

COMMISSION ON POLICE PRACTICES

Tuesday, April 28, 2026

5:00pm – 6:00pm

TRAINING STANDING COMMITTEE AGENDA

**Procopio Tower
525 B St., 17th Floor, Suite 1725
San Diego, CA 92101**

The link to join the meeting by computer, tablet, or smartphone at 5:00pm is:

[Microsoft Teams Link](#)

Meeting ID: 255 855 362 858 899

Passcode: JB7sg2vS

**Downloading the latest version of Microsoft Teams is required.*

The Commission on Police Practices (Commission) meetings will be conducted pursuant to the provisions of California Government Code Section 54953 (a), as amended by Assembly Bill 2249.

The Commission Standing Committee meetings will be in person and the meeting will be open for in-person testimony. Additionally, we are continuing to provide alternatives to in-person attendance for participating in our meetings. In lieu of in-person attendance, members of the public may also participate via telephone/Teams.

- I. CALL TO ORDER/WELCOME (Chair Darlanne Mulmat)
- II. ROLL CALL (CPP Investigator Ching-Yun Li)
- III. APPROVAL OF MINUTES
 1. February 12, 2026 Training Standing Committee Meeting Minutes

NON-AGENDA CHAIR DARLANNE MULMAT & COMMITTEE LIAISON REPORT

NON-AGENDA PUBLIC COMMENT

- IV. OLD BUSINESS
 - A. Implicit Bias Training
 - B. Mandated Disclosures Reference Sheet (Investigator Ching-Yun Li)
 - C. Community Bus Tour/Ride alongs
 - D. Digital Resources Materials for Commissioners
 - E. POBOR Training (1st Vice Chair Bonnie Benitez)

V. OLD BUSINESS

A. Training Committee Goals

B. Potential topics to prioritize for the future from “Special Topics” and “Future Topics”:

1. Community-Government Relationship/Trust
2. Civil/Human Rights and Law Enforcement panel

VI. COMMISSIONER COMMENTS

VII. NEXT MEETING – TBD

VIII. ADJOURNMENT

Materials Provided:

- February 12, 2026 Training Standing Committee Meeting Minutes
- Mandated Disclosures Reference Sheet
- Training Committee Goals
- Digital Resources Materials for Commissioners

In-Person Public Comment on an Agenda Item: If you wish to address the CPP Standing Committee on an item on today's agenda, please complete and submit a speaker slip before the Committee hears the agenda item. You will be called at the time the item is heard. Each speaker must file a speaker slip with the CPP staff at the meeting at which the speaker wishes to speak indicating which item they wish to speak on. Speaker slips may not be turned in prior to the day of the meeting or after completion of in-person testimony. In-person public comment will conclude before virtual testimony begins. Each speaker who wishes to address the Committee must state who they are representing if they represent an organization or another person.

For discussion and information items each speaker may speak for up to three (3) minutes, subject to the Committee Chair’s determination of the time available for meeting management purposes, in addition to any time ceded by other members of the public who are present at the meeting and have submitted a speaker slip ceding their time. These speaker slips should be submitted together at one time to the designated CPP staff. The Committee Chair may also limit organized group presentations of five or more people to 15 minutes or less.

In-Person Public Comment on Matters Not on the Agenda: You may address the Standing Committee on any matter not listed on today's agenda. Please complete and submit a speaker slip. However, California's open meeting laws do not permit the Standing Committee to discuss or take any action on the matter at today's meeting. At its discretion, the Standing Committee may add the item to a future meeting agenda or refer the matter to the CPP. Public comments are limited to three minutes per speaker. At the discretion of the Committee Chair, if a large number of people wish to speak on the same item, comments may be limited to a set period of time per item to appropriately manage the meeting and ensure the Standing Committee has time to consider all the agenda items. A member of the

public may only provide one comment per agenda item. In-person public comment on items not on the agenda will conclude before virtual testimony begins.

Speakers may not allocate their time to other speakers. If there are eight or more speakers on a single issue, the maximum time for the issue will be 16 minutes. The order of speaking generally will be determined on a first-come, first-served basis. A member of the public may only provide one non-agenda comment per agenda.

We welcome all viewpoints and encourage open participation. However, to ensure everyone has a chance to be heard and that we can complete our work, we ask that speakers respect time limits and refrain from disruptive behavior. Continued disruption after warning may result in removal as permitted under state law.

Virtual Platform Public Comment to a Particular Item or Matters Not on the Agenda: When the item you would like to comment on is introduced (or it is indicated that it is time for Non-Agenda Public Comment), raise your hand by tapping on the “Raise Your Hand” button on your computer or tablet. To raise your hand in a Microsoft Teams meeting on your smartphone (iOS or Android), tap the three-dot menu, then select the "Raise Hand" option. You will be taken in the order in which you raised your hand. You may only speak once on a particular item. When it is indicated that it is your turn to speak, click the unmute prompt that will appear on your computer, tablet or Smartphone.

Written Comment through Webform: Comment on agenda items and non-agenda public comment may also be submitted using the [webform](#). If using the webform, indicate the agenda item number you wish to submit a comment for. All webform comments are limited to 400 words. On the [webform](#), members of the public should select Commission on Police Practices (even if the public comment is for a Commission on Police Practices Committee meeting).

The public may attend a meeting when scheduled by following the attendee meeting link provided above. To view a meeting archive video, click [here](#). Video footage of each Commission meeting is posted online [here](#) within 72 hours of the conclusion of the meeting.

Comments received no later than 8 am the day of the meeting will be distributed to the Commission on Police Practices. Comments received after the deadline described above but before the item is called will be submitted into the written record for the relevant item.

Written Materials: You may alternatively submit via U.S. Mail to Attn: Office of the Commission on Police Practices, 525 B Street, Suite 1725, San Diego, CA 92101. Materials submitted via U.S. Mail must be received the business day prior to the meeting to be distributed to the Standing Committee.

If you attach any documents to your comment, they will be distributed to the Standing Committee in accordance with the deadlines described above.

