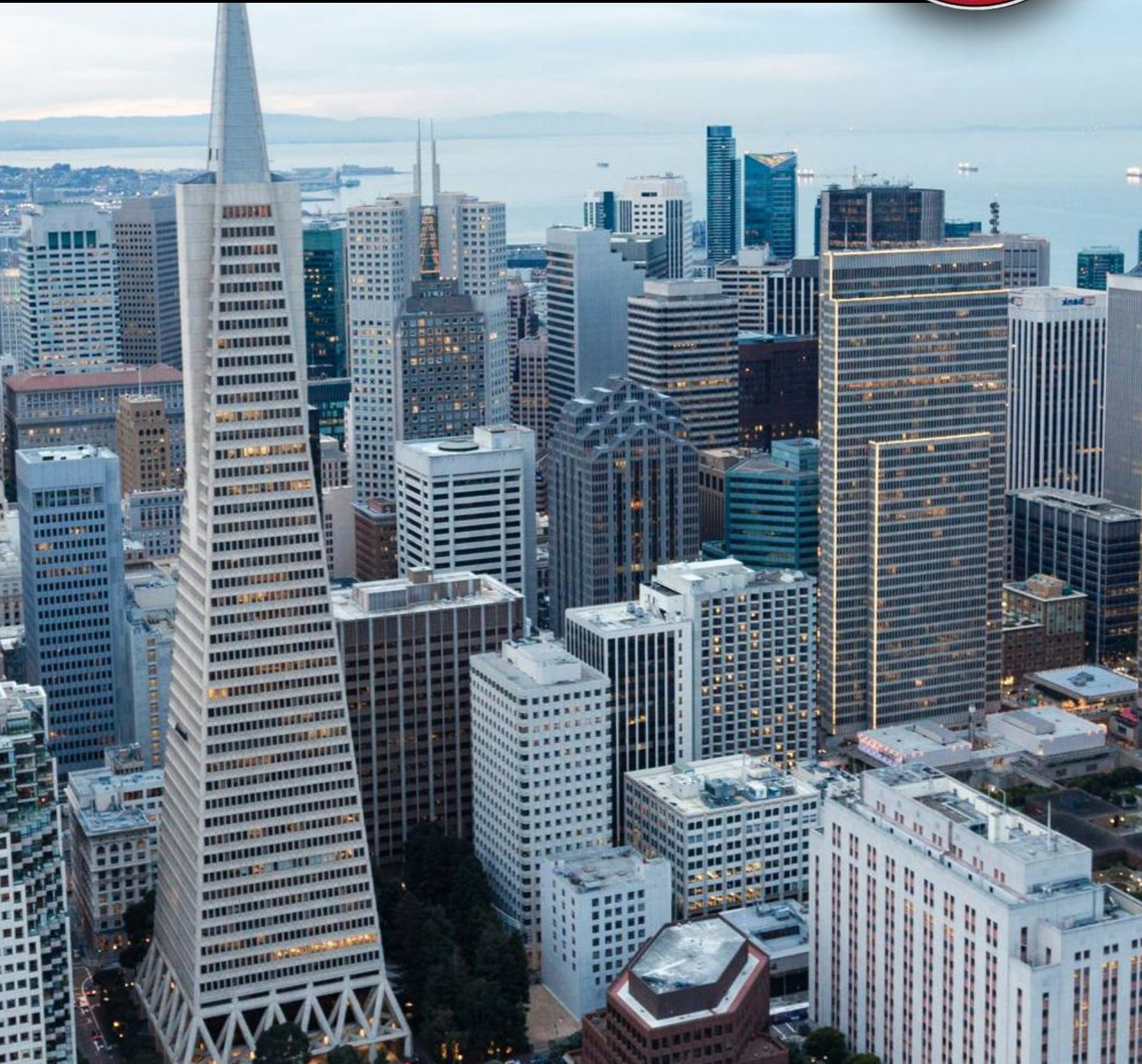


DPA Annual Report 2024



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Director's Welcome

As the Executive Director of the Department of Police Accountability (DPA), I am proud to present our 2024 Annual Report. This past year has been vital for the DPA as we confronted challenges head-on, making significant strides toward our mission of ensuring justice and accountability within law enforcement throughout San Francisco.

In 2024, we continued to advance our oversight efforts. We received 737 new complaints of police misconduct, which resulted in 2045 allegations. Despite facing staffing shortages, our team successfully closed 828 cases—representing a 10.7% increase over the previous year. Furthermore, our sustained rate of 8% for improper conduct findings continues to surpass the national average. This progress highlights our unwavering commitment to conducting comprehensive, unbiased investigations that prioritize the community and aim to provide the highest standard of police services.

I am also proud to highlight our audit on the San Francisco Police Department's (SFPD) misconduct audit received national recognition, earning us the prestigious Knighton Award from the Association of Local Government Auditors (ALGA). This audit was praised for its neutrality and in-depth analysis, and it serves as a critical tool for promoting transparency and trust in law enforcement. Our work ensures that SFPD policies are scrutinized and improved where necessary.

In addition to our casework and audits, we've continued our commitment to facilitating racial equity and inclusion. Through our Law & Justice Reform Internship Program, we have mentored a diverse group of future leaders, many from underprivileged and underrepresented communities. Our partnership with Historically Black Colleges and Universities (HBCUs) has laid a foundation for future collaboration and the expansion of immersive opportunities for students in public service.

The DPA remains at the forefront of innovation. We have made significant leaps in the modernization of our operations. We have streamlined our case management systems, launched a new public-facing website, and significantly reduced the backlog of cases awaiting public disclosure under Senate Bill 1421. These initiatives have made our contributions more efficient and enhanced access to information, empowering the community to engage directly with us in meaningful ways.

As we reflect on this year's successes, I am filled with optimism for what lies ahead. I am grateful for the unwavering support of the Mayor's Office, the Board of Supervisors, and most importantly, the people of San Francisco. I am committed to maintaining the DPA as a standard of excellence in law enforcement oversight. Together, we can work towards a future that promotes mutual respect and understanding between the public and law enforcement.

Thank you for your continued support.

Sincerely,

A handwritten signature in blue ink that reads "Paul Henderson".

Paul Henderson
Executive Director



Understanding DPA Cases: What San Franciscans Should Know

In 2024, the DPA remained committed to police oversight, transparency, and community trust. Through thorough investigations and policy recommendations, DPA worked to ensure fair and just policing across San Francisco.

Key Findings & Trends:

- 📌 New cases: 737 complaints received, reflects ongoing public engagement.
- 📌 Sustained Findings: 8% of cases resulted in sustained improper conduct, which led to accountability measures.

Most Common Allegations:

Neglect of Duty – Officers failing to properly investigate or follow procedures. (Most common Sustained allegation).
Unwarranted Actions – Unjustified citations, searches, or detentions.
Use of Force – Allegations of unnecessary or excessive force.

DPA Case Timeline:

- 📌 Average Case Resolution Time: 191 days per investigation.
- 📌 California law requires investigations to conclude within one year, unless specific situations extend the deadline.

District-Level Insights: Check out our District Station Breakdown on page 18

DPA cases vary by district, highlighting different trends across San Francisco:

- 📌 Highest number of complaints: Southern District
- 📌 Most frequent allegation by district: Neglect of Duty
- 📌 Top service calls related to officer interactions: Larceny, Burglary and Assault.
- 📌 Highest improper conduct allegations: Tenderloin and Central District

How DPA Holds improves policing:

- ✓ Policy Recommendations: DPA works with community working groups and the San Francisco Police Department (SFPD) to improve SFPD policies and practices.
- ✓ Disciplinary Actions: Cases with sustained findings may result in training, corrective actions, or other measures.
- ✓ Mediation Services: DPA facilitates mediation between officers and community members to resolve disputes and improve mutual understanding.
- ✓ Community Engagement: DPA actively listens to public concerns and strengthens oversight measures.

How to File a Complaint:

DPA provides multiple ways to report police misconduct:

- 📞 Phone: Call 415-241-7711
- 💻 Online: Submit a complaint at www.sf.gov/dpa
- 👤 In-Person: Visit DPA's office or attend a community meeting
- ✉️ Mail: 1 South Van Ness Ave 8th floor, San Francisco CA, 94103

Every complaint matters. DPA ensures fair investigations and strengthens trust between law enforcement and the community.

Looking Ahead to 2025:

- ♦ Expanding community outreach efforts to engage more San Franciscans in police oversight.
- ♦ Enhancing transparency by publishing quarterly updates on complaint trends.
- ♦ Strengthening policy recommendations to address emerging concerns in policing.



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.



2024 At a Glance

737
New Complaints

8%

Sustained Rate

Transparency

46,282
Public Records
Cumulative Pages
Released

828

Closed Cases

21

Department General Orders
Reviewed & Updated

The sustained rate is calculated based on any case with at least one improper conduct finding divided by the total number of cases with a DPA finding.

DPA

Recent Accomplishments

The challenges faced by DPA ranged in scale but led to creative solutions, which helped advance police reforms.

Below is a summary of some of DPA's other recent notable achievements:



Staff Training. DPA staff participated in trainings offered by the SFPD Academy, including courses on Language Access, Use of Force, Tactical Response, and Pursuit Driving. We also took advantage of training opportunities through the U.S. Department of Justice COPS Office on topics relevant to our work, such as community policing, the use of drones, and disability-related issues.

DPA Investigations: In 2024, DPA investigators closed 828 cases after conducting interviews, gathering evidence, and identifying misconduct when it occurred. Our cases included high profile incidents such as excessive uses of force at First Amendment events, misuse of confidential police databases, and improper use of police stars. Much more common were instances of misconduct that went unreported but undermined public trust. These included failures to activate body-worn cameras, refusals to write incident reports, and failures to properly investigate.

DPA Policy: DPA conducted a comprehensive review of SFPD's Missing Person's policy (DGO 6.10) after several local journalists called attention to the issue. The published report included 28 recommendations to strengthen investigative practices. The proposed changes align the SFPD's approach with state law and national best practices, improve the use of public alert systems (such as AMBER, Silver, and Ebony Alerts), and reduce administrative burden on officers.

3304 Compliance. Continued to meet all Government Code Section 3304 Statutory deadlines.



- **Knighton Awards for Audit Excellence.** The Association of Local Government Auditors (ALGA), a global organization with over 2,500 members, recognized the DPA's audit work with honors in three separate years. In 2023, ALGA awarded the Exemplary Knighton Award for the audit "The San Francisco Police Department Needs to Improve Policies, Processes, and Data Tracking to Ensure the Timely, Consistent, and Transparent Handling of Officer Misconduct". In 2022, the DPA received the same award for its audit on SFPD's handling of investigations involving First Amendment activities. In 2020, ALGA recognized a joint audit by the Controller's Office and DPA with the Distinguished Knighton Award for an audit on SFPD's use-of-force data collection.
- **2023 Hon. Justice Clinton W. White Advocacy Award.** The Charles Houston Bar Association honored Executive Director Paul Henderson for the impactful work of the Law & Justice Reform Internship Program.



- **DGO 5.01 Use of Force Policy Revisions.** DPA's work on SFPD's Department General Order (DGO) 5.01 Use of Force, exemplifies DPA's unique role in collaborating with community stakeholders, SFPD, and the Police Commission. Incorporating principles from President Obama's Task Force on 21st Century Policing and the U.S. Department of Justice's Collaborative Reform recommendations, DPA drafted recommendations, participated in stakeholder meetings, and suggested revisions to DGO 5.01 to the Police Commission. DPA's proposed revisions emphasized the sanctity of life, de-escalation, effective communication, crisis intervention, and proportionality before resorting to force.



- **Cloud-Based Storage.** The DPA recently transitioned from network-attached storage to cloud-based file storage, further integrating its systems and enhancing work processes. Electronic files are now built and stored in cloud storage, affording authorized users greater access to case files anywhere there is a secure internet connection.



- **Online Complaints.** In 2019, the DPA launched its online complaint form allowing members of the public to file an official complaint from anywhere there is an internet connection. In 2024, the DPA relaunched the online complaint form in a portal separating complaints about members of the SFPD from complaints about members of the San Francisco Sheriff's Office (SFSO). This allows the complaints to follow different pathways to different departments, such as the DPA and the OIG. While the DPA continues to accept complaints in person, by mail, and over the phone, the online complaint forms allow the DPA to capture important details and data points more efficiently



- **Complainant Portal.** The DPA further enhanced its digital interface with the public by launching a complainant portal that allows complainants to track the progress of their cases using a unique personal identification number issued to each complainant.



- **Security.** DPA's new systems are also integrated with the Digital Technology monitoring system to reduce cybersecurity risks.



- **Implementation of a Modern Case Management System.** Before 2017, the DPA relied on an Access-based Case Management System that was nearly 20 years old, storing all case files as paper records. In 2018, the DPA designed, built, and implemented a modern cloud-based Case Management System (CMS) on a Salesforce platform. As the office's digital central nervous system, the CMS manages workflows, documents investigations, organizes and analyzes data, and builds reports and dashboards. The CMS is designed to be versatile enough to interface with other systems for seamless integration.

