



Executive Summary

SFPD San Francisco Police Department

Key Findings: During Q1 2025, the San Francisco Department of Police Accountability received **226 SFPD complaints** involving 447 allegations. The DPA closed 228 SFPD cases during the quarter, with an average processing time of 92 days. The majority of SFPD complaints (34.1%) were submitted online, with Neglect of Duty being the most common allegation type (46.8%). The DPA sustained 15 allegations across 6 SFPD cases, with a sustained rate of 3.36%.

226
SFPD COMPLAINTS RECEIVED

↑ 37.8% increase from Q1 2024 (164 complaints)

447

Allegations Investigated

SFPD - Q1 2025

228

Cases Closed

SFPD - Q1 2025

6

Sustained Cases

15 allegations sustained

92

Avg Processing Days

↓ -6.1% from Q1 2024

SFSO San Francisco Sheriff's Office

SFSO Key Findings: During Q1 2025, the DPA received **10 SFSO complaints** involving 13 allegations and 10 complainants (all identified). The DPA closed 6 SFSO cases during the quarter. The majority of SFSO allegations (92.3%) involved claims of misconduct by SFSO personnel. Following the investigation, there were no findings of improper conduct against SFSO personnel in Q1 2025, with 53.8% of allegations exonerated (meaning the conduct occurred but was found to be justified, lawful, and proper).

10
SFSO COMPLAINTS RECEIVED

Select cases under DPA jurisdiction - Q1 2025

13

Allegations

SFSO - Q1 2025

6

Cases Closed

SFSO - Q1 2025

0

Sustained Cases

No sustained findings

42

Cases Pending

End of Q1 2025

Three-Year Comparison and Trends

Tracking Progress Over Time - SFPD Focus

This section compares Q1 SFPD data across three consecutive years (2023, 2024, 2025), revealing important trends in complaint volume, investigation outcomes, and department performance.

SFPD Key Performance Metrics - 3-Year Trends

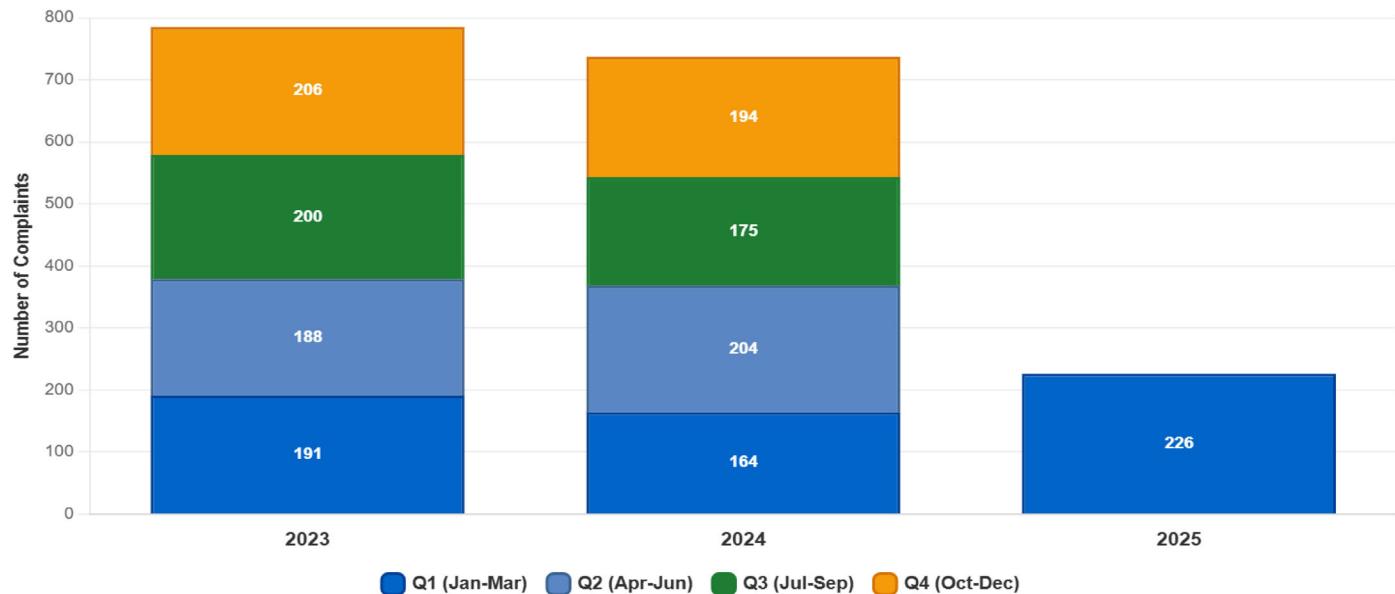
Core SFPD performance metrics comparison: Q1 2023-2025 showing complaint volume, allegations, cases closed, sustained cases, and processing times

