



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

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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.

METHODOLOGY

The Grand Jury conducted a survey of the law enforcement agencies⁶ in San Mateo County to determine what outreach programs they offer and which of those programs are offered in multiple languages. The Grand Jury also reviewed the website for each of the law enforcement agencies to determine if those sites provide information about outreach programs in multiple languages.

This report focuses on the following cities in San Mateo County: Daly City, East Palo Alto, Redwood City, San Bruno, City of San Mateo, South San Francisco, and the cities and unincorporated areas in which the San Mateo County Sheriff's Office has policing responsibilities.⁷ These areas represent 72.6% of the County's population and 84.5% of the total County's residents who self-report that they do not speak English "very well."⁸

The Grand Jury's source for all demographic information is *statisticalatlas.com* as of May 16, 2017. The website indicates data are updated on an ongoing basis. It further indicates data are obtained from surveys and is not verified beyond that.⁹

BACKGROUND

As of May 16, 2017, San Mateo County had 729,543 residents¹⁰ and 305,069 (41.8%) of those residents¹¹ self-report that they speak a language other than English as their primary language. Of those non-English speakers, 130,019, almost half, self-report that they do not speak English "very well." The following chart illustrates the language diversity of the County.

⁶ Atherton, Belmont, Brisbane, Broadmoor, Burlingame, Colma, Daly City, East Palo Alto, Foster City, Hillsborough, Menlo Park, Pacifica, Redwood City, San Bruno, San Mateo Sheriff (includes Half Moon Bay, Millbrae and San Carlos), City of San Mateo and South San Francisco.

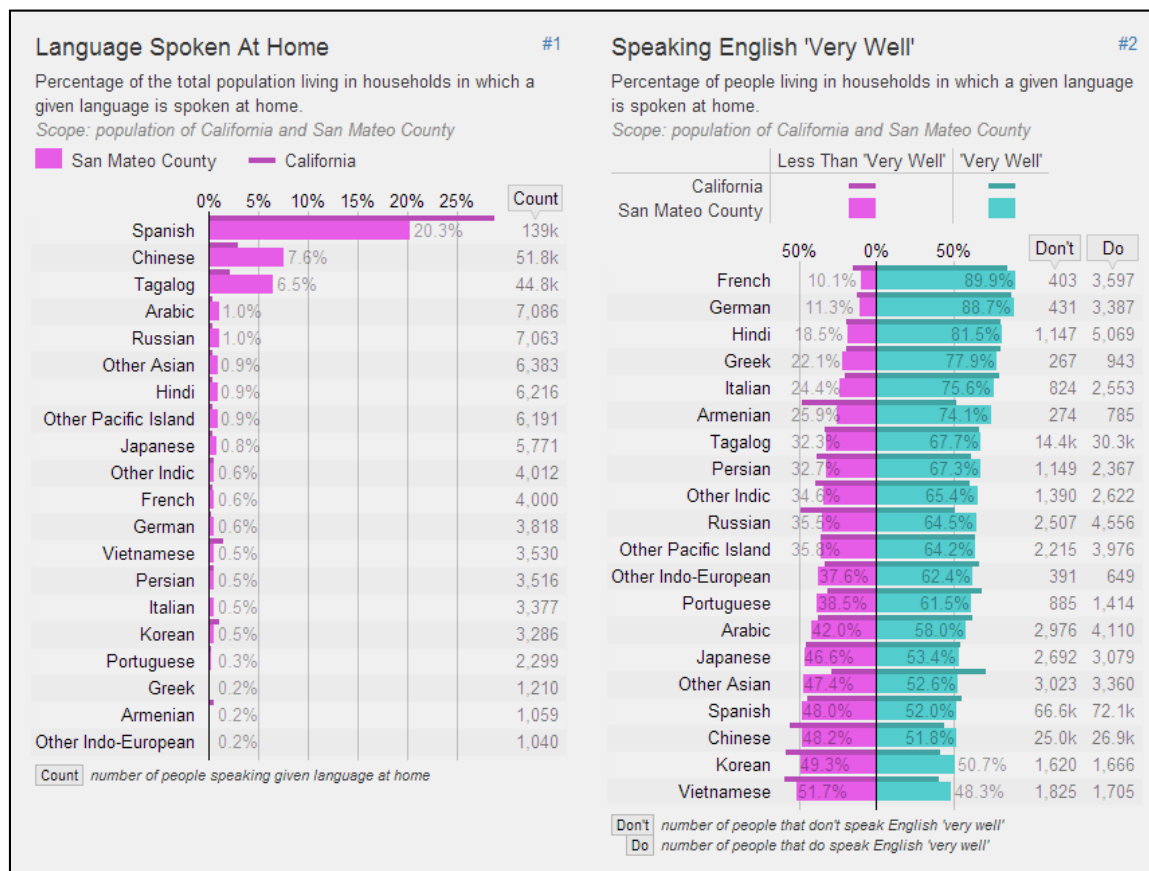
⁷ Includes Half Moon Bay, Millbrae, San Carlos and the unincorporated areas of San Mateo County.

⁸ Statistical Atlas. "Languages in San Mateo County." <http://statisticalatlas.com/county/California/San-Mateo-County/Languages>. Accessed May 2017.

⁹ Ibid.

¹⁰ Statistical Atlas. "Languages in San Mateo County." <http://statisticalatlas.com/county/California/San-Mateo-County/Languages>. Accessed May 2017.

¹¹ Ibid.



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

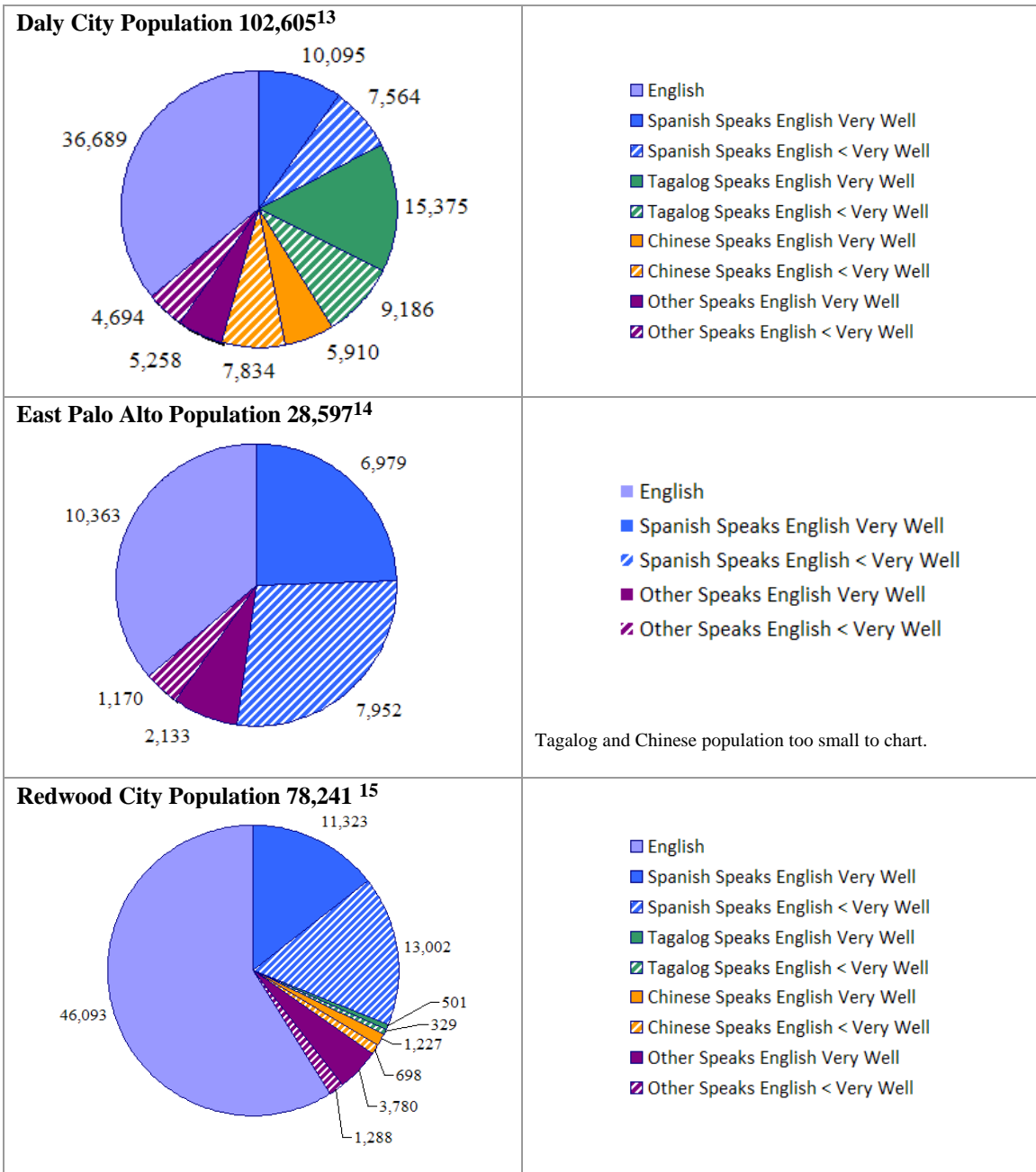
¹² Ibid.

City	Population	# of Individuals Speaking a Language Other Than English at Home				%
		Spanish	Chinese	Tagalog	Other	
Daly City	102,605	17,659	13,744	24,561	9,952	64.2%
East Palo Alto	28,597	14,931	267	204	2,832	63.8%
Redwood City	78,241	24,325	1,925	830	5,068	41.1%
San Bruno	41,581	8,354	2,638	2,699	5,455	46.0%
City of San Mateo	98,601	19,066	6,243	2,568	11,794	40.2%
South San Francisco	64,630	16,307	5,329	6,966	6,990	54.2%
Areas served by the Sheriff†	114,515	18,686	1,122	7,095	9,076	31.4%
Total	528,770	119,328	31,268	44,923	51,167	46.5%

†Includes unincorporated San Mateo County as well as the cities and towns of Half Moon Bay, Millbrae, San Carlos, Portola Valley, and Woodside

As shown above, approximately 46.5% of the residents in these communities speak a language other than English at home. While most of these speakers (136,829 or 55%) self-identify as speaking English “very well,” many (109,857 or 45%) do not. For these residents, participation in city and county law enforcement outreach programs may be limited by the fact that information in their preferred languages is unavailable.

