

# Audit of Electronic Communication Devices For Bias

Second Quarter 2022



**CITY & COUNTY OF SAN FRANCISCO**

Police Department



09.07.2022

# Purpose

As part of the San Francisco Police Department's ongoing efforts to ensure organizational integrity regarding the potential for bias in Department-issued communication devices, the Internal Affairs Division (IAD) has submitted the audit results for the Second Quarter 2022.

# Purpose

All members are aware the Department's electronic communication devices and systems are audited and Department members do not have an expectation of privacy.

The Department's policies concerning the use of communication devices and systems are documented in:

- Department General Order 10.08 – Use of Computers and Peripheral Equipment
- Department Bulletin 19-051 – SFPD Members' Expectation of Privacy – Use of Computers, Peripheral Equipment and Facilities
- Department Bulletin 20-070 – Department Email Policy & Procedures
- Internal Affairs Bureau Order 18-02

# Purpose

It is important to note the audits are limited to devices the Department owns.

Social media posts are not audited, however because they are public facing, the Department has other means of receiving complaints (i.e., from the public or internally from other members) which are then investigated by the Internal Affairs Division.

# Procedure

There are three platforms which are monitored for potential racial and other biases using a word list developed by the Department's Chief Information Officer.

- **Level II (CLETS)**
  - Computer terminal entries
- **Department E-mail**
  - Messages sent and received via Department e-mail addresses
- **Text Messages**
  - Messages sent and received via Department-issued cellular phones

# Procedure

Due to system limitations, the audit process does not read the context of the words, as a result, false-positive hits may be generated. To validate the hit, the entire entry, e-mail message, or text that contains one of the words is thoroughly reviewed by IAD investigators to determine the context in which the term was used. Those hits determined to be potentially biased are investigated, and all others (false-positive hits) are archived.

# Procedure

IAD investigators conduct investigations into the context of hits determined to be potentially biased. If, during the course of this initial investigation, the IAD investigators determine the hit to be an indication of bias, a full Internal Affairs investigation is initiated after consultation with the Officer in Charge of IAD.

Other allegations of misconduct may also arise from an initial investigation into a potential bias hit, even if the hit is determined to be a false positive. IAD investigators would then conduct a full Internal Affairs investigation into the allegations.

# Level II: California Law Enforcement Telecommunications System (CLETS)

A program was established which searches all entries made into this system using an established word list. The audit process is passive in nature and runs continuously.

If a member uses one of the identified words, a "hit" is automatically generated and sent to IAD investigators via the Level II access portal.

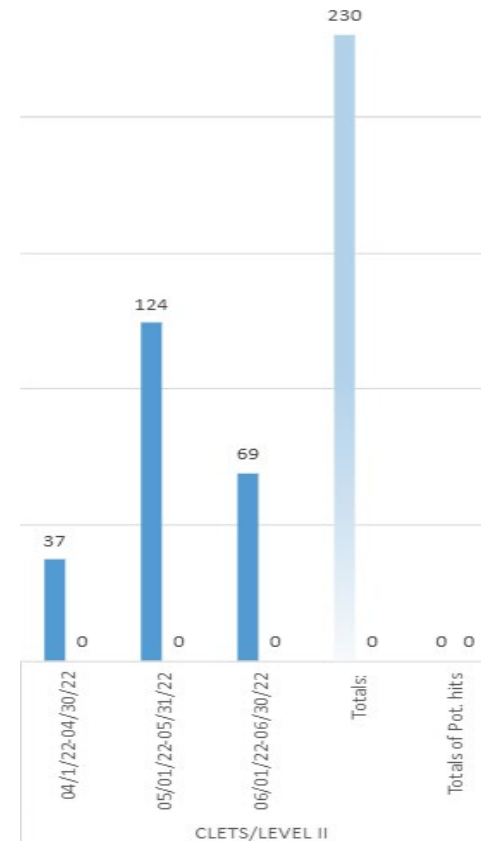
Each hit is saved to a file. IAD investigators analyze every hit throughout the week and those determined to be potentially biased are investigated.



# Level II: California Law Enforcement Telecommunications System (CLETS)

## Second Quarter Results

<b>CLETS/LEVEL II</b>	04/1/22-04/30/22	37
	05/01/22-05/31/22	124
	06/01/22-06/30/22	69
	Totals:	230
	Totals of Pot. hits	0



There were 230 hits returned and analyzed; **none** were determined to be potentially biased.

# Level II: California Law Enforcement Telecommunications System (CLETS)

There was a large volume of false-positive CLETS hits for a word encompassed in words commonly used in Mobile Data Terminal (MDT)/Computer Aided Dispatch (CAD) entries. Additionally, the word was often used as part of scrambled text automatically generated by Level II to obscure login password entries.

# Department E-mail

All e-mails sent and received (internally and externally) through the Department's server are audited using an established word list. The audit process is passive in nature.