Metric	Trend	Q1 2023	Q1 2024	Q1 2025	% Change (2024 vs 2025)
Complaints Opened		191	164	226	+37.8%
Allegations		453	306	447	+46.56%
Cases Closed		181	195	228	+16.9%
Sustained Cases		12	20	6	-70.0%
Sustained Allegations		30	44	15	-65.9%
Sustained Rate		6.0%	7.6%	3.36%	-48.7%
Avg Processing Days		89	98	92	-6.1%
Cases Pending		285	278	228	-17.63%
Identified Complainant Rate		99.0%	98.0%	80.5%	-17.5%

Trend Analysis: Q1 2025 shows 226 complaints, representing a 37.8% increase from Q1 2024 (164 complaints) and an 18.3% increase from Q1 2023 (191 complaints). This Q1 comparison across three years shows the highest Q1 volume occurred in 2025. Q2-Q4 2025 data will be available in future quarterly reports.

SFPD Quarterly Trends - 3-Year Comparison (2023-2025)

Stacked view of quarterly complaint volumes across three years showing seasonal patterns and year-over-year growth



785

2023 Total

737

2024 Total

226

2025 Q1 Only

581

3-Year Total (All Q1s)

SFPD complaint trends by quarter: 2023-2025 showing quarterly and annual totals

Quarter	2023	2024	2025	Q Avg
Q1 (Jan-Mar)	191	164	226	194
Q2 (Apr-Jun)	188	204	—	196
Q3 (Jul-Sep)	200	175	—	188
Q4 (Oct-Dec)	206	194	—	200
Year Total	785	737	226	583

SFPD Top SFPD Stations - 3-Year Comparison

Geographic patterns of complaints over time reveal which districts experience consistently high volumes and may benefit from targeted interventions or additional resources.

Top 5 SFPD stations by cases closed: Q1 2023-2025 comparison showing geographic complaint patterns

SFPD Station	3-Year Trend	Q1 2023	Q1 2024	Q1 2025
Tenderloin		15	18	28
Southern		15	17	26
Central		13	16	22
Mission		13	20	21
Northern		12	13	21

Trend Analysis: Key Insights

Complaint Volume Changes: The volume of complaints shows a significant fluctuation over the past three years. After a 14.1% decrease from Q1 2023 to Q1 2024, complaints surged by 37.8% in Q1 2025, reaching the highest level for the first quarter in this period.

Complaint and Investigation Analysis

Complaint Submission Methods - Combined Analysis

SFPD complaints favor online and phone submissions (62%), while SFSO complaints in Q1 2025 were primarily received through referrals (60%).

Complaint submission methods by department: SFPD vs SFSO Q1 2025 showing distribution across online, phone, referral, and other channels

Submission Method	SFPD	SFSO	Combined Total
Online	77 (34.1%)	1 (10.0%)	78 (33.1%)
Phone	63 (27.9%)	0 (0%)	63 (26.7%)
Referral	42 (18.6%)	6 (60.0%)	48 (20.3%)
Other	21 (9.3%)	1 (10.0%)	22 (9.3%)
In Person	17 (7.5%)	1 (10.0%)	18 (7.6%)
Mail	6 (2.7%)	1 (10.0%)	7 (3.0%)
Total	226 (100%)	10 (100%)	236 (100%)

Submission Method Analysis

SFPD Patterns: Digital accessibility remains strong with 34.1% online and 27.9% phone submissions. Referrals (18.6%) indicate strong inter-agency coordination.

