

City of Brisbane

Agenda Report

TO: Honorable Mayor and City Council

FROM: Elizabeth Macias, Chief of Police

SUBJECT: The Grand Jury's Report of June 29, 2017 on "English is not our only language: Are Local Law Enforcement Agencies Providing Multilingual Access to Outreach Programs?"

DATE: Meeting of September 7, 2017

City Council Goals:

To provide public service that assures the safety of property and citizens residing, working and/or visiting in Brisbane.

Background:

The 2016-2017 San Mateo Civil Grand Jury filed a report on June 29, 2017, which contained findings and recommendations that pertain to whether or not community outreach programs provided by law enforcement agencies countywide, have modified their outreach efforts to include the non-English speaking population.

Purpose:

To review the Findings and Recommendation made by the Grand Jury on their report of June 29, 2017, followed by the City of Brisbane's response to those findings and recommendations.

Recommendation:

Staff recommends that the City Council approve the City of Brisbane's response to the Grand Jury's findings and recommendations.

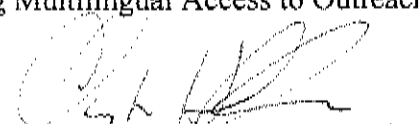
Fiscal Impact:

None

Attachments:

- A. Letter to Honorable Judge Leland Davis, III, on the City of Brisbane's response to the Grand Jury's recommendations.
- B. Grand Jury Report of June 29, 2017 on "English is not our only language: Are Local Law Enforcement Agencies Providing Multilingual Access to Outreach Programs?"


Elizabeth Macias, Chief of Police


Clayton Holstine, City Manager

September 7, 2017

Honorable Leland Davis, III
Judge of the Superior Court
Hall of Justice
400 County Center, 2nd Floor
Redwood City, CA 94063

Re: Response to Grand Jury Report Report – “English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access To Outreach Programs?”

Dear Honorable Judge Davis, III:

This letter is in response to the 2016/17 Grand Jury report dated June 29, 2017. The report identifies certain findings and recommendations, and requests that the City Council of Brisbane, respond in writing to those findings no later than September 27, 2017. The Brisbane City Council has approved the below recommendations at their September 7, 2017 meeting.

The San Mateo County 2016-2017 Grand Jury makes the following findings to the City Councils of the cities of San Mateo County:

Findings:

F1. Approximately 130,019 (17.8%) of the residents of San Mateo County self-report that they do not speak English “very well.”

Response: *The City of Brisbane agrees with this finding. We have no reason to disagree with the information contained in the Grand Jury's report.*

F2. The 17 law enforcement agencies in San Mateo County provide an impressive 170+ outreach programs.

Response: *The City of Brisbane agrees with this finding. We have no reason to disagree with the information contained in the Grand Jury's report.*

F3. The following nine cities' police departments' websites provide access to multiple languages. Daly City, East Palo Alto, Hillsborough, Menlo Park, Pacifica, Redwood City, San Bruno, South San Francisco, and the City of San Mateo.

Response: *The City of Brisbane partially agrees with this finding. We agree that those cities' websites listed above provide access to multiple languages. Although the City of Brisbane is not listed, we do indeed provide access to multiple languages via a direct link through Google translate. It was listed on the bottom of the page but may have been overlooked, so we have now moved the link to the top of the page to make it more visibly seen and easily accessible to anyone accessing our website.*

F4. The following four cities' police departments' websites have no mention of their outreach programs on their websites.

Response: *The City of Brisbane agrees with this finding. We have no reason to disagree with the information contained in the Grand Jury's report.*

F5. All seven of the law enforcement agencies listed below consider the language needs of the attendees when planning community outreach events: Daly City Police Department, East Palo Alto Police Department, Redwood City Police Department, San Bruno Police Department, San Mateo Police Department, South San Francisco Police Department, and the San Mateo County Sheriff's Office.

Response: *The City of Brisbane agrees with this finding. We have no reason to disagree with the information contained in the Grand Jury's report.*

F6 All seven of the law enforcement agencies listed below provide an opportunity for one-on-one interaction with a police officer or a Q&A session with an interpreter onsite: Daly City, East Palo Alto, Redwood City, San Bruno, City of San Mateo, South San Francisco, and the San Mateo County Sheriff's Office.