Late-Arriving Materials

This paragraph relates to those documents received after the agenda is publicly noticed and during the 72 hours prior to the start of, or during, the

meeting. Pursuant to the Brown Act, (California Government Code Section 54957.5(b)) late-arriving documents, related to the Commission on Police Practices' ("CPP") meeting agenda items, which are distributed to the legislative body prior to and/or during the CPP meeting are available for public review by appointment in the Office of the CPP located at Procopio Towers, 525 B Street, Suite 1725, San Diego, CA 92101. Appointments for public review may be made by calling (619) 533-5304 and coordinating with CPP staff before visiting the office. Late-arriving documents may also be obtained by email request to CPP staff at commissiononpolicepractices@sandiego.gov. Late-arriving materials received prior to the CPP meeting will also be available for review, at the CPP public meeting, by making a verbal request of CPP staff located in the CPP meeting. Late-arriving materials received during the CPP meeting will be available for reviewing the following workday at the CPP offices noted above or by email request to CPP staff.

Access for People with Disabilities: As required by the Americans with Disabilities Act (ADA), requests for agenda information to be made available in alternative formats, and any requests for disability-related modifications or accommodations required to facilitate meeting participation, including requests for alternatives to observing meetings and offering public comment as noted above, may be made by contacting the Commission at (619) 236-6296 or commissiononpolicepractices@sandiego.gov.

Requests for disability-related modifications or accommodation required to facilitate meeting participation, including requests for auxiliary aids, services, or interpreters require different lead times, ranging from five business days to two weeks. Please keep this in mind and provide as much advance notice as possible to ensure availability. The city is committed to resolving accessibility requests swiftly.

Commission on Police Practices

**COMMISSION ON POLICE PRACTICES
TRAINING STANDING COMMITTEE
MEETING MINUTES**

**Thursday, February 12, 2026
5:00pm - 6:00pm**

**Procopio Tower
17th Floor, Suite 1725
San Diego, CA 92101**

Click <https://youtu.be/Ad1xHeZbuxE> to view this meeting on YouTube.

CPP Committee Members Present:

Committee Chair Darlanne Mulmat
1st Vice Chair Bonnie Benitez
Stephen Chatzky

Excused:

Elizabeth Inpyn
Armando Flores

Absent:

None

CPP Staff Present:

Yasmeen Obeid, Director of Community Engagement & Internship Programs
Olga Golub, Chief Investigator (Virtual)
Ethan Waterman, CPP Investigator (Virtual)

- I. CALL TO ORDER/WELCOME: Committee Chair Darlanne Mulmat called the meeting to order at 5:00pm.
- II. ROLL CALL: Director of Community Engagement & Internship Programs Yasmeen Obeid conducted the roll call for the committee and established quorum.
- III. APPROVAL OF MINUTES
 - A. December 11, 2025 Training Standing Committee Meeting Minutes
Motion: Chair Darlanne Mulmat moved to approve the amended CPP Training Standing Committee Meeting Minutes of December 11, 2025. 1st Vice Chair Bonnie Benitez seconded the motion. The motion passed with a vote of 3-0-0.
Yeas: Benitez, Chatzky, Mulmat
Nays: None
Abstentions: None

NON-AGENDA REPORTS FROM CHAIR DARLANNE MULMAT AND CHIEF INVESTIGATOR OLGA GOLUB

Non-Agenda Reports from Chair Darlanne Mulmat: (*Timestamp 1:43*) Chair Darlanne Mulmat provided a brief update on the implementation of the case review training. The Chair mentioned that Chief Investigator Olga Golub and her team have been working on it, and details are available on Google Drive. The plan, agreed upon in October, is documented in the "Case Review Training Academy phases" file, and the status is shown in the "Case Review Training Academy phase one" document.

Non-Agenda Reports from Investigator Olga Golub: (*Timestamp 2:00*)

- SuccessFactors Training: Some commissioners are still experiencing issues accessing SuccessFactors. The team is troubleshooting to ensure everyone has the necessary access.
- Inside SDPD Event: Scheduled for March, with 15 seats requested for commissioners and staff. Chief Investigator Olga Golub is awaiting a confirmed date from SDPD Community Liaison Manager Lindsay Winkley.
- Case Review Training Curriculum: Four initial trainings have been identified, starting with a case review overview. Chief Investigator Olga Golub reached out to the chair to schedule a time slot in March for the first meeting.
- Vehicle Pursuit Trainings: Materials from SDPD Community Liaison Manager Lindsay Winkley, including PowerPoint presentations and curriculum from the police academy, are being reviewed by CPP Investigator Ethan Waterman. An update will be provided at the next committee meeting.
- Professor Sharon Fairley Contract: The contract for Professor Sharon Fairley to provide decision-making training is still pending with the city attorney's office.

NON-AGENDA PUBLIC COMMENT – None

IV. OLD BUSINESS

- A. Implementing Implicit Bias Training (*Timestamp 6:30*) The committee agreed to proceed with the city's Department of Race and Equity for the initial training.
 - **Proposals Considered:** Two proposals were considered, one from NCRC with an estimated cost of \$5000 and another from the city's Department of Race and Equity, which is free.

