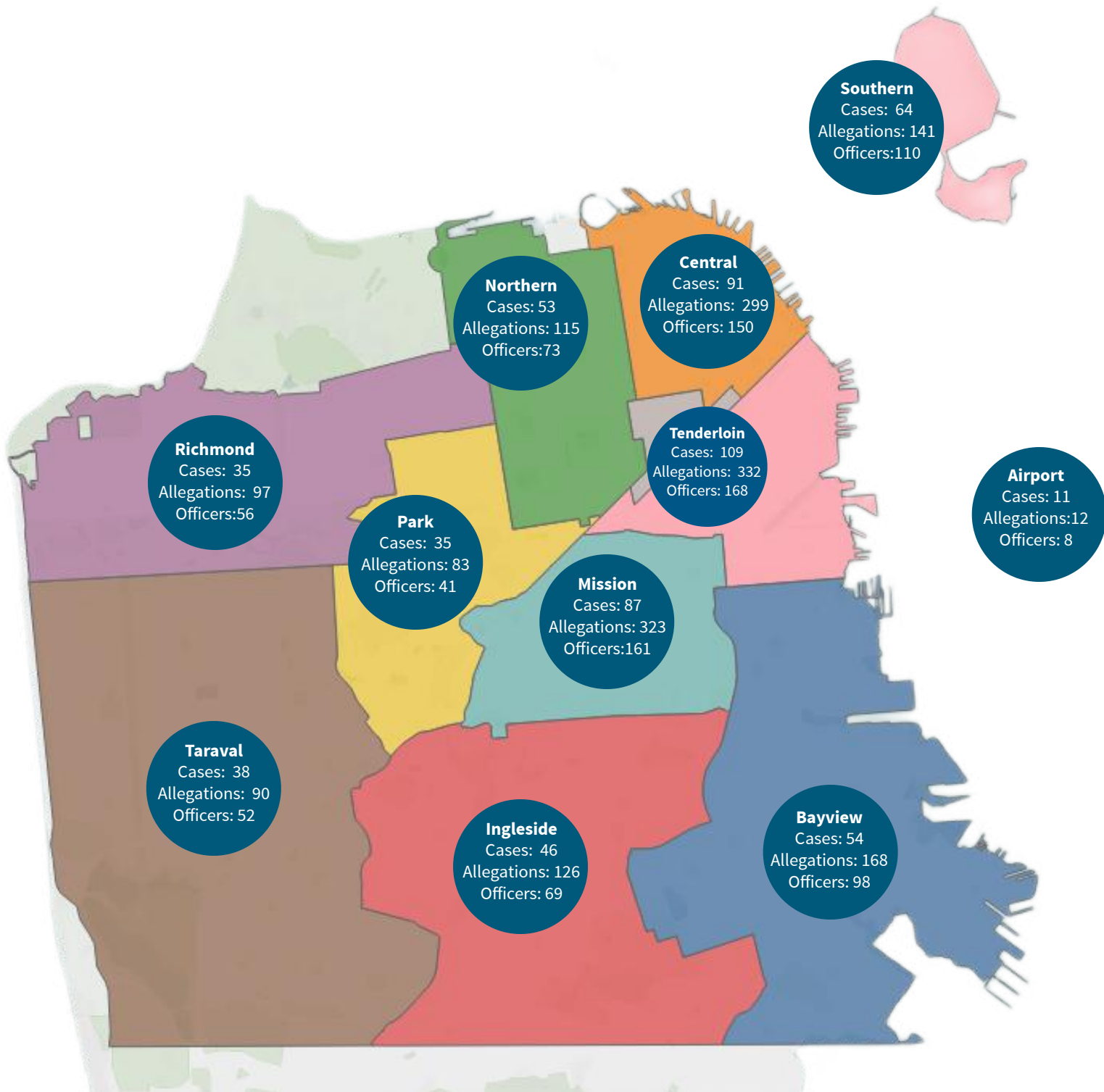
The following chart examines how many officers, allegations, and improper conduct allegations were brought in each district. Central Station had the highest number of improper conduct allegations (35), whereas the Airport Bureau had no improper conduct allegations.



Findings by Police District

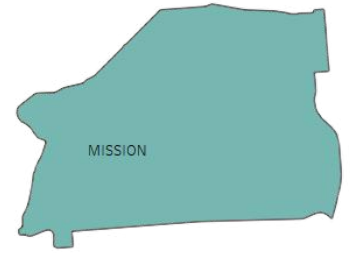


The following is a map that shows the number of cases, allegations and officers. In 2021, Tenderloin Station had the highest number of cases (109), officers (168), and allegations (332).



Mission District

Mission District had a total of 87 cases or 10% of DPA's total investigated cases in 2021. Mission's highest reported allegation is Neglect of Duty (140 allegations) and a total of 26 improper conduct allegations (13 improper conduct cases).



Mission cases make up 10% (87) of DPA's total cases



Mission ranked #5 in overall cases reported to DPA in 2021 (54)

5,711 Total Calls for Service in Mission or 11.64% of SFPDs total calls for service in 2021



Neglect of Duty is the Mission's **highest** allegation at 140 or 42%

Population: 80,340
 White: 67.40%
 Black: 2.70%
 Asian: 12%
 Other: 17.90%
 Hispanic: 30.10%

Larceny theft is Mission's **highest** call for service at 3,019 or 53%



13
 Improper Conduct Cases, in Mission

Mission's #1
 Improper Conduct Allegation (26)

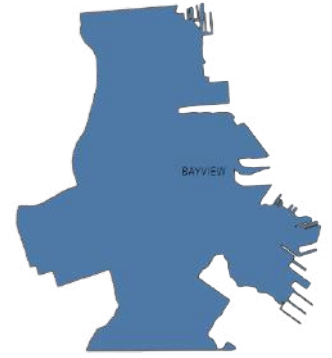
Failing to comply with a Department General Order or Department Bulletin



Burglary is Mission's **second** highest call for service at 963 or 17%

Bayview District

Bayview District had a total of 54 cases, or 6% of DPA's total investigated cases, in 2021. Bayview's highest reported allegation is Neglect of Duty (77 allegations) and a total of 12 improper conduct allegations (5 improper conduct cases.)