Response: *The City of Brisbane agrees with this finding. We have no reason to disagree with the information contained in the Grand Jury's report.*

F7. Of the seven law enforcement agencies listed in F6, six provide publication information in more than English: Daly City, East Palo Alto, Redwood City, City of San Mateo, South San Francisco, and the San Mateo County Sheriff's Office.

Response: *The City of Brisbane agrees with this finding. We have no reason to disagree with the information contained in the Grand Jury's report.*

F8. Of the seven law enforcement agencies listed in F6, five sponsor specific outreach events for non-English speaking residents: East Palo Alto, Redwood City, City of San Mateo, South San Francisco and the San Mateo County Sheriff's Office.

Response: *The City of Brisbane agrees with this finding. We have no reason to disagree with the information contained in the Grand Jury's report.*

F9. Of the seven law enforcement agencies listed in F6, six work with other police agencies to reach non-English speaking residents for outreach events: East Palo Alto, Redwood City, San Bruno, City of San Mateo, South San Francisco and the San Mateo County Sheriff's Office.

Response: *The City of Brisbane agrees with this finding. We have no reason to disagree with the information contained in the Grand Jury's report.*

F10. Of the seven law enforcement agencies listed in F6, six provide outreach materials in languages other than English: Daly City, East Palo Alto, Redwood City, San Bruno, South San Francisco, and the San Mateo County Sheriff's Office.

Response: *The City of Brisbane agrees with this finding. We have no reason to disagree with the information contained in the Grand Jury's report.*

F11. Of the seven law enforcement agencies listed in F6, six provide on-site interpreters for outreach programs: East Palo Alto, Redwood City, San Bruno, City of San Mateo, South San Francisco, and the San Mateo County Sheriff's Office.

Response: *The City of Brisbane agrees with this finding. We have no reason to disagree with the information contained in the Grand Jury's report.*

The San Mateo County 2016-2017 Grand Jury makes the following recommendations to the City Councils of the cities of San Mateo County:

R1. All law enforcement agencies in San Mateo County shall modify their website by including multilingual translation capability to potentially increase access and participation in outreach programs by non-English speaking residents by December 31, 2017.

Response: *This recommendation has already been implemented. The Brisbane Police Department and the City of Brisbane website already include multilingual translation capabilities. We provide access to multiple languages via a direct link through Google translate. This link was listed at the bottom of our homepage and not easily accessible. We have now moved the direct Google translate link to the top of the page to make it visible to anyone accessing our website.*

The Brisbane Police Department prides itself on the various languages spoken by members of the police department. We employ 7 bilingual officers who are fluent in Spanish, Cantonese, Chinese, and Tagalog.

R2. The law enforcement agencies (Atherton, Brisbane, Colma, and Hillsborough) whose websites lack information about their outreach programs, shall update their website with the outreach programs available on the home page or provide a prominent link to the outreach programs page, by December 31, 2017.

***Response:** This recommendation has already been implemented. The Brisbane Police Department website has been updated and now contains a current list of all the outreach programs that we provide to our residents and/or business community on our website page.*

On behalf of the City of Brisbane, I would like to thank the members of the San Mateo County Grand Jury members for their efforts.

Sincerely,

Lori S. Liu
Mayor
City of Brisbane
cc: San Mateo Grand Jury
City Clerk



Superior Court of California, County of San Mateo
Hall of Justice and Records
400 County Center
Redwood City, CA 94063-1655

RODINA M. CATALANO
COURT EXECUTIVE OFFICER
CLERK & JURY COMMISSIONER

(650) 261-5066
FAX (650) 261-5147
www.sanmateocourt.org

June 29, 2017

City Council
City of Brisbane
50 Park Place
Brisbane, CA 94005

Re: Grand Jury Report: "English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access To Outreach Programs?"

Dear Councilmembers:

The 2016-2017 Grand Jury filed a report on June 29, 2017 which contains findings and recommendations pertaining to your agency. Your agency must submit comments, within 90 days, to the Hon. Leland Davis, III. Your agency's response is due no later than September 27, 2017. Please note that the response should indicate that it was approved by your governing body at a public meeting.

