

DEPARTMENT OF POLICE ACCOUNTABILITY

Satisfaction Survey Results

2017 Through 2019



Issued by Paul D. Henderson, Executive Director

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EXECUTIVE SUMMARY

The Department of Police Accountability (DPA) received 218 satisfaction survey responses in the period of January 2017 through December 2019. Of the 218 responses DPA received, 95 (44 percent) were from complainants and 123 (56 percent) were from San Francisco police officers. *The responses received account for only four percent of total possible responses.*

Complainant Responses

Complainants *agreed or strongly agreed* that:

- It is important to have an independent Department of Police Accountability (76 percent)
- Civilian oversight of the police improves investigations of police misconduct and neglect of duty (64 percent)
- Citizens should investigate complaints instead of the police (58 percent)

Complainants also indicated that they were *satisfied or very satisfied* that DPA staff were polite (60 percent) and that investigators treated them with respect (56 percent).

However, many complainants were *dissatisfied or very dissatisfied* that the right decision was made on their complaint (62 percent), with the outcome they received (66 percent), and the complaint process in general (51 percent).

Police Officer Responses

Police officers *agreed or strongly agreed* that DPA listens carefully to the information given by the officer (51 percent) and that officers' basic rights are well protected within the complaint process (51 percent). Officers had mixed views on the efficiency of complaint investigations, the fairness of DPA's findings, and the complaint process in general.

Next Steps

DPA uses survey response data to identify improvements in its programs and levels of service. DPA made several changes to its operations during this period, each with the aim of improving processes and delivering efficient and effective investigations.

DPA is acting to increase the survey response rate to the extent practicable. Actions include reviewing survey design and administration factors to ensure that they do not impose a high respondent burden. With a higher response rate, DPA hopes to create systemic changes to assure effectiveness and transparency.

INTRODUCTION

DPA is progressing towards a renewed vision of civilian police oversight in San Francisco. Satisfaction surveys are important to DPA - complainant and police officer responses identify, and allow DPA to resolve, issues and concerns with the complaint investigation process. DPA is acting to increase its survey response rate and will use these responses as a basis for systemic changes to assure effectiveness and transparency.

BACKGROUND

In September 2011, DPA began mailing satisfaction surveys to complainants and police officers. The purpose of the surveys is to identify ways to improve the overall quality of services provided by DPA. DPA last published the results of satisfaction surveys, for those collected between September 2011 and March 2013, in its [2014 Annual Report](#).

METHODOLOGY

DPA mails survey forms to complainants and police officers with their complaint disposition letters. DPA provides complainants and police officers with a self-addressed stamped envelope to return the completed survey to DPA.

- The complainant survey is seven pages long and consists of nine sections.
- The officer survey is four pages long and consists of eight sections.

The survey instrument for both complainants and police officers is a mix of closed- and open-ended questions designed to measure:

- Satisfaction with the fairness, thoroughness, efficiency, and outcomes of the complaint process
- Satisfaction with DPA
- Perceptions about the objectivity and professionalism of DPA staff

DPA also asks complainants about their understanding of the complaint process, the San Francisco Police Department, and city government. DPA asks police officers for their specific recommendations for improving the complaint process. Both the complainant and police officer surveys have additional questions to gather information of respondent demographics.

The response format for many of the questions consists of five-point, Likert-type scales. Other questions include Yes/No response options, and several are open-ended to elicit comments about the strengths and weaknesses of the complaint process.

SURVEY RESPONSE RATE

DPA received a total of 218 survey responses between January 2017 and December 2019. Of the 218 responses DPA received, 95 (44 percent) were from complainants, and 123 (56 percent) were from police officers.

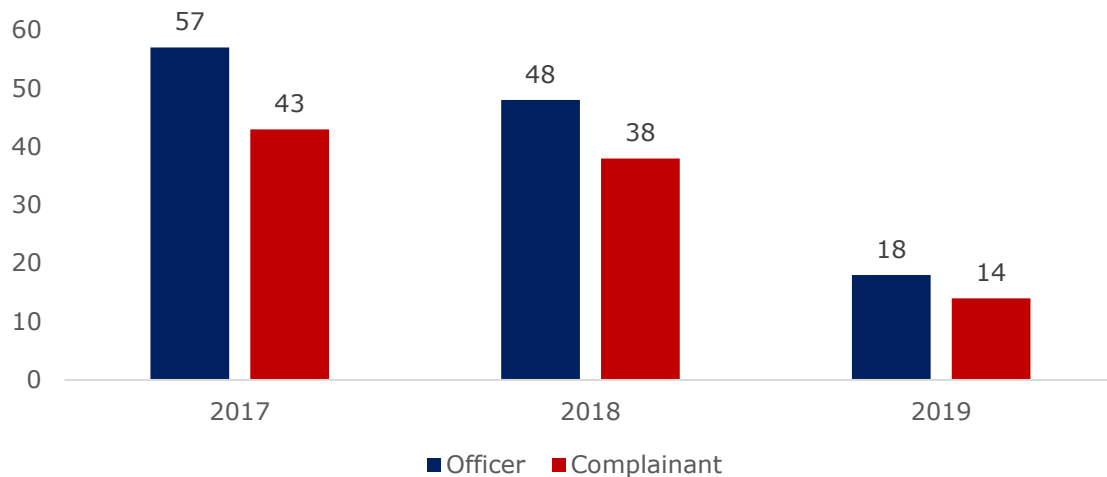
During this same period, DPA closed nearly 1,900 investigations involving 1,970 complainants and 3,540 officers. Exhibit 1 shows the number of investigations closed, along with the associated number of complainants and officers.

Exhibit 1 – Investigations Closed, by Calendar Year

	Investigations Closed	Complainants	Officers
2017	688	708	1,264
2018	546	567	1,067
2019	664	695	1,209
Total	1,898	1,970	3,540

The 218 survey responses received is four percent of the total possible number of surveys. Exhibit 2 summarizes the DPA’s receipt of surveys by calendar year, since 2017.

Exhibit 2 – Complainant and Officer Surveys Received, by Calendar Year



DPA received significantly fewer surveys in 2019 than it did in 2017 or 2018. The decrease in the number of survey responses cannot likely be attributed to just one factor. Factors that can potentially contribute to the low survey response rates include survey design and administration factors.