Bayview cases make up 6% (54) of DPA's total cases.



Bayview ranked #3 in overall cases reported to DPA in 2021 (54)

3,864 Total Calls for Service in Bayview or 7.88% of SFPDs total calls for service in 2021



Neglect of Duty is Bayview's **highest** allegation reported at 77 or 42%

Population: 65,283
 White: 28.79%
 Black: 20.10%
 Asian: 36%
 Other: 15.20%
 Hispanic: 19.80%

Larceny theft is Bayview's **highest** call for service at 1,634 or 42%



5

Improper conduct cases in Bayview

Bayview's #1
Improper Conduct
Allegation (12)

Failing to activate Body-Worn Camera



Motor Vehicle Theft is Bayview's **second** highest call for service at 1,014 or 17%

Central District

Central District had a total of 91 cases, or 11% of DPA's total investigated cases, in 2021. Central's highest reported allegation is Neglect of Duty (91 allegations) and a total of 35 improper conduct allegations (18 Improper conduct cases.)



Central cases make up 11% (91) of DPA's total cases



Central ranked #2 in overall cases reported to DPA in 2021 (91)

9,425 Total Calls for Service in Central or 19.21% of SFPDs total calls for service in 2021



Neglect of Duty is Central's **highest** allegation reported at 130 or 42%

Population: 70,362

White: 46.70%

Black: 2.30%

Asian: 44%

Other: 7.00%

Hispanic: 8.00%

Larceny theft is Central's **highest** call for service at 7,539 or 80%



18 Improper conduct cases in Central

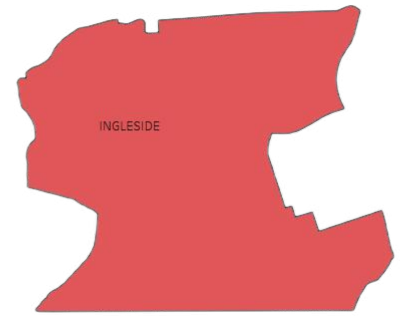
Central's #1 Improper Conduct Allegation (35)

Failing to comply with a Department General Order or Department Bulletin

Burglary is Central's second highest call for service at 853 or 9%

Ingleside District

Ingleside District had had a total of 46 cases, or 5% of DPA's total investigated cases in 2021. Ingleside's highest reported allegation is Conduct Unbecoming an Officer (52 allegations) and a total of 3 improper conduct allegations (2 improper conduct cases.)



Ingleside's cases make up 5% (46) of DPA's total cases.



Ingleside is ranked #7 in overall cases reported to DPA in 2021 (46)

3,606 Total Calls for Service in Ingleside or 7.35% of SFPDs total calls for service in 2021



Conduct Unbecoming an Officer is Ingleside's **highest** allegation reported at 52 or 40%

Population: 139,360

White: 41.30%

Black: 4.70%

Asian: 37%

Other: 16.60%

Hispanic: 26.00%

Larceny theft is Ingleside's **highest** call for service at 1,601 or 44%



2

Improper conduct cases in Ingleside

Ingleside's #1 Improper Conduct Allegation (3)

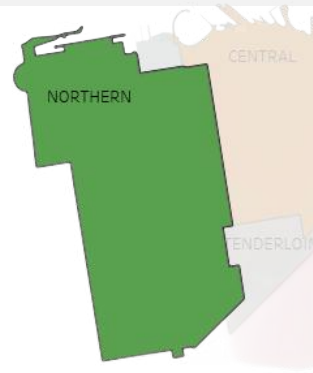
The officer behaved or spoke inappropriately.



Motor Vehicle Theft is Ingleside's second highest call for service at 872 or 24%

Northern District

Northern District had a total of 53 cases, or 6% of DPA's total investigated cases, in 2021. Northern's highest reported allegation is Neglect of Duty (63 allegations) and a total of 7 improper conduct allegations (3 improper conduct cases.)



Northern cases make up 6% (53) of DPA's total cases.



Northern ranked #6 in overall cases reported to DPA in 2021 (53)

8,223 Total Calls for Service in Northern or 16.76% of SFPD's total calls for service in 2021



Neglect of Duty is Northern's highest allegation reported at 63 or 52%

Population: 96,336

White: 67.10%

Black: 7.70%

Asian: 19%

Other: 6.30%

Hispanic: 8.50%

Larceny theft is Northern's highest call for service at 5,607 or 68%



3

Improper conduct cases

Northern's #1 Improper Conduct Allegation (7)

Failing to activate Body Worn Camera

Burglary is Northern's second highest call for service at 1,317 or 16%

Park District

Park District had a total of 35 cases, or 4% of DPA's total investigated cases, in 2021. Mission's highest reported allegation is Neglect of Duty (36 allegations) and a total of 1 improper conduct allegation (1 improper conduct case.)



Park cases make up 4% (35) of DPA's total cases.



Park ranked #10 in overall cases reported to DPA in 2021 (35)

2,652 Total Calls for Service in Park or 5.41% of SFPD's total calls for service in 2021



Neglect of Duty is Park's **highest** allegation reported at 36 or 41%

Population: 62,169
 White: 71.20%
 Black: 5.60%
 Asian: 15%
 Other: 8.40%
 Hispanic: 9.90%

Larceny theft is Park's **highest** call for service at 1,737 or 65%



1

Improper conduct cases in Park

Park's #1
Improper Conduct Allegation (1)

Failing to activate Body Worn Camera



Burglary is Park's second highest call for service at 486 or 18%

Richmond District

Richmond District had a total of 35 cases, or 4% of DPA's total investigated cases, in 2021. Richmond's highest reported allegation is Neglect of Duty (53 allegations) and a total of 10 improper conduct allegations (2 improper conduct cases.)



Richmond's cases make up 4% (35) of DPA's total cases.