For all findings, your responding agency shall indicate one of the following:

1. The respondent agrees with the finding.
2. The respondent disagrees wholly or partially with the finding, in which case the response shall specify the portion of the finding that is disputed and shall include an explanation of the reasons therefore.

Additionally, as to each Grand Jury recommendation, your responding agency shall report one of the following actions:

1. The recommendation has been implemented, with a summary regarding the implemented action.
2. The recommendation has not yet been implemented, but will be implemented in the future, with a time frame for implementation.
3. The recommendation requires further analysis, with an explanation and the scope and parameters of an analysis or study, and a time frame for the matter to be prepared for discussion by the officer or director of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. This time frame shall not exceed six months from the date of publication of the Grand Jury report.
4. The recommendation will not be implemented because it is not warranted or reasonable, with an explanation therefore.

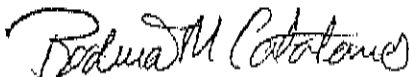
Please submit your responses in all of the following ways:

1. Responses to be placed on file with the Clerk of the Court by the Court Executive Office.
 - Prepare original on your agency's letterhead, indicate the date of the public meeting that your governing body approved the response address and mail to Judge Davis.
- Hon. Leland Davis, III
Judge of the Superior Court
c/o Charlene Kreseovich
Hall of Justice
400 County Center; 2nd Floor
Redwood City, CA 94063-1655.
2. Responses to be placed at the Grand Jury website.
 - Copy response and send by e-mail to: grandjury@sanmateocourt.org. (Insert agency name if it is not indicated at the top of your response.)
 3. Responses to be placed with the clerk of your agency.
 - File a copy of the response directly with the clerk of your agency. Do not send this copy to the Court.

For up to 45 days after the end of the term, the foreperson and the foreperson's designees are available to clarify the recommendations of the report. To reach the foreperson, please call the Grand Jury Clerk at (650) 261-5066.

If you have any questions regarding these procedures, please do not hesitate to contact Paul Okada, Chief Deputy County Counsel, at (650) 363-4761.

Very truly yours,



Rodina M. Catalano
Court Executive Officer

RMC:ck
Enclosure

cc: Hon. Leland Davis
Paul Okada

✓ Information Copy: City Manager



ENGLISH IS NOT OUR ONLY LANGUAGE: ARE LOCAL LAW ENFORCEMENT AGENCIES PROVIDING MULTILINGUAL ACCESS TO OUTREACH PROGRAMS?

ISSUE

San Mateo County currently has approximately 729,543 residents¹ and 305,069 (41.8%) of those residents² self-report that they speak a language other than English as their primary language. Almost half of those people (130,019), self-report that they do not speak English “very well”.³

The law enforcement agencies for the 20 cities and towns located in San Mateo County (County), together with the San Mateo County Sheriff’s Office, have the responsibility of protecting the County’s residents. This responsibility has become more difficult to fulfill as profound demographic changes over the past 25 years have brought an increasing number of people into the County who speak English either as a second language or not at all.

With these statistics in mind, the 2016-2017 San Mateo County Civil Grand Jury (Grand Jury) reviewed the community outreach programs provided by the law enforcement agencies countywide to determine how, or if, these agencies have modified their outreach efforts to include the non-English speaking population.

SUMMARY

The law enforcement agencies in San Mateo County provide an impressive array of outreach events⁴ and are to be commended for having interpreters at many of these programs for the languages widely spoken in the communities they serve. Outreach, for the purposes of this report, is defined as any activity providing services and programs to any population. For law enforcement agencies, outreach includes efforts in community awareness and engagement beyond the provisions of law enforcement services. In addition to delivering programs, outreach has an educational role in that it raises the awareness of existing services.⁵ All residents should have access to these programs.