SUMMARY OF COMPLAINANT SURVEY RESULTS

Satisfaction with the Complaint Process

This section examined complainant knowledge of the complaint process. Fifty-three percent of complainants feel that they understand the complaint process *well or very well*, and nearly half (48 percent) stated that it was *easy or very easy* to file their complaint. Respondents indicated that they learned about DPA through a variety of channels. Most respondents (71 percent) stated that a member of the Police Department did not discourage them from filing a complaint.

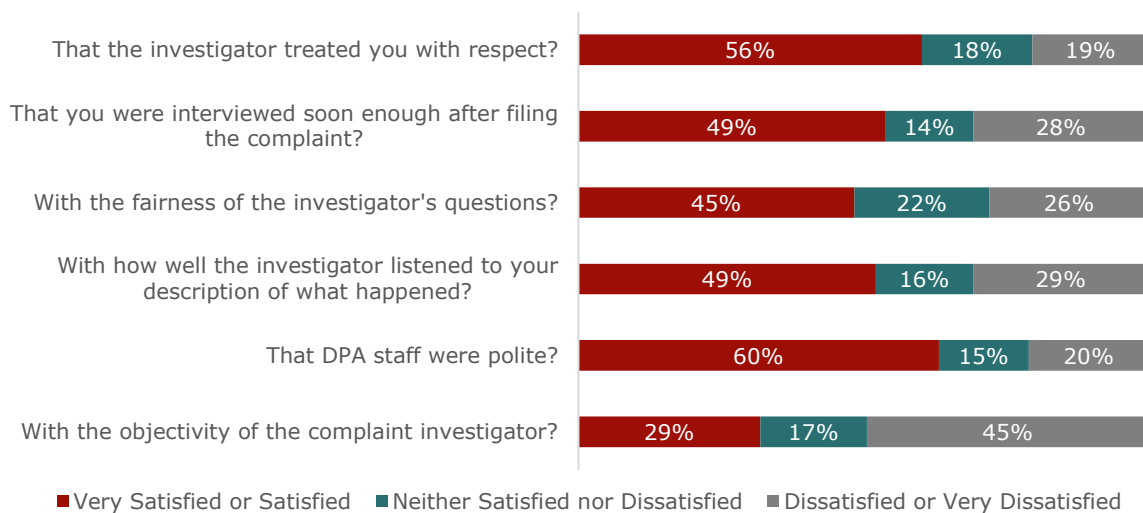
Satisfaction with DPA Staff and Investigators

This section examined the complainant satisfaction with DPA staff and investigators. More than half of the respondents indicated that they were *satisfied or very satisfied* that DPA staff were polite (60 percent) and that the investigator treated them with respect (56 percent). Nearly half of the respondents were *satisfied or very satisfied*:

- With how well investigators listened to complainants' description what happened (49 percent)
- The fairness of their investigator's questions (45 percent)
- That they were interviewed soon enough after filing the complaint (49 percent)

Exhibit 3 shows complainant responses to questions concerning their satisfaction with DPA and investigators, excluding answers of *Don't Know/NA*.

Exhibit 3 – Complainant Responses to Survey Questions Concerning DPA and Investigators



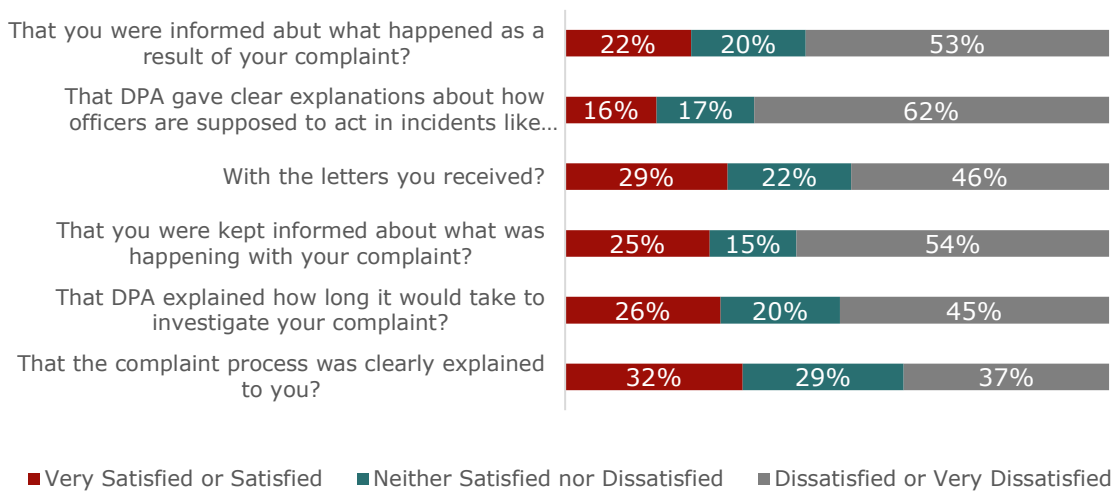
However, nearly half (45 percent) of the respondents were *dissatisfied or very dissatisfied* with the objectivity of the DPA complaint investigator. Another 17 percent were *neither satisfied nor dissatisfied* with the objectivity of their investigator.

Satisfaction with Information Received About Complaint

This section examined how the complainant felt about the information they received about their complaint. Respondents had mixed satisfaction with how clearly the complaint process was explained to them. Nearly half of the respondents were *dissatisfied or very dissatisfied* that DPA explained how long it would take to investigate their complaint (45 percent) and with the letters they received (46 percent).

Exhibit 4 shows complainant responses to questions concerning their satisfaction with information received about their complaint, excluding answers of *Don't Know/NA*.