Richmond ranked #9 in overall cases reported to DPA in 2021 (35)

4,296 Total Calls for Service for Richmond or 8.76% of SFPD's total calls for service in 2021



Neglect of Duty is Richmond's highest allegation reported at 53 or 47%

Population: 85,564

White: 53.10%

Black: 1.90%

Asian: 38%

Other: 7.40%

Hispanic: 7.80%

Larceny theft is Richmond's highest call for service at 3,604 or 71%



2

Improper conduct cases in Richmond

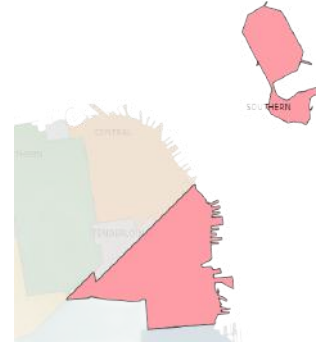
Richmond's #1 Improper Conduct Allegation (10)

The officer behaved or spoke inappropriately.

Burglary is Richmond's second highest call for service at 628 or 15%

Southern District

Southern District had a total of 64 cases, or 7% of DPA's total investigated cases, in 2021. Southern's highest reported allegation is Neglect of Duty (66 allegations) and 3 improper conduct allegations (4 improper conduct cases.)



Southern cases make up 7% (64) of DPA's total cases.



Southern ranked #4 in overall cases reported to DPA in 2021 (64)

5,307 Total Calls for Service in Southern or 10.82% of SFPDs total calls for service in 2021



Neglect of Duty is Southern's **highest** allegation reported at 66 42%

Population: 41,832
 White: 46.50%
 Black: 7.50%
 Asian: 35%
 Other: 10.70%
 Hispanic: 14.20%

Larceny theft is Southern's **highest** call for service at 3,314 or 62%



4
 Improper conduct cases in Southern

Southern's #1 Improper Conduct Allegation

Failing to activate Body Worn Camera



Burglary is Southern's second highest call for service at 851 or 16%

Taraval District

Taraval District had a total of 38 cases or 4% of DPA's total investigated cases in 2021. Taraval's highest reported allegation is Neglect of Duty (44 allegations) and a total of 8 improper conduct allegations (3 improper conduct cases.)



Taraval cases make up 4% (38) of DPA's total cases.



Taraval ranked #8 in overall cases reported to DPA in 2021 (38)

3,639 Total Calls for Service in Taraval or 7.42% of SFPD's total calls for service in 2021



Neglect of Duty is Taraval's **highest** allegation reported at 44 or 45%

Population: 159,647

White: 38.30%

Black: 3.70%

Asian: 49%

Other: 9.10%

Hispanic: 9.80%

Larceny theft is Taraval's **highest** call for service 2,150 or 59%



3 Improper conduct cases in Taraval

Taraval's #1 Improper Conduct Allegation (8)

The officer behaved or spoke inappropriately

Assault is Taraval's second highest call for service at 620 or 17%

Tenderloin District



Tenderloin District had a total of 109 cases, or 13% of DPA's total investigated cases in 2021. Tenderloin's highest reported allegation is Neglect of Duty (171 allegations) and a total of 15 improper conduct allegations (10 improper conduct cases.)



Tenderloin cases make up 13% (109) of DPA's total cases.



Tenderloin ranked #1 in overall cases reported to DPA in 2021 (109)

2,336 Total Calls for Service in Tenderloin or 4.76% of SFPDs total calls for service in 2021



Neglect of Duty is Tenderloin's **highest** allegation reported at 171 or 47%

Population: 23,941
 White: 36.30%
 Black: 10.50%
 Asian: 38%
 Other: 15.60%
 Hispanic: 19.70%

Larceny theft is Tenderloin's **highest** call for service at 1,010 or 43%



10
 Improper conduct cases in Tenderloin

Tenderloin's #1 Improper Conduct Allegation

Failing to comply with a Department General Order or Department Bulletin



Assault is Tenderloin's second highest call for service at 430 or 18%

Airport District

Airport District had a total of 11 cases, or 1% of DPA's total investigated cases, in 2021. Airport's highest reported allegation is Conduct Unbecoming an Officer (19 allegations) and a total of 0 sustained allegations.



Airport cases make up 1% (11) of DPA's total cases.

Commuter Demographics

35,000 passengers per day

SFPD does not publicly release calls for service at the airport



0 Total Sustained Cases



Airport ranked #11 in overall cases reported to DPA in 2021 (11)

Conduct Unbecoming an Officer is Airport's **highest** allegation reported at 19 or 95%

Notes

*District Demographics is from the SFPD's Quarterly Activity and Data Report, Quarter 3, 2020
<https://www.sanfranciscopolice.org/sites/default/files/2020-11/SFPD3rdQuarter96A.20201920%20%281%29.pdf>

*SFPD calls of service are found on the SFPD's Crime Dashboard
<https://www.sanfranciscopolice.org/stay-safe/crime-data/crime-dashboard#:~:text=The%20SFPD%20Crime%20Dashboard%20is%20used%20to%20view,compare%20year-to-year%20statistics%20of%20all%20Part%20%20crimes.>

Mediations



The DPA mediation program is a national model replicated in various jurisdictions representing a commitment to restorative justice for communities redefining public safety. In 2021, the Mediation Division mediated a total of 37 cases. All sessions were conducted virtually due to the Covid-19 pandemic. We continued our use of the co-mediation model in which two mediators work together in each session. We also continued our practice of debriefing with the mediators immediately after the sessions to identify successes and areas for improvement. Our mediators all served on a volunteer basis. In 18 of the cases mediated, an San Francisco Police Department (SFPD) Representative (typically a Sergeant) from the appropriate Station or Division participated to represent SFPD. Representatives were typically used in cases involving general complaints and/or when complainants were unfamiliar with Department processes. In the remaining 19 cases, the named officers appeared and participated in the mediation sessions.