Awareness of these programs may be limited, however, either by their absence from the law enforcement agencies’ websites or the lack of multilingual accessibility on those websites. Promoting these programs through agency websites and extending outreach in multiple languages is essential if English and non-English speaking residents alike are to benefit from them. The Grand Jury believes that including multilingual capability to the websites of the law enforcement agencies in the County may extend the awareness of, and increase the participation in, outreach programs by residents who speak English either as a second language or not at all.

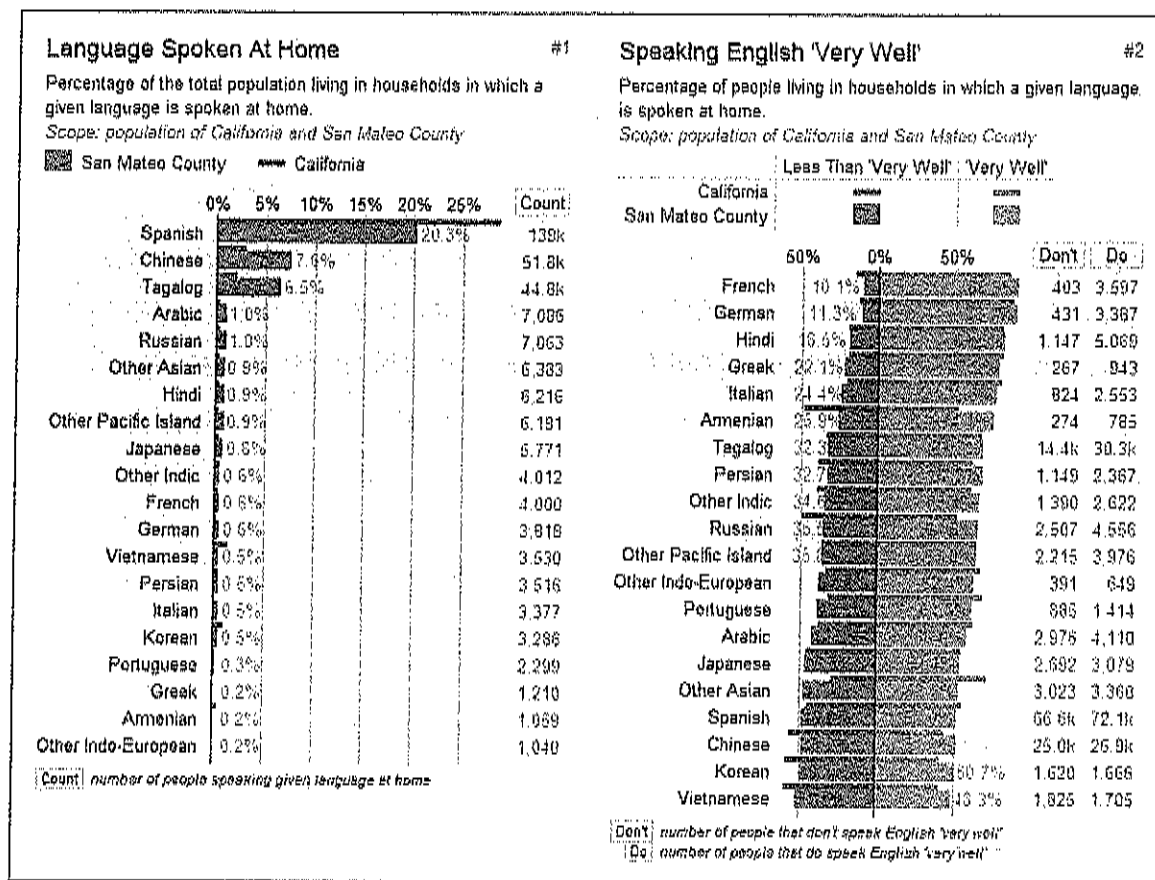
¹ Statistical Atlas. “Languages in San Mateo County.” <http://statisticalatlas.com/county/California/San-Mateo-County/Languages>. Accessed May 2017.

² Ibid.

³ Statistical Atlas: All data are based on survey responses and were not verified in any other way.