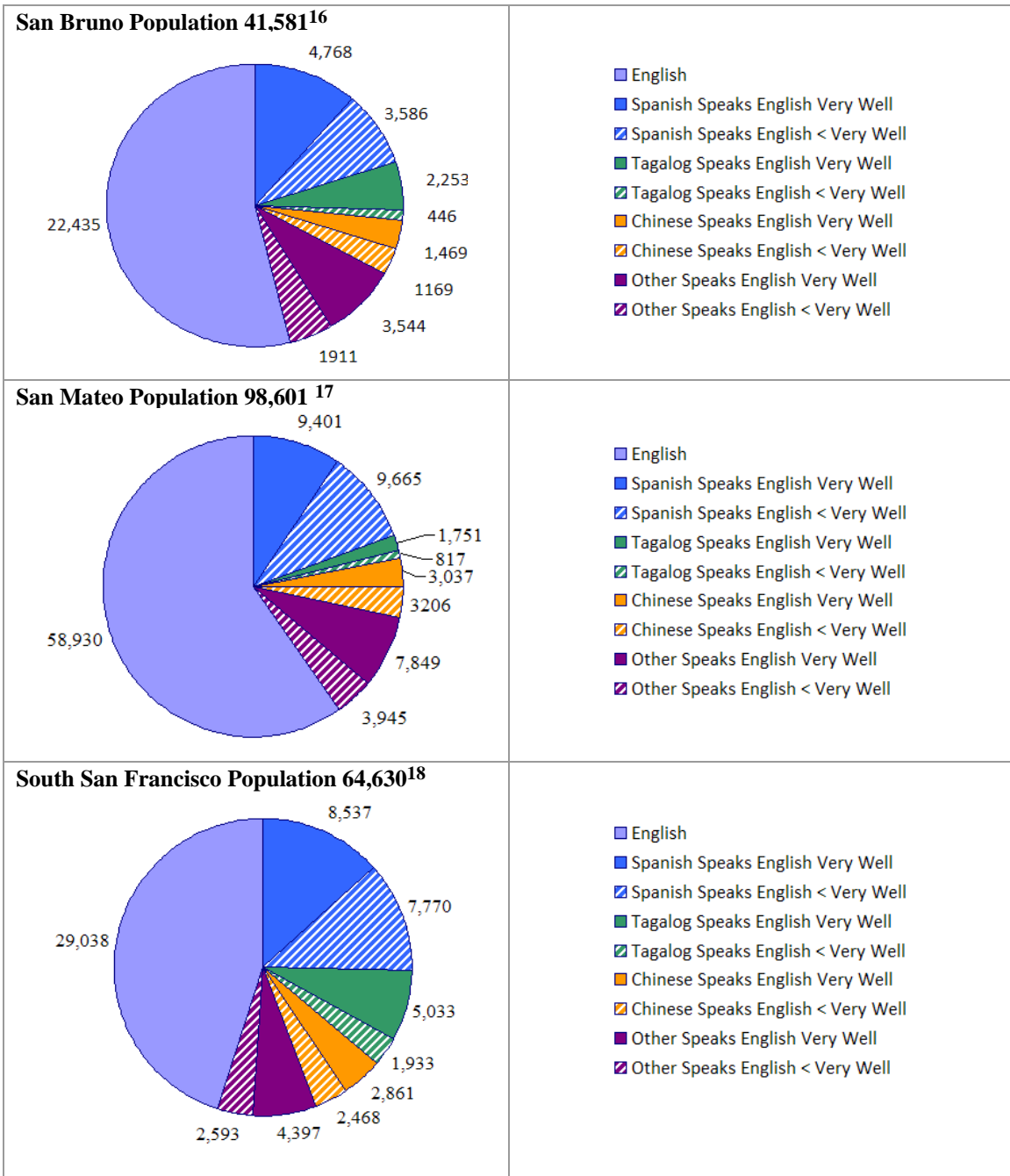
The following charts represent the diversity of English proficiency and languages spoken in these communities.



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.

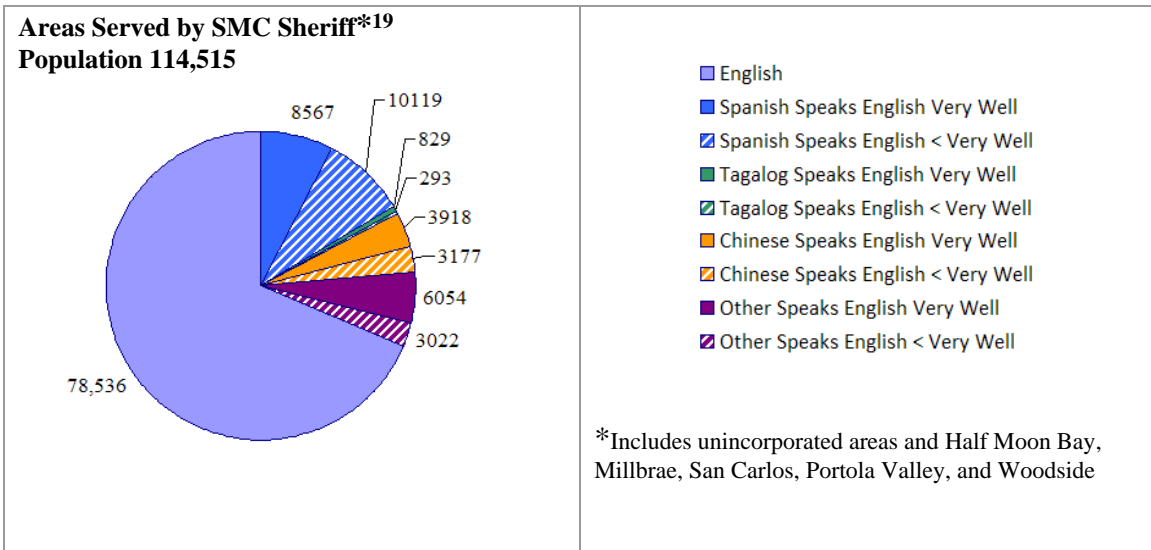
¹⁵ Statistical Atlas. “Languages in Redwood City, California.” <http://statisticalatlas.com/place/California/Redwood-City/Languages>. Accessed May 2017.



¹⁶ Statistical Atlas. “Languages in San Bruno, California.” <http://statisticalatlas.com/place/California/San-Bruno/Languages>. Accessed May 2017.

¹⁷ Statistical Atlas. “Languages in San Mateo, California.” <http://statisticalatlas.com/place/California/San-Mateo/Languages>. Accessed May 2017.

¹⁸ Statistical Atlas. “Languages in South San Francisco, California.” <http://statisticalatlas.com/place/California/South-San-Francisco/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

The pertinent responses from the seven selected law enforcement agencies to the survey conducted by the Grand Jury were as follows:

Question	Y	N	Question	Y	N
When planning community events, such as a safety seminar, do you consider the language needs of attendees?			If an event provides an opportunity for one-on-one interaction with a police officer or includes a Q&A session, are interpreters available?		
Daly City	Y		Daly City	Y	
East Palo Alto	Y		East Palo Alto	Y	
Redwood City	Y		Redwood City	Y	
San Bruno	Y		San Bruno	Y	
City of San Mateo	Y		City of San Mateo	Y	
South San Francisco	Y		South San Francisco	Y	
Areas served by the Sheriff*	Y		Areas served by the Sheriff*	Y	
Question	Y	N	Question	Y	N
When publicizing events, do you provide the information in languages other than English?			Does your department sponsor specific outreach events for non-English speaking residents?		
Daly City	Y		Daly City		N
East Palo Alto	Y		East Palo Alto	Y	
Redwood City	Y		Redwood City	Y	
San Bruno		N	San Bruno		N
City of San Mateo	Y		City of San Mateo	Y	
South San Francisco	Y		South San Francisco	Y	
Areas served by the Sheriff*	Y		Areas served by the Sheriff*	Y	
Question	Y	N	Question	Y	N
To enhance these programs, do you work with other police departments, the probation department, youth services, or community organizations to reach non-English speaking or English-as-a-second language residents?			Are accompanying materials for these outreach programs available in languages other than English?		
Daly City		N	Daly City		N
East Palo Alto	Y		East Palo Alto	Y	
Redwood City	Y		Redwood City	Y	
San Bruno	Y		San Bruno	Y	
City of San Mateo	Y		City of San Mateo	Y	
South San Francisco	Y		South San Francisco	Y	
Areas served by the Sheriff*	Y		Areas served by the Sheriff*	Y	

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.

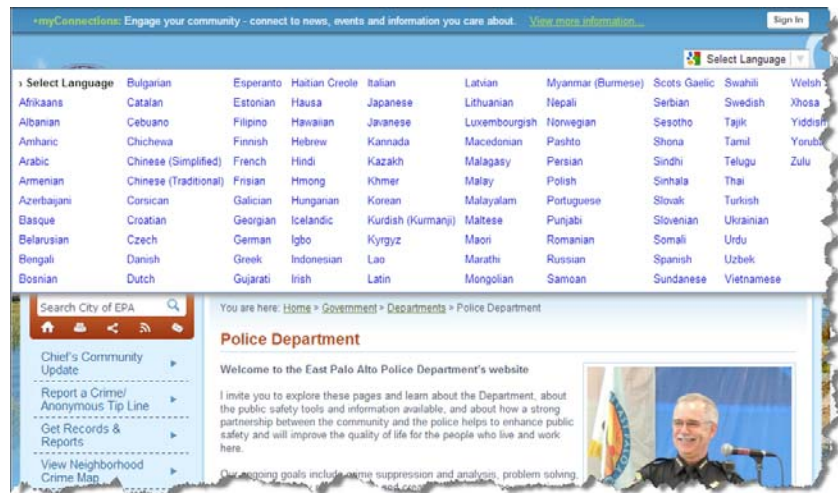
²³ Ibid.

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.

Clicking on the language menu allows the user to select one of over 100 languages.



Selecting Spanish, for example, will translate most of the website to Spanish.²⁷



The Grand Jury believes that by adding a translation feature to their websites, law enforcement agencies will provide greater access and possibly enable greater participation in outreach programs by non-English speaking residents.

²⁷ Translations are not perfect. For example, certain elements such as images and pdf files will not translate; in some cases (but not always) if the name of the program has initial capitals letters, like Blood Drive, the words are left in English; and words like “drive” (as in “food drive” can be problematic, as “drive” has so many meanings).