Cases originated from incidents occurring throughout San Francisco, although the majority were from the Northern (8), Mission (6), and Tenderloin (5) Districts. In 24 of the cases, a Neglect of Duty allegation was involved. In 14 of the cases, the Conduct Unbecoming an Officer allegation was involved. There were occasional cases or complaints about policies and procedures with allegations of Unwarranted Action or Policy/Procedure.

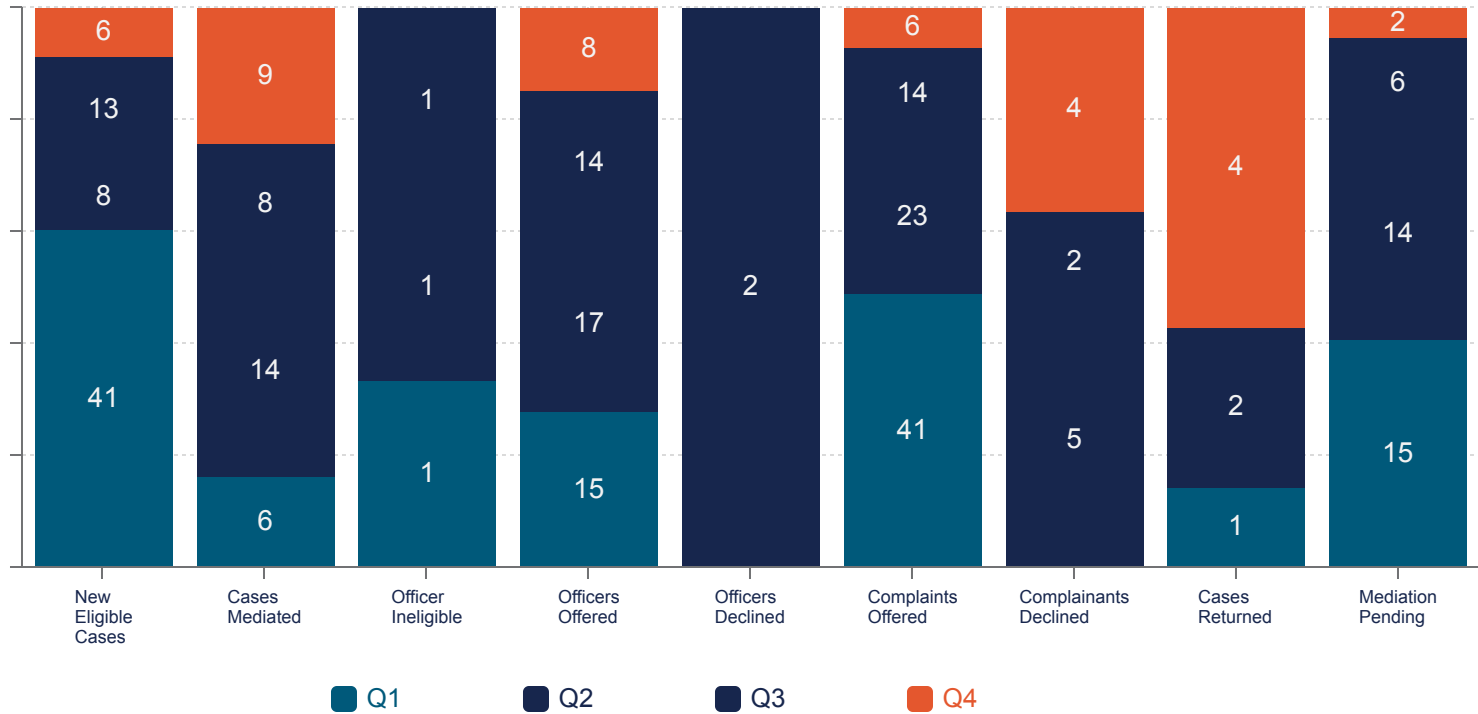
37
Cases Mediated

#1
Neglect of Duty
Most Common
Complaint

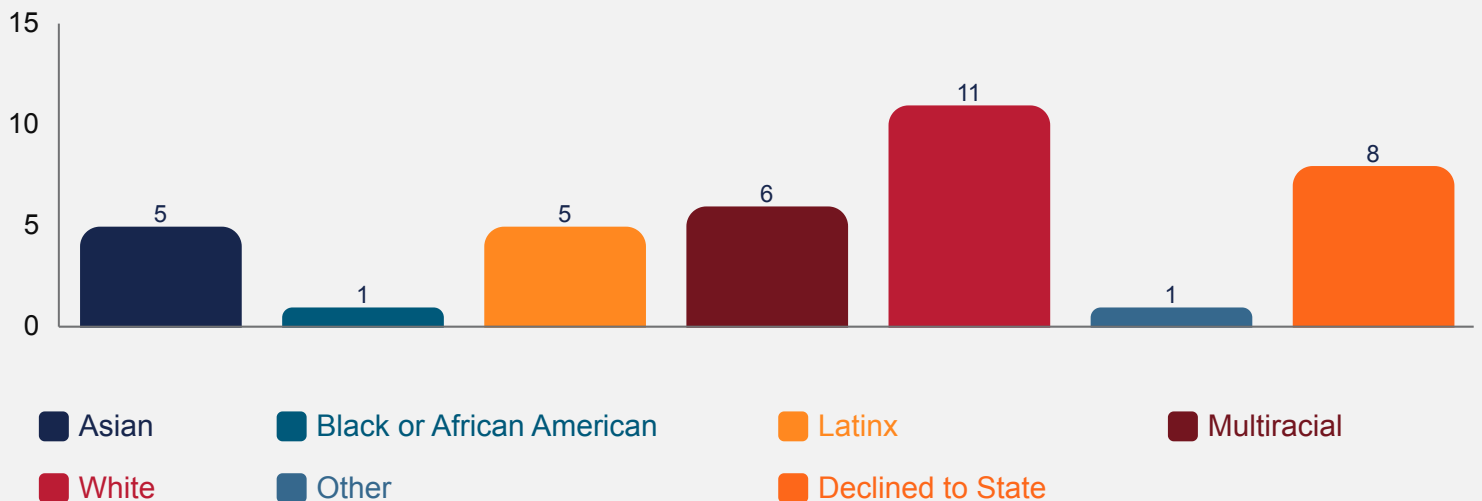
18
Cases mediated
with SFPD
Representative