SFSO Patterns: With only 10 complaints, SFSO submissions came primarily through referrals (60%), with single complaints via online, mail, in-person, and other methods.

Combined Impact: The DPA received 236 complaints through multiple channels, ensuring accessibility for both community members and individuals in custody.

Complainant Demographics

Identified vs. Anonymous Complaints - Combined

Of the 236 complaints received across both departments, 192 (81.4%) were filed by identified complainants, while 44 (18.6%) were submitted anonymously.

SFPD: 182 identified (80.5%), 44 anonymous (19.5%). **SFSO**: 10 identified (100%), 0 anonymous (0%). This demonstrates strong community willingness to engage with the accountability process across both departments.

Gender Demographics - Combined Data

Gender demographics of complainants: SFPD vs SFSO Q1 2025 showing distribution by gender identity

Gender	SFPD	SFSO	Combined Total
Male	81 (35.8%)	6 (60.0%)	87 (36.9%)
Declined to State	99 (43.8%)	3 (30.0%)	102 (43.2%)
Female	43 (19.0%)	1 (10.0%)	44 (18.6%)
Genderqueer/Non-binary	2 (0.9%)	0 (0%)	2 (0.8%)
Transgender	1 (0.4%)	0 (0%)	1 (0.4%)
Total	226 (100%)	10 (100%)	236 (100%)

Race/Ethnicity Demographics - Combined Data

Race and ethnicity demographics of complainants: SFPD vs SFSO Q1 2025 showing diversity of complaints

Race/Ethnicity	SFPD	SFSO	Combined Total
Declined to State	109 (48.2%)	4 (40.0%)	113 (47.9%)
White	40 (17.7%)	1 (10.0%)	41 (17.4%)
Hispanic or Latinx	23 (10.2%)	3 (30.0%)	26 (11.0%)
Black or African American	23 (10.2%)	1 (10.0%)	24 (10.2%)
Asian	18 (8.0%)	0 (0%)	18 (7.6%)
Other	13 (5.8%)	1 (10.0%)	14 (5.9%)
Total	226 (100%)	10 (100%)	236 (100%)

Demographic Analysis

Key Observations: With a small sample size of 10 SFSO complaints in Q1, demographic patterns should be interpreted cautiously. The SFSO complainants were 60% male and 30% declined to state, with 30% identifying as Hispanic/Latinx. SFPD complaints continue to show patterns consistent with broader community engagement. Both departments show privacy-conscious complainants with significant percentages declining to provide demographic information. *Note: "Identified" complainants refers to individuals who provided their name when filing a complaint, as opposed to "anonymous" complaints where no identifying information was provided.*

