

Annual LAO Compliance Report for 2025-2026

Police Department (POL)

SUMMARY OF COMPLIANCE CHANGES

1. FY 2025-2026

1. Please provide a summary of all language access changes in your Department since FY 2024-2025.

SUMMARY OF COMPLIANCE REPORT CHANGES & KEY BARRIERS

A. Explain changes in strategies and procedures to improve language access and/or comply with the LAO (as amended in 2024), and indicate whether these changes have improved the Department's language access services from the previous year.

Description of Change	Improved Language Access Services?
Implementation of quarterly certification testing for SFPD members through DHR	Yes
Department General Order 5.20 and 5.23 revised	Yes
Training handouts created for non-sworn members within the department.	Yes
Pilot Program of Language Access Pins withing the department	Yes

B. Indicate any key barriers that have prevented your Department from achieving your LAO goals and any proposed solutions.

Barriers	Proposed Solutions
Language Access Pins not the correct size for uniform.	continue to search for a vendor who is able to make the correct size pins
Finding a vendor that can engrave nameplates with Chinese characters	Find a vendor that can create the pins with Chinese characters

II. DEPARTMENTAL GOALS

2. Assessment of Progress in Meeting Previous Year's Goals

Please provide an update on how your department is meeting your current goals. These are the goals that your department indicated in last year's report.

- Department General Order 5.20 and 5.23 were revised and implemented 08/19/2026
- SFPD members are now eligible to obtain language certification in 10 additional languages, supplementing the five languages for which certification is available through Department of Human Resources (DHR)
- Create training documents for non-sworn members in the department on the revised Department General Orders

3. Goals for Fiscal Year 2026-2027

Please provide a description of your department's Language Access Ordinance goals for Fiscal Year 2026-2027 (bullet points).

- Update training video for department general order 5.20 and create a training video for department general order 5.23
- Create a visor card for department general order 5.23 to be placed in all patrol vehicles as a tool for patrol officers.
- Continue to work on getting more than the 15 languages available for sworn SFPD members to get certified in.

III. CLIENT INFORMATION

4. Primary/Preferred Language Information

Do you collect and record primary/preferred language data on clients as part of your intake or application process?

Yes

5. Data Collection Method

What method did you use to determine the number and percentage of limited English proficient (LEP) persons who actually used your department's services citywide during FY 2025-2026

See OCEIA Guidance, Section I

* You may measure this information by: 1) analyzing information collected during the Department's intake process for all clients; or 2) conducting an annual survey of all contacts with the public made by the Department during a period of at least two weeks; or 3) analyzing and calculating the annual total number of requests for telephonic translation (interpretation) services. If you use the survey method, please pro-rate your results to produce estimated totals for the full year. For example: data from a two-week survey should be multiplied by 26; data from a one-month survey should be multiplied by 12.

Please provide the method you used to determine the number LEP persons actually served.

- a. ☐ Intake
- b. ☐ Annual Survey
- c. ☒ Number of telephonic interpretation requests

Description (Optional)

DOCUMENTED ON POLICE
INCIDENT REPORTS, THROUGH
OUR VENDOR LANGUAGE LINE
AND DOCUMENTED IN CALL
FOR SERVICE CADS

6. Number of LEP Persons who Used Department's Services During FY 2025-2026"

a. Please indicate the total number of clients who used the Department’s services and the total number of LEP persons who used your department's services city wide during FY 2025-2026.

Do not leave blank. For numeric fields, enter 0 if none

See Guidance, Section I

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TOTAL CLIENTS (#)	LEP CLIENTS (#)	LEP CLIENTS BY LANGUAGE (#) ?						
		CAN	FIL	MDRN	RUS	SPN	VIET	Other
9,704	9,704	1,249	27	608	139	6,451	131	1099 Other

Key: CAN = Cantonese

RUS = Russian

FIL = Filipino (Tagalog)

SPN = Spanish

MDRN = Mandarin

VIET = Vietnamese

Please indicate the number of clients served in other languages:

LANGUAGE	LEP CLIENTS (#)
AMHARIC	3
ARABIC	163
ARMENIAN	3
BENGALI	3
BURMESE	10
DARI	21
DUTCH	1
FARSI	12
FRENCH	26

FUZHOU	1
GERMAN	5
HAITIAN CREOLE	1
HAKKA-CHINA	1
HINDI	54
ITALIAN	9
JAPANESE	25
KAZAKH	1
KHMER	6
KINYARWANDA	1
KOREAN	36
KURMANJI	1
MAM	2
MONGOLIAN	21
MOROCCAN ARABIC	7
NEPALI	208
PASHTO	7
POLISH	7
PORTUGUESE	89
PORTUGUESE BRAZILIAN	15
PUNJABI	16
ROMANIAN	10
SAMOAN	3
SORANI	1
SWAHILI	5
THAI	19
TIBETAN	1
TIGRIGNA	11
TOISHANESE	58
TURKISH	207
UKRAINIAN	6
URDU	4
UZBEK	5
WOLOF	4
YEMENI ARABIC	9
YORUBA	1

If your Department reported significant increases or decreases compared to the numbers reported last year, please explain the reason for the change: _____

IV. DATA ON TRANSLATION AND INTERPRETATION DURING FY 2025-2026

7. Translated Written Materials

a) Please indicate how many of the Department's materials (e.g. applications, forms, notices of rights, program material, web and other digital content, etc.) have been translated into each of the following languages during the fiscal year.

Language	Total Materials	CHN	FIL	RUS	SPN	VIET	Other #1 (specify)	Description
2025-26 Translated Materials	6	6	6	6	6	6		
How many of these materials are vital?	4	4	4	4	4	4		

Section 91.5(a) defines vital information as: applications or forms to participate in a program or activity of the Department or to receive its benefits or services; complaint forms; written notices about rights, eligibility, award, denial or loss, or changes in benefits or services; notices advising Limited English Proficient (LEP) Persons of free language assistance; written tests that assess competency for a particular license or skill for which knowledge of written English is not required; materials, including publicly posted documents, explaining a Department's services or programs; any other written documents related to direct services to the public that could impact the community or an individual seeking services or participating in a program of a Department.

b) Please submit a cumulative list of all of the Department's written materials (e.g. applications, forms, notices of rights, program material, web or other digital content, etc.) that have been translated, the language(s) into which they have been translated, and the persons who have reviewed the translated materials for accuracy and appropriateness.

Please upload your Translated Materials Log as an Excel file	Your file is uploaded  Download Blank Excel Template
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If there are major increases or decreases in the reported numbers compared to last year's report, please explain the reason for the change: _____

8. Telephone-Based Language Services

Describe any telephone-based Language services used for FY 2025-2026 (July 1 through June 30). Please include information on call volumes and language use. If your department uses multiple telephone-based interpretation services, which may include LanguageLine Solutions, other vendors, or internal staff, please indicate each on a separate line.

Do not leave blank. For numeric fields, enter 0 if none.

What telephonic	Total	Total Call Volume by Language						

language services were used?	Call Volume (LEP Clients)	CAN	FIL	MDRN	RUS	SPN	VIET	Other #1 (Specify)	Other #2 (Specify)
Language Line Solutions	9,704	1,249	27	608	139	6,451	131	1,099	
Anonymous Tip Line	32	29	0	1	0	2	0		
		0	0	0	0	0	0	0	
		0	0	0	0	0	0	0	

If your Department reported significant increases or decreases compared to the numbers reported last year, please explain the reason for the change: _____

9. In-Person Interpretation Services

How many times did multilingual employees provide in-person interpretation and in-language services) in FY 2025-2026 (July 1 through June 30)? Please include information on the number of times in-person interpretation and in-language services was provided in each language.

Do not leave blank. For numeric fields, enter 0 if none

See Guidance, Section II (c)

Total	Number of Times Interpretation Provided, by Language							
	CAN	FIL	MDRN	RUS	SPN	VIET	Other #1 (Specify)	Other #2 (Specify)
3,255	347	5	90	10	2,753	1	49	Nepali, Portuguese, Punjabi, Korean

Description (Optional) _____

If your Department reported significant increases or decreases compared to the numbers reported last year, please explain the reason for the change: _____

10. Oral Interpretation at Public Meetings

How often did your Department provide oral interpretation at public meetings or hearings during FY 2025-2026? Please indicate the number of meetings/hearings and languages provided and whether vendors or multilingual employees were used.