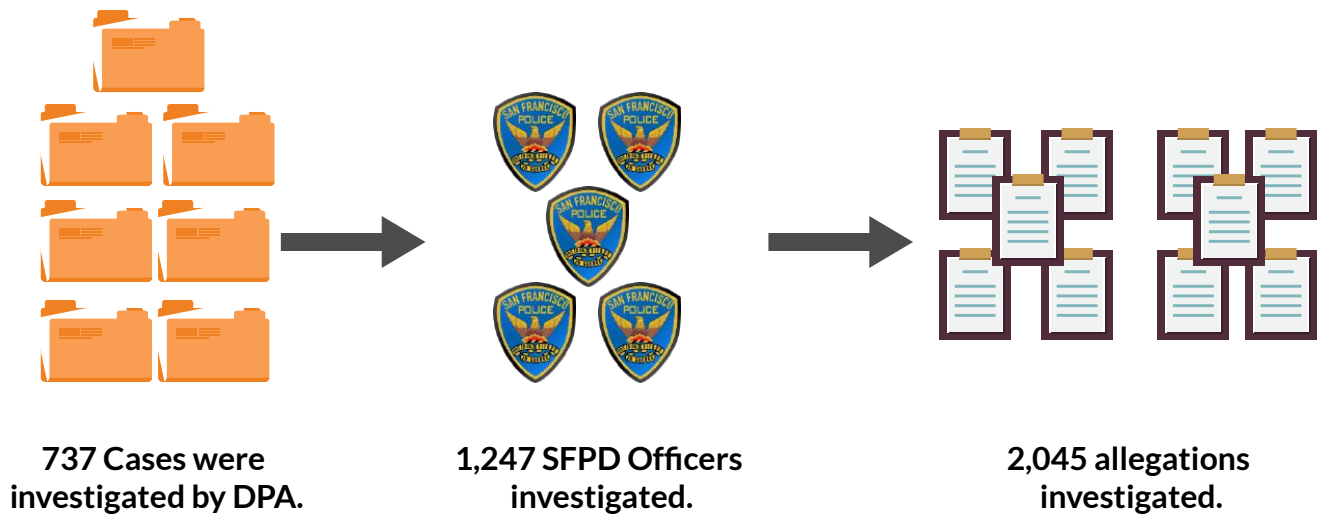
DPA Case Findings



Case Findings Explained



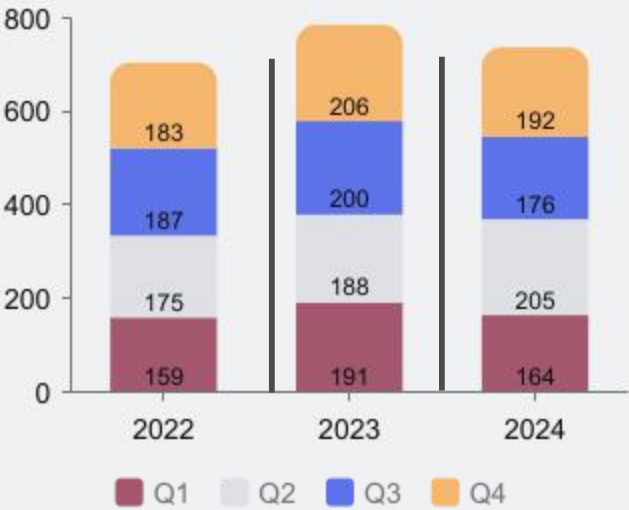
This visual presents a high-level overview of a single DPA case and its associated officers and allegations. It shows that there can be multiple officers in a case, and each officer can have multiple allegations. This is crucial in understanding the amount of work completed for each case. For example, in 2023, DPA received one case with over 50 officers. If DPA finds improper conduct for each officer, that would result in 50 separate disciplinary hearings.



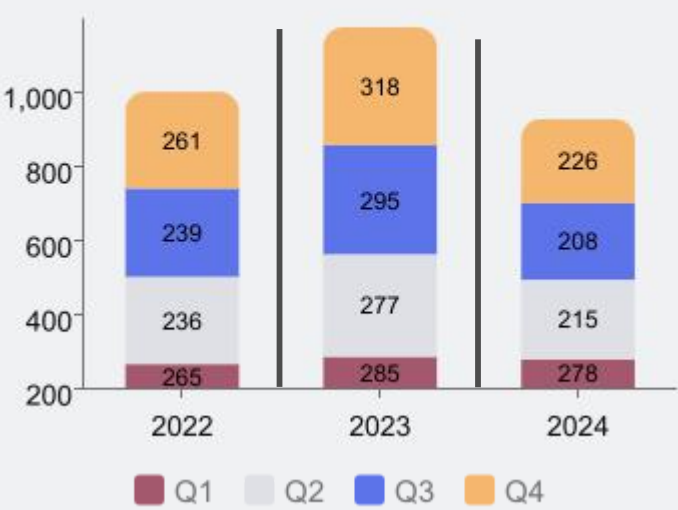
Case Findings

In 2024, DPA case numbers decreased from 2023 but increased from 2022. DPA continues to focus on efficiently completing case work or investigations. In 2024, cases pending by quarter saw a continued decrease across all four quarters. DPA continues to focus on meeting all 3304 statutory deadlines.

3 Year Comparison
of Cases Opened by Quarter and Year

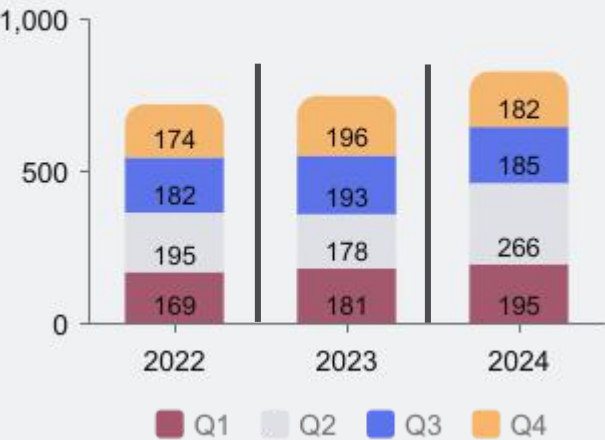


3 Year Comparison
of Cases Pending by Quarter and Year

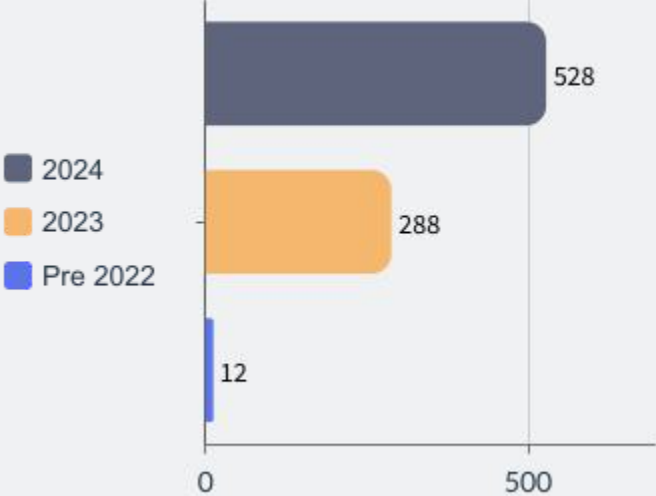


The "Cases Closed by Year Filed" graph is presented twice to show a visual of the number of cases closed by year filed. In 2024, DPA closed a total of 828 cases. DPA's pending case closures continue to decrease year after year.

3 Year Comparison
of Cases Closed by Quarter and Year



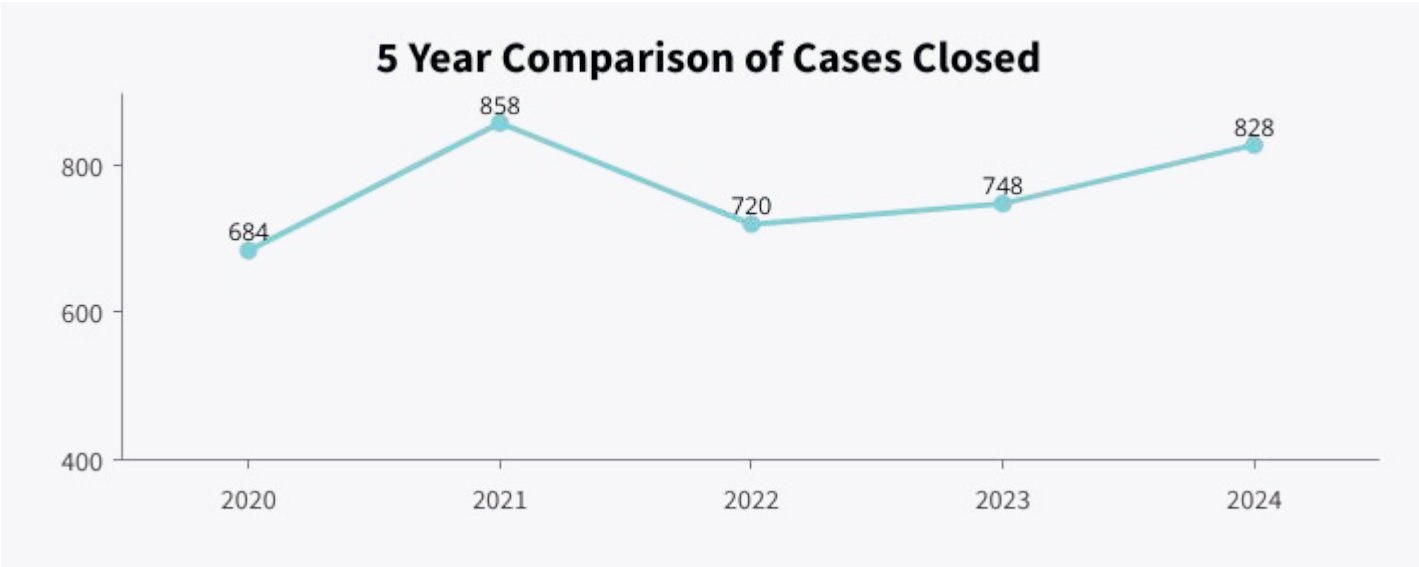
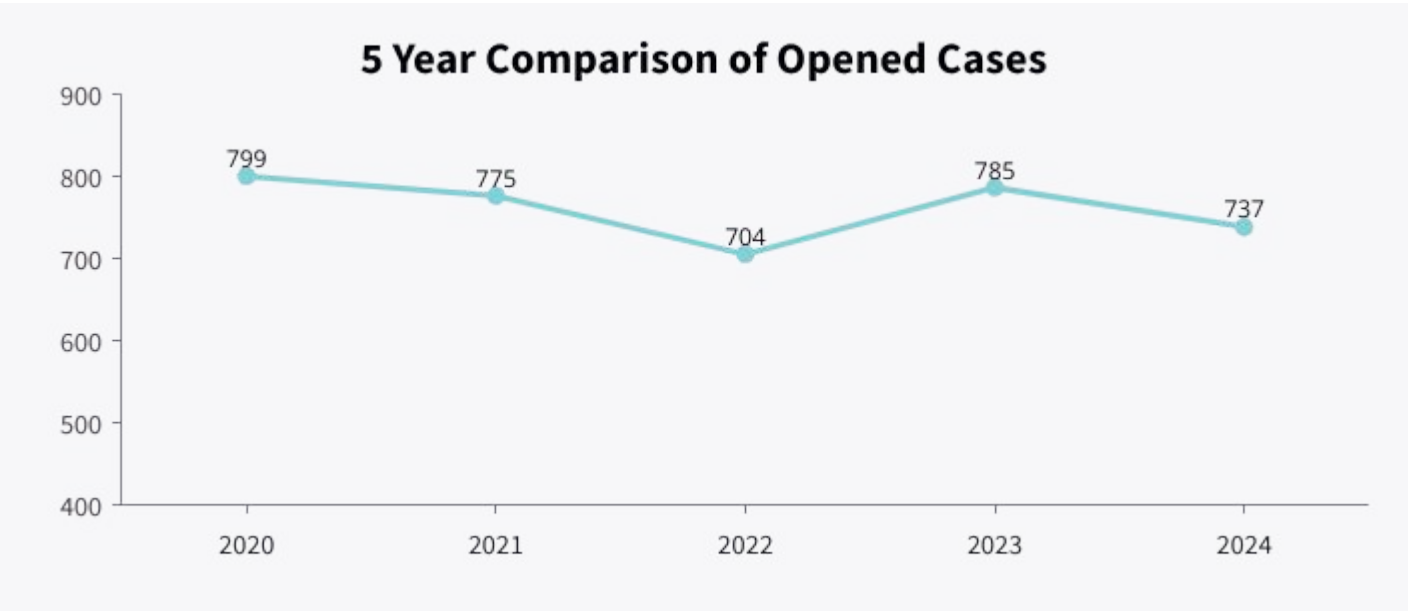
Cases Closed in 2024 by Year Case Received





Case Findings

The accompanying graphs illustrate a five-year trend in the opening and closing of DPA cases. While case openings fluctuated over the years, 2024 decreased compared to 2023. Over the past 5 years, case closures generally increased , reflecting the team's ongoing efforts to enhance efficiency in case resolution.





Complainant Demographics

COMPLAINANTS	#	%
Complainants	661	90%
Anonymous Complainant	76	10%
Total	737	100%
Gender		
Female	191	26%
Male	274	37%
Genderqueer/Gender Non-binary	6	1%
Transgender	4	1%
Declined to State	262	36%
Total	737	100%

AGE	#	%
1-13	1	1%
14-16	0	0%
17-19	2	1%
20-30	49	7%
31-40	122	17%
41-50	112	15%
51-60	88	12%
61-70	42	6%
71-80	24	3%
Over 80	5	1%
Declined to State	292	40%
Total	737	100%

RACE/ ETHNICITY	#	%
American Indian or Alaskan Native	6	1%
Multiracial	26	4%
Middle Eastern or South Asian	8	1%
Native Hawaiian or Pacific Islander	6	1%
Asian	57	8%
Black or African American	105	14%
Hispanic or Latinx	67	9%
White	155	21%
Other	19	3%
Declined to State	288	39%
Total	737	100%

HOW CASES WERE RECEIVED	#
Online	360
Phone	230
In-Person	75
Mail	19
Email	13
Other	11
Transferred from OSIG	10
In-Person	75
Total	737

*Percentages are rounded up to the nearest whole number for simplicity and ease of understanding.



