

DGO 5.20 Language Access Resolution 26-13



CITY & COUNTY OF SAN FRANCISCO

Police Department

April 1, 2026

Resolution 26-13

February 5, 2026

“Approval to table Department General order 5.20 “Language Access Services” for further consideration, and directs the Department meet with members of the Language Access Network and the community so that the community can be heard, and further directs the Department to consider restoring elements of the DGO 5.20 language from the February 2025 draft released by the Department at the conclusion of the community Working Group process.”

Community Outreach

In addition, an invitation was extended to DGO 5.20 Working Group Members.



San Francisco Police Department

February 26 · 🌐



HAPPENING TODAY: Do you have concerns about Language Access for San Franciscans? Join us for the SFPD Language Access Community Meeting at 5 PM at SF City Hall. Your voice matters!

Learn more at <https://www.sanfranciscopolice.org/.../language-access...>

The poster features the San Francisco Police Department (SFPD) logo at the top center. Below the logo, the text reads "DGO 5.20 LANGUAGE ACCESS" in white, followed by "COMMUNITY MEETING" in large yellow letters. A blue banner at the bottom contains the text "LEARN MORE AT SANFRANCISCOPOLICE.ORG".

Do you have concerns about Language Access for San Franciscans? Your voice matters.

Thu, Feb 26, 2026
5:00 PM - 7:00 PM

San Francisco City Hall,
Room 305

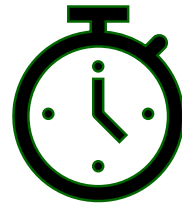
LEARN MORE AT SANFRANCISCOPOLICE.ORG

Language Access Community Meetings



3 Meetings

*February 26th
March 12th
March 24th*



5 Hours

*Total time
of community
meetings*



Participation

*Core participation from
OCEIA, CAA / LANSF & DPA*

Stakeholder Representation



Engaging Language Access Community

February 26th City Hall - Online

- OCEIA
- DPA
- CAA/LANSF
- BASF
- CARECEN SF

March 12th Online

- OCEIA
- DPA
- CAA/LANSF
- SEADC
- CARECEN SF