Do not leave blank. For numeric fields, enter 0 if none.

Number of Interpreted	6
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hearings/meetings	
Total Number of LEP Attendees	
Interpretation provided by	☒ Vendors ☐ multilingual Employees ☐ Other(describe)
Interpretation provided in (languages)	☒ Cantonese ☐ Filipino ☒ Mandarin ☐ Russian ☒ Spanish ☐ Vietnamese ☒ Other (describe) ASL

If there are major increases or decreases in the reported numbers compared to last year's report, please explain the reason for the change: _____

V.MULTILINGUAL STAFFING AND TRAINING

11. Multilingual Employees

a) How many multilingual employees does your department have, and how many have had their multilingual skills tested and certified by the Department of Human Resources (DHR)? Indicate the language(s) spoken by certified multilingual employees and all multilingual employees.

	Total Number	Number or Multilingual Staff, by Languages						
		CAN	FIL	MDRN	RUS	SPN	VIET	Other
Certified Multilingual Public Contact Employee	505	127	37	31	17	265	2	26
Total Multilingual Public Contact Employee	601	138	53	38	18	276	4	74

"Public Contact or Public Information Position" means a position, a primary job responsibility of which consists of meeting, contacting, and dealing with the public in the performance of the duties of that position.

Description (Optional) _____

Please provide a roster of all your department's Multilingual Employees (including those employees who are self-designated as competent in a language other than English). See Roster of Multilingual Employees from OCEIA.

ROSTER OF MULTILINGUAL EMPLOYEES				
Name	Title	Office Location	Languages (other than English)	DHR Certified? (Y/N)

All departments must upload a roster, including departments with no multilingual employees. If your department has no multilingual employees, download the blank Excel template below and upload it without adding any employee rows.

Please upload your Roster of Multilingual Employees as an Excel file

Your file is uploaded 

[Download Blank Excel Template](#)

b) Assess the number of additional multilingual employees needed in FY 2026-2027 and beyond to meet the requirements of the Language Access Ordinance.

Is the current number of multilingual employees adequate to meet LAO requirements?	If no, indicate the number of additional multilingual employees needed and corresponding language(s)
Yes	

If you have indicated that the number of multilingual employees in your Department is inadequate to meet the requirements of the Language Access Ordinance, please state your Department's plans to meet those requirements

12. Employee Development and Training

a) Which of the following methods does your Department use to verify the quality of multilingual employees' language proficiency skills?

☒	DHR multilingual certification
☒	External certification process
☐	Other method (describe):
☐	Our Department does not have a method to verify the quality of multilingual employees' language proficiency skills

b) Does your Department offer training for public contact staff on how to provide language assistance services to LEP individuals?

Yes

VI. LANGUAGE SERVICE AND COMMUNICATION PROTOCOLS

13. Language Access Policies

Please provide a brief summary of your Department's procedures for providing services to LEP persons, using the boxes below.

LANGUAGE ACCESS POLICIES AND PROTOCOLS

a) Does your department have a written Language Access Policy ?	Yes
b) Please provide a brief summary of the policy.	
c) Please upload your department's full Language Access Policy.	Your file is uploaded 
d) Does your department work with clients in crisis or emergency situations ?	Yes
If yes, please describe the nature of crisis or emergency situations (e.g., fire, natural disaster, domestic violence, other).	other
e) Does your department have a protocol for providing language access services to LEP persons in crisis or emergency situations?	Yes
If yes, please provide a brief summary of your Department's protocol for serving LEP persons in crisis or emergency situations, including the use of multilingual staff for	PLEASE REFER TO SFPD DEPARTMENT GENERAL ORDER 5.20

assisting LEP persons and the translation of any warning signs.	
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14. Recorded Telephonic Messages

a) Please list any recorded telephonic messages that are available in languages other than English, and describe the content of recorded messages (e.g. office hours and location; information about programs and services; other types of assistance).