Case Findings - Allegations

Allegations by Type
N = 2,045



Allegations describe officer misconduct, and in 2024, 2,045 of these were investigated across 1,247 officer investigations. The most common allegations, representing 82% of the total, were Neglect of Duty, Conduct Unbecoming an Officer, and Unwarranted Action.

Each allegation type has subtypes.

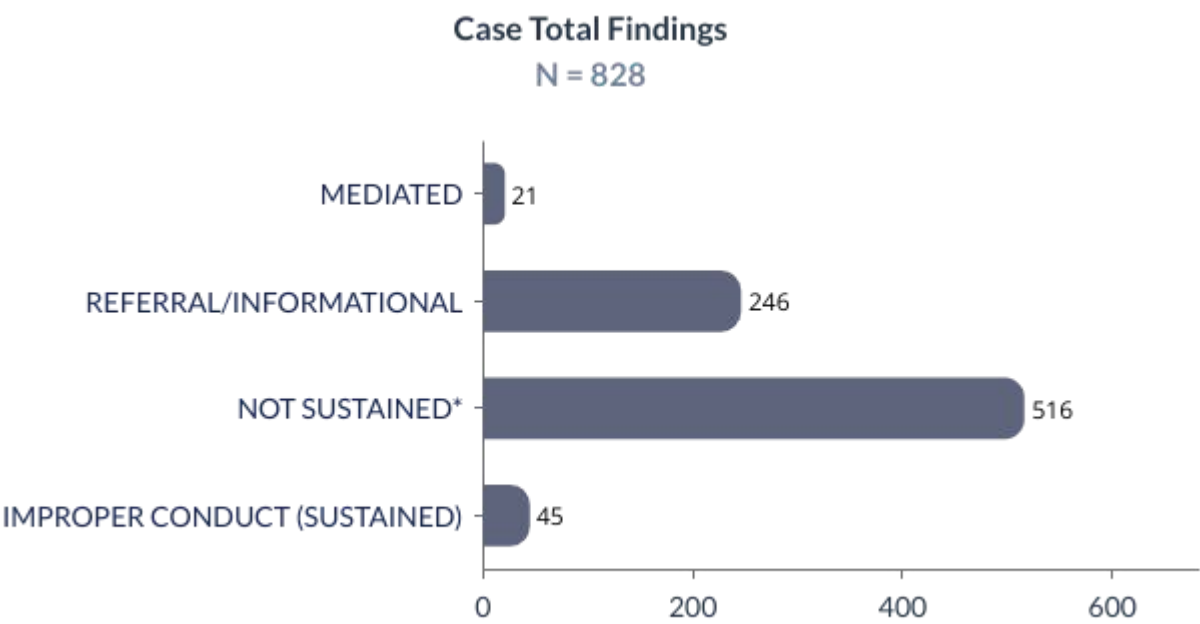
For instance, the Neglect of Duty allegation category encompasses situations where an officer fails to activate a body-worn camera or neglects to prepare an accurate incident report.

Neglect of Duty	Conduct Unbecoming an Officer	Unwarranted Action	Use of Force
An officer failed to complete a required task, such as not activating a body-worn camera, refusing to investigate a crime, or failing to write a required report.	An officer's conduct undermined public confidence or reflected poorly on the Police Department.	An officer's actions were unnecessary or unrelated to a legitimate police purpose.	Use of Force – An officer used more force than was reasonably needed to perform a necessary police action.



Case Findings

In 2024, the DPA closed 828 cases with findings, reflecting a 10.7% increase from the 748 cases closed in 2023. Most of these cases, 512, were classified as "Not Sustained," indicating insufficient evidence or no finding of misconduct. Additionally, 45 cases resulted in sustained findings of "Improper Conduct", while 21 cases were resolved through Mediation, providing an alternative resolution process.



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



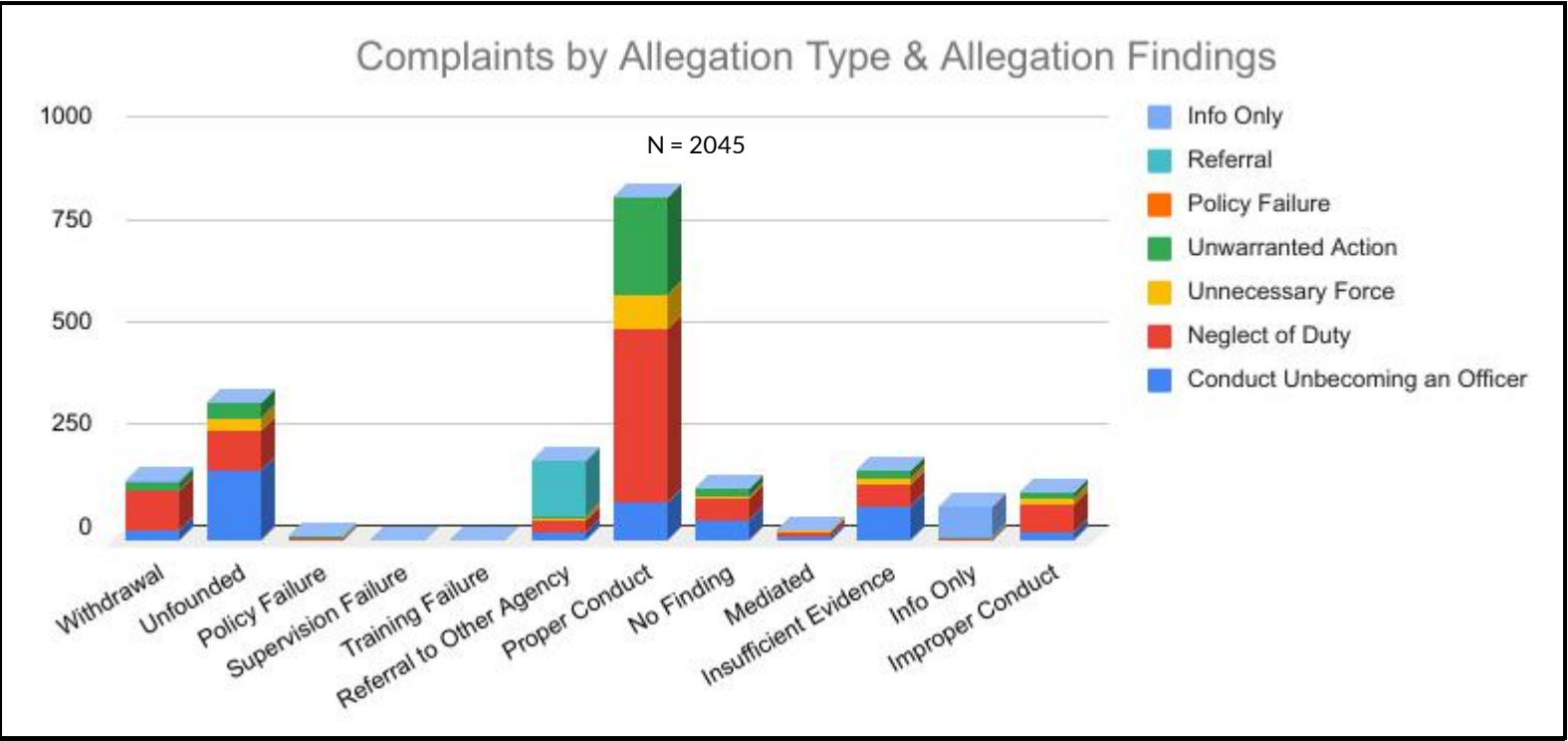
Case Findings

Out of 2,045 allegations, 41% were determined to be proper conduct, while 16% were classified as unfounded.

The chart below, "Complaints by Allegation Type & Allegation Findings," delineates allegation findings by category. Multiple allegations are typically investigated for each case. In 2024, the predominant findings were Proper Conduct and Unfounded. The primary allegations were Neglect of Duty, Conduct Unbecoming an Officer, and Unwarranted Action.

Outcomes

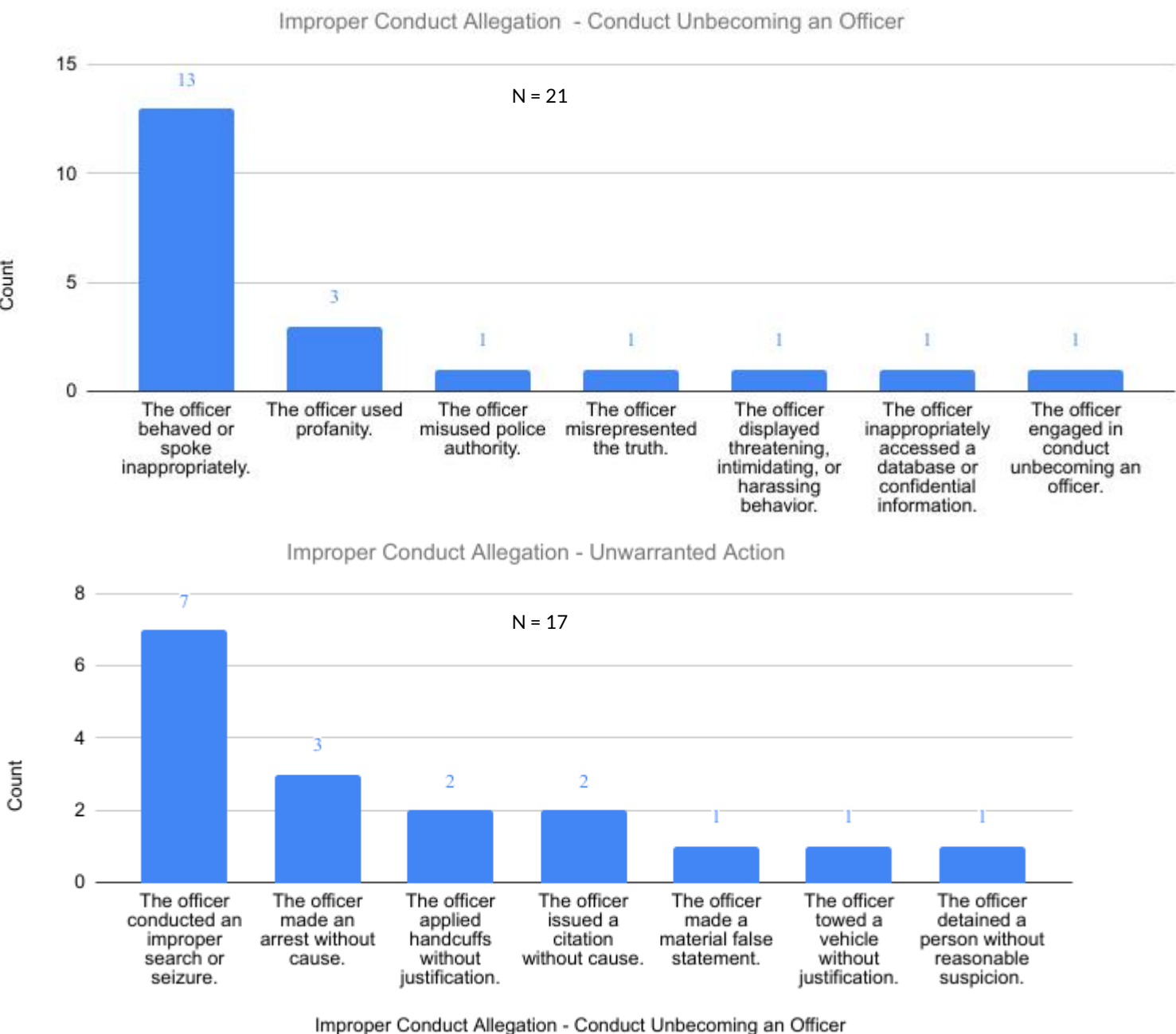
	Improper Conduct	Info Only	Insufficient Evidence	Mediated	No Finding	Proper Conduct	Referral to Other Agency	Training Failure	Supervision Failure	Policy Failure	Unfounded	Withdrawal	Total
Conduct Unbecoming an Officer	21	2	83	8	47	93	21	0	0	1	169	24	469
Neglect of Duty	67	4	54	13	56	423	27	2	1	4	97	96	844
Unnecessary Force	13		15	1	5	82	6	0	0	1	29	4	156
Unwarranted Action	17		19	1	18	242	6	0	1	2	39	19	364
Policy Failure	0	0	0	0	0	0	0	0	0	2	0	0	2
Referral	0	3	0	0	0	0	133	0	0	0	0	0	136
Info Only	0	72	0	0	1	0	0	0	0	0	0	1	74
Total	118	81	171	23	127	840	193	2	2	10	334	144	2045
Percent	6%	4%	8%	1%	6%	41%	9%	0%	0%	0%	16%	7%	100%