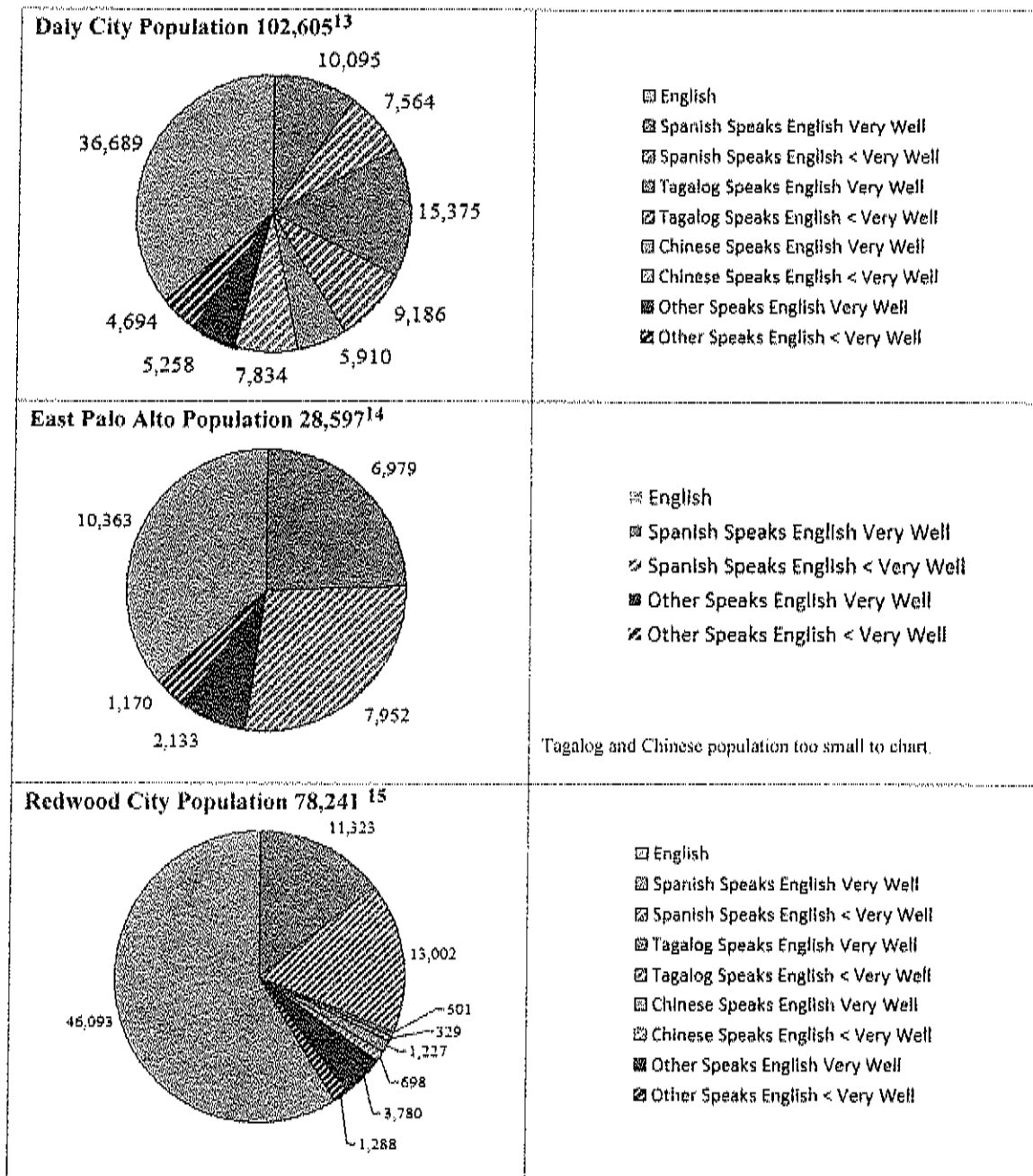
⁴ Appendix A

⁵ [En.m.wikipedia.org/wiki/Outreach](http://en.m.wikipedia.org/wiki/Outreach). Accessed May 16, 2017.