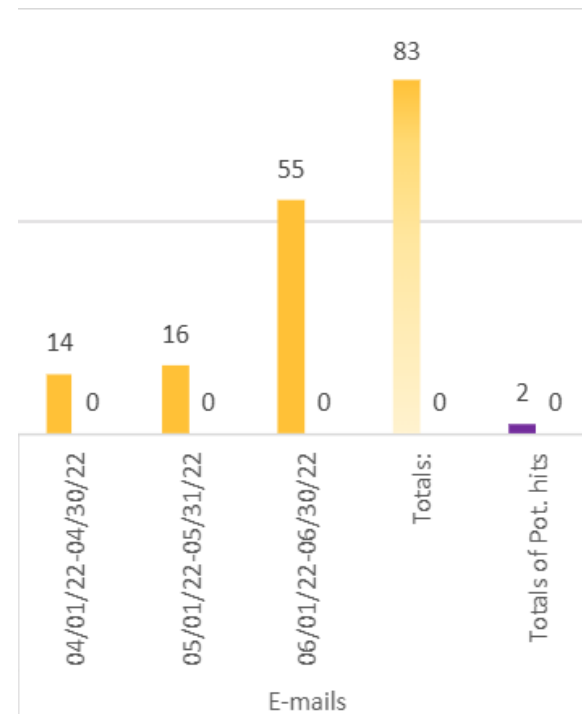
If an e-mail contains one of the identified words on the list, a "hit" is automatically generated and sent to IAD investigators via an e-mail address used for this audit process.

Each hit is saved and maintained on the server. IAD investigators analyze every hit and those determined to be potentially biased are investigated.

## Department E-mail

### Second Quarter Results

<b>E-mails</b>	04/01/22-04/30/22	14
	05/01/22-05/31/22	16
	06/01/22-06/30/22	55
	Totals:	83
	Totals of Pot. hits	2



There were 83 hits returned and analyzed; **two (2)** were determined to be potentially biased.

# Department E-mail

There were two potentially biased e-mail hits which were investigated by IAD investigators. The IAD investigators conducted an initial investigation into the context of the hits and, after consultation with the Officer in Charge of IAD, determined that the hits required further administrative investigations. These investigations are currently open Internal Affairs cases.

# Text Messages via Department-Issued Cellular Phones

Audits of text messages sent and received (internally and externally) via each Department-issued cellular phone are conducted by IAD. Investigators are trained to conduct active audits using a program developed by cellular provider AT&T and the SFPD Information Technology Division.

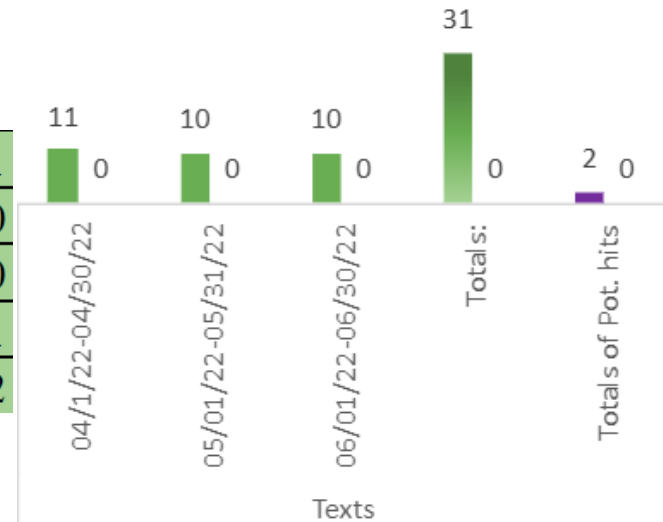
Every 30 days, a search is done of all texts using an established word list. Additional terms can be used as well.

All hits are saved by AT&T. IAD investigators analyze every hit to determine the context in which the term was used. Those hits determined to be potentially biased are investigated.

## Text Messages via Department-Issued Cellular Phones

Second Quarter Results

<b>Texts</b>	04/1/22-04/30/22	11
	05/01/22-05/31/22	10
	06/01/22-06/30/22	10
	Totals:	31
	Totals of Pot. hits	2



There were 31 hits returned and analyzed; **two (2)** were determined to be potentially biased.

# Text Messages via Department-Issued Cellular Phones

There were two potentially biased text message hits linked to the same Department-issued cellular phone. The IAD investigators conducted an initial investigation into the context of the hits and, after consultation with the Officer in Charge of IAD, determined that the hits required further administrative investigation. This investigation is currently an open Internal Affairs case.



