

Language Access Report 2025 Annual Report



CITY & COUNTY OF SAN FRANCISCO

Police Department

April 1, 2026

Interpretation and Translation Resources

In the core 5 languages, SFPD has:

- 468 Certified Bilingual Members
- 573 Total Bilingual Members
- 38 Certified Bilingual Members in 2026

SFPD also has:

- Over 36 Languages Represented
- Over 103 Languages on the SFPD Website
- Over 240 Languages through Remote Video Interpretation Services (Language Line)
- Services offered at all SFPD community meetings, including monthly District Captain Meetings

2025 Data

4,840 calls for service, contacts, and investigations where an incident report was required

13,421 total interpretations

- 2,964 in-person interpretations
- 10,457 telephonic interpretations

3 complaints related to Language Access

- 2 complaints are closed (one proper conduct, one referred to SFPD for resolution)
- 1 complaint is post-investigation (DPA found improper conduct pending with SFPD or the Police Commission)

Language Access Accomplishments

38 Members received bilingual certification
(including one certification in Italian)

Updated Language Access lesson plans used to
teach SFPD recruits at the Academy

Distributed Language Access materials at all 10
district stations for public posting

Language Access Goals

Implement a Pilot Program for LEP Pins for
Certified Members

Update DGO 5.20 training video

Create a training video for DGO 5.23

OCEIA Compliance Report Issued in 2025

FY 2023-2024

Department	Total budget for language access	Has a written LAO policy	Training for public contact staff	Completed mandatory LAO training
Police Department	\$ 891,558			

Update:

On February 23rd, the Office of Civic Engagement and Immigrant Affairs (OCEIA) determined that Vietnamese has met the Substantial Number of Limited English Proficient (LEP) Persons threshold and is eligible for certification as a required language under the Language Access Ordinance (SF Administrative Code Section 91). Effective June 23rd, there will be **6 Required Languages (must have translated vital documents)**.

Language	Total Number of Speakers in San Francisco	Number of Speakers in San Francisco who are Limited English Proficient (LEP)
Chinese (Cantonese & Mandarin)	139,427	81,451
Spanish	88,530	31,881
Filipino	22,148	8,180
Vietnamese	10,293	6,349
Russian, Polish, or other Slavic Languages	13,426	4,321

Source: U.S. Census Bureau, 2020-2024 American Community Survey 5-Year Estimates (Language Spoken at Home for the Population 5 Years and Over)

Questions?

SAN FRANCISCO
POLICE DEPARTMENT