Exhibit 4 – Complainant Responses to Survey Questions Concerning Information Received About Complaints



More than half of the respondents were *dissatisfied or very dissatisfied*:

- That they were kept informed about what was happening with their complaint (54 percent)
- That DPA gave clear explanations about how officers are supposed to act in incidents like theirs (62 percent)
- With how they were informed about what happened as a result of their complaint (53 percent)

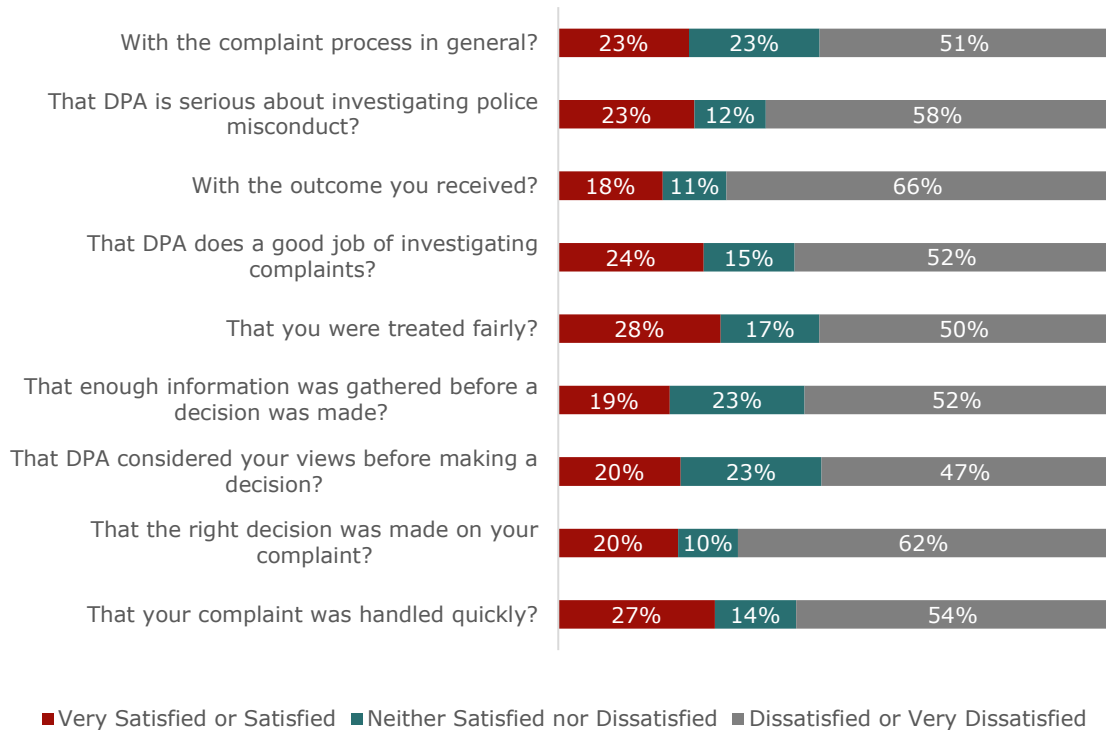
Satisfaction with the Results of the Complaint

This section examined how the complainant felt about the results of their complaint. Half or more of the respondents indicated that they were *dissatisfied or very dissatisfied*:

- That their complaint was handled quickly (54 percent)
- That the right decision was made on their complaint (62 percent)
- That enough information was gathered before a decision was made on the complaint (52 percent)
- That they were treated fairly (50 percent)
- That DPA staff does a good job of investigating complaints (52 percent)
- With the outcome they received (66 percent)
- That DPA is serious about investigating police misconduct (58 percent)
- With the complaint process in general (51 percent)

Exhibit 5 shows complainant responses to questions concerning their satisfaction with the results of the complaint, excluding answers of *Don't Know/NA*.

Exhibit 5 – Complainant Responses to Survey Questions Concerning the Results of the Complaint



Nearly half of respondents were *dissatisfied or very dissatisfied* that DPA considered their views before making a decision on the complaint (47 percent).

Detail of Complaint

This section examines the details of the complaints the respondents filed with DPA. Nearly half of the respondents (47 percent) stated that they had never previously filed a complaint against a San Francisco police officer, and half indicated that they did not receive written notification explaining what happened as a result of their complaint.

San Francisco Police Oversight Mechanisms

This section examines how complainants feel about San Francisco’s police oversight mechanisms. Nearly half of the respondents stated that they are *somewhat or very familiar* with DPA (48 percent).

Over half of the respondents *agreed or strongly agreed* that:

- It is important to have an independent Department of Police Accountability (76 percent)
- Citizen oversight of the police improves investigations or police misconduct and neglect of duty (64 percent)
- Citizens should investigate complaints instead of the police (58 percent)

However, about half of the respondents indicated that DPA is biased in favor of police officers (51 percent). Twenty-four percent of respondents *agree or strongly agree* that DPA does a good job investigating complaints of police misconduct, and twenty-five percent *agree or strongly agree* that they are satisfied with the performance of DPA.

Police and City Government

This section examines how complainants feel about the police and government.

Nearly half of respondents *agree or strongly agree* that:

- The complaint process is biased in favor of the police (46 percent)
- Filing complaints can make a difference in how the Police Department is run (46 percent)
- Their encounters with San Francisco police officers have been negative (47 percent)
- Police officers treat minority residents worse than others (47 percent)
- The police are nicer to residents in rich neighborhoods than to residents in poor neighborhoods (48 percent)

Nearly half or more of respondents *disagreed or strongly disagreed* that:

- They trust San Francisco to make decisions that are good for everyone (49 percent)
- People’s basic rights are protected by the police (53 percent)
- They should accept decision made by the police even if they think the police are wrong (78 percent)
- They feel very safe in their neighborhood (51 percent)

Forty-two percent of respondents *disagree or strongly disagree* that, overall, the police are doing a good job in San Francisco.

Background Questions

Respondents represented a diverse range of ages. Forty-one percent of respondents were White/Caucasian. There were more male respondents than female. Nearly two-thirds of respondents indicated that they have graduated college or completed an advanced degree.

Complaint Process Strengths and Weaknesses

Complainants were asked open-ended questions about the strengths (72 responses) and weaknesses of the complaint process (69 responses).

Excerpted Complainant Comments on Process Strengths

- *Complaints can be submitted online, by telephone, in person.*
- *Fairly easy, complete, detailed, and friendly/professional.*
- *I was treated with respect throughout this process.*
- *The personal phone call I received from the investigator. I'm happy that my complaint was actually investigated. The investigator was polite and compassionate, and patiently listened to what I had to say.*