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

- South San Francisco Police Department
 - San Mateo County Sheriff's Office
- F7. Of the seven law enforcement agencies listed in F6, six provide publication information in more than English:
- Daly City Police Department
 - East Palo Alto Police Department
 - Redwood City Police Department
 - City of San Mateo Police Department
 - South San Francisco Police Department
 - San Mateo County Sheriff's Office
- F8. Of the seven law enforcement agencies listed in F6, five sponsor specific outreach events for non-English speaking residents:
- East Palo Alto Police Department
 - Redwood City Police Department
 - City of San Mateo Police Department
 - South San Francisco Police Department
 - San Mateo County Sheriff's Office
- 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 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
- F10. Of the seven law enforcement agencies listed in F6, six provide outreach materials in languages other than English:
- Daly City Police Department
 - East Palo Alto Police Department
 - Redwood City Police Department
 - San Bruno Police Department
 - South San Francisco Police Department
 - San Mateo County Sheriff's Office
- F11. Of the seven law enforcement agencies listed in F6, six provide on-site interpreters for outreach programs:
- 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

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

Responses to Recommendation 2 are requested from the following:

- Atherton City Council
- Brisbane City Council
- Colma Town Council
- Hillsborough Town Council

The governing bodies indicated above should be aware that the comment or response of the governing body must be conducted subject to the notice, agenda and open meeting requirements of the Brown Act.

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

- Teen Explorer
- Gang Resistance, Education & Training (GREAT)
- Reserve Office Program
- Citizen Police Academy

Hillsborough Police Department

- Home Safety Seminar
- Neighborhood Meet and Greet
- Outings with Kids
- Hillsborough Network Information Sessions and Block Parties
- Bicycle Rodeo
- Police Ride-A-Long
- Parents of Teen Drivers

Menlo Park Police Department

- Home Safety Seminar
- Neighborhood Meet and Greet
- Police Ride-A-Long
- Teen Explorer
- Gang Resistance, Education & Training (GREAT)
- Police Volunteers
- Reserve Officer Program
- Citizen's Police Academy

Redwood City Police Department

- Coffee with Cops
- Citizen Police Academy
- Town Hall Meetings
- Christmas Toy & Box Drive
- Parent Project Class
- Loving Solutions Parent Class

Redwood City (Continued)

- Neighborhood Association
Neighborhood Watch meetings
- Juvenile Services presentations, workshops and classes
- Family Intervention
- Anti-Bullying
- Gang Awareness and Prevention

- Diversion Program
- Tattoo Removal Program
- Appropriate Use of Electronic Devices
- Truancy Abatement Program
- Police Athlete League
- Police Ride-A-Long
- Teen Explorer
- Gang Resistance
- Police Volunteers
- Reserve Officer Program
- Citizen's Police Academy
- Social Media
- Volunteers in Policing (VIP)

San Mateo Sheriff's Office

- Neighborhood Meet and Greet
- Outings with Kids
- Police Athletic League
- Police Ride-A-Long
- Teen Explorer
- Police Volunteers
- Reserve Officer Program
- Citizen's Police Academy
- Police Athletic League
- Community Alliance to Revitalize our Neighborhood
- DARE
- Sheriff's Activity League
- Star Camp
- Sheriff's Explorer Program
- Transitioning Animals into Loving Situations (TAILS)

Pacifica Police Department

- Neighborhood Meet and Greet
- Outings with Kids
- Police Ride-A-Long
- Teen Explorer
- Police Volunteers
- Reserve Officer Program

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

APPENDIX B WEBSITES

City/Town	Website	Outreach on Website	Multilingual Website
Atherton	www.ci.atherton.ca.us	N	N
Belmont	www.belmont.gov	Y	N
Brisbane	www.brisbaneca.org	N	N
Broadmoor	www.broadmoorpolice.com	Y	N
Burlingame	www.burlingame.org	Y	N
Colma	www.colma.ca.gov	N	N
Daly City	www.dalycity.org	Y	Y
East Palo Alto	www.ci.east-palo-alto.ca.us	Y	Y
Foster City	www.fostercity.org	Y	N
Hillsborough	www.hillsborough.net	N	Y ²⁹
Menlo Park	www.menlopark.org	Y	Y ³⁰
Pacifica	www.cityofpacifica.org	Y	Y
Redwood City	www.redwoodcity.org	Y	Y
San Bruno	www.sanbruno.ca.gov	Y	Y
South San Francisco	www.ssf.net	Y	Y
City of San Mateo	www.cityofsanmateo.org	Y	Y
San Mateo County Sheriff	www.smcsheriff.com	Y	N

Issued: June 29, 2017

²⁹ On second page of website under 911

³⁰ Not prominent



BROADMOOR POLICE DEPARTMENT

388 Eighty Eighth Street
Broadmoor, CA 94015-1717
(650) 755-3838 • Fax (650) 755-9732



Arthur Stellini
Chief of Police

Board of Police Commissioners
Hon. Joseph Sheridan
Hon. Ralph Hutchens
Hon. Michael Connolly

January 08, 2018

San Mateo County
Grand Jury Report:

English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access to Outreach Programs?"

Recommendation- 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.

Response:

Broadmoor PD is the smallest law enforcement agency in the county with an approximate population of 5500 residents. Our revenues to operate consist and depend on property taxes, grants and a police override tax. As an agency, we continue to monitor our expenses and serve our community within our financial means.

As an agency, we currently participate in Outreach Programs such as Halloween Night, Candy Cane Day, Christmas event, Easter event, Back to School Day and Home Safety Seminar with Colma PD. We also have a reserve program and offer ride-a-longs to the public.

Recently our department has opened a social media website on Facebook. This comes with a financial cost and is only available to us through some of the volunteer work performed by our Reserves and off-duty officers. This website is a work in progress and will continue to develop, implementing suggestions from the grand jury.

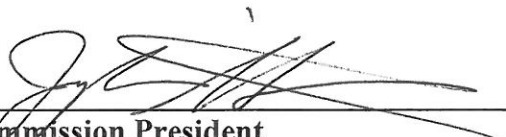
Our Facebook and department websites will offer information on how to contact us, should someone need to request a bilingual interpreter at any department sponsored event in the coming months.

Presently, our Police Commission Hearings are regularly attended by 1 to 3 residents monthly, over the last three plus years, all attendees speak English as a first language.


In an effort of community outreach, in 2018, Broadmoor PD is planning to sponsor Coffee with a Cop and a Department Open House.

Recommendation-R2


NA- not required by Broadmoor PD



Commission President
Joseph Sheridan



Commissioner Ralph Hutchens



Commissioner Michael Connolly



Chief of Police
Arthur Stellini



COUNTY OF SAN MATEO
OFFICE OF THE SHERIFF

CARLOS G. BOLANOS
SHERIFF

TRISHA L. SANCHEZ
UNDERSHERIFF

400 COUNTY CENTER ◻ REDWOOD CITY ◻ CALIFORNIA 94063-1662 ◻ TELEPHONE (650) 599-1664 ◻ www.smcsheriff.com

ADDRESS ALL COMMUNICATIONS TO THE SHERIFF

July 21, 2017

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

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

Honorable Judge Davis,

In response to Grand Jury Report, "English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access To Outreach Programs?", the Sheriff's Office is providing you with the following response to the Findings and Recommendations:

Findings:

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

The respondent agrees with the finding.

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

The respondent agrees with the finding.

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
City of San Mateo

The respondent agrees with the finding.

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

Atherton
Brisbane

Colma
Hillsborough

The respondent agrees with the finding.

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

The respondent agrees with the finding.

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
South San Francisco Police Department
San Mateo County Sheriff's Office

The respondent agrees with the finding.

F7: Of the seven law enforcement agencies listed in F6, six provide publication information in more than English:

Daly City Police Department
East Palo Alto Police Department
Redwood City Police Department

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

The respondent agrees with the finding.

F8: Of the seven law enforcement agencies listed in F6, five sponsor specific outreach events for non-English speaking residents:

East Palo Alto Police Department
Redwood City Police Department
City of San Mateo Police Department

South San Francisco Police Department
San Mateo County Sheriff's Office

The respondent agrees with the finding.

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 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

The respondent agrees with the finding.

F10: Of the seven law enforcement agencies listed in F6, six provide outreach materials in languages other than English:

Daly City Police Department
East Palo Alto Police Department
Redwood City Police Department

San Bruno Police Department
South San Francisco Police Department
San Mateo County Sheriff's Office

The respondent agrees with the finding.

F11: Of the seven law enforcement agencies listed in F6, six provide on-site interpreters for outreach programs:

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

The respondent agrees with the finding.

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.

Response: *The San Mateo County Sheriff's Office is currently replacing our primary website - www.smcsheriff.com. One of the features of our new web site will be multi language support. Our new site will provide multi language support through the use of language options prominently displayed in the upper right hand corner of the new site, an industry standard location.*

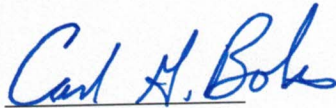
We anticipate having our new smcsheriff.com site up before the end of October. Following the go-live of the new smcsheriff.com site the Sheriff's Office will modify our secondary sites to also provide multi language support before December 31, 2017.

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.

Response: *This recommendation was for the law enforcement agencies serving Atherton, Brisbane, Colma and Hillsborough.*

In closing, the Sheriff's Office thanks the Grand Jury for its diligence and investment in strengthening the practices of law enforcement as it relates to communicating with the communities we serve through multilingual access to outreach programs through our website. The Sheriff's Office strives to accommodate the Grand Jury's findings and recommendations and continues to strengthen the relationships between the community and law enforcement.

Sincerely,

A handwritten signature in blue ink that reads "Carlos G. Bolanos". The signature is fluid and cursive, with the first name "Carlos" and last name "Bolanos" clearly legible.

Carlos G. Bolanos
Sheriff



Town of Atherton
Office of the Mayor
91 Ashfield Road
Atherton, California 94027
Phone: (650) 752-0500
Fax: (650) 614-1212

September 21, 2017

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

RESPONSE TO GRAND JURY REPORT: “ENGLISH IS NOT OUR ONLY LANGUAGE; ARE LOCAL LAW ENFORCEMENT AGENCIES PROVIDING MULTILINGUAL ACCESS TO OUTREACH PROGRAMS.”

Honorable Judge Davis –

Thank you for the opportunity to review and comment on the above referenced Grand Jury Report filed on June 29, 2017. The Town of Atherton’s response to the findings and recommendations are listed below.

Response to Grand Jury Findings:

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

Response to F1: The Town agrees with this finding, relying on the Grand Jury’s representations in their report.

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

Response to F2: The Town agrees with this finding, relying on the Grand Jury’s representations in their 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 City of San Mateo.

Response to F3: The Town agrees with this finding, relying on the Grand Jury’s representations in their report.

F4. The following four cities' police departments' websites have no mention of outreach programs on their websites: Atherton, Brisbane, Colma, and Hillsborough.