- **Recommendation:** Chair Darlanne Mulmat recommended starting with the city's Department of Race and Equity due to the cost advantage and the ability to conduct the training as early as March. If further training is needed, they could consider additional sessions or other providers.
 - **Decision:** The committee agreed to proceed with the city's Department of Race and Equity for the initial training.
- B. Reference Sheets for POST, RIPA, and CLEAR Act (*Timestamp 12:25*)
The reference sheet was not completed by the time of the meeting. First Vice Chair, Bonnie Benitez, will have it ready for the next meeting.
- C. CPP Handbook Update (*Timestamp 13:10*)
The handbook is nearly complete, with all documents compiled and ready. It is close to 500 pages. The only item pending is the updated bylaws. Once the bylaws are received, the handbook will be disseminated to Commissioners in a digital format. The handbook will be provided via a link, making it easier to navigate than a paper book.
- D. POBR/Reporting Requirements (*Timestamp 22:11*)
Action Item: The team will create a fact sheet on the reporting requirements to be included in the reference materials for Commissioners.
- POBR Training: A local lawyer has been identified to provide training on POBR. The training will focus on the limitations and practical applications relevant to civilian oversight. The lawyer's availability and the exact duration of the training are yet to be confirmed, but it is expected to be around an hour.
 - Reporting Requirements: The reporting requirements pertain to state-mandated disclosures by the Police Department, such as SB 16, SB 1421, AB-481, and AB-748. These include disclosures related to officer-involved shootings, in-custody deaths, certain uses of force, and the release of critical incident videos.
- E. Community Bus Tour (*Timestamp 26:18*)
The **next steps** involve staff working with the executive director to determine the most feasible option and plan the logistics accordingly. The target for the bus tour is likely to be in the fall to allow ample time for planning.
- The bus tour aims to expose Commissioners to various community perspectives by visiting key community locations and interacting with community leaders.
- Two main ideas were proposed:**
1. Community Bus Tour: This would involve an all-day Saturday event facilitated by a community leader, such as Tasha Williamson, who has experience organizing these tours. The tour would include stops at significant community locations like the Islamic Center of San Diego, the LGBTQ Center, and Chicano Park.
 2. Community Ride-Alongs: This alternative involves Commissioners participating in ride-alongs with community leaders from organizations like Pillars of the Community. These would be shorter, three-hour blocks with a few Commissioners per leader, allowing for more direct interaction and engagement.

Action Items:

- POBR Training – 1st Vice Chair Bonnie Benitez to coordinate with the local lawyer to confirm availability and schedule the training. (*Timestamp 20:01*)

- Reporting Requirements – The Investigations team will create a fact sheet on the reporting requirements and include it in the reference materials for Commissioners. *(Timestamp 25:11)*
- Implicit Bias Training – Staff will reach out to the city's Department of Race and Equity to schedule the implicit bias training, aiming for the March mid-month meeting. *(Timestamp 21:16)*
- Community Bus Tour – Staff and the executive director to assess the feasibility of the community bus tour and community ride-alongs, considering logistics, contracting, and scheduling. *(Timestamp 44:26)*
- CPP Handbook – Chief Investigator Olga Golub to check with Executive Assistant Alina Conde to ensure the final version of the CPP handbook is ready and disseminate it to Commissioners. *(Timestamp 15:44)*
- Training on Systems – Staff to create internal guidance and possibly use LinkedIn trainings to help Commissioners with accessing and using Google Drive, Microsoft Office, and other relevant systems. *(Timestamp 1:01:15)*
- Outreach to New Commissioners – Request for feedback from new Commissioners of the full Commission during the Training Committee update item. *(Timestamp 1:09:09)*

V. COMMISSIONER COMMENTS – None

VI. NEXT MEETING – April 9, 2026 at 5:00-6:00pm

VII. ADJOURNMENT: The meeting adjourned at 6:13pm.

Training Committee Goals

From Hoctor Mulmat, Darlanne [REDACTED]
Date Fri 2/20/2026 2:49 PM
To Rodriguez, Ada [REDACTED] >
Cc Benitez, Bonnie [REDACTED] >; Honoré, Clovis [REDACTED] >; Smith, Roger [REDACTED] >; Conde, Alina [REDACTED] >

Hi Ada... I just watched the Executive Committee meeting that I missed at the end of January. During the meeting, there was a request for each committee chair to provide goals for the next Executive Committee meeting. As a reminder, I'll be on vacation and miss the meeting again, but I am sharing goals below so you can share them in my absence. These goals are from me, as chair of the committee, and have not been vetted with the committee members because we met prior to my learning of this request. Our next meeting is scheduled for April 9. Discussion of committee goals will be on that agenda and I can report back to the Executive Committee in April... Darlanne

Mission: The mission of the Training and Continuing Education Committee is to develop and implement a transparent, targeted and efficient training and continuing education program for Commissioners with timing that is useful and effective so that the information is immediately applicable and provided before the information is needed in order to set up the Commission for success.

Goals moving forward (as of 2/20/2026):

- Refine the scope of the "Training Academies" with staff guidance to be manageably implemented within a relatively short time frame and still provide the information necessary for commissioners to have the necessary background to do their jobs.
- Debrief after training and determine any needed refinements, additional training needs, and future schedule.
 - Sessions provided by SDPD (i.e., DeToxa, SDPD overview, Internal Affairs Overview (including Officer Involved Shootings, Use of Force, and De-escalation), and Vehicle Pursuits)
 - Sharon Fairley class as part of the Case Review training
 - Implicit Bias Training
 - Community Bus Tour/Ride-Along
- Consider NACOLE webinars that might be relevant to commissioners and encourage participation.

Hopefully, this email meets the needs of the Executive Committee... Darlanne

Darlanne Hoctor Mulmat, Commissioner
Commission on Police Practices
The City of



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Overview of Mandated Disclosures (SB 1421, SB 16, AB 748)

Law	Application	Significance
SB1421	Provides access to written personnel records related to officer misconduct (officer-involved shootings, use of force resulting in death/great bodily injury, sexual assault, dishonesty)	Opens written officer personnel files (previously strictly confidential) to CPRA requests
SB16	Provides access to written personnel records related to officer misconduct (biased policing, unlawful arrests and searches, excessive force)	Expands upon SB1421 with additions to the list of disclosable records
AB748	Provides access to audio and visual recordings of critical incidents (officer-involved shootings, use of force resulting in death/great bodily injury)	Focuses on the release of audio and visual recordings (i.e. BWC footage, 911 calls)
Note: SB1421, SB16, and AB748 each amended PC 832.7		

Senate Bill (SB) 1421

“The Right to Know Act”

[Full text of SB 1421](#)

I. Background and History

The California Public Records Act (CPRA) requires a state or local agency, as defined, to make public records available for inspection, subject to certain exceptions. Existing law requires any peace officer or custodial officer personnel records, as defined, and any records maintained by any state or local agency relating to complaints against peace officers and custodial officers, or any information obtained from these records, to be confidential and prohibits the disclosure of those records in any criminal or civil proceeding, except by discovery. Existing law describes exceptions to this requirement for investigations or proceedings concerning the conduct of peace officers or custodial officers, and for an agency or department that employs those officers, conducted by a grand jury, a district attorney’s office, or the Attorney General’s office.