Mediation Demographics

» In the following sections, we've highlighted the demographics of mediation participants



Ethnicity/Race of Mediation Participants



Outreach



DPA aims to increase the public's understanding of civilian oversight by using a community-based approach. At DPA outreach is so important that participation is mandatory for investigators. Our staff attends every precinct and community meeting. Our goal is to increase the agency's community awareness, through collaboration and partnerships, such as the Human Resources Diversity Department, the Human Rights Commission, the Office of Transgender Initiatives, MEGABLACK SF, and the Racial Equity Law Enforcement and Justice Partners Cohort. In 2021, the DPA completed over 286 outreach hours, a 60% increase from last year.

We actively engage with the community through presentations, widely distributed written materials, social media, and our website.

DPA Executive Director Paul Henderson, staff with Mayor Breed at the San Francisco Appreciation Day event.



2021 Restorative Justice Accomplishment

286

Total outreach hours

150

Outreach events

60%

Increase in outreach events in CY21

Policy

In 2021, DPA researched and provided SFPD recommendations on four existing Department General Orders (DGOs) and made approximately 146 policy recommendations to San Francisco Police Department (SFPD).

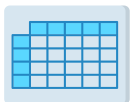


	DGO	No. of DPA Recommendations	Date of Submission to SFPD or Police Commission
1.	2.06 Vehicle Collisions	4	2/26/21
2.	3.01 Written Directives	31 to SFPD 43 to Commission in response to CalDOJ comments.	3/6/21 to 6/2/21 10/25/21
3.	5.06 Citation Release	8	6/29/21
4.	6.16 Sexual Assault	6	7/2/21
5.	7.02 Psychological Evaluation of Youth (Working Group)	11	12/15/21
6.	7.03 Sex Offenders	7	2/26/21
7.	9.01 Traffic Enforcement	5	7/16/21
8.	9.02 Police Vehicle Collisions		7/26/21
9.	9.03 Drunk Driving	12	6/2/21
10.	9.04 Seatbelt Policy	1	6/15/21
11.	9.05 Traffic Citation Control	3	3/1/21
12.	9.06 Vehicle Tows	11	12/17/21

DPA Policy Highlights

DPA Initiated a Department General Order Limiting Questioning and Searching Individuals on Probation, Parole, and Other Forms of Supervised Release

- To guard against bias in policing, the DPA drafted and proposed to the San Francisco Police Commission (Commission) a General Order Limiting the Questioning and Searching of Persons who may be on Probation, Parole, or Other Forms of Supervised Release to reduce racial disparities in stops and searches.



Created
Recommendation
Tracking Matrix

12

DGOs reviewed
and analyzed

146

Policy
Recommendations

Policy - Continued



2021 Policy Highlights Continued

- **DPA Recommended that Plainclothes Officers Be Required to Wear Body Worn Cameras When Taking Enforcement Actions**

- SFPD distinguish between plainclothes and undercover officers and require plainclothes officers to activate their Body Worn Camera when they decide to take enforcement actions for traffic stops, citations, and arrests.

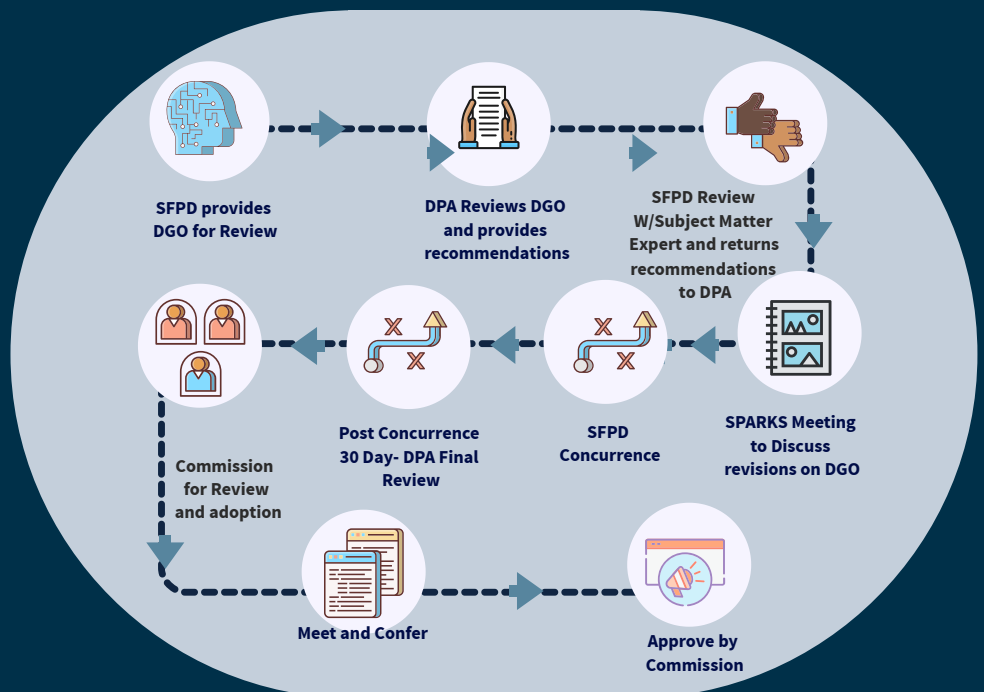
- **DPA Recommended that the Police Commission and SFPD Utilize a Recommendation Tracking Matrix**

- The Matrix creates a feedback loop that allows the Police Commission to track community, DPA, and stakeholder recommendations submitted for review to SFPD. The Matrix also allows the Commission to monitor and log actions.