CONTENT OF RECORDED MESSAGE	LANGUAGE (Mark all boxes that apply)							
	CAN	FIL	MDRN	RUS	SPN	VIET	Other (specify)	
Office Hours and Location	☐	☐	☐	☐	☐	☐	☐	
Information about Programs and Services	☐	☐	☐	☐	☐	☐	☐	
Other (please describe)	☐	☐	☐	☐	☐	☐	☐	

b) Assess the availability and quality of your department's recorded telephonic messages in languages other than English .

Please explain.

15. Telephonic Requests for Translation or Interpretation Services

a) Describe your Department's procedures for handling telephonic requests for translation or interpretation services.

All translation and interpretation requests are coordinated by the Department's Language Access Liaison using certified SFPD members, audio/video interpretation services, and contracted vendors.

b) Assess the quality of your department's procedures for handling telephonic requests for translation or interpretation services.

See Guidance, Section IV (b)

Adequate

Please explain.

16. In-Person Requests for Translation or Interpretation Services

a) Describe your Department's procedures for handling in-person requests for translation or interpretation services.

All in-person interpretation and translation requests are coordinated through the Language Access Liaison

b) Assess the quality of your department's procedures for handling in-person requests for translation or interpretation services.

See Guidance, Section IV (c)

Excellent

Please explain.

All in-person interpretation and translation requests are coordinated through the Language Access Liaison. For on-scene interpretation, a certified Department member should be used when available; otherwise, members may access a live interpreter through the Language Access app on their Department-issued phone.

17. Public Notices of Availability of Language Access Services

a) For in-person or over-the-counter contacts, please indicate whether there is a visible notice posted in a public place informing LEP persons of their right to request translation or interpretation, and the languages that these notices are printed in.

Public notices are posted informing LEP persons of their right to request language access in the following languages:

☒	Filipino
☒	Chinese
☒	Russian
☒	Spanish
☒	Vietnamese

☒	Other (describe below)
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b) Assess the quality of the translation and visibility of your department's public notices of availability of language access services.

See Guidance, Section IV (d)

Excellent

Please explain.

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VII. BUDGET AND EXPENDITURES FOR LANGUAGE SERVICES

18. Language Services Expenditures in FY 2025-2026

Please provide the following information on the actual expenses for Language Services provisioning during the reporting period.

Language Access Services	FY 2025-2026 Actual Expenses
1. Compensatory pay for multilingual employees who perform multilingual services, excluding regular annual salary expenditures.	\$823,592.00
2. Telephonic interpretation services provided by vendors.	\$131,436.00
3. Document translation services provided by vendors.	\$2,807.00
4. Website translation services provided by vendors	\$0.00
5. On-site language interpretation services provided by vendors.	\$19,803.00
6. Other costs associated with providing language access services (e.g., grants, special programs, other.) Describe these expenses in question 18.b.	\$0.00
7. Total Language Services Expenses (add columns 1-5)	\$977,638.00

18 b. Other Costs: Description

Describe the expenses listed under “other costs associated with providing language access services” (line 6 above). Enter N/A if you reported no expenses in line 6 above.

18 c. Department's Total Operating Budget FY 2026-2027

\$882,696,502.00

19. Projected Language Services Budget in FY 2026-2027

What is your total projected budget to support progressive implementation of your Department's language service plan in FY 2026-2027 ?

See Guidance, Section V (b)

TOTAL	988500
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Description (Optional)

Case Number	Complaint Received Date	Type	Preferred Language	Officer 293 & Public Narrative	Status	Sub-Status	Findings Issued Date
00065656-25	07/03/2025	Foreign Language Interpreter		The officer acted and spoke inappropriatly and failed to conduct a proper investigation.	Closed	All Other Findings	10/23/2025
Case Number	Complaint Received Date	Type	Preferred Language	Officer 293 & Public Narrative	Status	Sub-Status	Findings Issued Date
00065656-25	07/03/2025	Foreign Language Interpreter		The officer acted and spoke inappropriatly and failed to conduct a proper investigation.	Closed	All Other Findings	10/23/2025
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