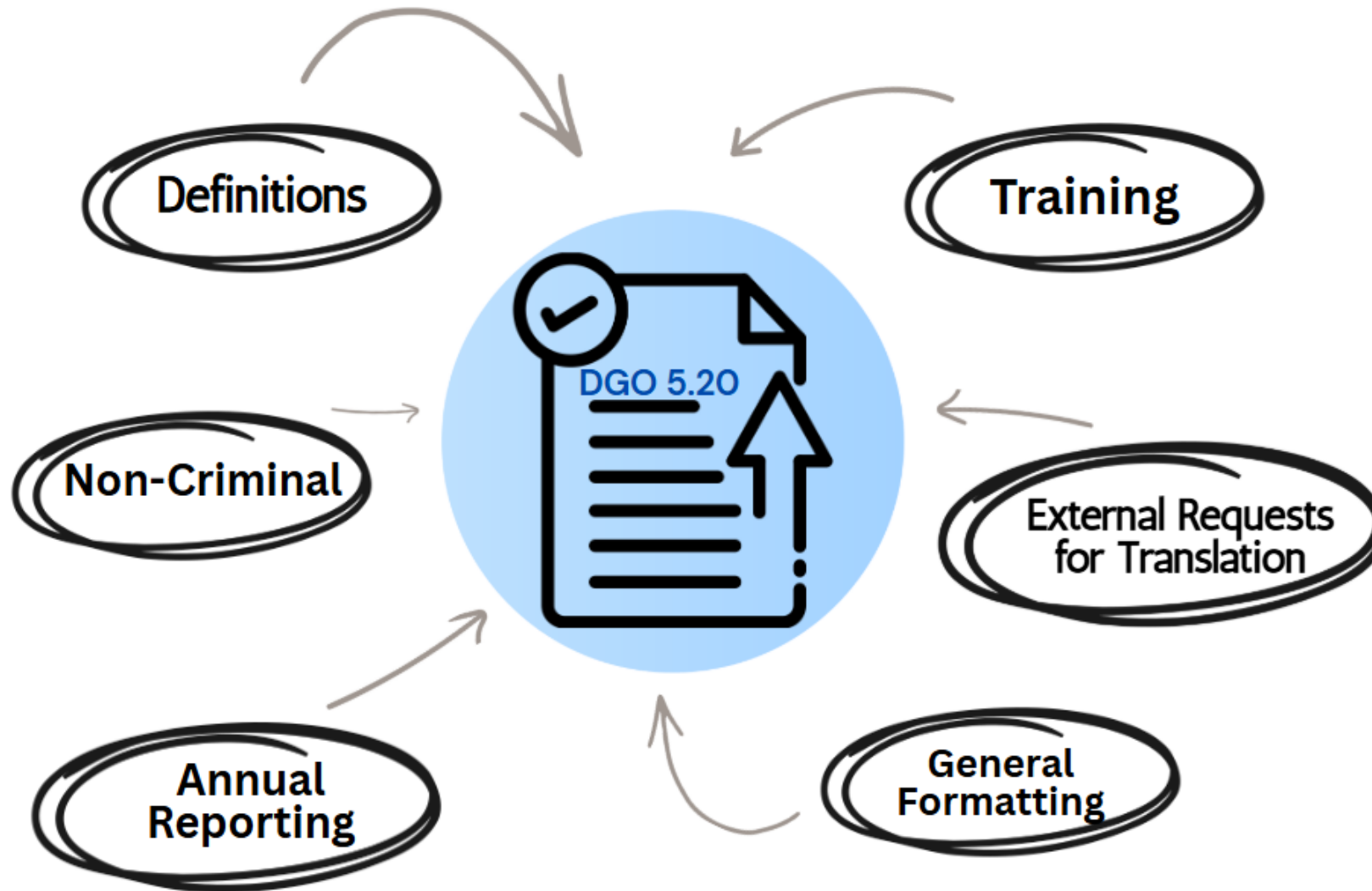
March 24th Online

- OCEIA
- DPA
- CAA/LANSF
- BASF
- AANSF
- SOMCAN
- CARECEN SF
- Poder SF
- D3 Legislative Aide

Organizations

- **AANSF:** African Advocacy Network
- **BASF:** The Bar Association of San Francisco
- **CAA:** Chinese for Affirmative Action
- **CARECEN SF:** Central American Resource Center
- **DPA:** Department of Police Accountability
- **LANSF:** Language Access Network of San Francisco
- **OCEIA:** Office of Civic Engagement and Immigrant Affairs
- **SEADC:** Southeast Asian Development Center
- **SOMCAN:** South of Market Community Action Network

Department Updates to DGO



The Department's proposed DGO incorporates key improvements.



2007 DGO

PROPOSED DGO

Applies to sworn members.



Applies to ALL public-facing employees.

Limits to only certified members and interpreters.



Expands to use non-certified employees during non-criminal encounters.

Only applies to primary language.



Applies to primary and/or preferred language.

Miranda Admonition shall be provided in primary language "when available".



Miranda Admonition shall be provided in primary or preferred language.

Training required only for sworn/recruits.



Training required for ALL public-facing employees, (including PSAs).

Barriers to Progress

Different representation from CAA / LANSF at each meeting. Challenging to build momentum.

Repeated explanation of the PDD process.

CAA/LANSF stated resolution intended to require substantive revisions.

Multiple requests for SFPD to justify changes line by line.

Re-education of SFPD operations and procedures related to language access.

Resistance to SFPD explanations. Conflated “plans” with policy.

Met virtually. Mostly advocacy groups. Cameras off.

Broad concerns instead of specific recommendations.

Final meeting shifted toward evangelizing the 2007 version.

Repeated reference to the December LANSF letter which was addressed prior to meetings.