SFPD Allegation Types and Investigation Outcomes

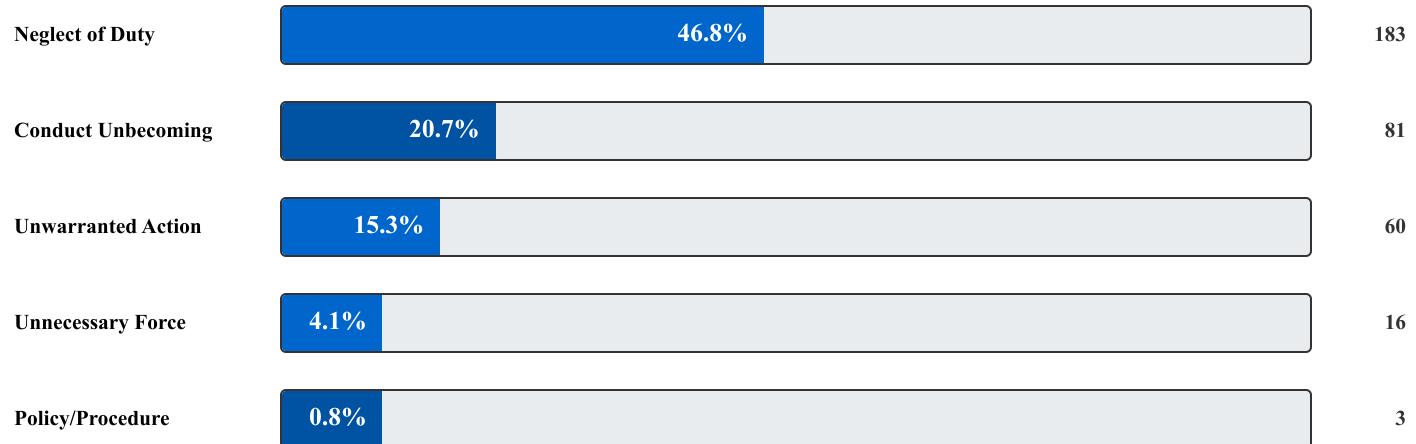
SFPD SFPD Processing Time Achievement

Performance: The DPA achieved an average SFPD case processing time of **92 days** in Q1 2025, significantly under the 180-day target. This represents a 48.9% improvement over the target. The DPA maintained **100% compliance** with the Government Code 3304 one-year deadline for completing investigations.

SFPD SFPD Allegation Types and Findings

Neglect of Duty was the most frequent SFPD allegation, making up 46.8% of all SFPD allegations. This was also the most common finding in sustained cases. The overall sustained rate of 3.36% is consistent with national averages for civilian oversight agencies.

Allegation Types - Q1 2025



SFPD allegations by type in Q1 2025 showing distribution of complaint categories

Allegation Type	Count	%
Neglect of Duty	183	46.8%
Conduct Unbecoming	81	20.7%
Unwarranted Action	60	15.3%
Unnecessary Force	16	4.1%

Allegation Type	Count	%
Policy/Procedure	3	0.8%

Investigation Outcomes by Allegation Type

The DPA completed investigations on 447 allegations during Q1 2025, with findings ranging from "Proper Conduct" to "Improper Conduct" (sustained). The table below shows how each type of allegation was resolved, providing transparency into the investigative process and outcomes.

Investigation findings by allegation type in Q1 2025: Complete breakdown of 447 allegations showing outcomes across six allegation categories

Finding	Conduct Unbecoming	Informational	Neglect of Duty	Referral	Unwarranted Action	Use of Force	Total
Other	3	-	12	-	3	3	21
Improper Conduct (Sustained)*	5	-	9	-	-	1	15
Info	1	16	1	1	-	-	19
Insufficient Evidence	25	-	11	-	2	3	41
Mediated	1	-	3	-	1	-	5
No Finding	20	-	30	-	5	-	55
Policy Failure	-	-	9	-	-	-	9
Proper Conduct	26	-	68	-	45	29	168
Referral	-	-	6	51	1	-	58
Unfounded	24	-	17	-	2	2	45
Withdrawn	3	-	6	-	2	-	11
Total	108	16	172	52	61	38	447

*See **Sustained Cases** section for detailed case summaries and DPA recommendations.

Key Findings Analysis

Investigation Findings: 168 allegations (37.5%) were found to be proper conduct. **Sustained Findings:** 15 allegations across 6 cases (3.36%) were sustained as "Improper Conduct," meeting the threshold for disciplinary action. **Policy and Supervision Issues:** 9 allegations resulted in a policy failure.

168

Proper Conduct

37.4% of allegations

6

Sustained Cases

15 Improper conduct allegations

12

Policy Failures

Policy + Training + Supervision failures

447

Allegations

Investigated in Q1 2025

Sustained Cases

Cases Where Improper Conduct Was Found

During Q1 2025, the DPA sustained 15 allegations across 6 cases, meaning the investigation found sufficient evidence that misconduct occurred and violated SFPD policy. Each case summary provides context while protecting privacy.