Case Findings: Improper Conduct

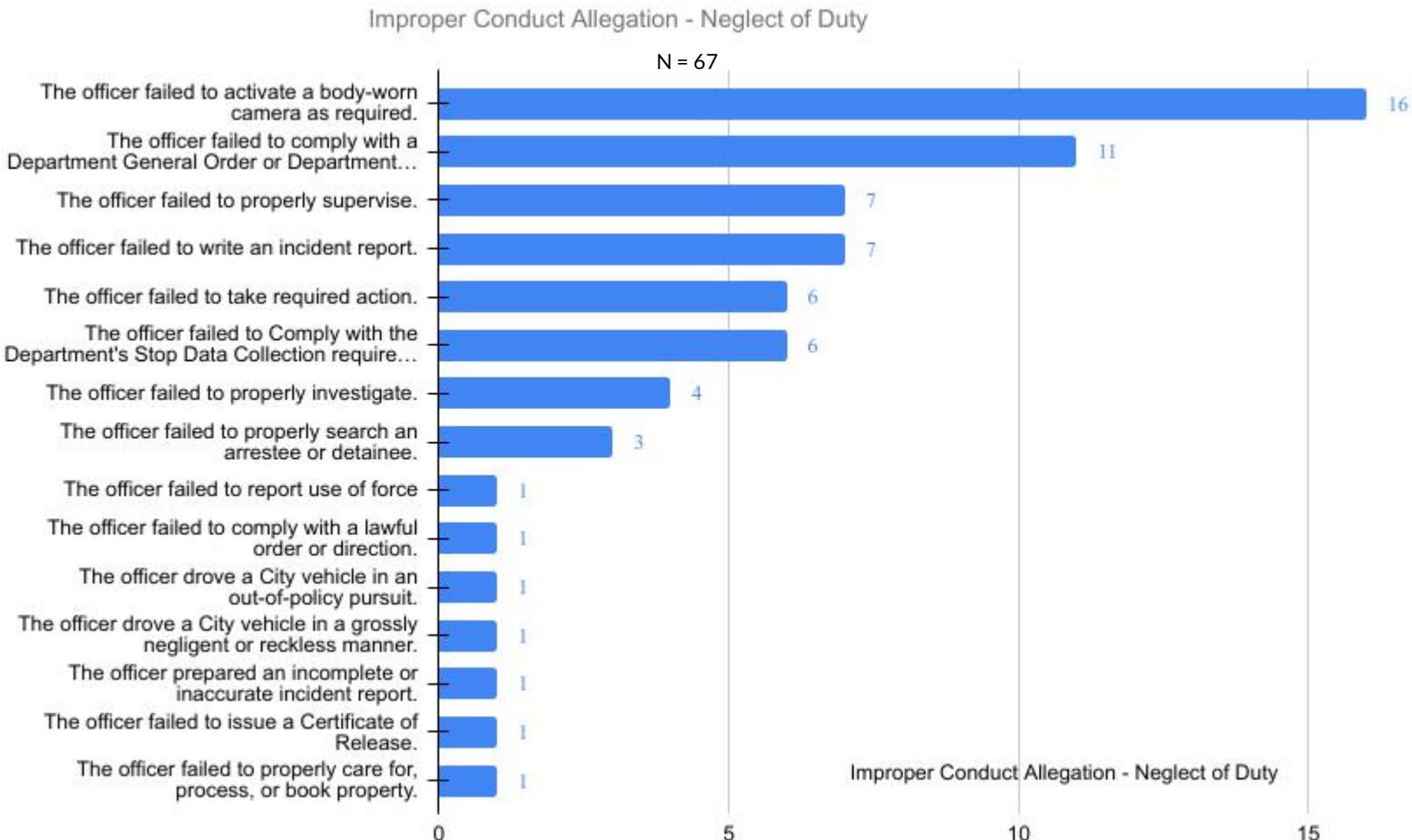
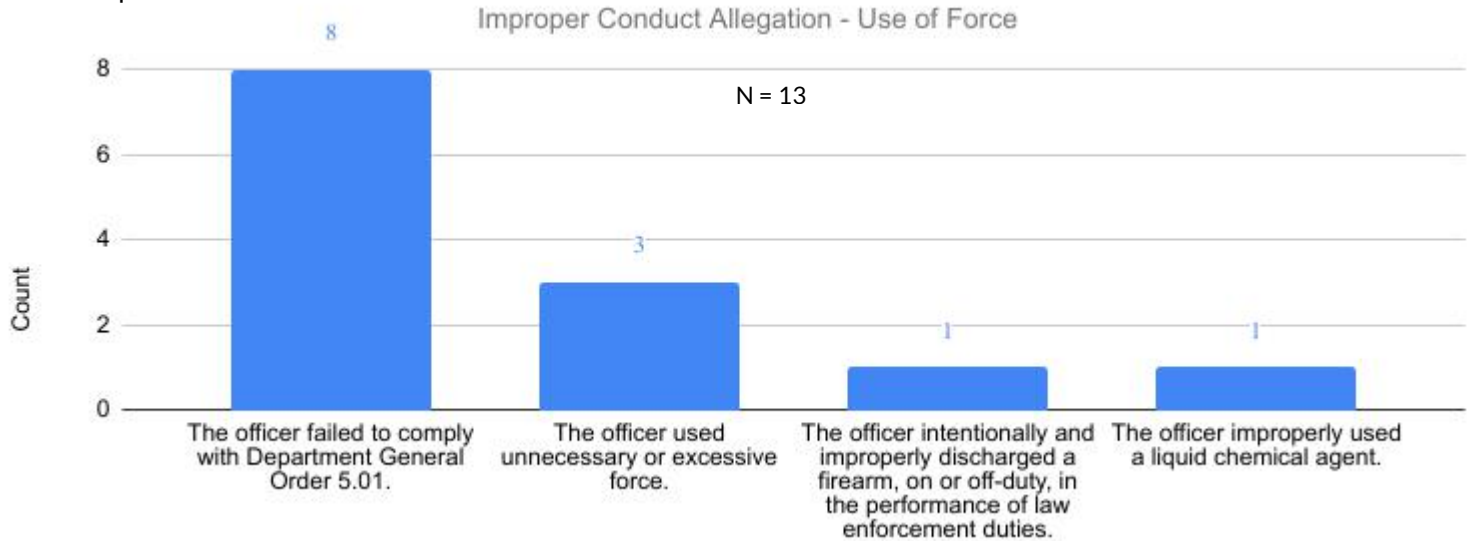
The following sections break down improper allegations (sustained) by Allegation Type: Conduct Unbecoming an Officer and Unwarranted Action.

Most allegations of Conduct Unbecoming involved inappropriate behavior or speech (52%), while Unwarranted Action was largely due to improper searches and seizures (41%).



Case Findings: Improper Conduct

In the following sections, we've highlighted improper conduct (sustained) allegations by subtype: Use of Force and Neglect of Duty. Use of Force findings primarily involved failing to comply with DGO 5.01 Use of Force (62%) and (24%) of the Improper Conduct Neglect of Duty allegations involved an officer failing to activate a body-worn camera as required.



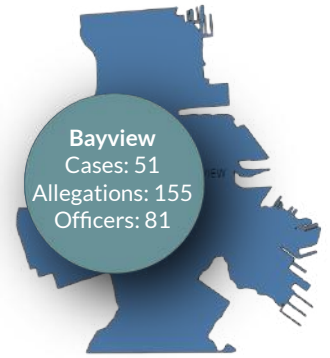
Case Findings-Police Districts

The map illustrates the distribution of cases, allegations, and officers by district. It's important to note that many complaints do not necessarily correlate with a high number of improper conduct allegations. **The map below only shows case information for SFPD Police Districts. It does not show any case data for unknown locations.*



Bayview District

In 2024, the Bayview District had a total of 51 cases, which accounted for 6% of DPA's total cases. The highest reported allegation in Bayview was Neglect of Duty.



Bayview cases make up 6% (51) of DPA's total cases

#1 complaint in Bayview was

Failed to take required action



3,108 Total Calls for Service in Bayview or 8.48% of SFPD's total calls for service in 2024



Neglect of Duty is Bayview's **highest** allegation reported at 90 or 58%

Population: 74,038

White: 24%

Black: 27%

Asian: 27%

Other: 5%

Hispanic: 16%

Larceny theft is Bayview's **highest** call for service at 1,165 or 37.5%



1

Improper conduct case in Bayview

#1 improper conduct allegation in Bayview was

Failing to write an incident report (2)

Motor Vehicle Theft is Bayview's **second** highest call for service at 919 or 29.5%

Central District

In 2024, the Central District had a total of 67 cases, which accounted for 8% of DPA's total cases. The highest reported allegation in the Central District was Neglect of Duty, which had 80 allegations.



Central cases make up
8% (67) of DPA's total
cases

**#1 complaint in
Central was**

Behaved or spoke
inappropriately



5,707 Total Calls for
Service in Central or
15.6% of SFPD's total
calls for service in
2024



Neglect of Duty is
Central's **highest**
allegation
reported at 80 or
40%

Population: 69,889
White: 40%
Black: 1%
Asian: 47%
Other: 4%
Hispanic: 7%

Larceny theft is
Central's **highest** call
for service at 4,114 or
72%



6
Improper conduct
cases in Central

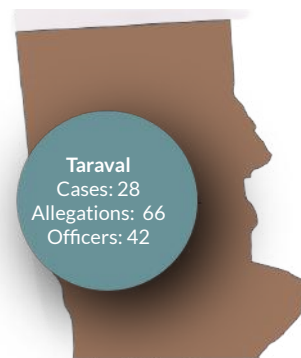
**#1 improper conduct
allegation in Central
was**

Failing to comply with
a Department
General Order or
Department Bulletin
(5)

Burglary is Central's
second highest call
for service at 557 or
9.8%

Taraval District

In 2024, the Taraval District had a total of 28 cases, which accounted for 3% of DPA's total cases. The most frequent allegation in Taraval was Neglect of Duty, with 33 allegations.



Taraval cases make up
3% (28) of DPA's total
cases

**#1 complaint in
Taraval was**

Failed to properly
investigate



3,273 Total Calls for
Service in Taraval or
8.9% of SFPD's total
calls for service in
2024



Neglect of Duty is
Taraval's **highest**
allegation
reported at 33 or
59%

Population: 154,868
White: 38%
Black: <1%
Asian: 50%
Other: 5%
Hispanic: 6%

Larceny theft is
Taraval's **highest** call
for service 1,947 or
59.5%



3
Improper conduct
cases in Taraval

**#1 improper conduct
allegation in Taraval
was**

The officer behaved
or spoke
inappropriately (1)



Motor Vehicle
theft is Taraval's
second highest call
for service at 546
or 16.7%

Park District

In 2024, the Park District had a total of 30 cases, which accounted for 4% of DPA's total cases. The highest reported allegation in Park was Neglect of Duty, with 48 allegations.



Park cases make up
4% (30) of DPA's total
cases

**#1 complaint in
Park was**

Failed to take
required action



1,672 Total Calls for
Service in Park or
4.6% of SFPD's total
calls for service in
2024



Neglect of Duty is
Park's **highest**
allegation
reported at 48 or
49%

Population: 63,292
White: 71%
Black: 1%
Asian: 16%
Other: 5%
Hispanic: 6%

Larceny theft is Park's
highest call for
service at 1,032 or
61.7%



1

Improper conduct
case in Park

**#1 improper conduct
allegation in Park
was**

Failing to properly
search an arrestee or
detainee (3)



Burglary is Park's
second highest
call for service at
277 or 16.5%

Ingleside District

In 2024, Ingleside District had a total of 40 cases, which accounted for 5% of DPA's total cases. The highest reported allegation in Ingleside was Neglect of Duty, with 64 allegations.



Ingleside's cases make up 5% (40) of DPA's total cases

#1 complaint in Ingleside was

Failed to take required action



3,309 Total Calls for Service in Ingleside or 9% of SFPD's total calls for service in 2024



Neglect of Duty is Ingleside's **highest** allegation reported at 64 or 49%

Population: 137,830
White: 28%
Black: 4%
Asian: 29%
Other: 10%
Hispanic: 28%

Larceny theft is Ingleside's **highest** call for service at 1,520 or 45.6%



3
Improper conduct cases in Ingleside

#1 improper conduct allegation in Ingleside was

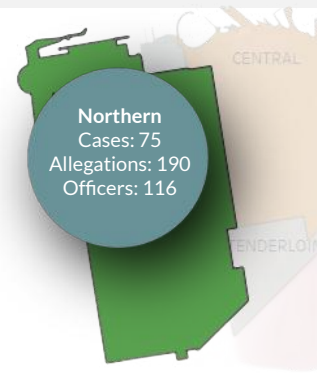
Failed to take required action (3)



Motor Vehicle Theft is Ingleside's **second** highest call for service at 775 or 23.4%

Northern District

The Northern District had a total of 75 cases, which accounted for 9% of DPA's total cases. Northern's highest reported allegation is Neglect of Duty, with 86 allegations.



Northern cases make up 9% (75) of DPA's total cases

#1 complaint in Northern was

Failed to take required action



5,699 Total Calls for Service in Northern or 15.6% of SFPDs total calls for service in 2024



Neglect of Duty is Northern's **highest** allegation reported at 86 or 45%

Population: 103,941

White: 69%

Black: 3%

Asian: 14%

Other: 8%

Hispanic: 5%

Larceny theft is Northern's **highest** call for service at 3,899 or 68.4%



5

Improper conduct cases in Northern

#1 improper conduct allegation in Northern was

Failing to activate body-worn camera (4)

Burglary is Northern's **second** highest call for service at 699 or 12.3%

Mission District

In 2024, the Mission District had for 71 cases, which accounted for 9% of DPA's total cases. The most frequently reported allegation in Mission was Neglect of Duty.