Response to F4: The Town disagrees in part with this finding and we will be adding specific Hispanic outreach resources. Currently, The Atherton Police Department website contains outreach programs in an effort to provide community awareness and services. There are several listed on the home page to include: Communicate and Engage, Citizen RIMS and Crime Stats. Once you use the drop down button under Town Government, other resources listed include: Local Municipal Services, State, Federal and Local Resources, Helpful Phone Members and Community Organizations. Under the tab Town Government then Departments then Police tab, additional services such as Law Enforcement Resources to include Megan's Law, Victim Notification Program, San Mateo County Court information, Homeland Security, Federal Bureau of Investigations, Department of Motor Vehicles, Department of Fish and Game, California State Parks, California Firearm Laws, Child Abuse Information, Suicide Prevention, California Highway Patrol, California Code Search, Marsy's Law, and on line forms and services. Further, the Town's homepage under the Transparency tab is directly linked to Atherton social media Facebook, Twitter and the City Manager's Blog that include current Town programs and events.

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, and San Mateo County Sheriff's Office.

Response to F5: The Town agrees with this finding, relying on the Grand Jury's representations in their 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 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, South San Francisco Police Department, San Mateo County Sheriff's Office.

Response to F6: The Town agrees with this finding, relying on the Grand Jury's representations in their report.

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

Response to F7: The Town agrees with this finding, relying on the Grand Jury's representations in their report.

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

Response to F8: The Town agrees with this finding, relying on the Grand Jury's representations in their 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.

Response to F9. The Town agrees with this finding, relying on the Grand Jury's representations in their report.

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

Response to F10. The Town agrees with this finding, relying on the Grand Jury's representations in their report.

F11. Of the seven law enforcement agencies listed in F6, five provide onsite interpreters for outreach programs: East Palo Alto Police Department, Redwood City Police Department, San Bruno Police Department, South San Francisco Police Department, and San Mateo County Sheriff's Office.

Response to F11. The Town agrees with this finding, relying on the Grand Jury's representations in their report.

The following are responses to recommendations 1 and 2:

R1 reads in part: "All law enforcement agencies in San Mateo County shall modify their websites by including multilingual translation capability."

Town Response: The recommendation will be implemented on or before December 31, 2017.

R2 reads. "The law enforcement agencies (Atherton, Brisbane, Colma, 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.

Town Response: The Town already has implemented in part and will add additional Hispanic programs to our outreach programs. Currently, the Atherton Police Department website includes outreach programs in an effort to provide community awareness and services. There are several listed on the home page to include: Communicate and Engage, Citizen RIMS and Crime Stats. Once you use the drop down button under Town Government, other resources listed include: Local Municipal Services, State, Federal and Local Resources, Helpful Phone Members and Community Organizations. Under the tab Town Government then Departments then Police tab, additional services such as Law Enforcement Resources to include Megan's Law, Victim Notification Program, San Mateo County Court information, Homeland Security, Federal Bureau of Investigations, Department of Motor Vehicles, Department of Fish and Game, California State Parks, California Firearm Laws, Child Abuse Information, Suicide Prevention, California Highway Patrol, California Code Search, Marsy's Law, and on line forms and services. Further, the Town's homepage under the Transparency tab is directly linked to Atherton social media Facebook, Twitter, and the City Manager's Blog that include current Town programs and events. Please refer to the links below.

<https://www.ci.atherton.ca.us/index.aspx?nid=216>
<https://www.ci.atherton.ca.us/index.aspx?nid=411>
<https://www.ci.atherton.ca.us/index.aspx?NID=261>
<https://www.ci.atherton.ca.us/index.aspx?nid=374>
<https://www.ci.atherton.ca.us/index.aspx?nid=430>
<http://www.ci.atherton.ca.us/index.aspx?nid=431>
<https://www.ci.atherton.ca.us/index.aspx?nid=296>
<https://www.ci.atherton.ca.us/index.aspx?nid=284>

The Atherton Police Department prides itself on community outreach and participates in numerous community events and outreach programs. Additional events include:

- All Schools Meeting
- Bicycle Rodeo
- Christmas Toy Drive
- Coffee with a Cop
- Crime Prevention Task Force Meeting
- Drug Presentations to Schools
- Easter Egg Hunt
- Famer's Market event
- Halloween Trick or Treat event
- Home Safety Seminars
- Ice Cream Social at the Library
- National Night Out
- Neighborhood Meet and Greet
- Neighborhood Watch Meetings
- Police Activities League Scholarship Opportunities
- Police Stations Tours
- School Resource Officer in 9 schools
- Volunteer Program
- Reserve Officer Program
- Ride A-longs

This response to the Grand Jury was considered by the City Council at a public meeting on September 20, 2017. Should you have any questions concerning this response, please contact City Manager George Rodericks at (650) 752-0504.

Respectfully,



Michael Lempres
Mayor



September 12, 2017

Judge Leland Davis III
Southern Court
400 County Center
Redwood City, CA 94063

Dear Judge Davis,

Thank you for the opportunity to respond to the Grand Jury report entitled "English is Not Our Only Language." The City of Belmont's required responses which were approved by the City Council on this date are listed below:

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

Response: Although there is no clear reason to doubt the research, City of Belmont staff holds insufficient data to opine on this finding.

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

Response: Although there is no clear reason to doubt the research, City of Belmont staff holds insufficient data to opine on this finding.

F3. The following nine cities' police departments' websites provide access in multiple languages:

- Daly City Police Department
- East Palo Alto Police Department
- Hillsborough Police Department
- Menlo Park Police Department
- Pacifica Police Department
- Redwood City Police Department
- San Bruno Police Department
- South San Francisco Police Department
- San Mateo Police Department

Response: Although there is no clear reason to doubt the research, City of Belmont staff holds insufficient data to opine on this finding.

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

- Atherton Police Department
- Brisbane Police Department
- Colma Police Department
- Hillsborough Police Department

Response: Although there is no clear reason to doubt the research, City of Belmont staff holds insufficient data to opine on this finding.

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
- San Mateo County Sheriff's Office

Response: Although there is no clear reason to doubt the research, City of Belmont staff holds insufficient data to opine on this finding.

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

Response: Although there is no clear reason to doubt the research, City of Belmont staff holds insufficient data to opine on this finding.

F7. Of the seven law enforcement agencies listed in F6, six provide publication information in more than English:

- Daly City Police Department
- East Palo Alto Police Department
- Redwood City Police Department
- San Mateo Police Department
- South San Francisco Police Department
- San Mateo County Sheriff's Office

Response: Although there is no clear reason to doubt the research, City of Belmont staff holds insufficient data to opine on this finding.

F8. Of the seven law enforcement agencies listed in F6, five sponsor specific outreach events for non-English speaking residents:

- East Palo Alto Police Department
- Redwood City Police Department
- San Mateo Police Department
- South San Francisco Police Department
- San Mateo County Sheriff's Office

Response: Although there is no clear reason to doubt the research, City of Belmont staff holds insufficient data to opine on this finding.

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

Response: Although there is no clear reason to doubt the research, City of Belmont staff holds insufficient data to opine on this finding.

F10. Of the seven law enforcement agencies listed in F6, six provide outreach materials in languages other than English:

- Daly City Police Department
- East Palo Alto Police Department
- Redwood City Police Department
- San Bruno Police Department
- South San Francisco Police Department
- San Mateo County Sheriff's Office

Response: Although there is no clear reason to doubt the research, City of Belmont staff holds insufficient data to opine on this finding.

F11. Of the seven law enforcement agencies listed in F6, six provide on-site interpreters for outreach programs:

- East Palo Alto Police Department
- Redwood City Police Department
- San Bruno Police Department
- San Mateo Police Department
- South San Francisco Police Department
- San Mateo County Sheriff's Office

Response: Although there is no clear reason to doubt the research, City of Belmont staff holds insufficient data to opine on this finding.

Responses to the Grand Jury's 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."

Response: City of Belmont staff is in agreement with this recommendation and is working to upgrade the City of Belmont website during this current fiscal year.

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: Although there is no clear reason to doubt the research, City of Belmont staff holds insufficient data to opine on this response.

Sincerely,



Daniel J. DeSmidt
Chief of Police



CITY OF BRISBANE

50 Park Place
Brisbane, California 94005-1310
(415) 508-2100
Fax (415) 467-4989

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



The City of Burlingame

CITY HALL, 501 PRIMROSE ROAD
BURLINGAME, CALIFORNIA 94010-3997

TEL: (650) 558-7200
FAX: (650) 566-9282
www.burlingame.org

RICARDO ORTIZ, MAYOR
MICHAEL BROWNRIGG, VICE MAYOR
ANN KEIGHRAN
DONNA COLSON
EMILY BEACH

August 21, 2017

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

Subject: City of Burlingame Response to Grand Jury Report "English Is Not Our Only Language"

Dear Judge Davis:

Thank you for the opportunity to review and comment on the above-referenced Grand Jury report regarding local law enforcement agencies providing multilingual access to outreach programs. After reviewing the Grand Jury report and all available data pertaining to the Burlingame Police Department, the Burlingame City Council approved the City's responses to the findings and relevant recommendation on August 21, 2017.

Responses to Grand Jury Findings:

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

Response:

While the City has no independent information on this, the City has no reason to question the assertion of the Grand Jury.

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

Response:

While the City has no independent information on this, the City has no reason to question the assertion of the Grand Jury.

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**
- **City of San Mateo**

Response:

While the City has no independent information on this, the City has no reason to question the assertion of the Grand Jury.

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

- **Atherton**
- **Brisbane**
- **Colma**
- **Hillsborough**

Response:

While the City has no independent information on this, the City has no reason to question the assertion of the Grand Jury.

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**

Response:

While the City has no independent information on this, the City has no reason to question the assertion of the Grand Jury as to the other jurisdictions mentioned.

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 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**

Response:

While the City has no independent information on this, the City has no reason to question the assertion of the Grand Jury as to the other jurisdictions.

F7. Of the seven law enforcement agencies listed in F6, six provide publication information in more than English:

- **Daly City Police Department**

- East Palo Alto Police Department
- Redwood City Police Department
- City of San Mateo Police Department
- South San Francisco Police Department
- San Mateo County Sheriff's Office

Response:

While the City has no independent information on this, the City has no reason to question the assertion of the Grand Jury.

F8. Of the seven law enforcement agencies listed in F6, five sponsor specific outreach events for non-English speaking residents:

- East Palo Alto Police Department
- Redwood City Police Department
- City of San Mateo Police Department
- South San Francisco Police Department
- San Mateo County Sheriff's Office

Response:

While the City has no independent information on this, the City has no reason to question the assertion of the Grand Jury.

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 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

Response:

While the City has no independent information on this, the City has no reason to question the assertion of the Grand Jury.