II. Summary

Effective January 1, 2019, SB 1421 allows the public to obtain peace officer and custodial officer records relating to the report, investigation, or findings of three categories of “critical incidents” and “sustained findings” of misconduct.

(1) Serious Use of Force:

- a. An incident involving a peace officer or custodial officer discharging a firearm at a person; or

- b. An incident in which a peace officer's or custodial officer's use of force against a person resulted in death, or in great bodily injury.

Note: The aforementioned records are disclosable regardless of whether the law enforcement agency found the officer acted within policy.

(2) **Sustained Finding of Sexual Assault:**

- a. Incident in which a law enforcement agency or oversight agency made a sustained finding on a peace officer or custodial officer engaged in sexual assault involving a member of the public.

(3) **Sustained Finding of Dishonesty:**

- a. Incident in which a law enforcement agency or oversight agency made a sustained finding of dishonesty on a peace officer or custodial officer directly relating to the reporting, investigation, or prosecution of a crime, or directly relating to the reporting of, or investigation of misconduct by, another peace officer or custodial officer, including, but not limited to, any sustained finding of perjury, false statements, filing false reports, destruction, falsifying, or concealing of evidence.

Senate Bill (SB) 16

Peace officers: release of records

[Full text of SB 16](#)

I. Background and History

Existing law makes peace officer and custodial officer personnel records and specified records maintained by any state or local agency, or information obtained from these records, confidential and prohibits these records from being disclosed in any criminal or civil proceeding except by discovery. Existing law sets forth exceptions to this policy, including, among others, records relating to specified incidents involving the discharge of a firearm, sexual assault, perjury, or misconduct by a peace officer or custodial officer. Existing law makes a record related to an incident involving the use of force against a person resulting in death or great bodily injury subject to disclosure. Existing law requires a state or local agency to make these excepted records available for inspection pursuant to the California Public Records Act, subject to redaction as specified.

II. Summary

Effective January 1, 2022, SB 16 expanded SB 1421 to include publication of peace officer and custodial officer records relating to the report, investigation, or findings of any of the following:

- (1) **Sustained finding** involving a complaint that alleges **unreasonable or excessive force**.
- (2) **Sustained finding** that an officer **failed to intervene** against another officer using force that is clearly unreasonable or excessive.
- (3) **Sustained finding** was made by any law enforcement agency or oversight agency involving **dishonesty** by a peace officer or custodial officer directly relating to the

reporting, investigation, or prosecution of a crime, or directly relating to the reporting of, or investigation of misconduct by, another peace officer or custodial officer, including, but not limited to, any false statements, filing false reports, destruction, falsifying, or concealing of evidence, or perjury.

- (4) **Sustained finding** was made by any law enforcement agency or oversight agency that a peace officer or custodial officer engaged in conduct including, but not limited to, verbal statements, writings, online posts, recordings, and gestures, involving **prejudice or discrimination** against a person on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status.
- (5) **Sustained finding** was made by any law enforcement agency or oversight agency that the peace officer made an **unlawful arrest** or conducted an **unlawful search**.

Release of Records:

- **Attorney-Client Privilege:** For purposes of releasing records, the bill would exempt from protection under the lawyer-client privilege, the disclosure of factual information provided by the public entity to its attorney, factual information discovered by any investigation by the public entity's attorney, or billing records related to the work done by the attorney.
- **Officer Resignation:** Requires that records relating to an incident in which an officer resigned before an investigation is completed to also be subject to release.
- **45-Day Requirement:** Requires records subject to disclosure to be provided at the earliest possible time and no later than 45 days from the date of a request for their disclosure, except as specified.

Retention of Records:

- Requires the retention of all complaints and related reports or findings currently in the possession of a department or agency, as specified.

Redaction of Records:

- Allows redaction to preserve the anonymity of victims and whistleblowers.

Assembly Bill (AB) 748

Peace officers: audio and visual recordings disclosure

[Full text of AB 748](#)

I. Background and History

Existing law, the California Public Records Act, requires that public records, as defined, be available to the public for inspection and made promptly available to any person. Existing law

makes records of investigations conducted by any state or local police agency exempt from these requirements. Existing law requires specified information regarding the investigation of crimes to be disclosed to the public unless disclosure would endanger the safety of a person involved in an investigation or would endanger the successful completion of the investigation.

II. Summary

Effective July 1, 2019, AB 748 amended California Government Code § 6254 (now recodified under California Government Code § 7923.625) to require state or local law enforcement agencies to release an audio or video recording that relates to critical incidents (the discharge of a firearm by a police officer or the use of force by a police officer that resulted in death or great bodily injury).

What Qualifies as a Critical Incident Recording:

A video or audio recording relates to a critical incident if it depicts any of the following incidents:

- An incident involving **the discharge of a firearm at a person** by a peace officer or custodial officer, or
- An incident in which the **use of force** by a peace officer or custodial officer against a person resulted in **death or in great bodily injury**.

The 45- Day Requirement:

Such recordings must be released to the public within 45 days from the date the agency knew or reasonably should have known, about the critical incident.

Exceptions to the 45-Day Requirement:

Some recordings may be withheld or delayed if disclosure would substantially interfere with an active investigation, as specified in the following circumstances:

- **Initial Extension (up to 1 year):** During an active criminal or administrative investigation, if, based on the facts and circumstances depicted in the recording, disclosure would substantially interfere with the investigation, such as by endangering the safety of a witness or a confidential source. The agency may delay release up to one year from the date the agency knew or reasonably should have known about the incident.
- **Long-Term Extension (after 1 year):** After one year from the date the agency knew or reasonably should have known about the incident, the agency may continue to delay disclosure of a recording only if the agency demonstrates by clear and convincing evidence that disclosure would substantially interfere with the investigation.

Withholding Recordings and Redactions:

- If the agency demonstrates, on the facts of the particular case, that the public interest in withholding a video or audio recording clearly outweighs the public interest in disclosure because the release of the recording would, based on the facts and circumstances depicted

in the recording, violate the reasonable expectation of privacy of a subject depicted in the recording, the agency shall provide in writing to the requester the specific basis for the expectation of privacy and the public interest served by **withholding the recording and may use redaction technology**, including blurring or distorting images or audio, to obscure those specific portions of the recording that protect that interest. However, the redaction shall not interfere with the viewer's ability to fully, completely, and accurately comprehend the events captured in the recording and the recording shall not otherwise be edited or altered.

