



**LONDON N. BREED**  
MAYOR

CITY AND COUNTY OF SAN FRANCISCO  
**POLICE DEPARTMENT**  
HEADQUARTERS  
1245 3<sup>RD</sup> Street  
San Francisco, California 94158



**WILLIAM SCOTT**  
CHIEF OF POLICE

January 8, 2024

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

Dear Commissioners:

RE: Fourth 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 **Fourth 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.

*Fourth Quarter Results*

There were **8** hits returned and analyzed; **none** were determined to be potentially biased.



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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.

*Fourth Quarter Results*

There were **55** hits returned and analyzed; **none** were determined to be potentially biased.

**Text Messaging via Department-issued Cellular Phones:**

An audit 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 analyze 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.

*Fourth Quarter Results*

There were **6** 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 year-end 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