F10. Of the seven law enforcement agencies listed in F6, six provide outreach materials in languages other than English:

- Daly City Police Department
- East Palo Alto Police Department
- Redwood City Police Department
- San Bruno Police Department
- South San Francisco Police Department
- San Mateo County Sheriff's Office

Response:

While the City has no independent information on this, the City has no reason to question the assertion of the Grand Jury.

F11. Of the seven law enforcement agencies listed in F6, six provide onsite interpreters for outreach programs:

- 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

Response:

While the City has no independent information on this, the City has no reason to question the assertion of the Grand Jury.

Responses to Grand Jury 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.

Response:

The City of Burlingame is presently developing a new website, which is scheduled to go live in December of 2017. This new website design will include a translation button on the home page. This function will enable those who visit the website to translate the various pages into a multitude of languages.

Thank you for the opportunity to respond to this report.

Sincerely,



Ricardo Ortiz
Mayor



TOWN OF COLMA

1198 El Camino Real • Colma, California • 94014-3212

Tel 650-997-8300 • Fax 650-997-8308

July 26, 2017

City Council

Helen Fiscaro
Mayor

Raquel P. Gonzalez
Vice Mayor

Joanne F. del Rosario
Council Member

John Irish Goodwin
Council Member

Diana Colvin
Council Member

City Officials

Bill Norton
Interim City Manager

Kirk Stratton
Chief of Police

Christopher Diaz
City Attorney

Caitlin Corley
City Clerk

Brian Dossey
Administrative Services
Director

Lori Burns
Human Resources Manager

Brad Donohue
Public Works Director

Michael Laughlin, AICP
City Planner

Cyrus Kianpour
City Engineer

Honorable Leland Davis, III
Judge of the Superior Court
Hall of Justice
400 County Center, 8th Floor
Redwood City, CA 94063-1655

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

Dear Judge Davis:

The City Council received the San Mateo Civil Grand Jury report titled, "English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access To Outreach Programs?"

The Town was requested to submit comments in regards to the findings and recommendations within 90 days and no later than September 27, 2017.

The report contains findings and recommendations pertaining to the Colma Police Department. The Grand Jury instructed each agency in San Mateo County to respond to findings 1-11 (F1-F11) and for the Colma Police Department to respond to recommendations 1 and 2 (R1, R2).

For the "findings", the Town was to 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, for each Grand Jury "recommendation", the Town was requested to 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

4. 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.
5. 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.
6. The recommendation will not be implemented because it is not warranted or reasonable, with an explanation therefore.

The following are responses to findings 1-11 from the Town of Colma;

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

Town Response: The Town of Colma agrees with this finding based on the research conducted by the Grand Jury.

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

Town Response: The Town of Colma agrees with this finding based on the research conducted by the Grand Jury.

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 City of San Mateo.

Town Response: The Town of Colma partially disagrees with this finding and believes that the Colma Police Department should be added to the list of nine cities. The Colma Police Department's website provides access to multiple languages. The "Translate" tab is located at the bottom of every page and contains over 100 languages, thus, the Colma Police Department should be added to this finding as one more agency in San Mateo County that provides multiple languages on its website.

F4- The following four cities' police departments' websites have no mention of outreach programs on their websites: Atherton, Brisbane, Colma, Hillsborough.

Town Response: The Town of Colma partially disagrees with this finding. The Colma Police Department website contains outreach programs in an effort to provide community awareness and services and agrees that the outreach program tabs on the website can be improved for better visibility. There are several listed on the home page to include Neighborhood Watch, Crime Trends, Bicycle Safety Tips, The Victim's Bill of Rights Act, also known as Marcy's Law, and a Community Safety Guide. Further, the Colma Police Department homepage is directly

linked to the Colma Police Department social media Facebook page that includes current programs, events and awareness.

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.

Town Response: The Town of Colma agrees with this finding based on the Grand Jury's research.

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, South San Francisco Police Department, San Mateo County Sheriff's Office.

Town Response: The Town of Colma agrees with this finding based on the Grand Jury's research.

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

Town Response: The Town of Colma agrees with this finding based on the Grand Jury's research and would like to add that the Colma Police Department provides publication information in more than English.

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

Town Response: The Town of Colma agrees with this finding.

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.

Town Response: The Town of Colma agrees with this finding.

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

Town Response: The Town of Colma agrees with this finding and would like to add that the Colma Police Department also provides outreach materials in languages other than English.

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

Town Response: The Town of Colma agrees with this finding based on the Grand Jury's research.

The following are responses to recommendations 1 and 2;

R1 reads, in part, "All law enforcement agencies in San Mateo County shall modify their websites by including multilingual translation capability."

Town Response: The recommendation has already been implemented. The Colma Police Department and the Town of Colma website include multilingual translation capabilities. However, we are taking further action to make the "Translation" tab more visible on every page by relocating this tab to the top portion of each page. We are also reviewing the need to change the word "Translate" to "Select Language" to become more user friendly.

R2 reads, "The law enforcement agencies (Atherton, Brisbane, Colma, 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.

Town Response: The recommendation has already been implemented. The Colma Police Department website includes outreach programs in an effort to provide community awareness and services. There are several listed on the home page to include Neighborhood Watch, Crime Trends, Bicycle Safety Tips, The Victim's Bill of Rights Act, also known as Marcy's Law, and a Community Safety Guide. Further, the Colma Police Department homepage is directly linked to the Colma Police Department social media Facebook page that includes current programs, events and awareness.

The Colma Police Department would like to expand the answer to question #1 from the original Grand Jury survey and add that the Colma Police Department employs five bilingual officers and a dispatcher who are fluent in Spanish, Tagalog and Cantonese. The Colma Police Department Dispatch Center has the capability to translate any language via the "Language line". Other outreach efforts include multi-language resource pamphlets and forms to include CORA, Community Overcoming Relationship Abuse. The Colma Police Department attempts to provide bilingual staff members at community outreach events when feasible and one officer is a member of the Filipino American Organization Fil-Am.

Question #1 asked the Colma Police Department to indicate which community events they participate in, and if an event is not listed to please add it to the list.

The Colma Police Department prides itself on community outreach and participates in numerous community events and outreach programs. Additional events include:

National Night Out
Coffee with a Cop
Bicycle Rodeo
Neighborhood Watch Meetings
Driver Safety Seminar
Parents of Teen Drivers
Christmas Toy Drive
Halloween Event
Easter Event
Kops and Kids
Lunch with Seniors
After School Reading Program
Ride-Alongs
Command Staff Walk
Business District Bike Patrol
Police Station Tours
Town Picnic

On behalf of the Town of Colma, I would like to thank the Grand Jury for their work on this report.

Sincerely,



Helen Fisicaro
Mayor



CITY OF DALY CITY

333-90TH STREET

DALY CITY, CA 94015-1895

PHONE: (650) 991-8000

August 15, 2017

Honorable Leland Davis, III
Judge of the Superior Court
c/o Charlene Kresevich
Hall of Justice
400 County Center, 2nd floor
Redwood City, CA 94063-1655

Re: English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access to Outreach Programs?

Dear Judge Davis,

We are in receipt of the Grand Jury's final report "English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access to Outreach Programs?" Pursuant to your June 29, 2017, request for response, the Daly City, City Council held a public meeting on August 14, 2017 and approved this response. The City of Daly City responds to the Grand Jury's findings, conclusions and recommendations as follows:

Findings:

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

Response: The City **neither agrees nor disagrees** with this finding. The City of Daly City serves a diverse community who speak a multitude of languages. The City does not know the language capabilities of all San Mateo County residents.

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

Response: The City **agrees** with this finding.

F3. The following (9) city police department websites provide access to multiple languages. The Daly City Police Department is one of the agencies listed in the finding.

Response: The City **agrees** with this finding.

F4. The following (4) city police department websites have no mention of outreach programs on their websites. The Daly City Police Department is not one of the agencies listed in the finding.

Response: The city **neither agrees nor disagrees** with this finding. The Daly City Police Department is not one of the agencies listed in the finding.

F5. All (7) of the law enforcement agencies listed below consider the language needs of the attendees when planning community outreach events. The Daly City Police Department is one of the agencies listed in the finding.

Response: The City **agrees** with this finding

F6. All (7) 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. The Daly City Police Department is one of the agencies listed in the finding.

Response: The City **agrees** with this finding.

F7. Of the (7) law enforcement agencies listed in F6, six provide publication information in more than English. The Daly City Police Department is one of the agencies listed in the finding.

Response: The City **agrees** with this finding.

F8. Of the (7) law enforcement agencies listed in F6, five sponsor specific events for non-English speaking residents. The Daly City Police Department is not one of the agencies listed in the finding.

Response: The City **agrees** with this finding. The Daly City Police Department will work with community partners to develop specific outreach programs for non-English speaking communities.

F9. Of the (7) law enforcement agencies listed in F6, six work with other police agencies to reach non-English speaking residents for outreach events. The Daly City Police Department is not one of the agencies listed in the finding.

Response: The City **agrees** with this finding. The Daly City Police Department will seek opportunities to work with other police agencies to reach non-English speaking residents for outreach events.

F10. Of the (7) law enforcement agencies listed in F6, six provide outreach materials in languages other than English. The Daly City Police Department is one of the agencies listed in the finding.

Response: The City **agrees** with this finding.

- F11. Of the (7) law enforcement agencies listed in F6, six provide on-site interpreters for outreach programs. The Daly City Police Department is not one of the agencies listed in the finding.

Response: The City **agrees** with this finding. The Daly City Police Department is one of the most diverse police departments in the Bay Area. The Police Department ensures that bi-lingual officers attend all planned events to answer questions and communicate with members of the public who are non-English speaking.

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.

Response: The recommendation has been implemented. On July 18, 2017, the City of Daly City added the recommended languages to the City's website translation feature.

- R2. The law enforcement agencies 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 does not pertain to the City of Daly City or the Daly City Police Department.

The City of Daly City appreciates the opportunity to provide written responses to the San Mateo County Civil Grand Jury Report "English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access to Outreach Programs?"

Should the Grand Jury require any additional information, please contact me directly at 650-991-8127.

Sincerely,



Patricia E. Martel
City Manager

cc: City Council
Annette Hipona, City Clerk
Rose Zimmerman, City Attorney



City of East Palo Alto

Office of the Mayor

Larry Moody, Mayor
Ruben Abrica, Vice Mayor

Council Members
Lisa Gauthier
Carlos Romero
Donna Rutherford

June 29, 2017

Hon. Leland Davis, III
Judge of the Superior Court
c/o Charlene Kresevich
Hall of Justice
400 County Center; 2nd Floor
Redwood City, CA 94063-1655
Email: ckresevich@sanmateocourt.org

Dear Members of the Grand Jury

This correspondence is in response to the Civil Grand Jury report entitled “English Is Not Our Only Language” (the Report) that was released on June 29, 2017.

