



LONDON N. BREED
MAYOR

CITY AND COUNTY OF SAN FRANCISCO
POLICE DEPARTMENT
HEADQUARTERS
1245 3RD Street
San Francisco, California 94158



WILLIAM SCOTT
CHIEF OF POLICE

July 10, 2023

Honorable Police Commission
City and County of San Francisco
1245 3rd Street
San Francisco, CA 94158

Dear Commissioners:

RE: Second Quarter 2023: Audit of Electronic Communication Devices for Bias

As part of the 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 2023**.

There are three platforms which are monitored for potential racial bias using a word list developed by the Department's Chief Information Officer; Level II (CLETS), E-mail, and text messages sent via Department-issued cellular phones.

It is important to note that 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 personnel 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.

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 generated automatically and sent to IAD personnel via the Level II access portal. Each hit is analyzed and saved. IAD personnel analyze every hit throughout the quarter, and those determined to be potentially biased are investigated.

Second Quarter Results

There were **103** hits returned and analyzed; **none** were determined to be potentially biased.

Note: There were an inordinate number of CLETS hits caused by computer-generated hyperlinks that contained randomized text that triggered false positive hits. We are currently working with the Technology Division to resolve the issue.



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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 generated automatically and sent to IAD personnel via an e-mail address exclusively used for this audit process. Those e-mails are saved and maintained on the server. IAD personnel analyzes every hit, and those determined to be potentially biased are investigated.

Second Quarter Results

There were **76** hits returned and analyzed; **none** were determined to be potentially biased.

Text Messaging via Department-issued Cellular Phones:

Audits of text messages sent and received (internally and externally) via each Department issued phone is conducted by IAD personnel. The active audits are conducted using a program developed by the cellular provider, AT&T, and the Information Technology Division. Throughout the quarter, a search is done of all texts using an established word list. For data not available on local systems, the cellular provider will be contacted to determine if additional information still exists on their servers. IAD personnel analyzes every hit to determine the context in which the term was used. Those hits determined to be potentially biased are investigated. All false-positive hits are saved by AT&T.

Second Quarter Results

There were **10** hits returned and analyzed; **none** were determined to be potentially biased.

Word List Audit:

In addition to the Quarterly Bias Audit, IAD personnel conducted a quarterly review of the existing word list to ensure that all three platforms were up to date, and to discuss current event trends for possible revisions of the Bias Audit word list.

Sincerely,


WILLIAM SCOTT
Chief of Police

Attachment

Audit Results 2nd Quarter (April - June 2023)

Type	Date	# of Hits	# of Potential Bias Hits	# of Confirmed Bias Hits
CLETS/LEVEL II	April 2023	30	0	0
	May 2023	42	0	0
	June 2023	31	0	0
	Total:	103	0	0
	E-mails	April 2023	19	0
	May 2023	30	0	0
	June 2023	27	0	0
	Total:	76	0	0
Texts	April 2023	5	0	0
	May 2023	2	0	0
	June 2023	3	0	0
	Total:	10	0	0

All "Hits" are evaluated by members of IAD for context to determine if they are potentially related to bias. "Potential Bias Hits" are assigned for an IAD investigation. "Confirmed Bias Hits" are closed investigations where the member's conduct that caused the "Potential Bias Hit" was determined to be biased.

4th Quarter 2022