As noted, this report concentrates on the areas in the County where languages other than English (such as Spanish, Chinese and Tagalog) are frequently spoken by large segments of the population. The areas represent 72.6% of the County's population and 84.5% of those County residents who self-report that they do not speak English "very well."¹²

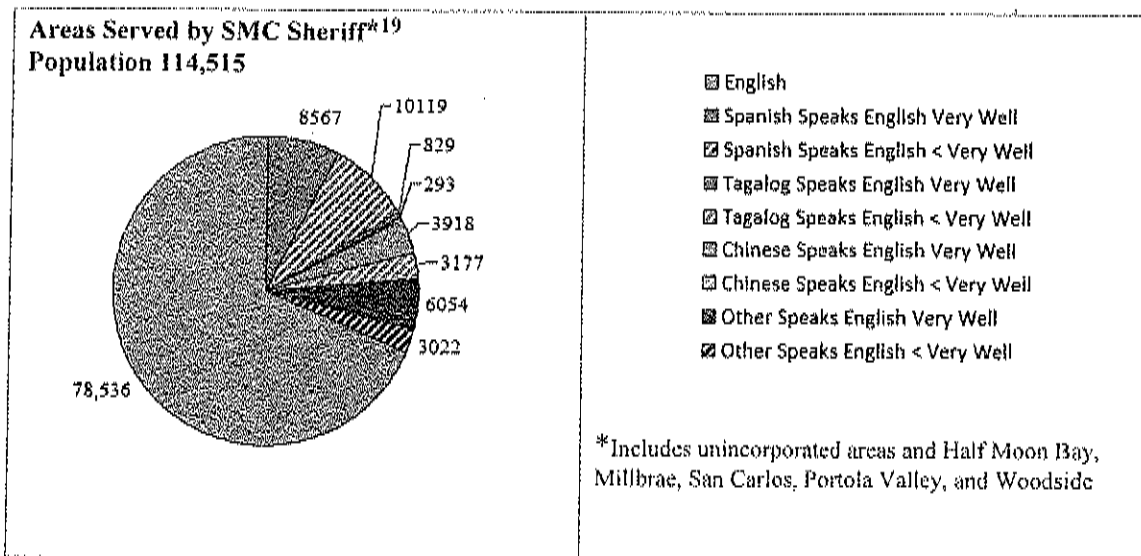
¹² Ibid.



¹³ Statistical Atlas. "Languages in Daly City, California." <http://statisticalatlas.com/place/California/Daly-City/Languages>. Accessed May 2017.

¹⁴ Statistical Atlas. "Languages in East Palo Alto, California." <http://statisticalatlas.com/place/California/East-Palo-Alto/Languages>. Accessed May 2017.

¹⁵ Statistical Atlas. "Languages in Redwood City, California." <http://statisticalatlas.com/place/California/Redwood-City/Languages>. Accessed May 2017.



DISCUSSION

Within the County, 16 law enforcement agencies and the San Mateo County Sheriff's Office provide local law enforcement.²⁰ Each of these agencies has a website, or a webpage on their respective city's website, offering information to residents about the outreach programs they provide. In response to its survey, the Grand Jury learned that these agencies collectively offer more than 170 outreach programs to their residents.²¹ These law enforcement agencies are to be commended for having many of their programs in languages other than English to the extent that such languages are spoken in their communities. The Grand Jury recognizes the effort and expense associated with providing numerous valuable outreach programs and making them accessible to non-English speaking residents.

¹⁹ Extrapolated from Statistical Atlas, <http://statisticalatlas.com>. May 2017.

²⁰ Atherton, Belmont, Brisbane, Broadmoor, Burlingame, Colma, Daly City, East Palo Alto, Foster City, Hillsborough, Menlo Park, Pacifica, Redwood City, San Bruno, San Mateo, South San Francisco, San Mateo County Sheriff (includes Half Moon Bay, Millbrae, Portola Valley, San Carlos, and Woodside), da.smcgov.org. Accessed May 4, 2017.