The City Council of the City of East Palo Alto agrees with the Report’s finding and **Recommendation 1 (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. Authorization to submit this letter was approved by the City Council at a public meeting on July 18, 2017.

Additionally, the East Palo Alto Police Department had already implemented the recommendation by using the multilingual translation feature on its website prior to the inquiry by the Civil Grand Jury. In fact, based on the content of the Civil Grand Jury report, the East Palo Alto Police Departments website is used as a commendable example for the other law enforcement agencies in the County.

Sincerely,

Larry J. Moody
Honorable Mayor
City of East Palo Alto

RESOLUTION NO. 4873

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF EAST PALO ALTO APPROVING THE CITY COUNCIL'S RESPONSE TO THE SAN MATEO GRAND JURY REPORT, DATED JUNE 29, 2017, ENTITLED "ENGLISH IS NOT OUR ONLY LANGUAGE" AND AUTHORIZING THE MAYOR TO TRANSMIT THE RESPONSE LETTER

WHEREAS, pursuant to California Penal Code section 933, a public agency which receives a Grand Jury Report addressing aspects of the public agency's operations, must respond to the Report's findings and recommendations contained in the Report in writing within ninety days to the Presiding Judge of the San Mateo County Superior Court; and

WHEREAS, the City Council has received and reviewed the San Mateo Grand Jury Report, dated June 29, 2017, entitled "English Is Not Our Only Language;" and

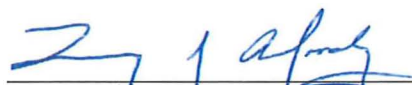
WHEREAS, the City Council has reviewed and considered the response to the Grand Jury, which is attached hereto as Exhibit A.

NOW, THEREFORE, BE IT RESOLVED THAT THE CITY COUNCIL OF THE CITY OF EAST PALO ALTO hereby approves the City Council's response letter to the San Mateo Grand Jury Report, dated June 29, 2017, entitled "English Is Not Our Only Language" as stated in Exhibit A to this Resolution, which is incorporated herein by this reference, and authorizes the Mayor to sign the response letter and transmit it to the Presiding Judge of the Superior Court of San Mateo County.

PASSED AND ADOPTED this 18th day of July 2017, by the following vote:


AYES: GAUTHIER, ROMERO, MOODY, ABRICA, RUTHERFORD
NOES:
ABSENT:
ABSTAIN:

SIGNED:




Larry J. Moody, Mayor

ATTEST:



Terrie Gillen, Deputy City Clerk

APPROVED AS TO FORM:



Rafael E. Alvarado Jr., City Attorney



City of Foster City

ESTERO MUNICIPAL IMPROVEMENT DISTRICT

610 FOSTER CITY BOULEVARD
FOSTER CITY, CA 94404-2222

September 19, 2017

Honorable Leland Davis, III
Judge of the Superior Court
c/o Charlene Kresevich
Hall of Justice
400 County Center, 2nd floor
Redwood City, CA 94063

Re: English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access to Outreach Programs?

Dear Judge Davis:

We are in receipt of the Grand Jury's final report "*English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access to Outreach Programs?*". Pursuant to your request for a response, authorization to submit this letter was approved by the City Council at a public meeting on September 18, 2017.

The City Council of the City of Foster City agrees with the Report's findings and Recommendation 1 (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.

I have met with our Police Department and by December 31, 2017, we will modify our website to include a multilingual translation feature to improve access to our law enforcement programs and information for non-English speaking residents.

Sincerely,

Kevin M. Miller, City Manager
City of Foster City

Enclosure

RESOLUTION NO. 2017-71

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF FOSTER CITY APPROVING THE CITY COUNCIL'S RESPONSE TO THE SAN MATEO GRAND JURY REPORT, DATED JUNE 29, 2017, ENTITLED "ENGLISH IS NOT OUR ONLY LANGUAGE: ARE LAW ENFORCEMENT AGENCIES PROVIDING MULTILINGUAL ACCESS TO OUTREACH PROGRAMS?" AND AUTHORIZING THE CITY MANAGER TO TRANSMIT THE RESPONSE LETTER

CITY OF FOSTER CITY

WHEREAS, pursuant to California Penal Code Section 933, a public agency which receives a Grand Jury Report addressing aspects of the public agency's operations, must respond to the Report's findings and recommendations contained in the Report in writing within ninety (90) days to the Presiding Judge of the San Mateo County Superior Court; and

WHEREAS, the City Council has received and reviewed the San Mateo Grand Jury Report, dated June 29, 2017, entitled "English Is Not Our Only Language: Are Law Enforcement Agencies Providing Multilingual Access to Outreach Programs?"; and

WHEREAS, the City Council has reviewed and considered the response to the Grand Jury, which is referenced as Exhibit A.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City Of Foster City hereby approves the response letter to the San Mateo Grand Jury Report, dated June 29, 2017, entitled " English Is Not Our Only Language: Are Law Enforcement Agencies Providing Multilingual Access to Outreach Programs?" as stated in Exhibit A to this resolution, which is incorporated herein by this reference, and authorizes the City Manager to sign the response letter and transmit it to the Presiding Judge of the Superior Court of San Mateo County.

PASSED AND ADOPTED as a resolution of the City Council of the City of Foster City at the regular meeting held on the 18th day of September, 2017, by the following vote:

AYES: Councilmembers Hindi, Mahanpour, Perez and Mayor Bronitsky

NOES: None

ABSENT: Councilmember Pollard

ABSTAIN: None



CHARLIE BRONITSKY, MAYOR

ATTEST:



DORIS L. PALMER, CITY CLERK



TOWN OF HILLSBOROUGH

1600 FLORIBUNDA AVENUE

HILLSBOROUGH

CALIFORNIA

94010-6418

August 14, 2017

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

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

Dear Judge Davis:

The Town of Hillsborough received the above referenced San Mateo County Civil Grand Jury report dated June 29, 2017. On August 14, 2017, the Hillsborough City Council held a public meeting and approved the following responses to the Grand Jury Report findings and recommendations.

Findings:

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

The Town of Hillsborough agrees with this finding based on the research conducted by the Grand Jury.

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

The Town of Hillsborough agrees with this finding based on the research conducted by the Grand Jury.

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 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.

The Town of Hillsborough partially disagrees with this finding. The Hillsborough Police Department website contains outreach programs in an effort to provide community awareness and services. There are several listed on the Police Department's home page to include Vacation Home Checks, Home Security Check, Teen Party Guide, Crime Prevention and a full summary of services, which as noted earlier, can be translated into a myriad of languages. Further, the Hillsborough Police Department homepage is directly linked to the Hillsborough Police Department social media Facebook page that includes current programs, events and awareness.

- 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.

The Town of Hillsborough agrees with this finding based on the Grand Jury's research.

- 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, South San Francisco Police Department, San Mateo County Sheriff's Office.

The Town of Hillsborough agrees with this finding based on the Grand Jury's research.

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

The Town of Hillsborough agrees with this finding based on the Grand Jury's research.

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

The Town of Hillsborough agrees with this finding based on the Grand Jury's research.

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 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.

The Town of Hillsborough agrees with this finding based on the Grand Jury's research.

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

The Town of Hillsborough agrees with this finding based on the Grand Jury's research.

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

The Town of Hillsborough agrees with this finding based on the Grand Jury's research.

Recommendations:

R1 reads, in part, "All law enforcement agencies in San Mateo County shall modify their websites by including multilingual translation capability."

This capacity exists. The Hillsborough Police Department and the Town of Hillsborough website include multilingual translation capabilities. We are also reviewing substituting the word "Translate" to "Select Language" to become more user friendly.

R2 reads, "The law enforcement agencies (Atherton, Brisbane, Colma, 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."

This exists. In an effort to provide community awareness and services, the Hillsborough Police Department website includes outreach programs. There are several listed on the home page that include Vacation Home Checks, Home Security Check, Teen Party Guide, Crime Prevention and a full summary of services which, as noted earlier, can be translated into a myriad of languages. Further, the Hillsborough Police Department home page is directly linked to the Hillsborough Police Department social media Facebook page that includes current programs, events and awareness.

Honorable Leland Davis, III

August 14, 2017

Page 4

The Hillsborough Police Department plans to expand the response to question #1 from the original Grand Jury survey and add that the Hillsborough Police Department employs four bilingual officers and a dispatcher who are fluent in Spanish, Tagalog and Japanese. The Hillsborough Police Department Dispatch Center has the capability to translate any language via the "Language line". Other outreach efforts include multi-language resource pamphlets and forms to include CORA, Community Overcoming Relationship Abuse. The Hillsborough Police Department encourages bilingualism by offering incentive pay for those employees who can demonstrate bilingual proficiency.

Question #1 asked the Hillsborough Police Department to indicate which community events they participate in, and if an event is not listed to please add it to the list.

The Hillsborough Police Department prides itself on community outreach and participates in numerous community events and outreach programs. We make Chinese language newspapers available in our Town Hall lobby and advertise Police job openings in Chinese language newspapers. Additional events include:

- Town-Wide Bicycle Rodeo
- Neighborhood Watch Meetings
- Parents of Teen Drivers Educational Forum
- Holiday Toy Drive
- Ride-Alongs
- Light Up the Town Holiday Celebration
- Memorial Day Parade, Carnival and Music Celebration
- Hillsborough Neighborhood Network
- Police Station Tours
- Hillsborough Fun Run
- Hillsborough Concours D'Elegance
- Cultural Exchange Educational Forums
- Special Olympics Torch Run
- Mayor For A Day
- National Police Week
- Adopt A Unit
- Veterans Day Commemoration

On behalf of the Town of Hillsborough, I would like to thank the Grand Jury for their work on this report.

Sincerely,



Marie Chuang
Mayor



CITY OF HALF MOON BAY

501 Main Street
Half Moon Bay, CA 94019

September 25, 2017

Honorable Leland Davis, III
Judge of the Superior Court
c/o Charlene Kresevich
Hall of Justice
400 County Center, 2nd floor
Redwood City, CA 94063-1655

RE: GRAND JURY REPORT: "ENGLISH IS NOT OUR ONLY LANGUAGE..."

Honorable Judge Davis:

Please find attached a copy of the City of Half Moon Bay's response to the above referenced Grand Jury Report, including a letter from the City Counsel and a resolution dated September 19, 2017 accepting the findings and recommendations.

Please contact me at (650) 726-8272 or mchidester@hmbcity.com if you require any additional information.