Excerpted Complainant Comments on Process Weaknesses

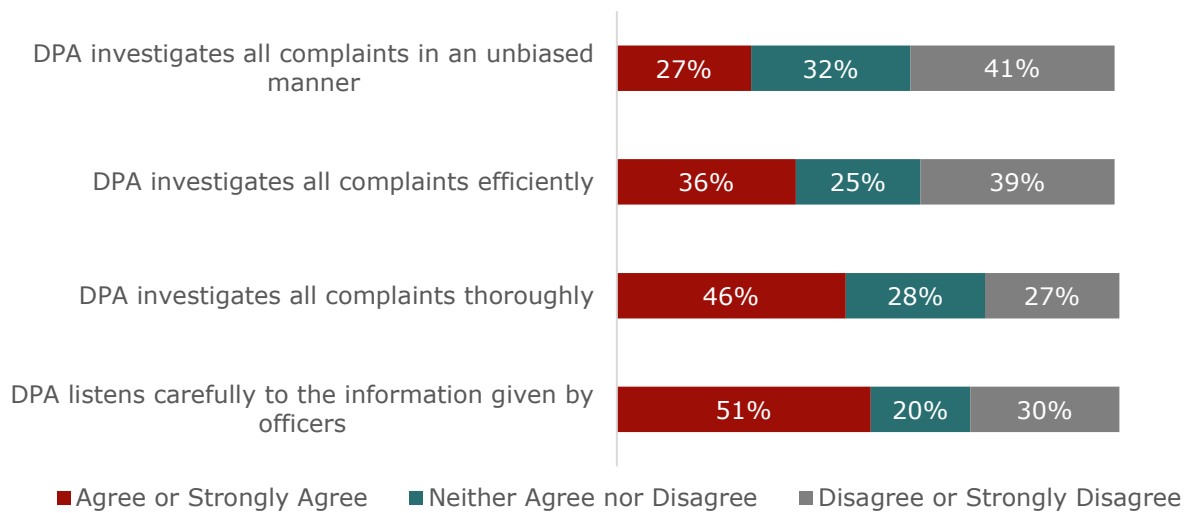
- *I am disappointed with the result. Clearly there has not been enough effort to get to the bottom of this incident.*
- *More time speedy-detailed findings and steps to ensure of not happening again.*
- *Too long not enough explanation.*
- *Staffed poorly-Too many complaints to handle. My complaint took 12 months. The DPA favors the police.*

SUMMARY OF POLICE OFFICER SURVEY RESULTS

Satisfaction with DPA

This section examined how police officers felt about DPA. Exhibit 6 shows police officer responses to questions concerning their satisfaction with DPA.

Exhibit 6 – Police Officer Responses to Survey Questions Concerning Satisfaction with the Department of Police Accountability

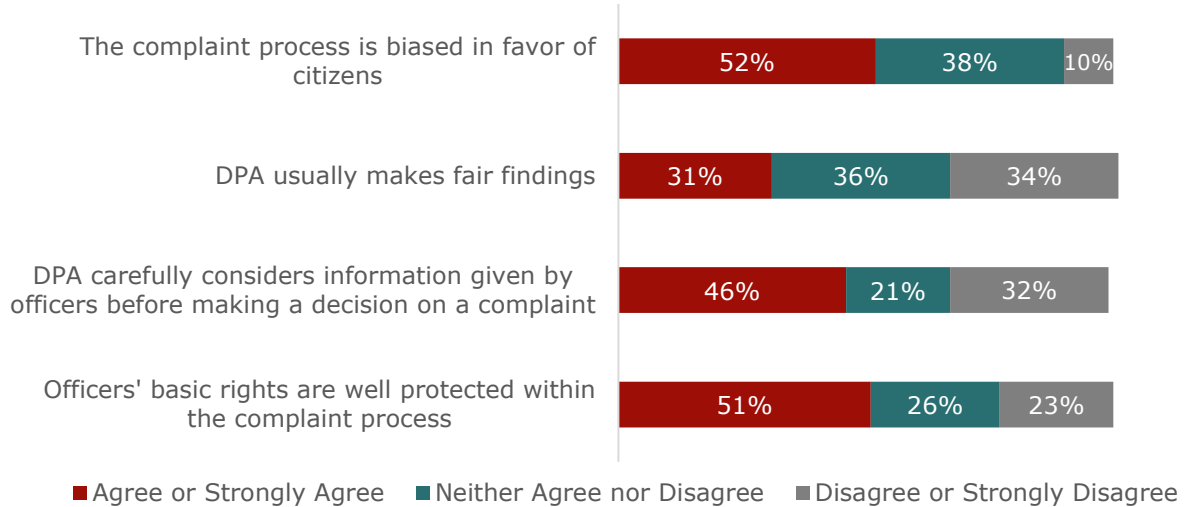


Approximately half of the respondents *agreed or strongly agreed* that DPA listens carefully to the information given by the officer (51 percent), and that DPA investigates all complaints thoroughly (46 percent). Respondents expressed mixed views regarding DPA’s ability to investigate complaints efficiently and in an unbiased manner.

Overall Satisfaction with the DPA Complaint Process

This section examined how police officers felt about DPA’s complaint process. Exhibit 7 shows police officer responses to questions concerning their satisfaction with the DPA complaint process.

Exhibit 7 – Police Officer Responses to Survey Questions Concerning Satisfaction with the Department of Police Accountability Complaint Process



Approximately half of the respondents *agreed or strongly agreed* that:

- Officers' basic rights are well protected within the complaint process (51 percent)
- DPA carefully considers information given by an officer before making a decision on a complaint (46 percent)
- The complaint process is biased in favor of citizens (52 percent)

Nearly a third of respondents *neither agreed nor disagreed* that DPA usually makes fair findings (36 percent).

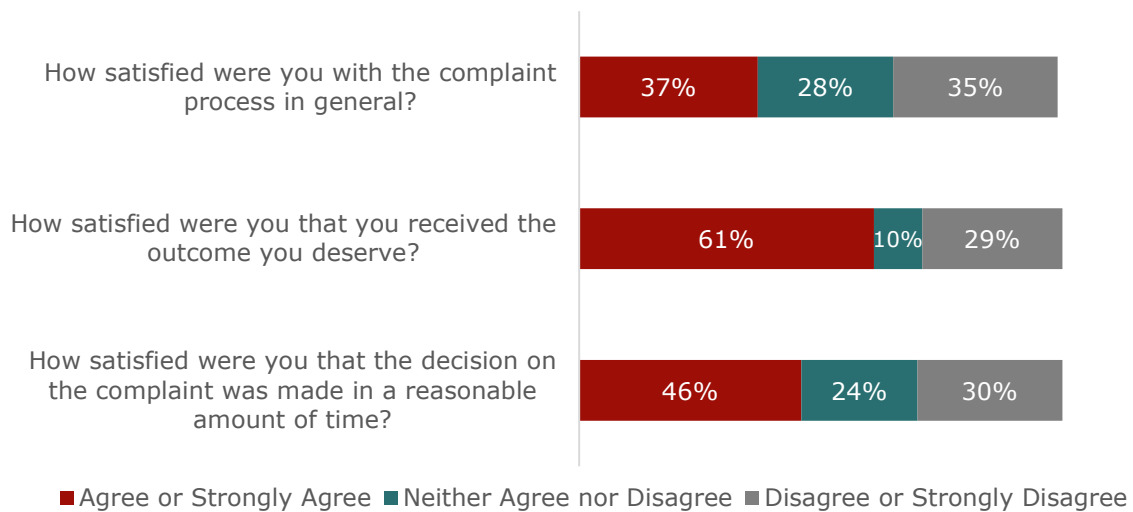
Complaint Information

More than three-quarters (83 percent) of the respondents indicated that they were the subject of a complaint within in the last year. Of those that were the subject of a complaint within the last year, nearly half have been the subject of two or more complaints.