Mission cases make up 9% (71) of DPA's total cases

#1 complaint in Mission was

Failed to activate body-worn camera



4,866 Total Calls for Service in Mission or 13.3% of SFPD's total calls for service in 2024



Neglect of Duty is the Mission's **highest** allegation at 112 or 49%

Population: 81,818
White: 24%
Black: 2%
Asian: 18%
Other: 6%
Hispanic: 48%

Larceny theft is Mission's **highest** call for service at 2,399 or 49.3%



8
Improper Conduct Cases in Mission

#1 improper conduct allegation in Mission was

Failing to activate a body-worn camera as required (4)



Burglary is Mission's **second** highest call for service at 808 or 16%

Richmond District

In 2024, the Richmond District had a total of 39 cases, which accounted for 5% of the DPA's total cases. The highest reported allegation in Richmond was Neglect of Duty, with 53 allegations.



Richmond's cases make up 5% (39) of DPA's total cases

#1 complaint in Richmond was

Failed to take required action



2,533 Total Calls for Service for Richmond or 6.9% of SFPD's total calls for service in 2024



Neglect of Duty is Richmond's **highest** allegation reported at 53 or 57%

Population: 87,817
White: 39%
Black: 1%
Asian: 51%
Other: 2%
Hispanic: 7%

Larceny theft is Richmond's **highest** call for service at 1,671 or 65.9%



1

Improper conduct case in Richmond

#1 improper conduct allegation in Richmond was

Conducted an improper search or seizure (1)



Burglary is Richmond's **second** highest call for service at 416 or 16.4%

Tenderloin District

The Tenderloin District had a total of 84 cases, which accounted for 10% of DPA's total cases. The highest reported allegation in the Tenderloin was Neglect of Duty, with 98 allegations.



Tenderloin cases make up 10% (84) of DPA's total cases

#1 complaint in Tenderloin was

Behaved or spoke inappropriately



2,379 Total Calls for Service in Tenderloin or 6.49% of SFPDs total calls for service in 2024



Neglect of Duty is Tenderloin's **highest** allegation reported at 98 or 38%

Population: 35,841

White: 33%

Black: 17%

Asian: 22%

Other: 10%

Hispanic: 17%

Larceny theft is Tenderloin's **highest** call for service at 1,107 or 46.5%



10

Improper conduct cases in Tenderloin

#1 improper conduct allegation in Tenderloin was

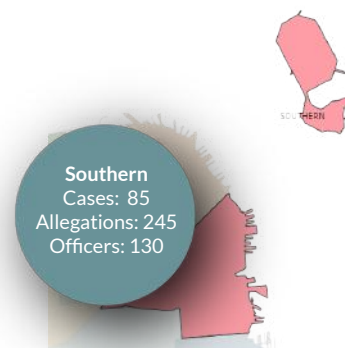
Officers behaved or spoke inappropriately (5)



Assault is Tenderloin's **second** highest call for service at 438 or 18.4%

Southern District

In 2024, the Southern District had a total of 85 cases, which accounted for 10% of DPA's total cases. The highest reported allegation in the Southern District was Neglect of Duty, with 113 allegations.



Southern cases make up 10% (85) of DPA's total cases

#1 complaint in Southern was

Behaved or spoke inappropriately



3,625 Total Calls for Service in Southern or 9.9% of SFPDs total calls for service in 2024



Neglect of Duty is Southern's **highest** allegation reported at 113 38%

Population: 65,115

White: 31%

Black: 6%

Asian: 35%

Other: 8%

Hispanic: 19%

Larceny theft is Southern's **highest** call for service at 1836 or 51%



6

Improper conduct cases in Southern

#1 improper conduct allegation in Southern was

Failing to activate body-worn camera (4)

Burglary is Southern's second highest call for service at 582 or 16%

Airport District

In 2024, the Airport District had a total of 15 cases, which accounted for 2% of DPA's total cases. The highest reported allegation was Conduct Unbecoming an Officer, with 14 allegations, and there were no sustained allegations.



Airport cases make up
2% (15) of DPA's total
cases

Commuter Demographics

140,500
Average Daily
Passengers

SFPD does not
publicly release calls
for service at the
airport



0 Total Sustained
Cases

#1 complaint at the Airport was

Behaved or spoke
inappropriately



Conduct
Unbecoming an
Officer is Airport's
highest allegation
reported at 14 or
32%

Notes

*SFPD Boundary Analysis of District Stations Project Report 2024: https://media.api.sf.gov/documents/PoliceCommission21925-SFPD_Boundary_Analysis_of_District_Stations_Project_Report.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%20I%20crimes.>

*Community sheets do not include the "Other" category, as it cannot be assigned to any specific district.

DPA Divisions



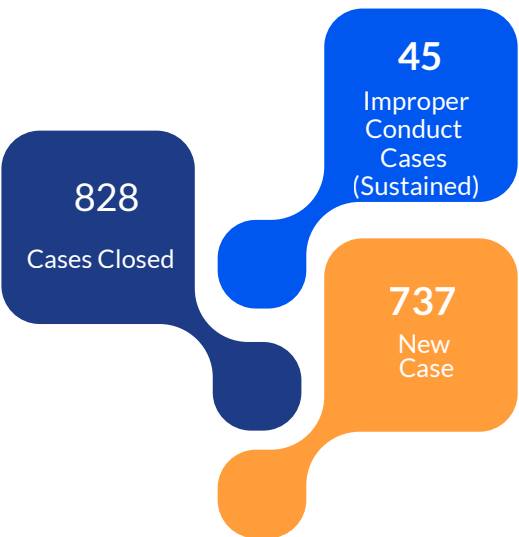
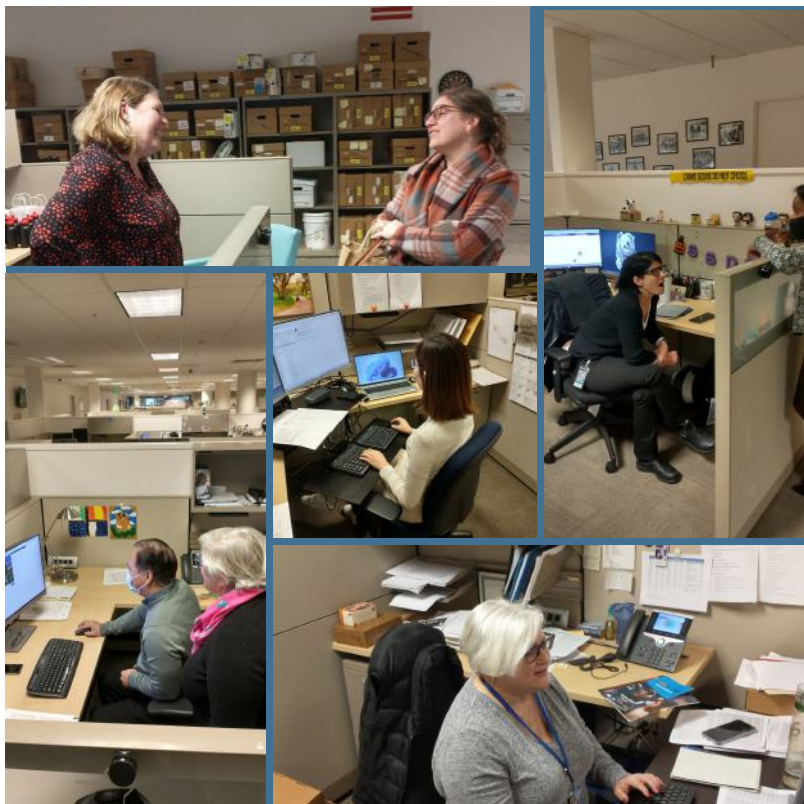
Investigations

In 2024, the Investigation Division remained steadfast in ensuring accountability and conducting thorough, impartial investigations. Despite staffing challenges due to turnover, the division closed 828 cases, demonstrating efficiency and commitment to investigative integrity.

The investigations division found improper conduct in 45 cases, totaling 118 improper conduct allegations.

The division also conducted in-depth investigations into three Officer-Involved Shooting incidents in 2024. Each was handled with professionalism, procedural integrity, and a commitment to factual accuracy. To further enhance expertise, team members participated in SFPD Force Training to strengthen their ability to assess use of force incidents objectively.

Through its rigorous investigative approach and continued professional development, the division upholds the agency's accountability and public trust mission.



DPA Investigations: From the top left, Mediation Director Alexandra Schultheis, Investigators Cori Varsallone, Teri Torgeson, Ellen Dolese, Elmer Sescon, and Natalie Chan. Pictures courtesy of Senior Investigator Christian Chisnall.



Policy 2024

Mission & Mandate

Under the authority of San Francisco Charter Section 4.136(h), the Policy Division collaborates with SFPD and stakeholders to improve police policies and practices to enhance public trust. Our directive is to reduce unnecessary tension between the SFPD and the public, while promoting accountability and transparency.

2024 Working Groups

This year, the Policy Division played an active role in several working groups to amend select Department General Orders (DGOs), ensuring they align with legal standards, best practices and community expectations. These include:

- DGO 8.03 – Crowd Control: Evaluating policies to balance public safety, and First Amendment rights. This project included Subject Matter Experts from SFPD's Tactical Unit, a panel of patrol officers, and representatives with civil rights and business backgrounds.
- DGO 10.11 – Body-Worn Cameras (BWC): Clarifying policy “grey areas” and transparency measures. The update involved collaboration between SFPD's BWC and Training divisions, the Public Defender's Office, the San Francisco Bar Association, and community members.
- DGO 5.20 – Language Access Services: Enhancing language accessibility for limited-English proficiency individuals. The working group included members of SFPD's Language Access Department, members from several District stations and the San Francisco immigrant rights community. The working group also received assistance from the San Francisco Board of Supervisors.
- DGO 6.16 – Sexual Assault Investigations: Improving protocols to ensure trauma-informed, survivor-centered practices. This multi-disciplinary group included SFPD's Special Victims Unit, the District Attorney's Office, the Office of Sexual Harassment and Assault Response and Prevention, physicians, and representatives from several of San Francisco's sexual assault and domestic violence prevention organizations.

Research & Policy Recommendations

DGO Development Process

The Policy division started 2024 by collaborating with SFPD's Policy Development Division on revisions to 15 DGOs. After the passage of Proposition E, we quickly pivoted to researching and updating 6 additional effected DGOs. This included attending the SFPD's Emergency Vehicle Operations Course and collaborating with SFPD's Legal Division on operationally efficient amendments to move documentation to BWC.

Missing Persons Policy Review – DGO 6.10

The DPA conducted a comprehensive policy review of the initial draft DGO, proposing 28 recommendations to strengthen investigations. These recommendations focus on:

- Aligning SFPD policy with state laws and best practices. Enhancing the use of public alert systems (e.g., AMBER & Silver Alerts).
- Reducing administrative burden for officers while improving case response.

Language Access Services Report – DGO 5.20

The Policy Division developed an in-depth report on the initial draft DGO. It integrated California POST Learning Domain 42 standards as well as DPA investigation case examples that highlight language barriers. The report also includes requirements from the San Francisco Administrative Code Chapter 91.

Looking Ahead: 2025 Priorities

1. Expanding community engagement to ensure public input shapes policy recommendations.
2. Attending additional SFPD Trainings to ensure that guidance from experienced officer instructors are incorporated into policy.
3. Publishing additional position papers on emerging issues in DPA cases.

Audit Highlights

The Audit Division’s 2024 work included performance audits, follow-up on prior recommendations, and sharing expertise on law enforcement auditing. Notably, the Audit Division:

- Received its second consecutive Exemplary Knighton Award from the Association of Local Government Auditors (ALGA) for its 2023 audit of SFPD’s handling of officer misconduct. Judges noted that the report addressed a highly impactful topic and effectively conveyed the stakes to readers.
- Passed its external quality control review (peer review). This review concluded that DPA’s audit quality control system was operating effectively to provide reasonable assurance of compliance with Government Auditing Standards.
- Followed up on recommendations from its prior audits of SFPD’s compliance with Department General Order 8.10 (DGO 8.10), which governs investigations involving First Amendment activities. SFPD reported no activities governed by DGO 8.10 in 2023, but that four recommendations from DPA’s audits of 2020 and 2021 activities remain open.
- Co-presented Introduction to Auditing Law Enforcement at ALGA’s 2024 annual conference, providing methodologies and considerations for auditing law enforcement agencies.
- Issued its audit on SFPD’s processes for ensuring the completeness and accuracy of data required under California’s Racial and Identity Profiling Act of 2015. The audit found that SFPD does not require supervisors to verify stop data accuracy, does not test stop data for reliability, and does not address the risk of unreported stops. In addition, system transition issues in 2023 resulted in data validation errors and incomplete records that compromise data integrity and can make the data unreliable for analysis.

Key Finding: SFPD’s transition to a new collection system at the end of June 2023 resulted in increased data validation errors and incomplete reports





Mediation

In 2024, the DPA mediated 21 cases, with 13 involving direct mediation with the named officers and six (6) addressing broader concerns through SFPD representatives. Cases came from multiple stations, including Bayview (5), Southern (4), Mission (2), Northern (2), Ingleside (1), Central (3), Taraval (1), Tenderloin (2), and other (1).

The DPA enhanced its mediation program by offering Volunteer Mediators several benefits, including training in use-of-force techniques in collaboration with the SFPD, which featured the use of a Force Option Simulator. Additionally, mediators received special presentations from the DPA's Audit and Legal divisions and had opportunities to participate in ride-alongs with the SFPD to gain firsthand experience. They also attended Crisis Intervention Team training conducted by the SFPD, which covered relevant laws and policies affecting the CIT Unit, as well as providing information on de-escalation training and crisis intervention strategies.