²¹ Appendix A

Question	Y	N
Are interpreters available for any of these outreach programs?		
Daly City		N
East Palo Alto	Y	
Redwood City	Y	
San Bruno	Y	
City of San Mateo	Y	
South San Francisco	Y	
Areas served by the Sheriff*	Y	

*Includes unincorporated areas and Half Moon Bay, Millbrae, San Carlos, Portola Valley, and Woodside

Several cities prominently announce their outreach programs on their websites.²² Others provide little or no information about such programs on their websites.²³ The Grand Jury reviewed these websites²⁴ and discovered that only nine of the 17 law enforcement agencies' websites surveyed have multilingual capability.²⁵

The City of East Palo Alto's website is particularly effective in accommodating its residents' language requirements. Notice the top right of the screen has a "Select Language" menu.²⁶



²² Appendix B.

²³ Ibid.

²⁴ Ibid.

²⁵ Daly City, East Palo Alto, Hillsborough, Menlo Park, Pacifica, Redwood City, San Bruno, South San Francisco, and the City of San Mateo.

²⁶ City of East Palo Alto, "Police Department." <http://www.ci.east-palo-alto.ca.us/index.aspx?nid=558>. Accessed May, 2017. Used with permission.

FINDINGS

- F1. Approximately 130,019 (17.8%) of the residents of San Mateo County self-report that they do not speak English “very well.”
- F2. The 17 law enforcement agencies in San Mateo County provide an impressive 170+ outreach programs.
- F3. The following nine cities’ police departments’ websites provide access to multiple languages:²⁸
- Daly City
 - East Palo Alto
 - Hillsborough
 - Menlo Park
 - Pacifica
 - Redwood City
 - San Bruno
 - South San Francisco
 - City of San Mateo
- F4. The following four cities’ police departments’ websites have no mention of outreach programs on their websites:
- Atherton
 - Brisbane
 - Colma
 - Hillsborough
- F5. All seven of the law enforcement agencies listed below consider the language needs of the attendees when planning community outreach events:
- Daly City Police Department
 - East Palo Alto Police Department
 - Redwood City Police Department
 - San Bruno Police Department
 - City of San Mateo Police Department
 - South San Francisco Police Department
 - San Mateo County Sheriff’s Office
- F6. All seven of the law enforcement agencies listed below provide an opportunity for one-on-one interaction with a police officer or a Q&A session with an interpreter on site:
- Daly City Police Department
 - East Palo Alto Police Department
 - Redwood City Police Department
 - San Bruno Police Department
 - City of San Mateo Police Department

²⁸ Appendix B

- City of San Mateo Police Department
- South San Francisco Police Department
- San Mateo County Sheriff's Office

RECOMMENDATIONS

- R1. All law enforcement agencies in San Mateo County shall modify their websites by including multilingual translation capability to potentially increase access and participation in outreach programs by non-English speaking residents by December 31, 2017.
- R2. The law enforcement agencies (Atherton, Brisbane, Colma, and Hillsborough) whose websites lack information about their outreach programs shall update their website with the outreach programs available on the home page or provide a prominent link to the outreach programs page, by December 31, 2017.

REQUEST FOR RESPONSES

Responses to Recommendation 1 are requested from the following:

- Atherton City Council
- Belmont City Council
- Brisbane City Council
- Broadmoor Police Protection District Commission
- Burlingame City Council
- Colma Town Council
- Daly City, City Council
- East Palo Alto City Council
- Foster City, City Council
- Half Moon Bay City Council
- Hillsborough Town Council
- Menlo Park City Council
- Millbrae City Council
- Pacifica City Council
- Portola Valley Town Council
- Redwood City, City Council
- San Bruno City Council
- San Carlos City Council
- San Mateo City Council
- South San Francisco City Council
- San Mateo County Sheriff
- Woodside Town Council

APPENDIX A OUTREACH PROGRAMS AVAILABLE

(As Reported by the Police Agencies to the Grand Jury Survey):

Atherton Police Department

- Home Safety Seminar
- Neighborhood Meet and Greet
- Farmer's Market attendance
- Outings with Kids
- Workshop on domestic violence
- Police Ride-a-Long
- Reserve Officer Program

Belmont Police Department

- Home Safety Seminar
- Neighborhood Meet and Greet
- Farmer's Market attendance
- Police Ride-A-Long
- Teen Explorer
- Police Volunteers
- Reserve Police Program