Thank you,

Matthew Chidester
Deputy City Manager



CITY OF HALF MOON BAY

501 Main Street
Half Moon Bay, CA 94019

September 19, 2017

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

RE: GRAND JURY REPORT: "ENGLISH IS NOT OUR ONLY LANGUAGE: ARE LOCAL LAW ENFORCEMENT AGENCIES PROVIDING MULTILINGUAL ACCESS TO OUTREACH PROGRAMS?"

Honorable Judge Davis,

In response to Grand Jury Report, "English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access To Outreach Programs?", the Sheriff's Office is providing you with the following response to the Findings and Recommendations:

Findings

Finding 1: Approximately 130,019 (17.8%) of the residents of San Mateo County self-report that they do not speak English "very well."

- The respondent agrees with the finding.

Finding 2: The 17 law enforcement agencies in San Mateo County provide an impressive 170+ outreach programs.

- The respondent agrees with the finding.

Finding 3: The following nine cities' police departments' websites provide access to multiple languages:

Daly City	Menlo Park	San Bruno
East Palo Alto	Pacifica	South San Francisco
Hillsborough	Redwood City	City of San Mateo

- The respondent agrees with the finding.

Finding 4: The following four cities' police departments' websites have no mention of outreach programs on their websites:

Atherton
Brisbane

Colma
Hillsborough

- The respondent agrees with the finding.

Finding 5: 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

- The respondent agrees with the finding.

Finding 6: 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
South San Francisco Police Department
San Mateo County Sheriff's Office

- The respondent agrees with the finding.

Finding 7: Of the seven law enforcement agencies listed in F6, six provide publication information in more than English:

Daly City Police Department
East Palo Alto Police Department
Redwood City Police Department

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

- The respondent agrees with the finding.

Finding 8: Of the seven law enforcement agencies listed in F6, five sponsor specific outreach events for non-English speaking residents:

East Palo Alto Police Department
Redwood City Police Department
City of San Mateo Police Department

South San Francisco Police Department
San Mateo County Sheriff's Office

- The respondent agrees with the finding.

Finding 9: 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 Police Department	City of San Mateo Police Department
Redwood City Police Department	South San Francisco Police Department
San Bruno Police Department	San Mateo County Sheriff's Office

- The respondent agrees with the finding.

Finding 10: Of the seven law enforcement agencies listed in F6, six provide outreach materials in languages other than English:

Daly City Police Department	San Bruno Police Department
East Palo Alto Police Department	South San Francisco Police Department
Redwood City Police Department	San Mateo County Sheriff's Office

- The respondent agrees with the finding.

Finding 11: Of the seven law enforcement agencies listed in F6, six provide on-site interpreters for outreach programs:

East Palo Alto Police Department	City of San Mateo Police Department
Redwood City Police Department	South San Francisco Police Department
San Bruno Police Department	San Mateo County Sheriff's Office

- The respondent agrees with the finding.

Recommendations

Recommendation 1: 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.

- The City of Half Moon Bay contracts with the San Mateo County Sheriff's Office for Police Services. The San Mateo County Sheriff's Office is currently in the process of updating their website and will include multi language support. They anticipate having the new site up before the end of 2017.

Recommendation 2: 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.

- This recommendation is directed at the law enforcement agencies serving Atherton, Brisbane, Colma and Hillsborough.

In closing, the City of Half Moon Bay thanks the Grand Jury for its efforts to strengthen the practices of law enforcement as it relates to communicating with the communities that we serve through multilingual access to outreach programs through our website.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Debbie Ruddock', with a long horizontal flourish extending to the right.

Debbie Ruddock, Mayor
City of Half Moon Bay

Resolution No. C-2017-69

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF HALF MOON BAY ACCEPTING THE FINDINGS AND RECOMMENDATIONS FROM THE SAN MATEO COUNTY GRAND JURY REPORT, ENTITLED, "ENGLISH IS NOT OUR ONLY LANGUAGE: ARE LOCAL LAW ENFORCEMENT AGENCIES PROVIDING MULTILINGUAL ACCESS TO OUTREACH PROGRAMS?"

WHEREAS, On June 29, 2017, the San Mateo County Civil Grand Jury issued a report entitled "English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access To Outreach Programs?";

WHEREAS, the City of Half Moon Bay contracts with the San Mateo County Sheriff's Office for Police Services, including community outreach related to law enforcement within the city;

WHEREAS, Recommendation 1 of the report recommends that all law enforcement agencies in San Mateo County 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; and

WHEREAS, the Sheriff's Office is currently in the process of updating its website and will include multi language support before the end of 2017.

NOW, THEREFORE, BE IT RESOLVED THAT the City Council of the City of Half Moon Bay hereby accepts the findings and recommendations from the San Mateo County Grand Jury Report, entitled "English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access To Outreach Programs?"

I, the undersigned, hereby certify that the foregoing Resolution was duly passed and adopted on the 19th day of September, 2017 by the City Council of Half Moon Bay by the following vote:

AYES, Councilmembers: EISEN, KOWALCZYK, RARBACK, RUDDOCK

NOES, Councilmembers:

ABSENT, Councilmembers: PENROSE

ABSTAIN, Councilmembers:

ATTEST:



Jessica Blair, City Clerk

APPROVED:



Debbie Ruddock, Mayor



September 12, 2017

The Honorable Leland Davis, III
Judge of the Superior Court
c/o Charlene Kresevich
Hall of Justice
400 County Center, 2nd Floor
Redwood City, CA 94063-1655

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

Dear Judge Davis:

This letter is in response to the San Mateo County Civil Grand Jury report titled “English is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access to Outreach Programs?”

The City Council agrees with the finding and **Recommendation 1 (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.

The City’s website, including the Police Department’s webpage, features a selection dropdown list that allows for multilingual translation capability. In an effort to improve visibility, this feature is currently located at the top right corner of our website. Previously, the selection dropdown list was located on the bottom right corner. The City’s website includes the same feature as the City of East Palo Alto’s Police Department screenshots shown on page nine of the San Mateo County Civil Grand Jury report.

The City of Menlo Park Police Department demands the highest level of professionalism from its employees. Most importantly, we are committed to expanding our outreach and bridging any cultural barriers that exist.

Sincerely,

Kirsten Keith
Mayor, City of Menlo Park



City of Millbrae
621 Magnolia Avenue, Millbrae, CA 94030

REUBEN D. HOLOBER
Mayor

GINA PAPAN
Vice Mayor

ANN SCHNEIDER
Councilwoman

WAYNE J. LEE
Councilman

ANNE OLIVA
Councilwoman

July 18, 2017

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

Reference: Response to Grand Jury Report - English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multi-lingual Access to Outreach Programs?

Dear Judge Leland Davis, III:

I have reviewed the Grand Jury report on English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access to Outreach Program.

All our web sites, including the Sheriff's Millbrae Bureau, have a tab that converts the site into the language of your preference.

I want to thank you for the work the Grand Jury did. In today's environment it is important for law enforcement to break down barriers and continue to expand their outreach to growing diverse communities.

Sincerely,

Marcia Raines
City Manager

City Council/City Manager/City Clerk
(650) 259-2334

Building Division/Permits
(650) 259-2330

Community Development
(650) 259-2341

Finance
(650) 259-2350

Fire
(650) 558-7600

Police
(650) 259-2300

Public Works/Engineering
(650) 259-2339

Recreation
(650) 259-2360



Scenic Pacifica
Incorporated Nov. 22, 1957

CITY OF PACIFICA

170 Santa Maria Avenue • Pacifica, California 94044-2506

www.cityofpacifica.org

MAYOR
Mike O'Neill

MAYOR PRO TEM
John Keener

COUNCIL
Sue Digre
Sue Vaterlaus
Deirdre Martin

July 24, 2017

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

**Re: City of Pacifica Response to Grand Jury Report dated June 29, 2017, entitled
“English is Not our Only Language: Are Local Law Enforcement Agencies Providing
Multilingual Access to Outreach Programs?”**

Dear Hon. Leland Davis III:

On behalf of the City of Pacifica, this letter serves as the City's response to the report named above, and was approved by the City Council at its July 24, 2017 City Council meeting. Pursuant to California Penal Code Section 933.05, the City is responding to each finding and to each recommendation individually.

FINDINGS:

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

The City of Pacifica agrees with this finding.

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

The City of Pacifica agrees with this finding.

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
- City of San Mateo

The City of Pacifica agrees with this finding.

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

- Atherton
- Brisbane
- Colma
- Hillsborough

The City of Pacifica agrees with this finding.

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

The City of Pacifica agrees with this finding.

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

The City of Pacifica agrees with this finding.

F7. Of the seven law enforcement agencies listed in F6, six provide publication information in more than English:

- Daly City Police Department
- East Palo Alto Police Department
- Redwood City Police Department
- City of San Mateo Police Department
- South San Francisco Police Department
- San Mateo County Sheriff's Office

The City of Pacifica agrees with this finding.

F8. Of the seven law enforcement agencies listed in F6, five sponsor specific outreach events for non-English Speaking residents:

- East Palo Alto Police Department
- Redwood City Police Department
- City of San Mateo Police Department
- South San Francisco Police Department
- San Mateo County Sheriff's Office

The City of Pacifica agrees with this finding.

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 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

The City of Pacifica agrees with this finding.

F10. Of the seven law enforcement agencies listed in F6, six provide outreach materials in languages other than English:

- Daly City Police Department
- East Palo Alto Police Department
- Redwood City Police Department
- San Bruno Police Department
- South San Francisco Police Department
- San Mateo County Sheriff's Office

The City of Pacifica agrees with this finding.

F11. Of the seven law enforcement agencies listed in F6, six provide on-site interpreters for outreach programs:

- 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

The City of Pacifica agrees with this finding.

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.

The Pacifica Police Department has met this recommendation. The department's website utilizes "Google Translate" for users to translate the website to 103 languages. The link to this feature is located atop the home page and was created in 2016.

- 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.

This recommendation is not applicable to the Pacifica Police Department.

Sincerely,



Mike O'Neill
Mayor
City of Pacifica

TOWN of PORTOLA VALLEY

Town Hall: 765 Portola Road, Portola Valley, CA 94028 Tel: (650) 851-1700 Fax: (650) 851-4677

July 27, 2017

Grand Jury Foreperson
c/o Court Executive Officer
400 County Center
Redwood City, CA 94063-1655

**Re: Response to Grand Jury Report
English Is Not Our Only Language: Are Local Law Enforcement Agencies
Providing Multilingual Access to Outreach Programs**

Dear Grand Jury Foreperson:

The Town Council for the Town of Portola Valley ("Town") has reviewed the recommendations in the Grand Jury Report "English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access to Outreach Programs" and approved the following responses at the public meeting on July 26, 2017:

Recommendation No. 1

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.