- **If the recording cannot be redacted in a way that would protect the reasonable expectation of privacy of a subject in the recording, the agency may withhold recording from the public.** The agency must then either send a redacted or unredacted recording to the subject, the subject's authorized representative, the parent or legal guardian if the subject is a minor, or an heir, beneficiary, designated immediate family member, or authorized legal representative of the subject if the subject is deceased.

Exclusion:

This law does not apply to peace officers employed by the California Department of Corrections and Rehabilitation (CDCR).

Commission Applications Overview & Purpose

This document provides a summary of the primary applications used by Commissioners and staff, along with a brief explanation of why each tool is essential to Commission operations.

1. Google Drive

- Accessing Commission documents
- Reviewing case materials

Why Commissioners Use It:

Google Drive serves as the central repository for all case files, reports, and reference materials. Commissioners rely on shared folders to securely review case content, collaborate on documents, and ensure they have the most current versions of materials needed for meetings and case review.

2. Microsoft Teams

- Quick access to all City contacts
- Access meeting links
- Team communication and file sharing

Why Commissioners Use It:

Microsoft Teams provides an organized hub where Commissioners can easily locate City staff and fellow Commissioners, join meetings with one click, and communicate in real time. It also helps streamline collaboration by keeping messages, shared documents, and updates in one place.

3. Outlook

- City email communication
- Receiving meeting invitations, agendas, and updates

Why Commissioners Use It:

Outlook is the official communication platform for City business. Commissioners use it to receive timely updates, meeting reminders, and essential correspondence from City staff, leadership, and community stakeholders. It ensures communication remains secure, trackable, and accessible across devices.

4. SuccessFactors

- Required City trainings
- Tracking completion of mandatory learning modules

Why Commissioners Use It:

SuccessFactors is the City's Learning Management System. Commissioners use it to access and complete mandatory training related to ethics, confidentiality, process compliance, and other City requirements. It helps ensure all Commissioners remain compliant and up to date with training obligations.

COMMISSION APPLICATIONS OVERVIEW & PURPOSE



GOOGLE DRIVE

WHY COMMISSIONERS USE IT:

For case review and
Commission document access



TEAMS

WHY COMMISSIONERS USE IT:

For quick access to all City
contacts and accessing all
meeting links



OUTLOOK

WHY COMMISSIONERS USE IT:

For City email



SUCCESSFACTORS

WHY COMMISSIONERS USE IT:

For all trainings

SuccessFactors Learning

The City's learning management system is SuccessFactors Learning, where employees/volunteers can search for course catalog(s) to register for courses, launch e-learning content, track learning progress, and view training completion history.

All employees/volunteers can:

- Search course catalog(s) to register for courses
- Launch eLearning content
- Track learning progress
- View training completion history

How to Log in

1. Open this link: <https://hcm17.sapsf.com/login?company=CityofSD>
2. Enter your personal email address
This is the email address used when your Commissioner profile was created.
3. Enter your temporary password
 - You should have received a system-generated email from SuccessFactors.
 - If you did not receive it, contact CPP staff to have the reset email resent.
4. Create a new password when prompted.
Your password must meet the City's security requirements.

Accessing Your Required Trainings

1. After logging in, go to Home → Learning
2. Select the Assigned Learning tile.
3. Complete each required training module.
 - Estimated durations vary
 - Some may require periodic renewal
4. Download or screenshot certificates as needed.

Troubleshooting

- Didn't receive the login email? Contact CPP staff.

- Forgot password? Click “Forgot Password” on the login page.
 - Error in Okta? SuccessFactors will *not* appear in the Okta dashboard for Commissioners.
 - Still can’t log in? CPP staff will escalate to HR (as seen in enterprise emails).
-

Support Contacts

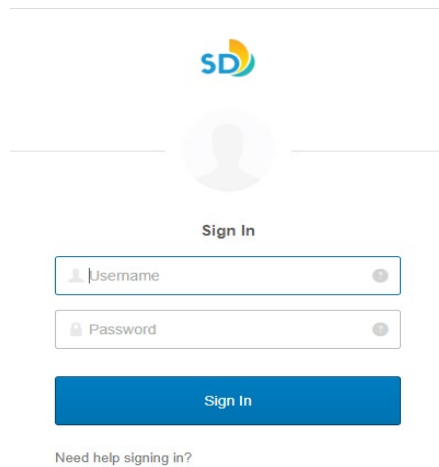
- CPP Staff Contact: Conde, Alina
- HR Training Support (via CPP): Golub, Olga, Jacinto, Jaime

Accessing City Outlook

Email Address:

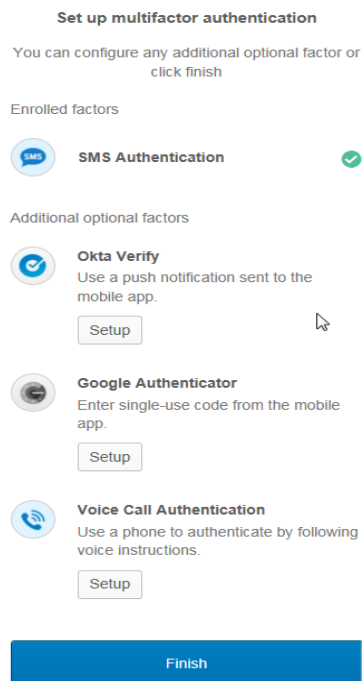
Password:

1. Using a NON-phone browser login using your email address(username) and given password.
 - a. cityofsandiego.okta.com
 - b. If asked for a domain use **cityofsandiego.okta.com**



