

DGO 6.13 Public Comment Joint Responses

Public Review Period: 10/01/24 - 11/14/24

#	Public Comment	Date Received	SFPD response	SFPD Explanation	DPA Explanation
R1	Am not sure why is necessary for a supervisor to respond to all "Hate crime" incidents. For example, if there was graffiti with a derogatory term and absent any threat, why have a supervisor to respond to the scene. Seems waste of resources.	10/1/24	Recommendation has been included in draft DGO	Department agrees with comment. The requirement to have a supervisor respond to all incidents has been removed.	Agree w/ SFPD response.
R2	It will create a burden to require supervisors to respond to every possible hate crime to direct responding Officers in their investigations. It amounts to unnecessary micromanagement by supervisors.	10/1/24	Recommendation has been included in draft DGO	Please see response to R1	Agree w/ SFPD response.
R3	The 6.13.02 paragraphs doesn't seem necessary as they are consistent with our mission statement and make lengthy general orders even longer. Why repeat things multiple general orders instead of including things in mission statement.	10/1/24	Recommendation has been included in draft DGO	Department agrees with comment. The Department is committed to general orders remaining general in nature, when feasible. The Policy section has been revised to reduce redundancies.	<i>DPA has no response</i>
R4	I am deeply concerned about the rise of antisemitism in San Francisco, exemplified by the vandalism at Manny's Café. We need urgent action to address this hate and protect our communities. Please prioritize efforts to combat this troubling trend.	10/9/24	Administrative Question and Answer-not for inclusion in DGO	Thank you for the comment. The goal of this DGO is to provide direction and guidance for officers when responding to hate crimes and hate incidents.	Agree w/ SFPD response.
R5	Hate crimes of Antisemitism out of control Jewish businesses continually targeted. Antisemitic hate speech in Pro Palestinian marches.	11/6/24	Administrative Question and Answer-not for inclusion in DGO	Hate crimes and hate incidents are both covered in this DGO.	Agree w/ SFPD response.
R6	Needs additional DGO language to ensure these materials are accessible for all victims, including victims with limited English proficiency	11/13/24	Recommendation will not be included in Draft DGO	SFPD exceeds the language access standards set forth in Section 91.5 of the San Francisco Administrative Code by providing forms in the four required languages—English, Spanish, Chinese, and Tagalog—along with Vietnamese and Russian as additional languages. The hate crime brochure is available in English, Spanish, Arabic, Armenian (Eastern), Cambodian, Chinese (Cantonese), Chinese (Simplified), Chinese (Traditional), Farsi, French, German, Hindi, Hmong, Italian, Japanese, Korean, Lao, Portuguese, Punjabi, Russian, Tagalog, Telugu, Thai, Ukrainian, and Vietnamese.	Agree w/ SFPD response.

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R7	Recommend including community resources; would recommend the CA vs Hate line, which is a state-run resource hotline that was created by state law and managed by Cal Civil Rights	11/13/24	Recommendation will not be included in Draft DGO	Victims are provided with a hate crime brochure that is authored by the California Department of Justice. The brochure includes resources as recommended by the California Department of Justice. The content of the brochure are not part of the DGO. Brochure can be found at https://oag.ca.gov/hatecrimes Additionally, the Special Investigations Division webpage offers up-to-date local and state resources, including contact numbers and direct links to the CA vs Hate website. Utilizing a webpage enables the department to make timely updates and ensures residents have easy access to important resources. https://www.sanfranciscopolice.org/hate-crimes-special-investigations-division	DPA agree's w/ SFPD decision to place link to CA vs. Hate on the SID webpage to provide easy access and timely updates.
R8	Resources should also include education around hate incidents and recourse other than hate crimes charges (e.g. civil rights violations) given that the threshold to be considered a "hate crime" is a high burden	11/13/24	Recommendation will not be included in Draft DGO	The DGO outlines the responsibilities of the Community Engagement Division (CED) . CED provides victim assistance and referral services.	Agree w/ SFPD response.
R9	Victims need a clear point of contact with SFPD and what the duties of the officer, patrol supervisor and CED are so that they are not duplicative. Could be solved with clarity around intake and intra-department referrals within the DGO.	11/13/24	Recommendation will be modified and included in the draft DGO	Victims are provided with a follow-up form during initial contact with Officers. This form provides a point of contact for the victim. Based on the comment, Officer and Supervisor responsibilities will be clarified in the draft DGO.	Agree w/ SFPD response.
R10	Needs to include different recourse and resources for victims. Officers need to be trained on other forms of addressing hate incidents (i.e. incidents that would not meet the burden of proof as a hate crime) and what the appropriate referral is.	11/13/24	Recommendation will not be included in Draft DGO	SFPD is a law enforcement agency that primarily addresses criminal incidents and as such may be limited on recourse and resource offerings during non-criminal incidents. While this recommendation will not be captured in the draft DGO, the city and county of SF continues to expand on vetted resources for visitors and residents.	Agree w/ SFPD response.

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R11	Add CA vs Hate Resource Line to the resources officers provide to victims. Adopt the CA vs Hate handout into SFPD hate crime brochure or as a standalone option in its victim assistance process. CA vs Hate can connect someone to a civil rights agent.	11/14/24	Recommendation will not be included in Draft DGO	Victims are provided with a hate crime brochure that is authored by the California Department of Justice. The brochure includes resources as recommended by the California Department of Justice. The content of the brochure are not part of the DGO. Brochure can be found at https://oag.ca.gov/hatecrimes Additionally, the Special Investigations Division webpage offers up-to-date local and state resources, including contact numbers and direct links to the CA vs Hate website. Utilizing a webpage enables the department to make timely updates and ensures residents have easy access to important resources. https://www.sanfranciscopolice.org/hate-crimes-special-investigations-division	DPA agree's w/ SFPD decision to place link to CA vs. Hate on the SID webpage to provide easy access and timely updates.
R12	SFPD should adopt a public health approach to crime prevention, incorporating community-based strategies as prevention measures. SFPD often responds after an incident occurs, however, effective primary prevention requires identifying root causes.	11/14/24	Administrative Question and Answer- not for inclusion in DGO	SFPD is committed to the six pillars of 21st century policing, one of which is community policing and crime reduction where the focus is working with the community to reduce crime, improve safety and build trust. The pillars of public health relate to prevention, protection and promotion. These two industries (policing and public health) have separate but equally critical roles and as such will have different approaches to address their core responsibilities.	<i>DPA has no response</i>
R13	Even if the incident is not classified as a hate crime, identify other community organizations that can support the affected individuals. For example, the Community Youth Center offers victim support services.	11/14/24	Recommendation will not be included in Draft DGO	Please see response to R10.	Agree w/ SFPD response.

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R14	Adopt a "no wrong door" approach to government, meaning that when community members seek help from any government agency, including SFPD, they receive support regardless of whether the person identified the appropriate government "door" or department.	11/14/24	Recommendation will not be included in Draft DGO	The commenter's request is beyond the scope of this specific DGO. SFPD is committed to providing assistance and resources to community members seeking police services. However, the department operates within the scope of its law enforcement mandate making a "no wrong door" approach challenging without formal agreements with other city agencies or community organizations. City agencies have distinct roles, responsibilities, and areas of expertise, ensuring that community members receive appropriate services from the entity best suited to address their needs. While SFPD will continue to facilitate connections to relevant agencies when necessary, the department cannot assume responsibility for providing support outside of its jurisdiction or by redirecting requests beyond its operational capacity.	Agree w/SFPD response.