Expanding Mediation Beyond San Francisco

DPA consulted with Oakland's Community Police Review Agency (CPRA) and discussed the Department of Police Accountability's (DPA) mediation program as a model for other jurisdictions. DPA also advised the Sacramento Police Department on best practices, positioning its mediation model as a standard for effective practice. Additionally, DPA partnered with the University of California's Possibility Lab to enhance mediation efficiencies.

*Increasing Awareness and Training

The DPA Mediation Director presented at the SFPD Academy to introduce mediation concepts to recruits. DPA also attended the Community Boards Peacemaker Award Ceremony, which honored the significant contributions of individuals and organizations working to create more just and peaceful neighborhoods in San Francisco.

Investing in Future Mediators

DPA mentored summer interns and led an outreach session on mediation for high school students.

Regarding key trends, Neglect of Duty (Failure to Take Required Action) was the most frequently mediated allegation, while Conduct Unbecoming an Officer ranked second.



Public Records

Senate Bill 1421 & Senate Bill 16

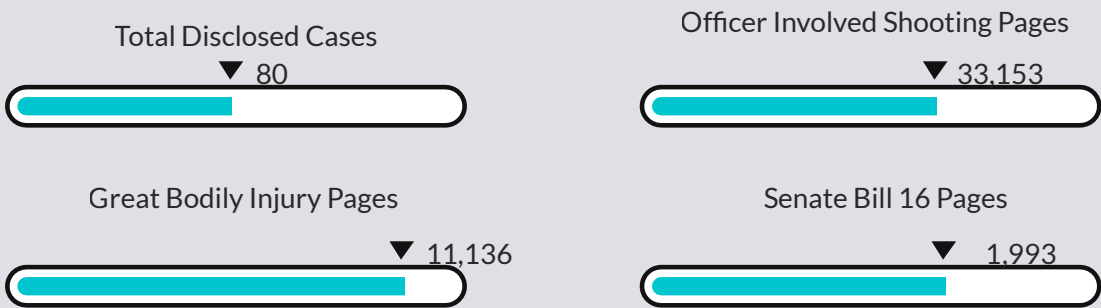
From 2019 to 2022, DPA witnessed a significant transformation in police misconduct transparency. Senate Bill 1421 marked a groundbreaking moment by mandating public disclosure of police records in four areas. Subsequently, on January 1, 2022, Senate Bill 16 came into effect, further expanding the types of police misconduct records that are now disclosable to the public, doubling the categories from four to eight. This sudden shift meant that sustained cases involving unlawful search and seizure, prejudicial behavior, discriminatory conduct, and the failure to intervene in unreasonable or excessive force incidents became open to public scrutiny. Notably, Senate Bill 16 cases require a sustained finding by DPA and must endure a potentially lengthy appeal process.

In response to these legislative changes, DPA staff reviewed nearly 40 years' worth of cases to determine their eligibility for disclosure across the eight specified areas of conduct. By the end of the year, DPA had received over 170 requests for records. Throughout 2024, DPA remained committed to its extensive endeavor of scrutinizing archived cases for disclosure, alongside addressing other independent record requests it regularly receives.

In 2024, DPA released 7 separate cases totaling 1,121 pages of redacted documents and 13 hours of audio and video files.

Disclosed Records

The records disclosed in 2024 contributed to a total of 73 disclosed cases, and a total of 46,282 disclosed pages



You can view or request records from DPA at Plans at [Requests - NextRequest - Modern FOIA & Public Records Request Software](#)

Budget

The DPA operates as a General Fund department, meaning its services and operations are entirely financed by the City and County's General Fund budget. On August 1, 2024, the Mayor signed a City budget into law for Fiscal Year 2024, which amounted to \$15.9 billion and \$15.5 billion for 2025. This budget allocated \$10 million for DPA's total operating expenses for FY24. This allowed the department to fund various operational and programmatic projects. Additionally, DPA successfully secured \$150,000 for its COIT project. This project developed a system to connect DPA's Salesforce to the San Francisco Police Department's (SFPD) Benchmark using an application programming Interface, which will increase transparency.

DPA continued to refine its departmental policies and procedures to track financial and procurement transactions, which facilitated better budget development and reporting. Despite increased attrition, DPA successfully preserved its staffing levels and operational resources.

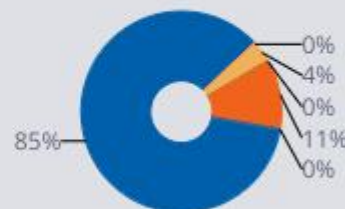
FY24 & FY25 Budget Priorities

In the upcoming fiscal years, DPA will continue leveraging existing programs and resources to ensure compliance with mandated investigation levels. Through responsible budgeting and financial planning, the department intends to focus on investigations, public record requests, SB16, SB2, and racial equity initiatives. A particular focus will be on utilizing internal resources to digitize over 30 years of paper case documents and analog media files.

Additionally, DPA actively investigates complaints filed against the Sheriff's Office until the establishment and implementation of the Sheriff's Department of Accountability (SDA), named by San Francisco Charter Section 4.137, the San Francisco Office of Sheriff's Inspector General (OSIG). Under a revised Letter of Agreement, DPA will accept investigative referrals from the Sheriff's Office and expand its jurisdiction to receive complaints directly from the public and external agencies.

DPA Budget FY 24 - 25

Salaries and Fringe Benefits	7,976,209
Programmatic Projects	100
Non-Personnel Services	331,242
Materials & Supplies	33
Services Of Other Depts	1,046,717
COIT Project	150



Operations

In 2024, the DPA achieved significant advancements in technological and operational efficiency. At the beginning of the year, DPA successfully migrated to a new file server, which improved storage capacity, security, and performance. To provide mobility in the field city-issued laptops were distributed to Investigators, replacing outdated desktops. These upgrades streamlined workflows and ensured compliance with the city's cybersecurity guidelines.

The Data Processing Agency (DPA) collaborated with the Committee of Information Technology (COIT) to secure funding for essential projects, including the integration of Salesforce and Benchmark Analytics with the San Francisco Police Department (SFPD) to enable real-time data sharing. DPA implemented SharePoint for cloud-based file storage to further modernize operations, eliminating the need for physical servers and improving access to case files.

DPA also enhanced its cybersecurity preparedness by conducting an annual Cybersecurity Maturity Assessment and implementing improved security measures. The agency hosted tabletop exercises to prepare staff for potential cyber threats and updated its Continuity of Operations Plan (COOP) to ensure proper procedures are in place in an emergency. Furthermore, DPA participated in the biannual citywide cyber tabletop exercise to simulate potential cyber incidents and assess response plans.

DPA regularly deploys updates and security patches across all workstations and servers to reinforce the department's operational resilience. Additionally, DPA partnered with DataSF to publish case data on the City's open data portal, allowing the public to review and download both current and historical case data.

Beyond these technological improvements, DPA continues to support the SOIG by assisting in the implementation and optimization of Salesforce for case management and developing workflows to streamline operations.



Special Projects:

Law and Justice Reform Fellowship Program

DPA's 2024 summer internship program was its largest and most diverse, with 23 students from nine universities and law schools participating in a 10-week Professional Development Program. Among the cohort, 87% were underrepresented minorities, and 34% identified as LGBTQ+. Each intern was paired with a mentor, and 75% secured external funding, primarily through Mayor Breed's Opportunities for All (OFA) Program.

Interacting with 10 city agencies, interns gained hands-on experience at DPA in public service, working on body-worn camera (BWC) summaries, sustained reports, and policy development. A significant highlight of the program was the interns' policy proposal project, which focused on the long-overdue update of Department General Order (DGO) 6.16 on sexual assault investigations, which was last revised in 2008. At the program's conclusion, the cohort's policy recommendation was presented to the San Francisco Police Commission.

The program featured site visits and a speaker series with 22 distinguished guests, including Judge Roger Chan, representatives from the District Attorney's Office, and the Housing Authority. A special Historically Black Colleges and Universities (HBCU) panel hosted by the Warriors Basketball Team at Chase Center underscored the importance of diversity, equity, and inclusion in public service. Interns also engaged in civic activities, marched in the Juneteenth and Pride parades, visited the Young Adult Court, the Museum of the African Diaspora (MOAD), and attended a virtual White House briefing for the Biden-Harris administration.

DPA continued its commitment to mentorship and professional development year-round by welcoming interns who contributed to casework, research, and policy initiatives in the spring and fall. Through hands-on experience, mentorship, and exposure to public service leaders, the internship program strengthened the pipeline of diverse talent in San Francisco government.



Current SFPD Sexual Assault DGO 6.16

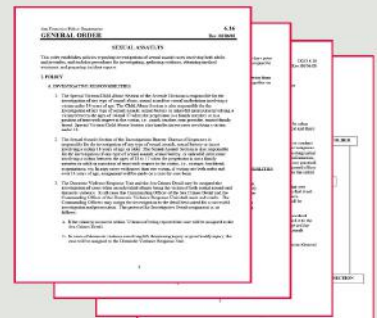
Last Revised in September 2008

Current DGO is largely concerned with:

- Unit Responsibilities/Notifications
- Hospital Admittance for Adults/Juveniles
- Rudimentary Testing Protocols
- Incident Reporting

Proposed Additions:

- Mandatory Incident Follow-ups
- Broader Testing Protocols
- Transportation Options for Survivors



Our Executive Director, Paul Henderson, was honored with the Charles Houston Bar Association's 2024 Hon. Justice Clinton W. White Advocacy Award for the impactful work of the Law & Justice Reform Internship Program. This recognition celebrates our efforts to build a pipeline into public service for youth from diverse backgrounds.

With the continuous support and assistance of the San Francisco Human Rights Commission and Opportunities For All, we successfully hosted our inaugural HBCU Cohort. Thanks to the support of OFA, we provided housing and transportation for our HBCU students, many of whom were experiencing San Francisco and California for the first time. Throughout the summer, our HBCU students had the opportunity through DPA's speakers series to connect and network with HBCU alums.



Provided Transportation
and Housing for 8 Weeks



12 Fieldtrips & Activities



Collaborations with 10
City Departments



22 Guest Speakers

Program Experience





City & County of San Francisco

DEPARTMENT OF POLICE ACCOUNTABILITY

LAW AND JUSTICE REFORM SUMMER
INTERNSHIP PROGRAM 2023

For more information about the internship or if you would like to apply, please go to the DPA website at www.sf.gov/apply-internship-dpas-law-and-justice-reform-internship-program

Special Projects:



In 2024, the California Civilian Oversight Alliance (CCOA) continued strengthening collaboration among oversight agencies. A key moment was its successful two-day conference in San Francisco, where experts discussed racial equity in law enforcement. The event featured speakers such as NACOLE President Anthony Finnell, Berkeley's Director of Police Accountability, Hansel Aguilar, and Sheriff's Inspector General Terry Wiley. SFPD's Sgt. Anderson also provided an impactful presentation on crisis intervention.

A major highlight was the presentation of a groundbreaking case study on stop data falsification, showcasing DPA's commitment to accountability. This work, led by a DPA Investigator and DPA's Policy Director, demonstrated the critical role oversight departments play in uncovering misconduct. Coinciding with the fourth anniversary of George Floyd's death, the conference reinforced the need for strong oversight as some states attempt to weaken civilian review.

Beyond the conference, CCOA continued serving as an oversight agency hub. DPA played a key role in planning quarterly meetings, updating the CCOA website and directory, and distributing juvenile records case handling surveys. As oversight faces new challenges, CCOA remains committed to advancing accountability, transparency, and racial equity in law enforcement.



Sheriff's Office Cases





Sheriff's Office Cases

DPA SUPPORT FOR THE OFFICE OF THE INSPECTOR GENERAL

In 2024, the DPA played a critical role in supporting the Office of the Inspector General (OIG) as it navigated significant budget constraints and staffing shortages. Due to funding reductions and hiring restrictions, the OIG was unable to reach full operational capacity in its first year. To ensure continuity of oversight and accountability, the DPA provided crucial assistance in fulfilling some of the OIG's mandated responsibilities.

The DPA extended investigative and administrative support, helping to bridge the staffing gap while the OIG worked toward securing the necessary resources. Additionally, the DPA collaborated with the San Francisco Sheriff's Office (SFSO) Internal Affairs Unit to ensure that key oversight functions remained active despite the OIG's limited capacity. This partnership helped maintain essential oversight mechanisms, ensuring that public trust in law enforcement accountability was upheld.

ESTABLISHMENT OF THE OFFICE OF THE INSPECTOR GENERAL

On November 3, 2020, San Francisco voters approved Proposition D, a charter amendment introduced by Supervisor Shamann Walton. This amendment established the Sheriff's Department Oversight Board (SDOB) and the Office of the Inspector General (OIG) to provide independent oversight for the San Francisco Sheriff's Office (SFSO). The seven members of the SDOB were sworn into office in 2022.

Following a year-long nationwide search and rigorous vetting process, the San Francisco Sheriff's Oversight Board appointed Terry Wiley as the city's first Inspector General. Former Mayor Willie Brown administered the oath of office on December 20, 2023. Inspector General Wiley brought extensive managerial, investigative, and oversight experience and officially began work in January 2024.

To facilitate the launch of the OIG, the DPA prepared a new office suite and developed a customized case management system and infrastructure. In accordance with its agreement with the OIG, the DPA continues to provide investigative and administrative support, while the OIG worked to expand its staff and resources.