Sustained cases with detailed findings in Q1 2025: Six cases with misconduct findings and DPA disciplinary recommendations

#	Police Station	Case Summary	DPA Recommendations
1	Central Station	The officer received the complainant's wallet and keys and placed them in a property bag. The officer then transported the complainant and his bulk property to the district station for citation and release.	The DPA recommended the officer receive an admonishment.
2	Central Station	An officer was rude and mocked the complainant's disability. Two supervising officers failed to take a complaint.	The DPA recommended the officers receive admonishments and a 1-day suspension.
3	Northern Station	The officer failed to take required action regarding a domestic violence incident and behaved inappropriately.	The DPA recommended the officer receive a written reprimand.
4	Northern Station	An officer behaved inappropriately, challenged the complainant to fight, failed to timely activate his body-worn camera or provide their name and star number, and failed to report a personal conflict of interest.	The DPA recommended the officer receive a 3-day suspension.
5	Tenderloin Station	The officer behaved inappropriately towards a bystander.	The DPA recommended the officer receive a written reprimand.
6	Southern	The officers responded to a well-being check involving an individual in a vehicle. Upon arrival, the officer contacted the complainant and behaved aggressively—threatening to break the window, drag the individual out, throw him to the ground, and use pepper spray if he didn't exit. The officer failed to use de-escalation tactics as required by Department General Order (DGO) 5.01, and the conduct did not align with the guidelines in DGO 2.01.	The DPA recommended an officer receive a 1-day suspension and another receive an admonishment.

SFPD Station Distribution

Cases Closed by SFPD Station

The distribution of cases closed across SFPD Stations reflects where incidents leading to complaints occurred geographically during Q1 2025. This data should not be interpreted as a measure of station or officer performance. Tenderloin Station had the highest number of cases closed (28), followed by Southern Station (26) and Central Station (22). Cases were distributed across all areas of the city, with referrals and informational cases comprising a significant portion of the total.

SFPD cases closed by station in Q1 2025: Geographic distribution of 228 cases showing concentration in Tenderloin, Southern, and Central districts

SFPD Station	DPA Cases Closed	% of DPA Total
Tenderloin	28	12.28%
Southern	26	11.4%
Central	22	9.65%
Mission	21	9.21%
Northern	21	9.21%
Ingleside	11	4.82%
Taraval	11	4.82%
Park	7	3.07%
Richmond	6	2.63%
Bayview	3	1.32%
Airport Bureau	4	1.75%
Not Applicable/Info	21	9.21%
Unknown/Referral	47	20.61%
Total	228	100.00%

Geographic Pattern Analysis

Case Distribution: Tenderloin (28), Southern (26), and Central (22) stations account for 33.3% of all cases closed, reflecting where complaints originated in Q1 2025.

Referrals and Administrative: A significant portion (29.8%) consists of referrals and informational cases, indicating inter-agency coordination and comprehensive case categorization.

SFSO Oversight - Q1 2025

SFSO SFSO Oversight

The DPA has investigated certain types of serious complaints against deputies of San Francisco Sheriff's Office (SFSO) since 2018, ensuring independent oversight, reinforcing transparency, and promoting accountability across jail operations, courthouse security, and broader SFSO activities. Through formal agreements and evolving mandates, including oversight of in-custody deaths and the use of military equipment, the DPA has expanded its role to support investigations, critical incidents, and community engagement.

SFSO DPA Authority Under Letter of Agreement

Under a Letter of Agreement (LOA) with the San Francisco SFSO's Office, DPA investigates serious misconduct cases involving SFSO's deputies. DPA's oversight authority includes independent investigations of:

- **In-custody deaths**
- **Complaints of:**
 - Use of force - injury or death
 - Use of a weapon or control device
 - Sexual misconduct
 - Reckless disregard for health or safety
 - Pattern or practice of harassment, bias, or retaliation by SFSO's Deputies
 - Additional misconduct at SFSO discretion

DPA submits investigative findings to the SFSO and provides quarterly reports to the SFSO's Oversight Board on complaint statistics and investigation status.

