



DEPARTMENT NOTICE

20-155
11/03/20

SFPD Introduces GovQA Software to Improve Incident Report Request Processing

On September 8, 2020, the San Francisco Police Department implemented a new, web based software called GovQA for managing police incident report requests. GovQA provides improved capabilities in classifying, tracking and processing report requests in a more organized and timely manner. GovQA also has the ability to produce various specialized statistical reports on demand.

The Crime Information Services Unit (CISU) is the primary unit assigned to process police incident report requests. The unit previously accomplished this task through individual requests via U.S. mail, facsimile, email and by accepting requests at the report counter window at Police Headquarters.

Now requestors will have the ability to create a user account on the public SFPD GovQA portal and have the ability to track the request online. Anonymous requests can also be made through this new public portal. CISU will still accept report requests through traditional means (i.e. U.S. mail and e-mail), and those requests will be subsequently entered and tracked in the request portal by members of CISU.

When CISU routes report requests to investigative units for release determinations, CISU will route the request electronically through GovQA. The investigative units shall utilize GovQA to indicate their release disposition reason and/or attach the incident report for release (with redactions if applicable). The utilization of GovQA by the investigative units improves processing time since requests will no longer be sent via interoffice mail. This will also greatly reduce the department's paper usage.

If a member of the public makes an inquiry on how to obtain a copy of a police incident report, please direct them to the San Francisco Police Department's website:

<https://www.sanfranciscopolice.org/get-service/police-reports/request-police-report>

Members assigned to the Airport Bureau shall follow San Mateo County requirements for release of police reports. Members with questions can contact CISU at 415 575-7232.


WILLIAM SCOTT
Chief of Police

Per DN 20-150, All Sworn & Non-Sworn Members shall electronically acknowledge this Department Document in PowerDMS. Members whose duties are relevant to this Document shall be held responsible for compliance. Any questions regarding this policy should be made to sfpd.writtendirectives@sfgov.org who will provide additional information.