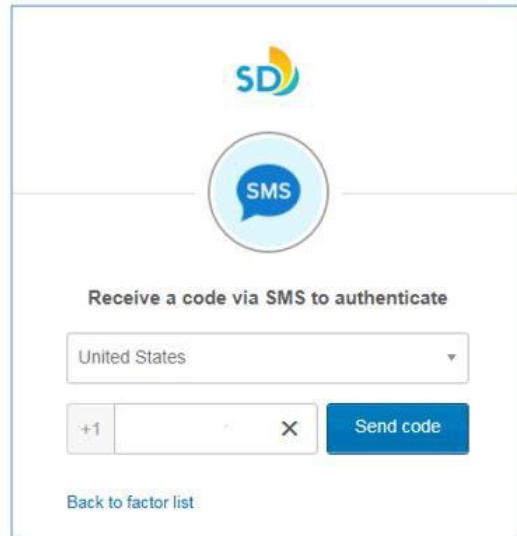
The screenshot shows the Okta login interface for the City of San Diego. At the top is the SD logo. Below it is a placeholder for a user profile picture. The text "Sign In" is centered. There are two input fields: "Username" and "Password", each with a small eye icon to toggle visibility. A blue "Sign In" button is positioned below the fields. At the bottom, there is a link that says "Need help signing in?"

2. Set up Multifactor Authentication
 - a. SMS authentication: verification code texted to your number
 - b. Okta Verify: download Okta Verify app and receive notification
 - c. Google Authenticator: receive a code from the mobile app
 - d. Voice Call Authentication: phone call to set up

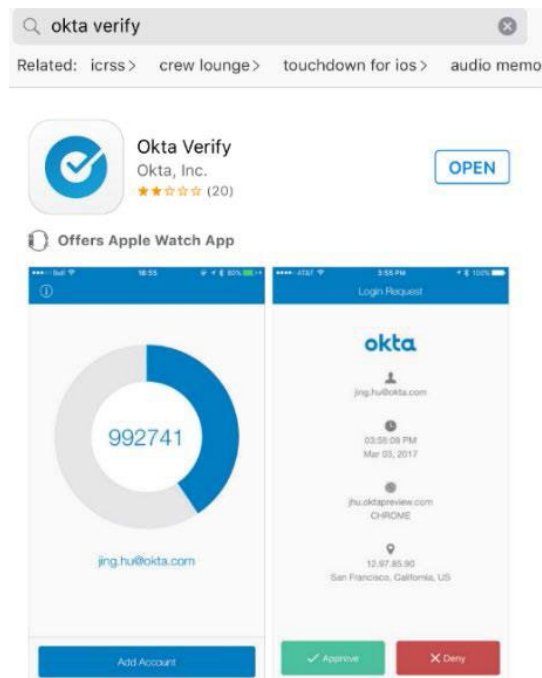


The screenshot displays the "Set up multifactor authentication" page. It starts with the heading "Set up multifactor authentication" and a sub-heading "You can configure any additional optional factor or click finish". Under "Enrolled factors", "SMS Authentication" is listed with a green checkmark. Under "Additional optional factors", three options are shown: "Okta Verify" (Use a push notification sent to the mobile app.), "Google Authenticator" (Enter single-use code from the mobile app.), and "Voice Call Authentication" (Use a phone to authenticate by following voice instructions.). Each of these three options has a "Setup" button. At the bottom of the page is a large blue "Finish" button.

3. If using SMS authenticator follow steps below:
 - a. Enter mobile phone number and send code button
 - b. You will receive a text message code
 - c. Enter the code and click Verify button



4. If using Okta Verify follow steps below:
 - a. Download Okta Verify App
 - b. On computer screen, choose your device type and click Next
 - c. Open Okta Verify App. Scan the code that appears on your computer screen.



5. A green check mark will appear next to all completed authentications.
 - a. Click Finish to complete the authentication and click out of browser.

SD

Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

- SMS Authentication** ✓

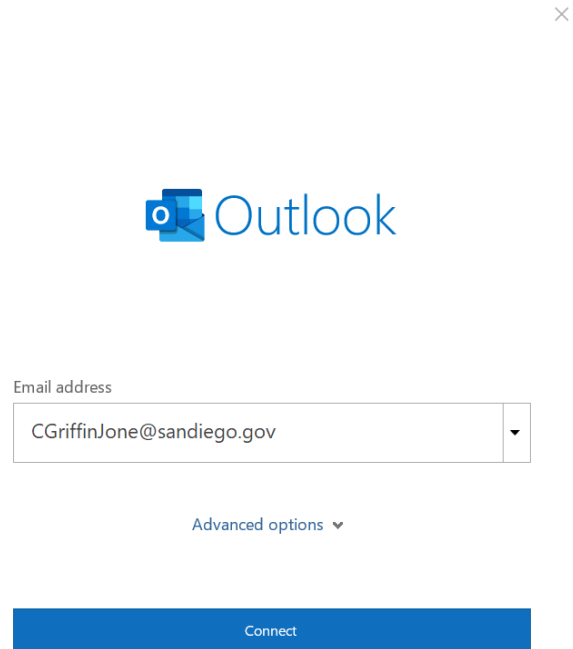
Additional optional factors

- Okta Verify**
Use a push notification sent to the mobile app.
[Setup](#)
- Google Authenticator**
Enter single-use code from the mobile app.
[Setup](#)
- Voice Call Authentication**
Use a phone to authenticate by following voice instructions.
[Setup](#)