SFSO SFSO Key Metrics - Q1 2025

10

Complaints Received

Q1 2025

6

Cases Closed

60% resolution rate

42

Cases Pending

End of Q1 2025

10

Total Complainants

All identified (0 anonymous)

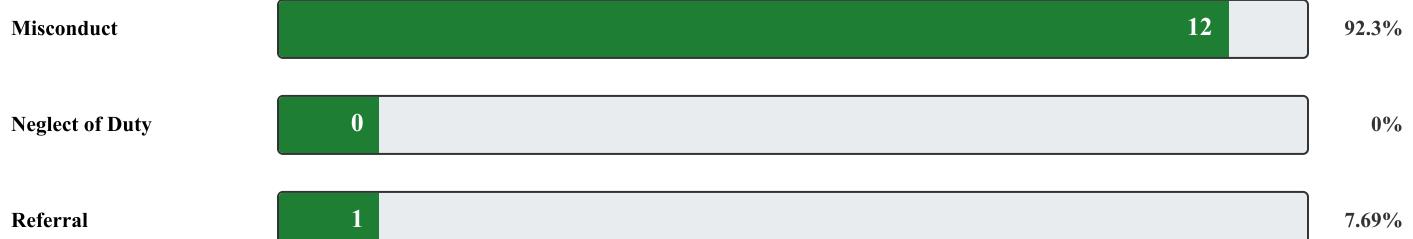
SFSO SFSO Allegations and Findings

SFSO complaints in Q1 2025 generated 13 total allegations across the 10 complaints received.

SFSO allegations by type in Q1 2025: Distribution of 13 allegations across misconduct, neglect of duty, and referral categories

Allegation Type	Number	Percentage
Misconduct	12	92.3%
Referral	1	7.69%
Total	13	100.0%

SFSO Allegations by Type - Q1 2025



SFSO Case Findings

The disposition of SFSO allegations in Q1 2025 shows a pattern of thorough investigation with the majority being exonerated.

SFSO case findings breakdown in Q1 2025: Distribution of 13 findings across exonerated, insufficient evidence, and referral categories

Finding Type	Number	Percentage
Exonerated - SFSO	7	53.8%
Insufficient Evidence	3	23.1%
Referral to Other Agency	2	15.4%
Unfounded	1	7.7%
Total Findings	13	100.0%

SFSO Findings Analysis

Exoneration Rate: 53.8% of allegations were exonerated, meaning the alleged conduct occurred but was justified, lawful, and proper.

No Sustained Findings: Q1 2025 had zero sustained findings against SFSO personnel. **Referrals:** 15.4% of cases were referred to other agencies for appropriate jurisdiction or handling.

SFSO Cases by Facility

The 6 SFSO cases closed in Q1 2025 were distributed across detention and related facilities as follows:

SFSO cases closed by facility in Q1 2025: Six cases distributed across detention facilities and locations

Facility/Location	Number	Percentage
County Jail #3	2	33.3%
County Jail #2	2	33.3%
ZSFGH (Jail Hospital)	1	16.7%
City Hall	1	16.7%
County Jail #1	0	0%
Total	6	100.0%

SFSO Facility Analysis

Facility Distribution: County Jails #2 and #3 each had 2 closed cases (33.3% each), with additional cases at ZSFGH jail hospital and City Hall courthouse security. County Jail #1 had no closed cases in Q1 2025. The small number of cases in Q1 2025 was 6.

SFSO Analysis

Allegation Patterns: The majority of SFSO allegations in Q1 2025 were categorized as "Misconduct" (92.31%, 12 of 13 allegations). With only 10 complaints generating 13 allegations, the small sample size limits broader pattern analysis. The exoneration rate was 53.9%.

Facility Distribution: County Jails #2 and #3 each had 2 closed cases (33.3%), with additional cases at ZSFGH jail hospital and City Hall courthouse security. The volume of closed cases was 6 in Q1 2025.

San Francisco Department of Police Accountability

1 South Van Ness Avenue, 8th Floor, San Francisco, CA 94103

Official Website (<https://www.sf.gov/departments/department-SFPD-accountability>) | File a Complaint (<https://www.sf.gov/file-complaint-about-SFPD-services>)

Accessibility Statement: The San Francisco Department of Police Accountability is committed to ensuring digital accessibility for people with disabilities. This report conforms to WCAG 2.1 Level AA standards and includes:

If you need this report in an alternative format or encounter any accessibility barriers, please contact us at dpa.tech@sfgov.org (<mailto:dpa.tech@sfgov.org>).