- **DPA Recommended that SFPD change DGO 3.01 to Allow for Greater Community Involvement and Increased Civilian Oversight in SFPD’s Policy Development Process**

- Recommended that early in the development process, DGOs be placed on the SFPD website for a 30-day public comment period. The community can submit recommendations to DPA and SFPD for inclusion in the policy. DPA also recommended that there be civilian oversight at “concurrence,” which is the SFPD command staff meeting during which they make the policy decisions, and that the SFPD working group process be more inclusive and transparent.

DGO Revision Process



The DGO revision process can take multiple years for approval. DPA recommended SFPD place policy recommendations on SFPD Website to increase transparency and public inclusion.

Senate Bill 1421



SB 1421 is a 2019 law that made thousands of DPA's investigative case files disclosable in response to public records requests. Throughout 2021, DPA continued a large scale effort to review decades of archived cases to identify records for disclosure. To qualify for disclosure, a case must involve a great-bodily injury (GBI), an officer-involved shooting, a proven allegation of sexual assault committed by an officer against a member of the public, or a proven allegation that an officer was dishonest in reporting or investigating a matter.

Before a case file can be released publicly, the records must be redacted to comply with state and federal privacy laws. In 2021, DPA released 6 officer involved shooting investigations totaling 5,516 pages and 13 great bodily injury cases (4,862 pages). DPA also released records of one dishonesty case, totaling 2,538 pages. All disclosed cases are published to a public web portal at sfdpa.nextrequest.com. Publishing DPA's investigative records is a historic step on the path to increasing transparency for officer misconduct investigations.

The records disclosed in 2021 bring the total number of disclosed cases to 52 and the total number of disclosed pages to 35,866. Additionally, DPA began releasing redacted media files. DPA released a total of 542 minutes redacted audio and video files in 2021.



35,866 Total Pages

Transparency at DPA:



23,018

Total Officer
Involved Shooting
pages



10,310

Total Great
Bodily Injury
pages



2,538

Total Dishonesty
pages

Audit Division

Award Winning

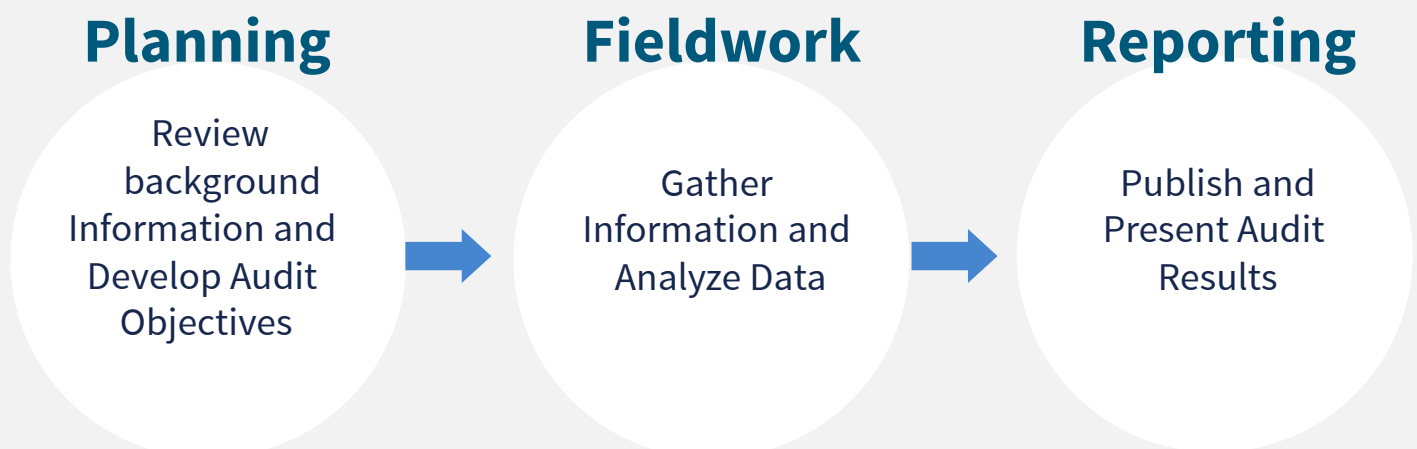


In May 2021, the Association of Local Government Auditors (known as ALGA) presented San Francisco with the Distinguished Knighton Award for DPA and Office of the Controller audit titled The Police Department Needs Clearer Guidance and More Proactive Governance for Better Use-of-Force Data Collection and Reporting. The Knighton Award recognizes the best performance audit reports of the year, and the judges were unanimous in finding the report subject matter to be responsive to the needs and concerns of decision-makers and the public.

In May 2021, DPA initiated an audit of how SFPD handles claims of officer misconduct. As part of this audit, the DPA will also review how SFPD handles allegations of bias and discrimination. DPA will perform this engagement with help from the Office of the Controller. This audit is currently in the planning phase. During this phase, auditors gather information on the audited activity or program. The main purposes of this phase are identifying areas warranting further review, and obtaining information for use in performing the detailed review work to follow.

In December 2021, DPA issued an audit on SFPD’s compliance with Department General Order 8.10 - Guidelines for First Amendment Activities (DGO 8.10). SFPD must follow these guidelines in every criminal investigation that involves the First Amendment activities of a person, group, or organization. DGO 8.10 requires that DPA annually audit SFPD and prepare a report to the Police Commission on SFPD’s compliance with this general order. This audit, titled The San Francisco Police Department and the Police Commission Can Improve Policies and Practices Around Investigations Related to First Amendment Activities, identified areas where SFPD and the Police Commission could improve policies and practices around investigations related to First Amendment activities.