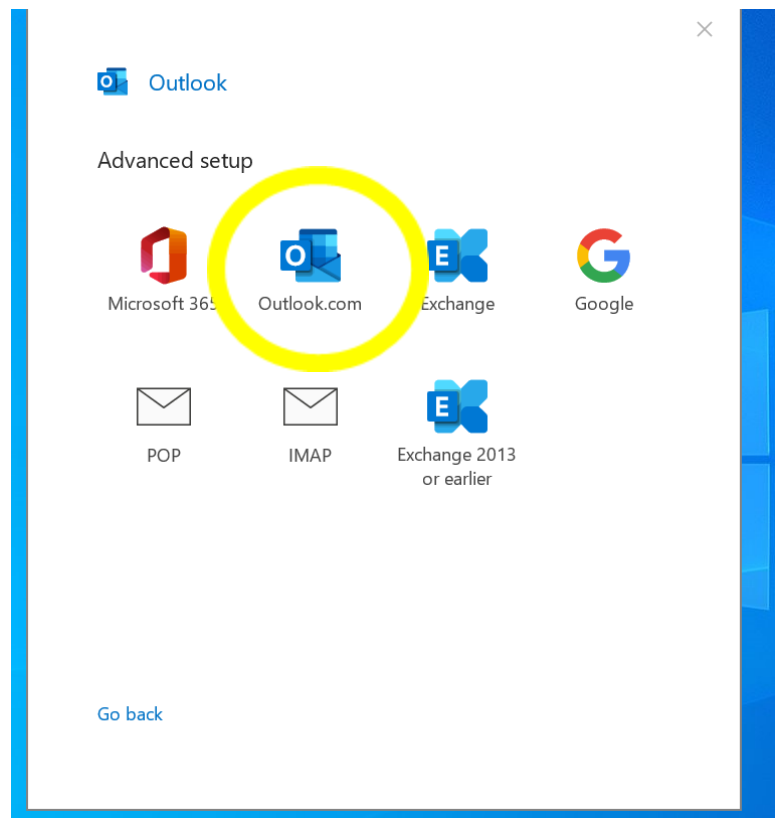
[Finish](#)

Accessing City Outlook

1. Open Outlook application and click *Connect*



2. Click *Outlook.com* if these pages appear



3. Click Retry at the very bottom of the page



Something went wrong

Something went wrong and Outlook couldn't set up your account. Please try again. If the problem continues, contact your email administrator.

[Troubleshoot problems setting up your account](#)

→ Not CGriffinJone@sandiego.gov?


→ Change Account Settings


→ Troubleshoot




4. The following OKTA Verification pop-up screen will appear

a. Choose a question and answer

Please sign in below to access Microsoft Office 365 

Welcome to City of San Diego - Prod, Clovis! 
Create your City of San Diego - Prod account to access Microsoft Office 365

 Choose a forgot password question

Answer

5. You will only need to pick one box and will Add Phone Number (this is the 2 step-verification process).

Add a phone number for resetting your password or unlocking your account using SMS (optional)
Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.

Add a phone number for resetting your password or unlocking your account using Voice Call (optional)
Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email.

6. Add your phone number to receive the code

Forgot Password Text Message

Enter the phone number you'll use to receive codes via text message, then click Send Code to verify that it works.

Country/Region
United States

Select the country/region where your phone is registered.


Phone number










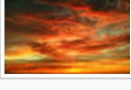


Enter your number the way you normally dial it. Do not add your [country code prefix](#).

Send Code

Answer


7. Pick a security image and click *Create My Account*


 Click a picture to choose a security image
Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

[Create My Account](#)

8. On the next screen, Complete the 2-Step Authorization





Receive a code via SMS to authenticate

United States ▾

+1 × [Send code](#)

[Back to factor list](#)

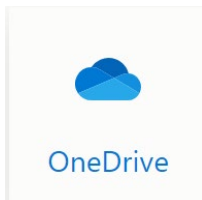
OneDrive

Description:

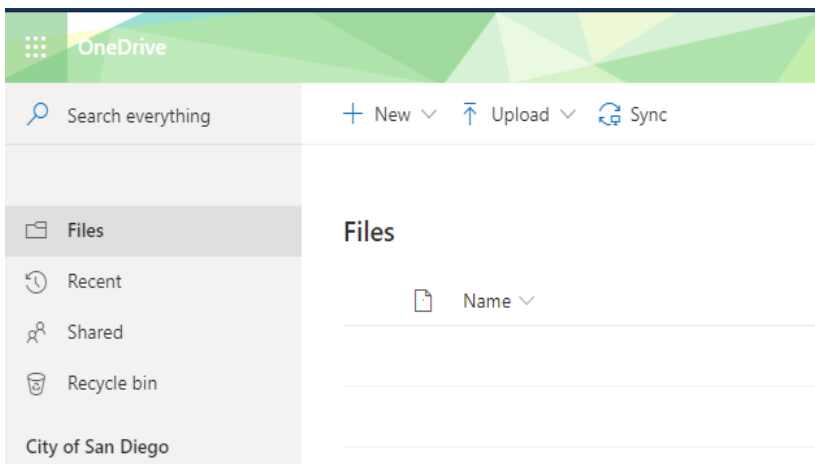
OneDrive gives you anywhere access to all your files, seamlessly integrated with Office and pre-installed with Windows. Automatically sync your files to your desktop so you can work with files offline. Access files on your desktop or mobile devices.

ACCESSING OneDrive on the Web

1. Go to www.office.com
2. Click on the OneDrive app



3. You can add, view, edit or share files internally



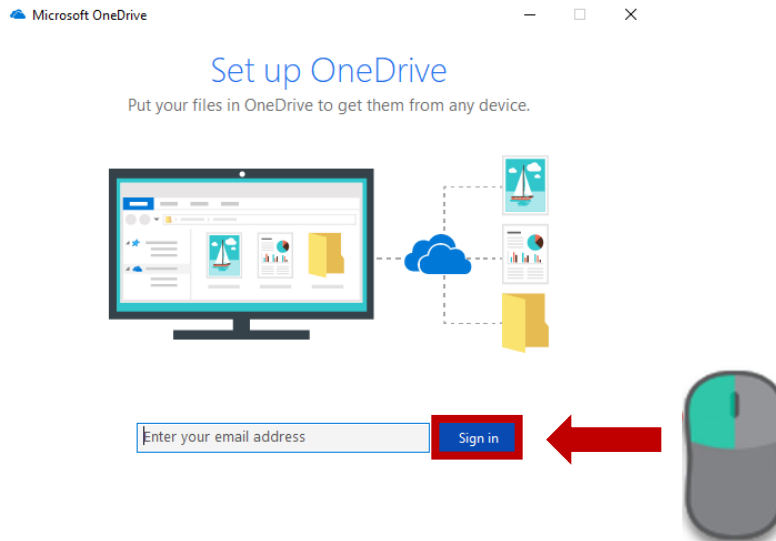
LOGIN to Desktop to sync files:

1. Launch OneDrive desktop app

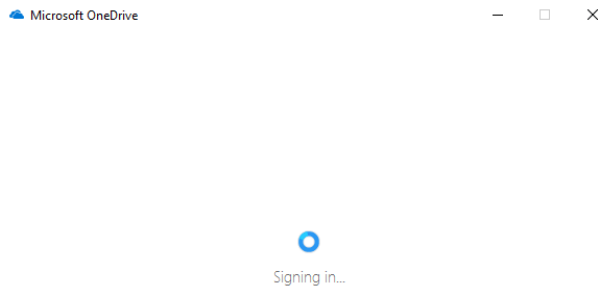


2. If you are using Windows 7, you might not have OneDrive pre-installed.

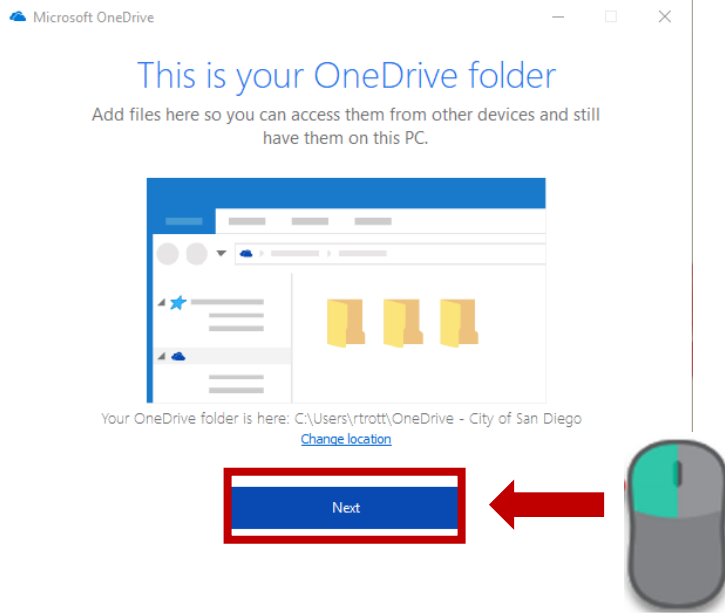
- a. Please submit a ticket to Cityhelpdesk@sandiego.gov or call at 877-796-5999 to request OneDrive get installed on your machine.
3. Enter your full City email address



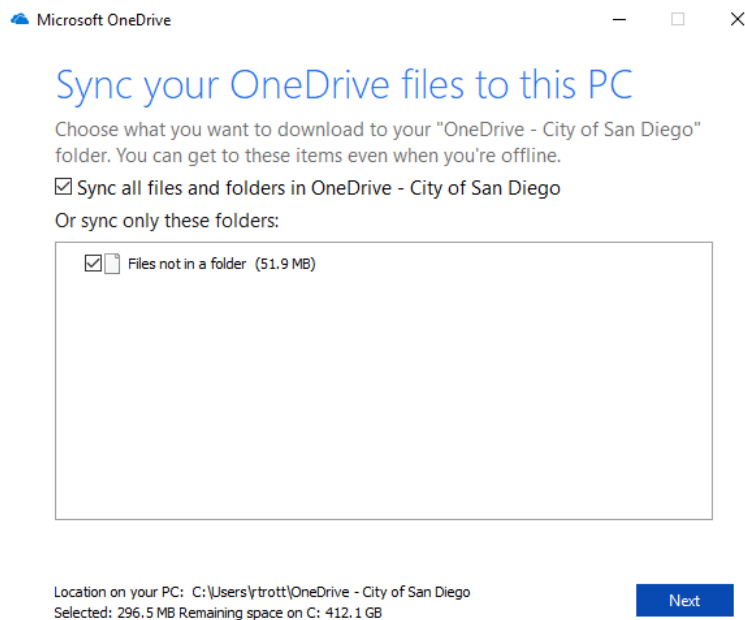
4. Click **Sign in** and wait while attempting to login...



5. You can change the location of your OneDrive folder if desired but recommend keeping it where they suggest.
6. Click **Next**



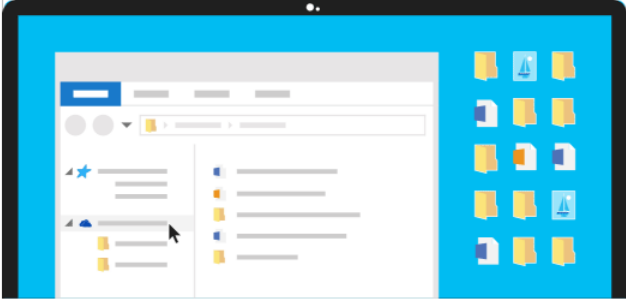
7. If you have already added files to OneDrive, you will have folders/files to **Sync your OneDrive files to this PC**
8. Click **Next**



You are now signed into OneDrive on your computer

Microsoft OneDrive

Welcome to OneDrive




To add items, drag them into the OneDrive folder.

Progress indicator: 1 of 4 steps completed.

>

Microsoft OneDrive

You're good to go!



<

[Open my OneDrive folder](#)

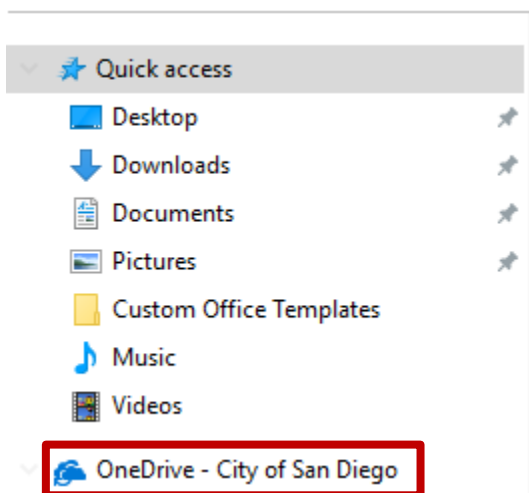


ACCESSING OneDrive on your desktop

1. Open up **File Explorer**



2. You will see the OneDrive logo and ***OneDrive - City of San Diego***



You can utilize the File Explorer to edit your documents offline and they will upload once you have internet again.

If you have any questions or you need help, please contact the Service Desk at CityHelpDesk@sandiego.gov or at 877-796-5999.