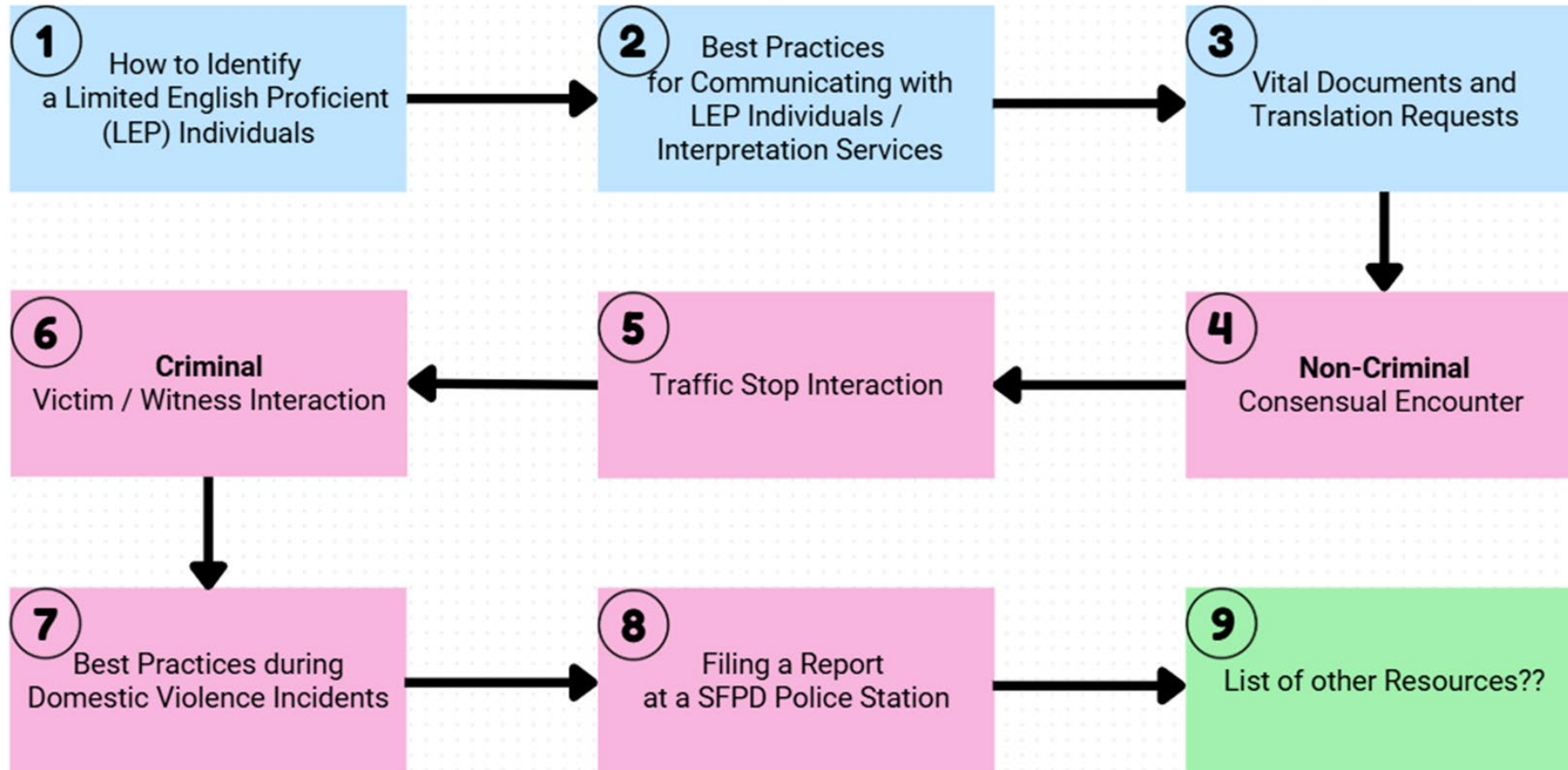
CAA/LANSF had communications with city leadership to influence process outside meetings.

Opportunities and Proposed Next Steps

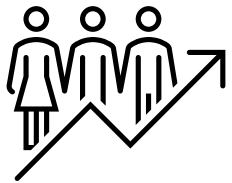
Collaboration
for Language
Access Training
Video

Revisions Made
to DGO 5.20

DGO 5.20 Training Video Flow



SFPD Policy Position on DGO 5.20



The Department's proposed DGO 5.20 expands language access to include PSAs and civilian staff.



The longer this remains in draft form, the longer expanded access is delayed.

Supporting Documents

Additional resources posted online:

- ✓ Tracking grid with 30 concerns & responses (2/26-3/31)
- ✓ Transcripts from all three meetings
- ✓ Updated grid with OCEIA & CAA concerns & responses submitted after 3/31



Lessons Learned & Critical Insights

- **Prioritize** community representation.
- Focus on **reciprocal dialogue** and shared understanding.
- Capitalize on **community insights**, not specific language.
- Provide **access and engagement opportunities** for people who haven't had access to police leadership.
- Solidified that **the 2025 Working Group process is** the standard moving forward.

Thank You

SAN FRANCISCO
POLICE DEPARTMENT