Brisbane Police Department

- Home Safety Program
- Farmer's Market Attendance
- Outings with Kids
- National Night Out
- Coffee with Cops
- Weekly Senior Luncheon
- Police Ride-A-Long
- Active Shooter Awareness for businesses
- Truth About Drugs Presentation
- DUI Awareness for Teens

Broadmoor Police Department

- Outings with Kids
- Halloween event
- Christmas event
- Easter event

Burlingame Police Department

- Home Safety Seminar
- Neighborhood Meet and Greet
- Farmer's Market attendance

- Command Staff Walk
- Police Ride-A-Long
- Teen Explorer Unit
- Reserve Officer Program

Colma Police Department

- Home Safety Seminar
- Neighborhood Meet and Greet
- Outings with Kids

Daly City Police Department

- Neighborhood Meet and Greet
- Farmer's Market attendance
- Outings with Kids-bowling/hiking
- Workshop of domestic violence
- Police Athletic League
- Police Ride-A-Long
- Teen Explorer
- Reserve Officer Program
- Citizen's Police Academy

East Palo Alto Police Department

- Neighborhood Meet and Greet
- Outings with Kids
- Workshop on Domestic Violence
- Coffee with a Cop
- CLEAN Zones
- Beat Meetings
- Town Hall Meetings
- Book Reading
- Police Athletic League
- Police Ride-A-Long
- Police Volunteers

Foster City Police Department

- Home Safety Seminar
- Neighborhood Meet and Greet
- Coffee with a Cop
- Police Open House
- "Shredfest" Skateboarding event
- Police Ride-A-Long

San Bruno Police Department

- Home Safety Seminar
- Neighborhood Meet and Greet
- National Night Out
- Outings with Kids
- U-Deter High School DUI Education
- Coffee with a Cop
- Neighborhood Watch
- Big Lift Literacy Program
- Chief For A Day
- Community Day
- Police Day

San Mateo Police Department

- Home Safety Seminar
- Neighborhood Meet and Greet
- Farmer's Market attendance
- Outings with Kids
- Workshop on Domestic Violence
- Coffee with A Cop

**San Mateo Police Department
(Continued)**

- Police Athletic League
- Police Ride-A-Long
- Teen Explorer

- Gang Resistance
- Citizen Police Academy

**South San Francisco Police
Department**

- Home Safety Seminar
- Neighborhood Meet and Greet
- Farmer's Market attendance
- Outings with Kids
- Citizen's Academy
- National Night Out
- Senior Health Fair
- Safety Fair/Bike Rodeo
- Police Athletic League
- Police Ride-A-Long
- Teen Explorer
- Gang Resistance
- Police Volunteers
- Reserve Police Program
- Hispanic Community Academy
- Youth Academy
- Downtown Bike Patrol
- Dog Walker Watch
- Neighborhood Response Team
- School Liaison Officer Program



Superior Court of California, County of San Mateo
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RODINA M. CATALANO
COURT EXECUTIVE OFFICER
CLERK & JURY COMMISSIONER

(650) 261-5066
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June 29, 2017

City Council
City of Brisbane
50 Park Place
Brisbane, CA 94005

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4. The recommendation will not be implemented because it is not warranted or reasonable, with an explanation therefore.

Please submit your responses in all of the following ways:

1. Responses to be placed on file with the Clerk of the Court by the Court Executive Office.

- Prepare original on your agency's letterhead, indicate the date of the public meeting that your governing body approved the response address and mail to Judge Davis.

Hon. Leland Davis, III
Judge of the Superior Court
c/o Charlene Kreseovich
Hall of Justice
400 County Center; 2nd Floor
Redwood City, CA 94063-1655.

2. Responses to be placed at the Grand Jury website.

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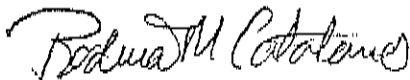
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If you have any questions regarding these procedures, please do not hesitate to contact Paul Okada, Chief Deputy County Counsel, at (650) 363-4761.

Very truly yours,



Rodina M. Catalano
Court Executive Officer

RMC:ck
Enclosure

cc: Hon. Leland Davis
Paul Okada

✓ Information Copy: City Manager