Overall Satisfaction

This section examined how police officers felt about the timeliness and outcome of complaint investigations, and their overall satisfaction with DPA. Exhibit 8 shows police officer responses to questions concerning these questions.

Exhibit 8 – Police Officer Responses to Survey Questions Concerning Overall Satisfaction with the Department of Police Accountability



Nearly half or more of respondents were *satisfied or very satisfied* that the decision on the complaint was made in a reasonable amount of time (46 percent) and that they received the outcome they deserved (61 percent). Respondents indicated mixed satisfaction with the complaint process in general.

Background Information

Nearly two-thirds of respondents were officers. Respondents represented a diverse range of years of experience as a San Francisco police officer. Nearly half (45 percent) were 25 to 34 years old. Forty percent were White/Caucasian. There were more male than female respondents. Nearly all of the respondents have, at minimum, completed some college.

Complaint Process Strengths, Weaknesses, and Recommendations for Improvement

Police officers were asked open-ended questions about the strengths (62 responses) and weaknesses of the complaint process (66 responses), as well as recommendations on improving the process (73 responses).

Excerpted Police Officer Comments on Process Strengths

- *Reassures citizens that they have a voice and that officers should have integrity.*
- *The DPA officers gave me time to explain my actions.*
- *I believe it keeps officers honest and requires them to be professional.*

Excerpted Police Officer Comments on Process Weaknesses

- *For the results I received, the process could have taken less than a year. From the time the results were forwarded to me, a year had passed. making the entire process a negligible misallocation of city funding.*
- *I don't believe the complaints had to be investigated at all.*
- *When allegations are made by a citizen, stick with the allegations. Don't create your own.*

Excerpted Police Officer Recommendations for Improving the Complaint Process

- *Communication as to status of investigation.*
- *Should be a time frame a complaint can be filed.*
- *I agree that the public should have a neutral authority to voice complaints against police. But when DPA starts digging for added allegations it taints the process. We are human and make mistakes, If it's a minor mistake that caused no harm it should not be added or punished.*

WHAT DPA IS DOING WITH THIS INFORMATION

Actions Taken

DPA carefully reviews survey responses and uses this data to identify improvements in its programs and levels of service. Between 2017 and 2019, DPA made several changes to its operations, each with the aim of improving processes and delivering efficient and excellent investigations. Efforts included:

- *Revising the complainant contact letter to set complainant expectations regarding the steps taken to investigate a complaint, the standards used in performing this investigation, and the confidentiality of investigations. The letter also provides complainants with the prohibitions on police officer retaliation and the investigator's name and contact information.*

- *Developing an intake training document to ensure that investigators can consistently answer complainant questions and proactively manage complainant expectations. The intake training document covers:*
 - *The investigative timeline*
 - *The confidential nature of DPA investigations*
 - *What complainants can expect at the conclusion of an investigation*
 - *The extent of DPA's jurisdiction*

DPA is capable of offering service to complainants that do not speak English. In their *2020 Language Access Ordinance Summary Report* (covering July 1, 2018 to June 30, 2019), the Office of Civic Engagement and Immigrant Affairs found that DPA met its language access requirements, including training for public contact staff and developing a written language access policy.

Next Steps

DPA is acting to increase the survey response rate to the extent practicable. Actions include reviewing survey design and administration factors, including the length of time needed to complete the survey, the survey questions, and method of survey distribution, to ensure that they do not impose a high respondent burden.

Some complainants commented on the ease of filing a complaint; specifically, problems filing online, and a lack of follow-up or clear explanations. Based on this feedback, DPA is reviewing both its web site and complaint forms to understand potential complainant difficulty in filing complaints. DPA will look for opportunities to further promote the independence and objectivity of its investigators and, to the extent possible, the transparency of its investigations.

APPENDIX A – COMPLAINANT SURVEY DATA

Satisfaction with the Complaint Process

How well do you feel you understand the complaint process?

Answer Choices	Responses	
Very Well	23	24%
Well	28	29%
Neutral	22	23%
Very Poorly	12	13%
Poorly	10	11%
Answered	95	

How did you learn about the complaint process?

Answer Choices	Responses	
Friend Told Me	14	16%
DPA Website	11	13%
Called Police Department	9	10%
DPA	9	10%
Police Officer	7	8%
Police Website	7	8%
Community Event	6	7%
Other	23	27%
Answered	86	

How easy was it for you to file your complaint?

Answer Choices	Responses	
Very Easy	19	20%
Easy	27	28%
Neither Easy nor Hard	24	25%
Hard	13	14%
Very Hard	10	11%
Don't Know	2	2%
Answered	95	

Did any member of the San Francisco Police Department seek to discourage you from filling your complaint?

Answer Choices	Responses	
Yes	16	17%
Don't Know	11	12%
No	66	71%
Answered	93	

Satisfaction with DPA and Investigators

How satisfied are you with the objectivity of the complaint investigator?

Answer Choices	Responses	
Very Satisfied	13	14%
Satisfied	14	15%
Neither Satisfied nor Dissatisfied	16	17%
Dissatisfied	17	18%
Very Dissatisfied	25	27%
Don't Know/NA	9	10%
Answered	94	

How satisfied are you that the DPA staff were polite?

Answer Choices	Responses	
Very Satisfied	22	23%
Satisfied	35	37%
Neither Satisfied nor Dissatisfied	14	15%
Dissatisfied	7	7%
Very Dissatisfied	12	13%
Don't Know/NA	4	4%
Answered	94	

How satisfied are you with how well the investigator listened to your description of what happened?