Audit Phases:

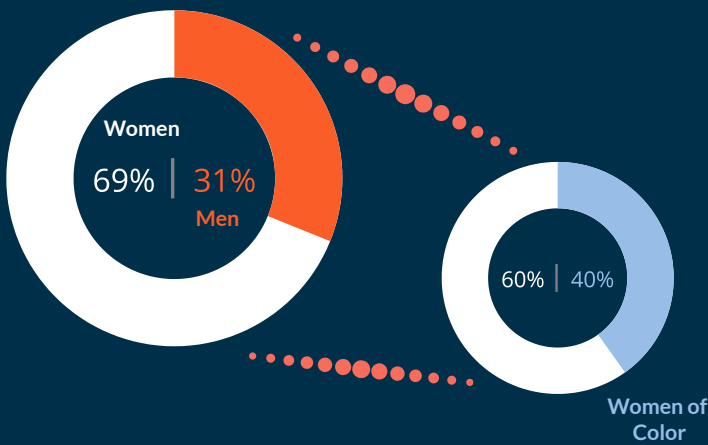


Racial Equity

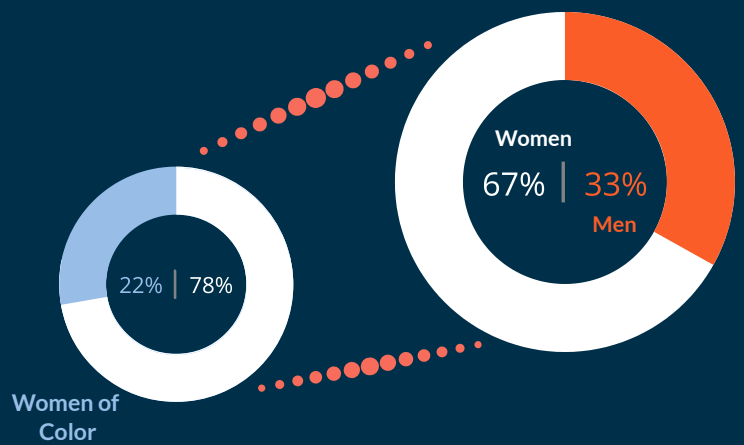


In 2021, DPA focused on developing our racial equity program. At DPA, we are in a unique position where our everyday work focuses on racial equity through our investigations and policy work. We understand that focusing on racial equity is critically important for our internal staff and the community we serve. We have strived to be a racial equity leader, advancing programs like Pathway to Hire, internships, and our own internships and fellowships. We use a team model for our investigations, which allows for multiple points of view on our case outcomes.

As for the future, DPA is continuing to look internally for process improvements, job hiring and test developments. We also plan to increase outreach activities in areas with low case numbers.



Overall Hiring Demographics



Leadership Positions

50%

Exec Staff is women

40%

Staff Hiring is women of color

69%

Overall hiring are women

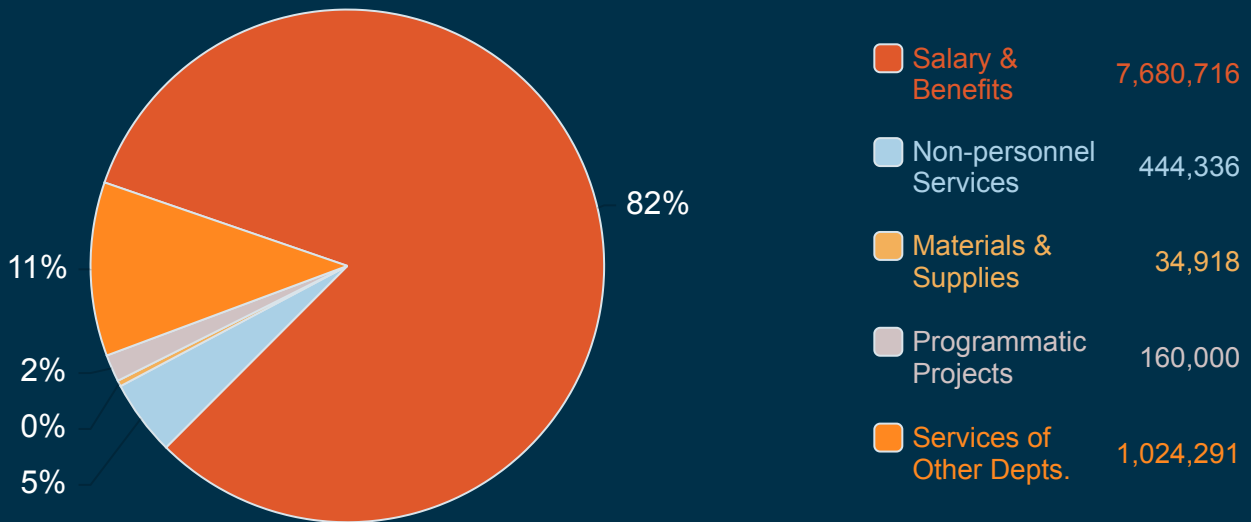
Budget



DPA is a General Fund department, meaning its operations and services are entirely supported by the City & County's General Fund budget. Faced with the widespread financial challenges that resulted from the COVID-19 pandemic, DPA closely monitored expenditures against budget in 2021. DPA remained committed to supporting the citywide effort to reduce non-essential spending.

Despite unprecedented economic conditions and forecasts seen in 2021, DPA prioritized maintaining its service commitment to the community. Increased attrition preserved DPA's existing staffing levels and operational resources. Using responsible budgeting and financial planning, the DPA will continue to make progress on Sheriff's Office investigations, SB1421 records requests, and racial equity projects.

FY2021 - 2022 Budget



Goals:

**Prioritized
Maintaining
Services**

**Met
required
budget
reduction
Levels**

**Preserved
existing DPA
Staff**

Law and Justice Reform Internship Program



Under the leadership of Executive Director, Paul Henderson, the San Francisco Department of Police Accountability (DPA) offers internship opportunities year-round. DPA offers the Law and Justice Reform program for college students, modeled after the fellowships and internships through San Francisco City Hall and the District Attorney's Office. DPA also has law clerk opportunities for law school students. The DPA internship program is intended to give interns a public service exposure to police policies practice issues, including constitutional law, public safety, and administrative law.