# Safety with Respect

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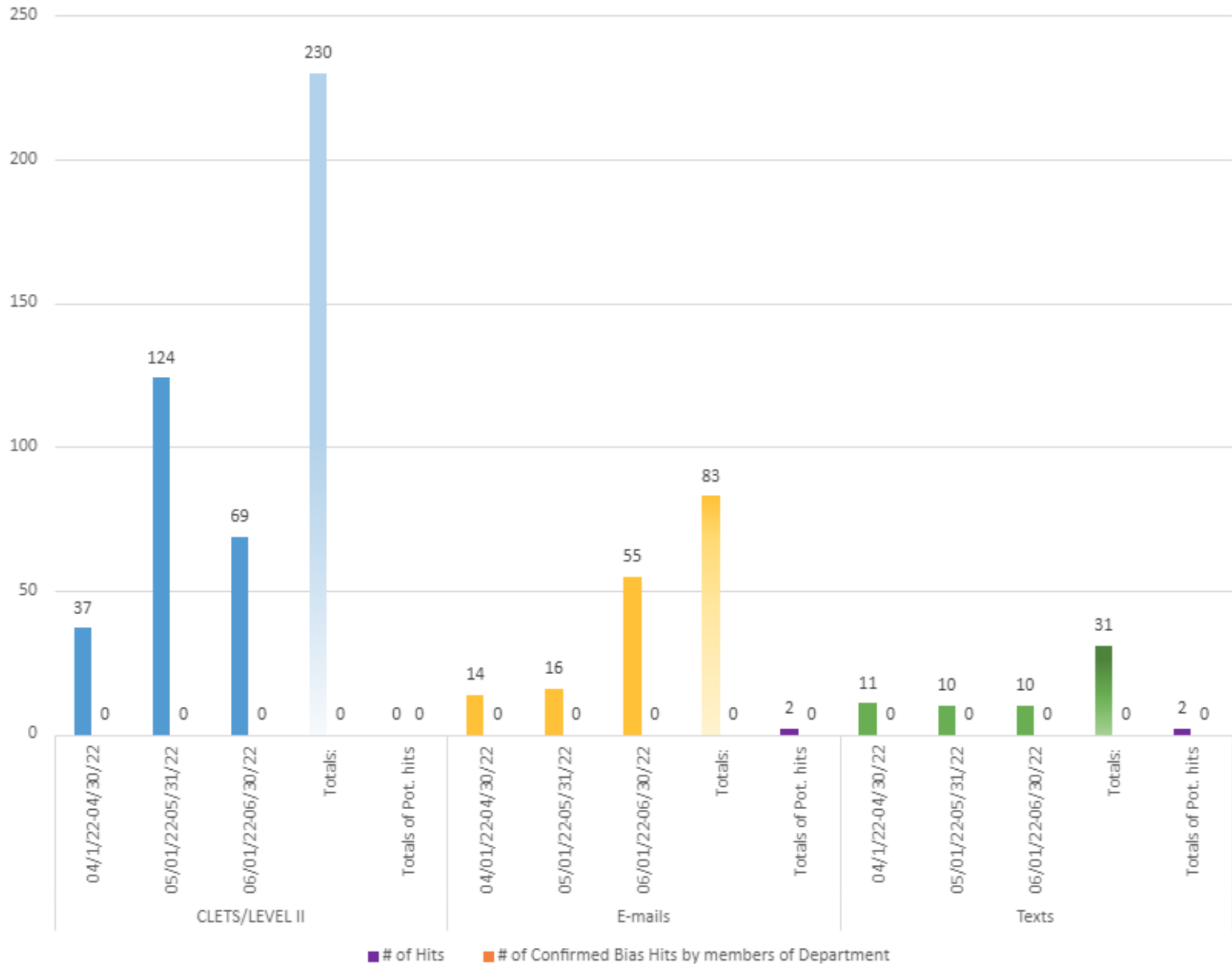
## Audit Results 2nd Quarter (April-June 2022)

Type	Date	# of Hits	# of Confirmed Bias Hits by members of Department
<b>CLETS/LEVEL II</b>	04/1/22-04/30/22	37	0
	05/01/22-05/31/22	124	0
	06/01/22-06/30/22	69	0
	Totals:	230	0
	Totals of Pot. hits	0	0
<b>E-mails</b>	04/01/22-04/30/22	14	0
	05/01/22-05/31/22	16	0
	06/01/22-06/30/22	55	0
	Totals:	83	0
	Totals of Pot. hits	2	0
<b>Texts</b>	04/1/22-04/30/22	11	0
	05/01/22-05/31/22	10	0
	06/01/22-06/30/22	10	0
	Totals:	31	0
	Totals of Pot. hits	2	0

All hits are evaluated by members of IAD for context to determine if they are related to bias.

# Safety with Respect

2nd Quarter 2022



The image shows the exterior of the San Francisco Police Department building. On the left, a large glass facade reflects the sky and surrounding environment. In the foreground, a grey stone wall features the department's name in raised, white, sans-serif letters. To the right, a brick building with a prominent entrance is visible, with three flagpoles flying the American flag, the California state flag, and a yellow flag. A set of concrete steps with a metal handrail leads up to the brick building's entrance.

**SAN FRANCISCO  
POLICE DEPARTMENT**