Answer Choices	Responses	
Very Satisfied	18	19%
Satisfied	28	30%
Neither Satisfied nor Dissatisfied	15	16%
Dissatisfied	8	9%
Very Dissatisfied	19	20%
Don't Know/NA	5	5%
Answered	93	

How satisfied are you with the fairness of the investigator's questions?

Answer Choices	Responses	
Very Satisfied	15	16%
Satisfied	27	29%
Neither Satisfied nor Dissatisfied	21	22%
Dissatisfied	9	10%
Very Dissatisfied	15	16%
Don't Know/NA	7	7%
Answered	94	

How satisfied are you that you were interviewed soon enough after filing the complaint?

Answer Choices	Responses	
Very Satisfied	19	20%
Satisfied	27	29%
Neither Satisfied nor Dissatisfied	13	14%
Dissatisfied	7	7%
Very Dissatisfied	20	21%
Don't Know/NA	8	9%
Answered	94	

How satisfied are you that the investigator treated you with respect?

Answer Choices	Responses	
Very Satisfied	22	24%
Satisfied	30	32%
Neither Satisfied nor Dissatisfied	17	18%
Dissatisfied	3	3%
Very Dissatisfied	15	16%
Don't Know/NA	6	6%
Answered	93	

Satisfaction with Information Received About Complaint

How satisfied are you that the complaint process was clearly explained to you?

Answer Choices	Responses	
Very Satisfied	9	10%
Satisfied	21	22%
Neither Satisfied nor Dissatisfied	27	29%
Dissatisfied	12	13%
Very Dissatisfied	23	24%
Don't Know/NA	2	2%
Answered	94	

How satisfied are you that DPA explained how long it would take to investigate your complaint?

Answer Choices	Responses	
Very Satisfied	7	8%
Satisfied	17	18%
Neither Satisfied nor Dissatisfied	19	20%
Dissatisfied	18	19%
Very Dissatisfied	24	26%
Don't Know/NA	8	9%
Answered	93	

How satisfied are you that you were kept informed about what was happening with your complaint?

Answer Choices	Responses	
Very Satisfied	6	6%
Satisfied	18	19%
Neither Satisfied nor Dissatisfied	14	15%
Dissatisfied	19	20%
Very Dissatisfied	32	34%
Don't Know/NA	5	5%
Answered	94	

How satisfied are you with the letters received?

Answer Choices	Responses	
Very Satisfied	11	12%
Satisfied	16	17%
Neither Satisfied nor Dissatisfied	20	22%
Dissatisfied	17	18%
Very Dissatisfied	26	28%
Don't Know/NA	3	3%
Answered	93	

How satisfied are you that DPA gave clear explanations about how officers are supposed to act in incidents like yours?

Answer Choices	Responses	
Very Satisfied	8	9%
Satisfied	6	7%
Neither Satisfied nor Dissatisfied	16	17%
Dissatisfied	20	22%
Very Dissatisfied	37	40%
Don't Know/NA	5	5%
Answered	92	

How satisfied are you that you were informed about what happened as a result of your complaint?

Answer Choices	Responses	
Very Satisfied	5	5%
Satisfied	16	17%
Neither Satisfied nor Dissatisfied	19	20%
Dissatisfied	16	17%
Very Dissatisfied	34	36%
Don't Know/NA	4	4%
Answered	94	

Satisfaction with the Results of the Complaint

How satisfied are you that your complaint was handled quickly?

Answer Choices	Responses	
Very Satisfied	9	10%
Satisfied	16	17%
Neither Satisfied nor Dissatisfied	13	14%
Dissatisfied	18	19%
Very Dissatisfied	33	35%
Don't Know/NA	4	4%
Answered	93	

How satisfied are you that the right decision was made on your complaint?

Answer Choices	Responses	
Very Satisfied	8	9%
Satisfied	10	11%
Neither Satisfied nor Dissatisfied	9	10%
Dissatisfied	14	15%
Very Dissatisfied	44	47%
Don't Know/NA	9	10%
Answered	94	

How satisfied are you that the DPA considered your views before making a decision on the complaint?

Answer Choices	Responses	
Very Satisfied	9	10%
Satisfied	9	10%
Neither Satisfied nor Dissatisfied	22	23%
Dissatisfied	11	12%
Very Dissatisfied	33	35%
Don't Know/NA	10	11%
Answered	94	

How satisfied are you that enough information was gathered before a decision was made on your complaint?

Answer Choices	Responses	
Very Satisfied	9	10%
Satisfied	8	9%
Neither Satisfied nor Dissatisfied	21	23%
Dissatisfied	9	10%
Very Dissatisfied	39	42%
Don't Know/NA	7	8%
Answered	93	

How satisfied are you that you were treated fairly?

Answer Choices	Responses	
Very Satisfied	12	13%
Satisfied	14	15%
Neither Satisfied nor Dissatisfied	16	17%
Dissatisfied	10	11%
Very Dissatisfied	37	39%
Don't Know/NA	5	5%
Answered	94	

How satisfied are you that the DPA does a good job of investigating complaints?

Answer Choices	Responses	
Very Satisfied	9	10%
Satisfied	13	14%
Neither Satisfied nor Dissatisfied	14	15%
Dissatisfied	10	11%
Very Dissatisfied	38	41%
Don't Know/NA	9	10%
Answered	93	

How satisfied are you with the outcome you received?

Answer Choices	Responses	
Very Satisfied	8	9%
Satisfied	8	9%
Neither Satisfied nor Dissatisfied	10	11%
Dissatisfied	18	19%
Very Dissatisfied	44	47%
Don't Know/NA	6	6%
Answered	94	

How satisfied are you that the DPA is serious about investigating police misconduct?

Answer Choices	Responses	
Very Satisfied	11	12%
Satisfied	10	11%
Neither Satisfied nor Dissatisfied	11	12%
Dissatisfied	13	14%
Very Dissatisfied	41	44%
Don't Know/NA	8	9%
Answered	94	

How satisfied are you with the complaint process in general?

Answer Choices	Responses	
Very Satisfied	9	10%
Satisfied	12	13%
Neither Satisfied nor Dissatisfied	22	23%
Dissatisfied	15	16%
Very Dissatisfied	33	35%
Don't Know/NA	3	3%
Answered	94	

Detail of Complaint

How many other complaints have you filed against San Francisco Police Officer?

Answer Choices	Responses	
None	42	47%
One	22	24%
Two	11	12%
Three or More	9	10%
Don't Know	6	7%
Answered	90	

What was your complaint about?