DPA'S OVERSIGHT OF THE SAN FRANCISCO SHERIFF'S OFFICE

In early 2019, at the request of then-Sheriff Vicki Hennessy, DPA Director Paul Henderson began investigating serious misconduct allegations within the SFSO. This agreement was formalized on May 2, 2019, with a Memorandum of Understanding (MOU), marking the start of an independent civilian oversight of the San Francisco Sheriff's Office.

The DPA and SFSO renewed and expanded the operating agreement between the departments twice under Sheriff Paul Miyamoto, in 2020 and 2024. In October 2024, DPA's role was further broadened with its review of the SFSO's military equipment use and policy violations, in compliance with California Assembly Bill No. 481.



Sheriff's Office Cases

2024 AMENDED LETTER OF AGREEMENT

As of January 2024, with the signing of an amended Letter of Agreement, DPA now responds to all SFSO in-custody deaths 24 hours a day, 7 days a week covering all nights, weekends, and holidays. This ensures a continuous and independent review process, reinforcing transparency and accountability within the department.

DPA INVESTIGATIVE PROCESS

All SFSO investigations are assigned to a dedicated team of investigators and attorneys who possess specialized training in SFSO policies, procedures, recordkeeping, jail operations, and other relevant areas. Upon completion of an investigation, findings and evidence are presented to the SFSO for review. The Undersheriff evaluates DPA's work and either affirms or challenges the findings for each allegation. Sustained findings are then presented to the Sheriff for discipline determination.

While DPA does not determine disciplinary outcomes, deputies have the right to appeal through the San Francisco Deputy Sheriff's Association grievance process, which is resolved by binding arbitration.

UNIQUE CHALLENGES IN OVERSIGHT

Investigating misconduct within custodial facilities presents distinct challenges. The complexity of serious violations, the limited public visibility of jail environments, and few independent evidence sources create obstacles in oversight. Surveillance and body camera footage may be obstructed during physical confrontations. In addition, witness testimony, often from inmates, contractors, or employees, may be influenced by fear, instability, or credibility concerns.

Another challenge is the complexity of a complaint. A single complaint can often evolve into extensive investigations involving multiple deputies, witnesses, and evidentiary components. The rapidly changing nature of incidents and physical altercations further complicates efforts to establish individual accountability. Despite these challenges, DPA remains committed to employing the best investigative practices and innovative approaches to ensure thorough and impartial oversight.



Highlights of DPA's SFSO Work

Accomplishments

- **OFFICE SPACE:** Retrofitted a suite within the DPA into dedicated office space ready to host OIG staff when hired. This suite is outfitted with fully functional, ergonomic workstations (privacy walls, sit/stand desks, secure lockers, adjustable monitor arms, phones, dedicated data cables, etc.).
- **CASE MANAGEMENT SYSTEM (CMS):** The CMS the DPA helped build to support the OIG's needs offers a secure, versatile environment customized on a Salesforce platform. Since the system did not have to be built from scratch, the costs were a fraction of what it would have cost to build a comparable system. All historic data from DPA's SFSO misconduct and improper conduct investigations were successfully migrated into the new CMS. The CMS will serve to manage and track the OIG's work, analyze and report on the OIG's data, and will be capable of interfacing with other systems through application programming interfaces
- **ONLINE COMPLAINT SYSTEM:** Launched a user-friendly online complaint system, dedicated to complaints against members of the SFSO. The system has a multilingual component, and its data can be integrated with CMS.
- **COMPLAINANT PORTAL:** Provided complainants with a portal to track individual case progress through the investigatory phases. Complainants can access their cases by using a unique system-generated identification number.
- **PAPERLESS OPERATIONS:** Transitioning to a cloud-based file system for enhanced security and accessibility.

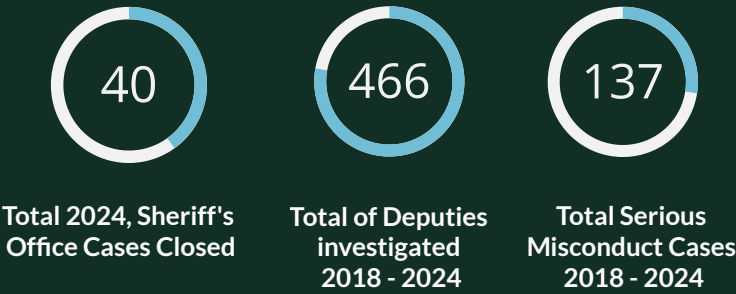
2025 Projects

- Public Data Dashboards.
- Monthly Private Video Conferencing Sessions
- Standardized Discipline Guidelines.
- Cloud-Based File System.
- Jail-Wide Digital Survey On Inmates' Tablets



Terry Wiley, Inaugural Director the Sheriff's Office of Inspector General

Sheriff's Office Cases



2024 Total of Deputies Investigated

In 2024, DPA investigated a total of 86 Deputies; 50 of 86 deputies were the subject of multiple allegations and cases.



Gigabytes of Video Footage reviewed by DPA Staff in 2024

In 2024, DPA investigators reviewed more than 126 gigabytes, which is roughly 40 hours of video footage.



Cases referred to SFSO Internal Affairs

In 2024, DPA referred 25 cases to SFSO Internal Affairs Division once a preliminary investigation determined the alleged misconduct was outside DPA's investigative purview.



2024 Total In-custody death investigations

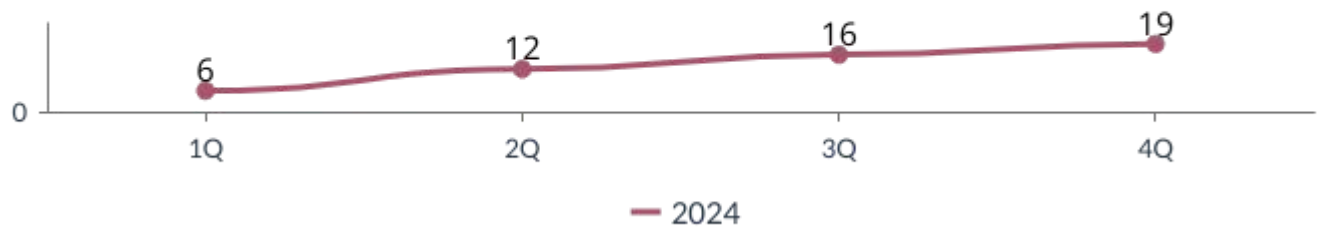
In 2024, DPA investigated two in-custody death investigations.

SFSO

Investigations

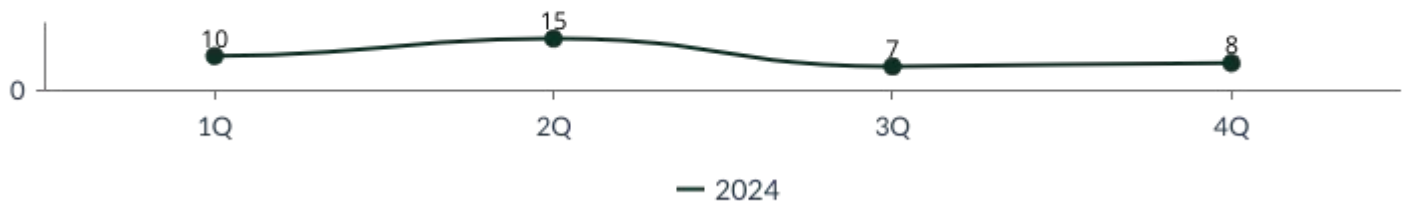
Cases Opened by Quarter

N = 53



Cases Closed by Quarter

N = 40



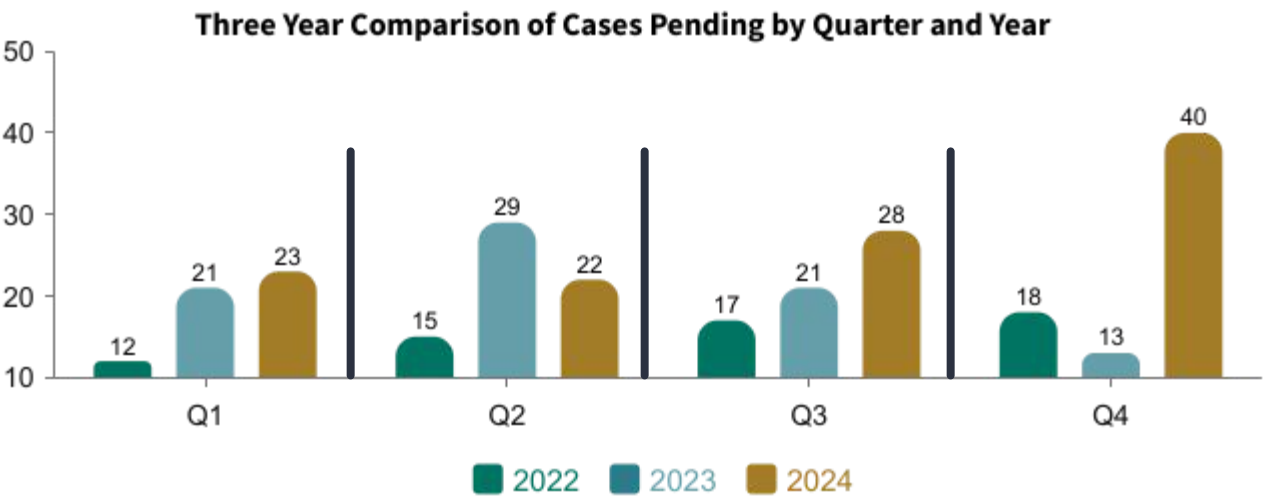
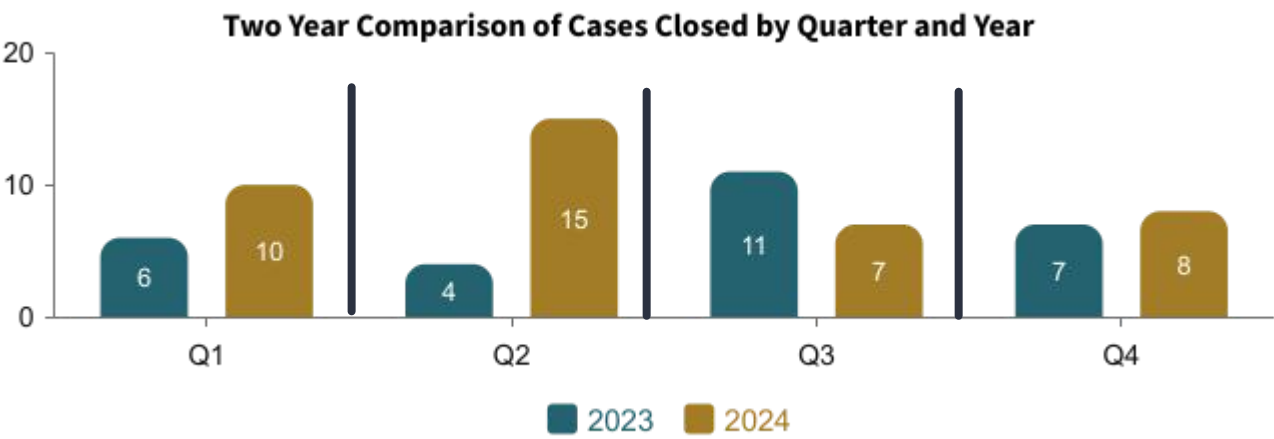
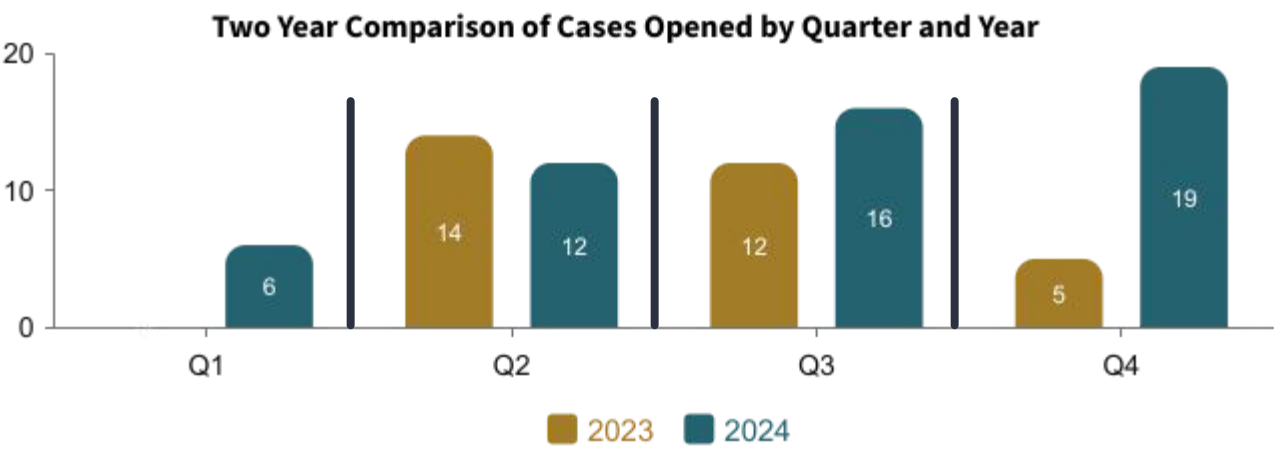
Case Total Findings

N = 40



SFSO

Case Findings





SFSO

Complainant Demographics

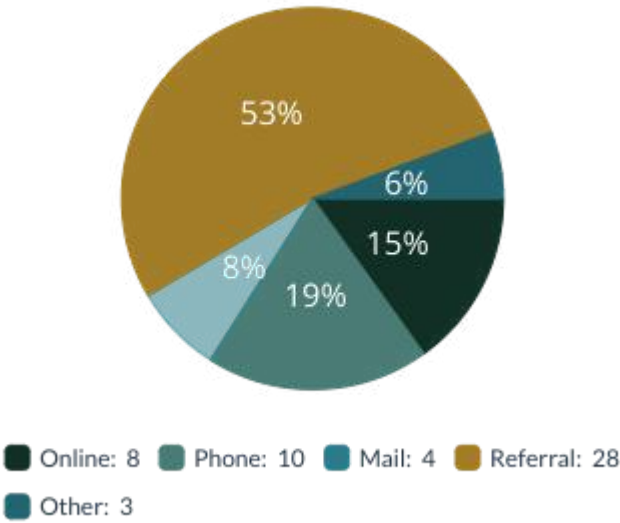
The demographic characteristics of complainants are detailed in the tables and charts below. In 2024, African Americans and Hispanics filed a majority of the complaints, which accounted for 47% and 13% of the total, respectively. Regarding gender, 60% of the complainants were male, 17% were female, and 23% declined to state their gender. The majority of complainants fell between the ages of 20 and 40. Complainants have various avenues for filing complaints with the DPA. In 2024, the most common method for filing complaints was by referral (28), followed by phone (10), and mail (4).