During the program, interns worked on various projects such as summarizing and reviewing body-worn camera footage, policy research, drafting memos, participating in community outreach, attending summer listening series with DJ Brookter and presenting findings to the police commission. DPA is now accepting applications for the Spring and Summer program. Apply Here: Apply for an internship with DPA's Law and Justice Reform Internship Program | San Francisco (sf.gov) -- <https://sf.gov/apply-internship-dpas-law-and-justice-reform-internship-program>



45%

Women

300 Hours

of Research

20 Hours

**of investigative
interviews
Summarized**

Operations and Technology



In 2021, DPA successfully launched our new website in partnership with the City's Digital Services. With a completely new interface, the unique design of the DPA website serves the current needs of users. It allows the public to navigate effectively on the site to find the information they need, especially during the COVID-19 pandemic.

To combat and protect DPA systems from cybersecurity threats, DPA has successfully updated all technology devices to minimize critical vulnerabilities and will continue to align with the City's cybersecurity standards. DPA continually identifies workflows for automation and has been offering ongoing staff training on new and changing technologies, including tools for telecommuting.

During 2021, DPA aligned with the City's directives on safety precautions on reopening the office and providing in-person services. This includes social distancing and wearing masks.



**Enhanced
operation
workflows**

**Launched New
Website**

<https://sf.gov/departments/departments-police-accountability>

**Aligned with
City protocols
on remote and
in-person
services**

Staff Development



“ Job training empowers people to realize their dreams and improve their lives. ”

Sylvia Mathews Burwell

DPA continuously seeks new training opportunities for our team; to ensure they have relevant and up-to-date training for each specialty. We believe training our team significantly improves the performance of the employees. Below is a list of some of the training DPA staff attended:

- Implicit Bias Investigation Training (NACOLE)
- Use of Force Training (NACOLE)
- Officer-Involved shooting
- Cybersecurity
- Budget Training
- Interview Training
- 4th Amendment Training
- Excel Training
- Sharepoint Training
- Soft Skills Training
- Safety Training
- Webex Training
- Peer Mentorship
- Resume Building
- Insite Training
- MS teams Training

**Use of
Force
Training**

**Implicit
Bias
Training**

**Safety
Training**

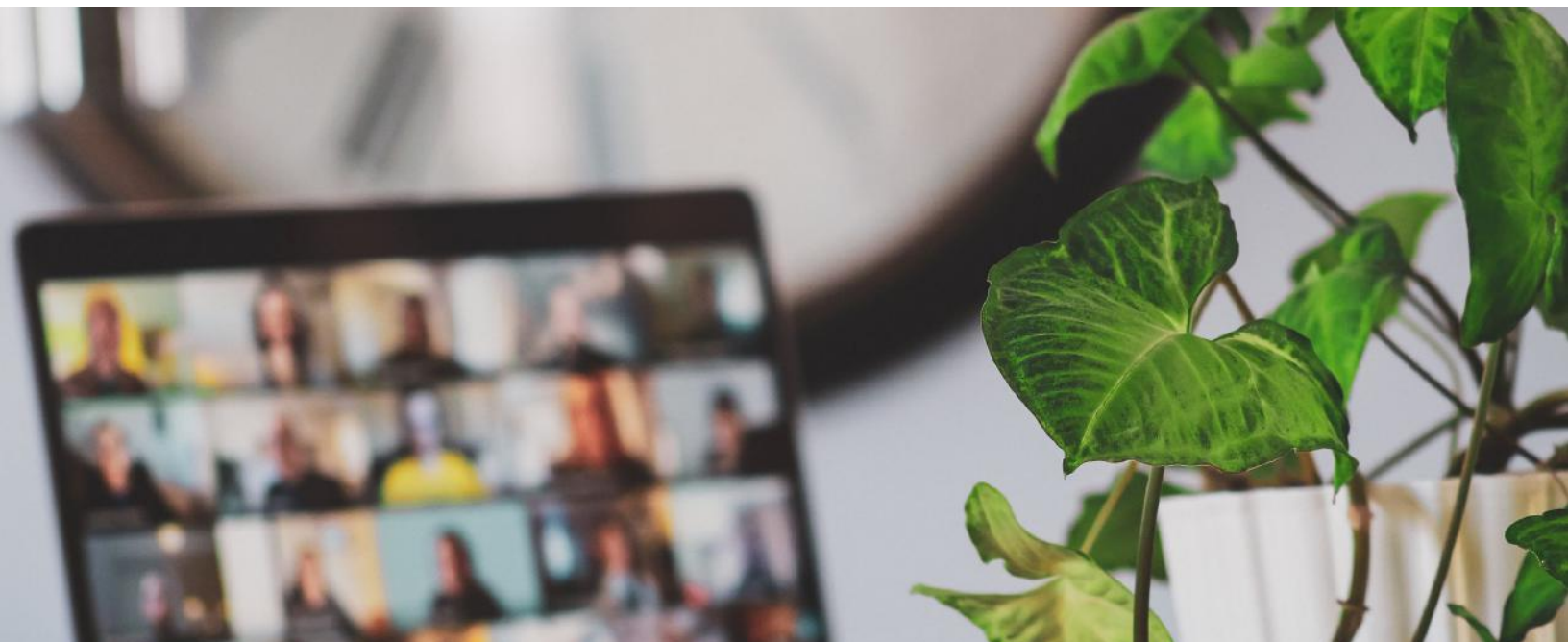
Civilian Oversight Alliance Quarterly Meetings

In 2019, DPA launched regular meetings with local Civilian Oversight Alliance (COA) for California law enforcement oversight agencies. The goal of the COA is to bring together California oversight agencies and provide an open dialogue for departments to discuss common problems and solutions and pressing policy issues that are unique to California. The meetings also provided a platform to share practices and techniques.

In past meetings, COA discussed Senate Bill 1421 and training opportunities. The COA also welcomes a guest speaker from the community at each meeting.

Upcoming Topics:

- Develop Training
- Attorney General Office Involved Shooting Investigations
- New CA legislation
- Mediation Program



Special Thanks to the Friends of DPA



DPA

Annual Report

2021



The Department of Police
Accountability

Phone: 415-241-7711
www.sfgov.org/dpa/