Answer Choices	Responses	
Other	11	13%
Police Procedure	10	11%
Unnecessary Force	8	9%
Rude Behavior	7	8%
Law Violation	3	3%
Discrimination	2	2%
More Than One Option Selected	47	53%
Answered	88	

In considering the final outcome of your complaint, was your complaint:

Answer Choices	Responses	
No Finding	10	13%
Proper Conduct	9	11%
Not Sustained	8	10%
Sustained	7	9%
Unfounded	6	8%
Information Only	4	5%
Training Failure	2	2%
Mediated	1	1%
Supervision Failure	1	1%
Other	32	40%
Answered	80	

Did you receive written a notification explaining what happened as a result of your complaint?

Answer Choices	Responses	
Yes	33	38%
No	44	50%
Don't Know	11	13%
Answered	88	

San Francisco Police Oversight Mechanisms

How familiar are you with the Department of Police Accountability?

Answer Choices	Responses	
Very Familiar	9	10%
Somewhat Familiar	34	38%
Not at all Familiar	47	52%
Answered	90	

It is important to have an independent Department of Police Accountability

Answer Choices	Responses	
Strongly Agree	57	62%
Agree	13	14%
Neither Agree nor Disagree	7	8%
Disagree	2	2%
Strongly Disagree	10	11%
Don't Know/NA	3	3%
Answered	92	

Citizen oversight of the police improves investigations of police misconduct and neglect of duty

Answer Choices	Responses	
Agree	16	17%
Strongly Agree	43	47%
Neither Agree nor Disagree	14	15%
Disagree	4	4%
Strongly Disagree	8	9%
Don't Know/NA	7	8%
Answered	92	

Citizens should investigate complaints instead of the police

Answer Choices	Responses	
Strongly Agree	29	32%
Agree	24	26%
Neither Agree nor Disagree	19	21%
Disagree	8	9%
Strongly Disagree	4	4%
Don't Know/NA	8	9%
Answered	92	

The Department of Police Accountability is biased in favor of police officers

Answer Choices	Responses	
Strongly Agree	29	32%
Agree	17	19%
Neither Agree nor Disagree	17	19%
Disagree	8	9%
Strongly Disagree	10	11%
Don't Know/NA	10	11%
Answered	91	

The Department of Police Accountability does a good job of investigating complaints of police misconduct

Answer Choices	Responses	
Strongly Agree	9	10%
Agree	13	14%
Neither Agree nor Disagree	17	18%
Disagree	15	16%
Strongly Disagree	25	27%
Don't Know/NA	13	14%
Answered	92	

Overall I am satisfied with the performance of the Department of Police Accountability

Answer Choices	Responses	
Strongly Agree	10	11%
Agree	13	14%
Neither Agree nor Disagree	9	10%
Disagree	18	20%
Strongly Disagree	34	37%
Don't Know/NA	8	9%
Answered	92	

Police and City Government

The complaint process is biased in favor of the police

Answer Choices	Responses	
Strongly Agree	28	30%
Agree	15	16%
Neither Agree nor Disagree	13	14%
Disagree	11	12%
Strongly Disagree	11	12%
Don't Know/NA	14	15%
Answered	92	

Filing complaints can make a difference in how the police department is run

Answer Choices	Responses	
Strongly Agree	19	21%
Agree	23	25%
Neither Agree nor Disagree	19	21%
Disagree	9	10%
Strongly Disagree	16	17%
Don't Know/NA	6	7%
Answered	92	

I trust the city of San Francisco to make decisions that are good for everyone

Answer Choices	Responses	
Strongly Agree	13	14%
Agree	13	14%
Neither Agree nor Disagree	18	20%
Disagree	21	23%
Strongly Disagree	24	26%
Don't Know/NA	3	3%
Answered	92	

People's basic rights are protected by the police

Answer Choices	Responses	
Strongly Agree	14	15%
Agree	8	9%
Neither Agree nor Disagree	14	15%
Disagree	23	25%
Strongly Disagree	26	28%
Don't Know/NA	7	8%
Answered	92	

I should accept the decisions made by the police even if I think they are wrong

Answer Choices	Responses	
Strongly Agree	3	3%
Agree	3	3%
Neither Agree nor Disagree	13	14%
Disagree	19	21%
Strongly Disagree	52	57%
Don't Know/NA	2	2%
Answered	92	

My encounters with San Francisco police officers have been negative

Answer Choices	Responses	
Strongly Agree	29	32%
Agree	14	15%
Neither Agree nor Disagree	20	22%
Disagree	16	18%
Strongly Disagree	8	9%
Don't Know/NA	4	4%
Answered	91	

Police officers treat minority residents worse than others

Answer Choices	Responses	
Strongly Agree	25	27%
Agree	19	20%
Neither Agree nor Disagree	19	20%
Disagree	9	10%
Strongly Disagree	9	10%
Don't Know/NA	13	14%
Answered	94	

The police are nicer to residents in rich neighborhoods than to residents in poor neighborhoods

Answer Choices	Responses	
Strongly Agree	27	29%
Agree	18	19%
Neither Agree nor Disagree	13	14%
Disagree	8	9%
Strongly Disagree	11	12%
Don't Know/NA	16	17%
Answered	93	

Overall, the police are doing a good job in San Francisco

Answer Choices	Responses	
Strongly Agree	9	10%
Agree	11	12%
Neither Agree nor Disagree	24	26%
Disagree	21	23%
Strongly Disagree	18	19%
Don't Know/NA	10	11%
Answered	93	

I feel very safe in my neighborhood

Answer Choices	Responses	
Strongly Agree	10	11%
Agree	9	10%
Neither Agree nor Disagree	21	22%
Disagree	28	30%
Strongly Disagree	20	21%
Don't Know/NA	6	6%
Answered	94	

The neighbors in my neighborhood know each other well

Answer Choices	Responses	
Strongly Agree	12	13%
Agree	15	16%
Neither Agree nor Disagree	23	24%
Disagree	22	23%
Strongly Disagree	13	14%
Don't Know/NA	9	10%
Answered	94	

Police officers are usually friendly

Answer Choices	Responses	
Strongly Agree	9	10%
Agree	18	19%
Neither Agree nor Disagree	28	30%
Disagree	14	15%
Strongly Disagree	19	20%
Don't Know/NA	6	6%
Answered	94	

The City of San Francisco tries to hold officers accountable

Answer Choices	Responses	
Strongly Agree	7	8%
Agree	12	13%
Neither Agree nor Disagree	18	19%
Disagree	14	15%
Strongly Disagree	32	34%
Don't Know/NA	10	11%
Answered	93	

Background Questions

What is your age?

