

# ANNUAL LIMITED ENGLISH PROFICIENCY (LEP) REPORT YEAR 2024

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 2024**



SUBMITTED TO THE POLICE COMMISSION ON **August 15th 2025**

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 corresponding data required

**1. Involving LEP & Deaf and Hard of Hearing Persons**

Number of calls for service, contacts, and investigations where an incident report was required.*	6,506
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\* There were 14 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)	5,006
Language Line Insight App/Interpretation service (vendor)	13,305
<b>Total</b>	<b>18,311</b>

**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 five (5) complaints relating to DGO 5.20 or DGO 5.23. Of those, three are closed, one is post-investigation and one is open. Of the three that are closed, one was mediated and two were referred to another department or agency.

DPA Case No.	Complaint Date	Language	Summary of Allegation	DPA Status
00058560-24	1/26/2024	Spanish	The complainant alleged the officer was rude and indifferent and failed to call a bilingual officer to the scene to assist the complainant.	Closed (Mediated)
00060169-24	6/21/2024	Spanish	The complainant alleged they were assaulted and officers refused to take a report or do any form of investigation.	Post-investigation
00060322-24	7/2/2024	Spanish	The complainant alleged the officer discriminated against the complainant and failed to get her an interpreter when requested.	Closed (referred to another department or agency)
00060848-24	8/18/2024	Unknown	The complainant alleged he was assaulted and officers refused to take any action	Closed (referred to another department or agency)



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DPA Case No.	Complaint Date	Language	Summary of Allegation	DPA Status
00061083-24	9/8/2024	Chinese	The complainant alleged officers wrongfully detained the complainant, accused her of stealing, and used excessive force.	Investigation

**4. Department's resolution to language access complaints**

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The San Francisco Police Department is committed to just, transparent, unbiased, and responsive policing for the people we serve. Every member of our community has the right to law enforcement services regardless of the language they speak or whether they are deaf or hard of hearing. We continue to collaborate with City partners and community stakeholders to establish best practices on how to be the most effective and responsive when addressing the needs of these communities. To ensure we are equipped to serve all communities, we continue to test members in various languages. In addition, we are updating Department General Orders 5.20 and 5.23 to reflect new language access laws and to make it clearer and more concise for officers, helping them better serve our communities. We are committed to ensuring every member can safely interact with our Department, regardless of English proficiency and deaf or hard of hearing.



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**SFPD LEP 2024 Projects Completed:**

- 41 SFPD Members received their Bilingual Certificates in 2024 including languages outside of the 5 Core languages
- LEP audit completed at all district stations
- Completed Neighborhood Safety Meetings at 16 sites which included Spanish, Cantonese, Tagalog, and Russian
- The revision of DGO 5.20 began and is expected to be completed in 2025.

**SFPD LEP 2025 Project Goals:**

- Implement quarterly bilingual testing for SFPD members through DHR
- Design and implement a Language Access outreach campaign for the public
- Continue to create an LEP Pin for SFPD officers and bilingual nameplates for SFPD officers
- Update outdated Language Access power point and lesson plan used to teach SFPD recruits at academy
- Elevate Internal Language Access Data Collection
  - Find a way to collect language access data on LEP encounters in the field that do not result in a police report and therefore go unaccounted for in our annual LAO reports.