

ANNUAL LIMITED ENGLISH PROFICIENCY (LEP) REPORT YEAR 2025

Safety with Respect

Kaligtasan na may respeto

Segurança com respeito

Mit respekt und Sicherheit

Seguridad con respeto

Sécurité avec respect

尊重与安全

Безопасность с уважением



S.F.P.D.





SFPD Limited English Proficiency Annual Report to the Police Commission YEAR 2025



SUBMITTED TO THE POLICE COMMISSION ON **02/18/2026**

Per Department General Order 5.20 “Language Access Services for Limited English Proficient (LEP) Persons”, Section III. O. 3, and Department General Order 5.23 “Interactions with Deaf and Hard of Hearing Individuals,” the Department will provide the Police Commission a yearly report with required corresponding data.

1. Calls Involving LEP & Deaf and Hard of Hearing Persons:

Number of calls for service, contacts, and investigations where an incident report was required.*	4,840
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* There were 2 contacts with deaf-and-hard of hearing individuals during this timeframe.

2. Manner in which interpretation services were provided to all LEP, Deaf and Hard of Hearing individuals:

In-person interpretation service (certified and uncertified bilingual sworn & non-sworn members)	2,964
Language Line Insight App/Interpretation service (vendor)	10,457
Total	13,421

3. Complaints concerning language access or any complaints involving interactions between SFPD officers and deaf or hard of hearing individuals (provided by the Department of Police Accountability):

There were three (3) complaints relating to DGO 5.20 or DGO 5.23. Of those, two are closed and one is post-investigation which means DPA found improper conduct in the case and is now pending with SFPD or the police commission. The two that are closed, one was proper conduct and one was referred to SFPD for resolution.

DPA Case No.	Complaint Date	Language	Summary of Allegation	DPA Status
00062388-25	01/14/2025	Cantonese	The complainant alleged that the officers arrested him in a domestic violence incident without cause and only listened to his wife who speaks better English.	Closed (Proper Conduct, not sustained, insufficient evidence)
00064980-25	01/14/2025	Cantonese	The complainant alleged that the officers did not separate the daughters from the mother, only listened to his wife, who speaks English, and did not consider the entire situation.	Post-Investigation
00065741-25	07/09/2025	Spanish	The complaint stated that the main phone line for an SFPD specialized unit only provides the automated phone menu in English and not Spanish.	Closed (Referred to another department or agency)



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4. Department's resolution to language access complaints:

The San Francisco Police Department is committed to providing just, unbiased, and responsive policing to all members of the community we serve. Every individual has the right to access law enforcement services regardless of the language they speak or whether they are deaf or hard of hearing.

The Department's Language Access Liaison addressed a language access complaint regarding the absence of a Spanish voicemail option: In collaboration with the Technology Unit and the specialized unit's Captain, the issue was resolved by ensuring that the specialized unit's voicemail is available not only in Spanish, but also in Chinese and Tagalog.

The Department continually works to improve language access by reviewing complaints and incorporating lessons learned into ongoing language access training for San Francisco Police Department members. This proactive approach helps prevent similar issues in the future and strengthens our commitment to equitable service for all communities.

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SFPD LEP 2025 Projects Completed:

- Implemented quarterly bilingual testing for SFPD members. 38 SFPD members received their bilingual certificates in 2025, including one member who received certification in Italian (a language outside the 5 core languages).
- Updated Language Access PowerPoint and lesson plan used to teach SFPD recruits at the Academy
- LEP materials were distributed to all 10 district stations for public posting or to be utilized by SFPD members

SFPD LEP 2026 Project Goals:

- Implement a Pilot Program for LEP Pins for certified sworn members
- Update Department General Order 5.20 training video to reflect the usage of the Language Line
- Create a training video for Department General Order 5.23
- Expand internal language access data collection