Answer Choices	Responses	
18-24	1	1%
25-34	12	13%
35-44	19	20%
45-54	20	21%
55-64	27	29%
65+	15	16%
Answered	94	

What is your race/ethnicity?

Answer Choices	Responses	
White/Caucasian	38	41%
African American	14	15%
Hispanic/Latino	10	11%
Asian	9	10%
Other	9	10%
More Than One Option Selected	13	14%
Answered	93	

What is your gender?

Answer Choices	Responses	
Male	56	60%
Female	34	37%
Other	3	3%
Answered	93	

What is the highest level of education that you have completed?

Answer Choices	Responses	
Some High School	3	3%
G.E.D.	1	1%
High School Graduate	15	17%
Some College	12	14%
College Graduate	27	31%
Advanced Degree	28	33%
Answered	86	

APPENDIX B – POLICE OFFICER SURVEY DATA

Satisfaction with the Department of Police Accountability

DPA listens carefully to the information given by the officer

Answer Choices	Responses	
Strongly Agree	24	20%
Agree	38	31%
Neither Agree nor Disagree	24	20%
Disagree	13	11%
Strongly Disagree	23	19%
Answered	122	

DPA investigates all complaints thoroughly

Answer Choices	Responses	
Strongly Agree	19	16%
Agree	36	30%
Neither Agree nor Disagree	34	28%
Disagree	12	10%
Strongly Disagree	21	17%
Answered	122	

DPA investigates all complaints efficiently

Answer Choices	Responses	
Strongly Agree	12	10%
Agree	32	26%
Neither Agree nor Disagree	30	25%
Disagree	21	17%
Strongly Disagree	27	22%
Answered	122	

DPA investigates all complaints in an unbiased manner

Answer Choices	Responses	
Strongly Agree	8	7%
Agree	25	20%
Neither Agree nor Disagree	39	32%
Disagree	17	14%
Strongly Disagree	33	27%
Answered	122	

Overall Satisfaction with the DPA Complaint Process

Officers' basic rights are well protected within the complaint process

Answer Choices	Responses	
Strongly Agree	12	10%
Agree	51	41%
Neither Agree nor Disagree	32	26%
Disagree	18	15%
Strongly Disagree	10	8%
Answered	123	

DPA carefully considers information given by officers before making a decision on a complaint

Answer Choices	Responses	
Strongly Agree	16	13%
Agree	41	33%
Neither Agree nor Disagree	26	21%
Disagree	15	12%
Strongly Disagree	25	20%
Answered	123	

DPA usually makes fair findings

Answer Choices	Responses	
Strongly Agree	6	5%
Agree	31	26%
Neither Agree nor Disagree	43	36%
Disagree	18	15%
Strongly Disagree	23	19%
Answered	121	

The complaint process is biased in favor of citizens

Answer Choices	Responses	
Strongly Agree	30	25%
Agree	33	27%
Neither Agree nor Disagree	46	38%
Disagree	10	8%
Strongly Disagree	2	2%
Answered	121	

Complaint Information

Have you been the subject of a complaint within the last year?

Answer Choices	Responses	
Yes	101	83%
No	21	17%
Answered	122	

If yes to the above, how many complaints have been filed against you in the last year?

Answer Choices	Responses	
1	53	54%
2	30	31%
3	12	12%
4	3	3%
5 or more	-	-
Answered	98	

Overall Satisfaction

How satisfied were you that the decision on the complaint was made in a reasonable amount of time?

Answer Choices	Responses	
Very Satisfied	24	20%
Satisfied	32	26%
Neither Sat nor Dissatisfied	29	24%
Dissatisfied	14	11%
Very Dissatisfied	23	19%
Answered	122	

How satisfied were you that you received the outcome you deserve?

Answer Choices	Responses	
Very Satisfied	34	29%
Satisfied	37	32%
Neither Sat nor Dissatisfied	12	10%
Dissatisfied	12	10%
Very Dissatisfied	22	19%
Answered	117	

How satisfied were you with the complaint process in general?

Answer Choices	Responses	
Very Satisfied	8	7%
Satisfied	35	30%
Neither Sat nor Dissatisfied	32	28%
Dissatisfied	19	16%
Very Dissatisfied	22	19%
Answered	116	

Background Information

What is your age?

Answer Choices	Responses	
21-24	1	1%
25-34	52	45%
35-44	20	17%
45-54	31	27%
55-64	11	10%
Answered	115	

What is your race/ethnicity?

Answer Choices	Responses	
White/Caucasian	40	40%
African American/Black	18	18%
Hispanic/Latino	16	16%
Asian	11	11%
Pacific Islander	5	5%
Other	11	11%
Answered	101	

What is your gender?

Answer Choices	Responses	
Female	20	18%
Male	89	80%
Other	2	2%
Answered	111	

What is the highest level of education that you have completed?

Answer Choices	Responses	
High School/GED	1	1%
Some College	34	29%
College Graduate	71	61%
Advanced Degree	10	9%
Other	1	1%
Answered	117	

How long have you worked for the San Francisco Police Department?

Answer Choices	Responses	
Less than one year	1	1%
1-3 years	21	18%
3-5 years	16	14%
5-10 years	17	15%
10-15 years	23	20%
More than 15 years	38	33%
Answered	116	

What is your rank?

Answer Choices	Responses	
Officer	69	64%
Inspector	1	1%
Sergeant	26	24%
Lieutenant	10	9%
Captain or Higher	1	1%
Total	107	

CONTACT THE DEPARTMENT OF POLICE ACCOUNTABILITY

There are multiple ways to report a complaint about a San Francisco Police Department officer or police practice to the Department of Police Accountability, including:

Internet:	http://sfgov.org/dpa
Telephone:	415-241-7711
In Person	1 South Van Ness, 8th Floor, San Francisco, CA 94103

DPA makes independent investigative findings and disciplinary recommendations.



Mission

Established in 1983 by a voter initiated charter amendment, the DPA's mission is to promptly, fairly, and impartially investigate complaints against the San Francisco Police Department, make policy recommendations regarding police practice, investigate all officer-involved shootings, and conduct periodic audits of the San Francisco Police Department.