RACE/ ETHNICITY	#	%
Asian	0	0%
Black or African American	25	47%
Hispanic or Latinx	7	13%
White	5	9%
Other	4	8%
Declined to State	12	23%
Total	53	100%

AGE	#	%
1-13	0	0%
14-16	0	0%
17-19	0	0%
20-30	4	8%
31-40	4	8%
41-50	3	6%
51-60	1	2%
61-70	1	2%
71-80	1	2%
Over 80	0	0%
Declined to State	39	74%
Total	53	100%

COMPLAINANTS	#	%
Complainants	51	96%
Anonymous Complainant	2	4%
Total	53	100%
Gender		
Female	9	17%
Male	32	60%
Genderqueer/Gender Non-binary	0	0%
Transgender	0	0%
Declined to State	12	23%
Total	53	100%

How Complaints Were Received



*Percentages are rounded up to the nearest whole number for simplicity and ease of understanding.



SFSO

Case Findings

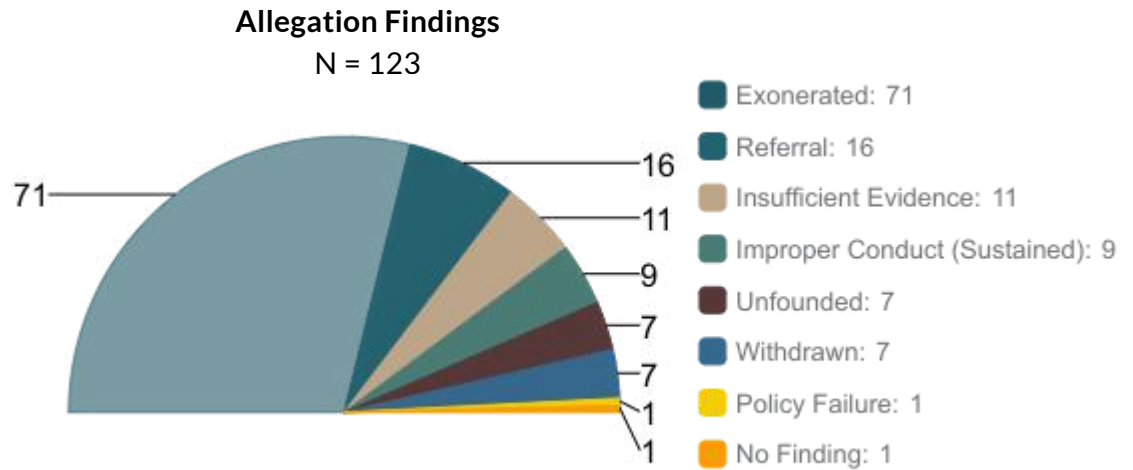
Allegation	Sustained Findings	Exonerated	Insufficient Evidence	Unfounded	No Findings	Policy Failure	Referral	Withdrawn	Number of Allegations
Behaved or Spoke Inappropriately			1						1
Displayed threatening, intimidating, or harassing behavior								2	2
Engaged in retaliatory behavior		1					2	1	4
Engaged in sexually derogatory behavior or made sexually derogatory comments			1					2	3
Engaged in unwarranted action		3							3
Failed to activate a body-worn camera as required	3								3
Failed to follow pursuit policy		1		1					2
Failed to perform essential functions		1							1
Failed to properly care for, or monitor, a person in custody			2						2
Failed to properly supervise	1	7	2		1				11
Failed to provide medical treatment								1	1
Failed to report use of force	3					1			4
Failed to take required action		2	1	4					7
Failed to write an incident report	1								1
Improper Sexual Touching								2	2
Improperly Used Liquid Chemical Agent		1							1
Used unnecessary or excessive force	1	55	4						60
Discourteous behavior or statements were related to gender				1					1
Outside of jurisdiction							14		14
Total	9	71	11	6	1	1	16	8	123

SFSO

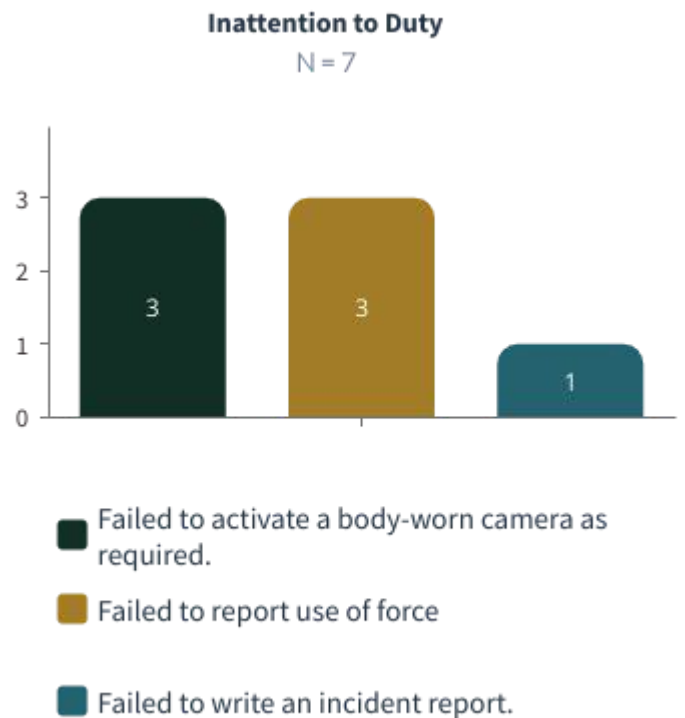
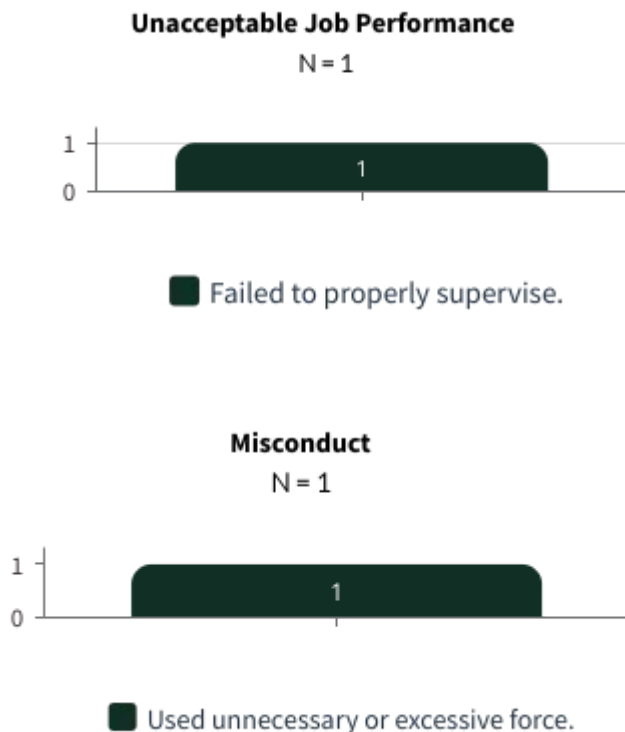
Allegation Findings

Of the 123 allegations, 58% were found to be Exonerated, and 7% were Improper Conduct (Sustained).

The chart below outlines the findings of allegations by allegation types. Typically, multiple allegations are investigated for each case. In 2024, the most frequent findings were Exonerated and Referral. The most common allegations included Misconduct, Unacceptable Job Performance, and Inattention to Duty.



Below are the subtype categories for improper conduct (sustained) allegations, which include Inattention to Duty, Misconduct, and Unacceptable Job Performance.



SFSO

Case Location

This chart illustrates the number of cases and allegations against deputies at different facilities. The San Francisco General Hospital had 2 cases, with 17 allegations, against 13 deputies, County Jail #1 had 3 cases with 8 allegations against 7 deputies, County Jail #2 had 8 cases with 33 allegations against 30 deputies, and County Jail #3 had 9 cases with 43 allegations against 29 deputies.

Referral/Unknown

San Francisco
General Hospital

County Jail #1

County Jail #2

County Jail #3



Cases: 18
Allegations: 22
Deputies: 7

Cases: 2
Allegations: 17
Deputies: 13

Cases: 3
Allegations: 8
Deputies: 7

Cases: 8
Allegations: 33
Deputies : 30

Cases: 9
Allegations: 43
Deputies: 29



DPA investigated 86 deputies; 50 deputies were the subject of multiple allegations and cases.

San Francisco County Jail Report

In 2024, San Francisco County Jails recorded multiple complaints, with Misconduct being the most frequently reported allegation across all facilities. The total jail population was 1,302, with Black individuals making up 42%, followed by White and Hispanic individuals at 23% each. The most frequently sustained allegations were failure to activate body-worn cameras and failure to report use of force.

#1 complaint at CJ #1 was Unnecessary or Excessive force.

2nd highest complaint was Failed to Properly Supervise.

#1 complaint at CJ #2 was Unnecessary or Excessive force.

2nd highest complaint was Failed to Report Use of Force

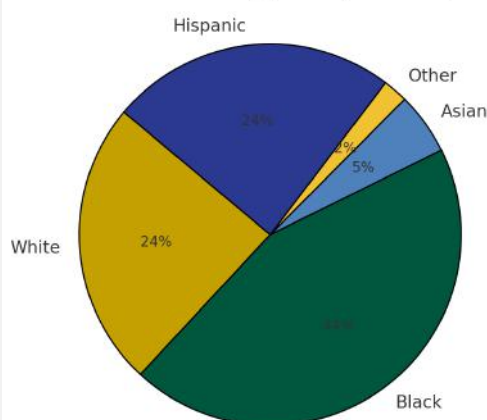
#1 complaint at CJ #3 was Unnecessary or Excessive force.

2nd highest complaint was Failed to Properly Supervise.

#1 complaint at the SFGH was Unnecessary or Excessive force.



















2nd highest complaint was Unacceptable Job Performance

San Francisco County Jail Population (2024)



The most commonly sustained allegations were failure to activate body-worn cameras and failure to report use of force.

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 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 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 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, 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 - A withdrawn finding indicates that DPA discontinued investigating a complaint that was voluntarily withdrawn.

No Finding - 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.



Sheriff's Office Cases: Definitions

Misconduct – Violation of any department rule or regulation, policy or procedure, or law, or conduct unbecoming a sworn employee or reflecting adversely on the department.

Criminal Misconduct – Violation constituting a misdemeanor or felony crime. Criminal misconduct cases are also referred to the appropriate criminal prosecution agency.

Gratuities/Rewards – Improperly accepting or soliciting any gratuity, gift, loan, fee, or any other thing of value arising from or offered because of employment, or any activity connected with the department without authorization.

Harassment/Discrimination – Harassment or discrimination on the basis of race, religion, color, national origin, ancestry, disability, medical condition, marital status, sexual orientation, sex, or age including retaliation against a person for making a harassment complaint.

Impermissible Behavior – Any rude, insolent, impertinent, antagonistic, discourteous, or disrespectful conduct either written, oral, or by gesture towards a supervisor of higher rank that is outside the definition of insubordination. Employees shall treat supervisors, subordinates, and peers with respect. To be always courteous and civil.

Insubordination – Failure or deliberate refusal of any employee to obey a lawful order by a superior officer.

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

Neglect of Duty – Type of allegation that a deputy failed to complete a required task.

Truthfulness – Type of allegation requires all deputies to be always truthful, whether under oath or not.

Unacceptable Job Performance – Type of allegation that a deputy failed to adhere to the job responsibilities as set forth in the Department's objectives.

Use of Force – Type of allegation that a deputy used more force than was reasonably needed to perform a necessary law enforcement action.

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

Sustained – Determination that the actions of a deputy or employee were found to violate law or department policy.

Not Sustained – Finding when the investigation discloses that there is insufficient evidence to sustain the complaint allegation or to conclusively disprove the allegation.

Exonerated - Finding when the investigation discloses that the alleged act occurred, however, the act was justified, lawful, and/or proper.

Unfounded - Finding when the investigation discloses that the alleged acts did not occur, did not involve department employees, or the complaint is clearly not true.

No Finding - Finding when the complainant failed to disclose information to further the investigation, cooperate with the investigation, and/or there is insufficient evidence to proceed.

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