Response No. 1

The Town contracts with the San Mateo County Sheriff's Department for law enforcement services. Therefore, the Town is not in a position to implement this recommendation. The Town will cooperate with the Sheriff's Department, as necessary, to implement the recommendation.

The Town thanks the Grand Jury for bringing this issue to our attention in an informative and thorough manner. Please let me know if you require additional information.

Sincerely,



Craig Hughes
Mayor

cc: Town Council
Town Manager
Town Attorney

Mayor John D. Seybert
Vice Mayor Ian Bain

Council Members
Alicia C. Aguirre
Janet Borgens
Jeffrey Gee
Diane Howard
Shelly Masur



1017 MIDDLEFIELD ROAD
Redwood City, California 94063
Telephone (650) 780-7220
FAX (650) 261-9102
www.redwoodcity.org

September 12, 2017

Honorable Leland Davis, III
Judge of the Superior Court
c/o Charlene Kresevich
Hall of Justice
400 County Center, 2nd Floor
Redwood City, CA 94063-1655
(Sent via email)

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

Dear Judge Davis:

On behalf of the City Council of the City of Redwood City, I would like to thank you for the opportunity to respond to the Grand Jury Report released on June 29, 2017, entitled “English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access To Outreach Programs?” The following response to the Grand Jury Report was reviewed and approved by the City Council at its meeting on September 11, 2017.

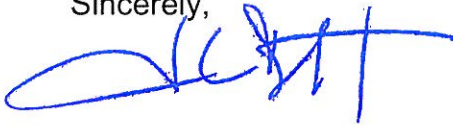
Pursuant to Penal Code § 933.05, the Grand Jury requested response from the City of Redwood City on Recommendations 1. The Recommendation and the City’s response are detailed as follows:

(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.*

Agree: The Redwood City Police Department implemented this recommendation in 2015 through the addition of a multilingual translation feature on its website. In addition, the Police Department also created a Spanish-language Facebook page in 2013 to facilitate outreach to members of our Spanish-speaking community.

The City Council of Redwood City appreciates the work the Grand Jury did in the preparation of this report and the value it places on forging strong relationships between local law enforcement and the diverse communities served within the County of San Mateo.

Sincerely,

A handwritten signature in blue ink, appearing to read 'John D. Seybert', with a large, sweeping flourish at the end.

John D. Seybert, Mayor
City of Redwood City

Cc: City Council, Redwood City
Melissa Stevenson Diaz, City Manager
Gary L. Kirby, Acting Chief of Police



Carol Bonner
City Clerk

September 21, 2017

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

Re: Grand Jury Report

Dear Honorable Davis:

Attached is the formal response to the Grand Jury of San Mateo's Report entitled "English is not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access to Outreach Programs?"

This staff report and response was generated at our Council meeting of September 12, 2017.

Please let me know if you have questions.

Sincerely,

Carol Bonner
San Bruno City Clerk



Jim Ruane
Mayor

September 12, 2017

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

Subject: Response of the City of San Bruno to the Grand Jury Report entitled "English is not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access to Outreach Programs?"

Dear Judge Davis:

Thank you for the opportunity to respond to the Grand Jury Report entitled "English is not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access to Outreach Programs?" The City of San Bruno's response to the Grand Jury's recommendation is listed below.

Recommendation 1:

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.

Response:

There is no current need to modify the San Bruno Police Department website as it is currently available for review in 103 languages via a dropdown menu on each page of the site. The City is not intimately familiar with the concerns or needs of other cities or police departments regarding website access.

This response letter was approved by the San Bruno City Council at its regularly scheduled public meeting on September 12, 2017.

Sincerely,

Jim Ruane
Mayor

CITY OF SAN CARLOS

CITY COUNCIL

BOB GRASSILLI, MAYOR
MATT GROCOTT, VICE MAYOR
RON COLLINS
CAMERON JOHNSON
MARK OLBERT



CITY COUNCIL

600 ELM STREET
SAN CARLOS, CALIFORNIA 94070

TELEPHONE: (650) 802-4219
FAX: (650) 595-6719

WEB: www.cityofsancarlos.org

July 10, 2017

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

RE: 2016-2017 San Mateo County Civil Grand Jury Report "English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access To Outreach Programs?" Response

Dear Judge Davis:

In reply to your request for responses to the above referenced report, the City of San Carlos hereby submits this letter, which was approved by the City Council via resolution at the July 10, 2017 Council meeting.

Findings.

The City of San Carlos reviewed all 11 of the Findings in the Grand Jury report. Since the Findings are based on a survey conducted by the Grand Jury of law enforcement agencies in San Mateo County, the City must assume the information is accurate, and therefore agrees with the Findings.

Recommendations.

The City of San Carlos reviewed the two Recommendations in the Grand Jury report. Only Recommendation 1 applies to the City of San Carlos through our law enforcement services contract with the San Mateo County Sheriff's Office.

Based on information provided by the Sheriff's Office, the City of San Carlos hereby reports that the recommendation has not yet been implemented, but will be implemented before the deadline set by the Grand Jury. The time frame for implementation and details are provided below.

The San Mateo County Sheriff's Office is currently updating its website so that it will include multilingual translation capability by fall of 2017. In addition to this, the City of San Carlos' website, which includes a Sheriff's Office page, will provide multilingual translation capability through Google Translate when updated later this year.

The City of San Carlos appreciates the opportunity to comment on the Grand Jury report. We look forward to improved multilingual translation capability to residents throughout the county.

Best Regards,



Bob Grassilli, Mayor

for the mayor



August 22, 2017

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

RESPONSE TO GRAND JURY REPORT: “ENGLISH IS NOT OUR ONLY LANGUAGE: ARE LOCAL LAW ENFORCEMENT AGENCIES PROVIDING MULTILINGUAL ACCESS TO OUTREACH PROGRAMS?”

Honorable Judge Davis –

Thank you for the opportunity to review and comment on the above referenced Grand Jury Report filed on June 29, 2017. After reviewing the Grand Jury Report and all available data pertaining to our community, below is San Mateo’s response to the findings and recommendation of the report.

Response to Grand Jury Findings:

F1 Approximately 130,019 (17.8%) of the residents of San Mateo County self-report that they do not speak English “very well.” **The respondent neither agrees nor disagrees with this finding.**

F2 The 17 law enforcement agencies in San Mateo County provide an impressive 170+ outreach programs. **The respondent neither agrees nor disagrees with this finding.**

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
- City of San Mateo

The respondent agrees that the City of San Mateo Police Department’s website provides access to multiple languages.

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

- Atherton
- Brisbane
- Colma
- Hillsborough

The respondent neither agrees nor disagrees with this finding.

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

The respondent agrees that the City of San Mateo Police Department considers the language needs of the attendees when planning community outreach events.

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

The respondent agrees that the City of San Mateo Police Department provides an opportunity for one-on-one interaction with a police officer or a Q&A session with an interpreter on site.

F7 Of the seven law enforcement agencies listed in F6, six provide publication information in more than English:

- Daly City Police Department
- East Palo Alto Police Department
- Redwood City Police Department
- City of San Mateo Police Department
- South San Francisco Police Department
- San Mateo County Sheriff's Office

The respondent agrees that the City of San Mateo Police Department provides publication information in more than English.

F8 Of the seven law enforcement agencies listed in F6, five sponsor specific outreach events for non-English speaking residents:

- East Palo Alto Police Department
- Redwood City Police Department
- City of San Mateo Police Department
- South San Francisco Police Department
- San Mateo County Sheriff's Office

The respondent agrees that the City of San Mateo Police Department sponsors specific outreach events for non-English speaking residents.

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 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

The respondent agrees that the City of San Mateo Police Department works with other police agencies to reach non-English speaking residents for outreach events

F10 Of the seven law enforcement agencies listed in F6, six provide outreach materials in languages other than English:

- Daly City Police Department
- East Palo Alto Police Department
- Redwood City Police Department
- San Bruno Police Department
- South San Francisco Police Department
- San Mateo County Sheriff's Office

The respondent wholly disagrees with this finding. The San Mateo Police Department provides numerous outreach materials in languages other than English. We have had materials related to crime prevention and safety tips available on our website in Spanish for many years including information on how to report a crime; how to protect oneself against identity theft; what to do if you are receiving harassing phone calls; information regarding hit-and-run accidents; and answers to frequently asked questions. In addition, we provide various pamphlets and literature translated in Spanish, Tongan, and various dialects of Chinese, including information on how community members can connect with the Police Department via various forms of social media.

F11 Of the seven law enforcement agencies listed in F6, six provide on-site interpreters for outreach programs:

- 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

The respondent agrees that the City of San Mateo Police Department provides on-site interpreters for outreach programs.

Response to Grand Jury 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. **This recommendation has already been implemented. In a process unrelated to the Grand Jury report, the City of San Mateo has been working over the past year towards launching a newly re-designed website. The new site went live on July 10, 2017, and includes a Google translate bar which provides multilingual translation capability on every page within the City's site, including all pages with content related to law enforcement and the Police Department.**

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. **This recommendation is not applicable to this respondent.**

This response to the Grand Jury was approved at a public meeting on August 21, 2017.

The City of San Mateo and the San Mateo Police Department believe that offering multilingual outreach programs is paramount to maintaining an engaged community, and is an effective means to increase access and participation from all segments of our diverse City. We commend the County's endeavor to raise awareness of this issue.

Respectfully,



David Lim
Mayor – City of San Mateo



OFFICE OF THE CITY MANAGER

CITY COUNCIL 2017

PRADEEP GUPTA, PH.D., MAYOR
LIZA NORMANDY, VICE MAYOR
MARK ADDIEGO, COUNCILMEMBER
RICHARD A. GARBARINO,
COUNCILMEMBER
KARYL MATSUMOTO, COUNCILMEMBER

MIKE FUTRELL, CITY MANAGER

August 15, 2017

Hon. Leland Davis, III
Judge of the Superior Court
c/o Charlene Kresevich
Hall of Justice
400 County Center, 2nd Floor
Redwood City, CA 94063-1655
Email: ckresevich@sanmateocourt.org

Dear Members of the Grand Jury:

This correspondence is in response to the Civil Grand Jury report entitled "English Is Not Our Only Language" (the Report) that was released on June 29, 2017.

The City Council of the City of South San Francisco agrees with the Report's finding and Recommendation 1 (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. Authorization to submit this letter was approved by the City Council at a public meeting on August 9, 2017.

Additionally, the South San Francisco Police Department had already implemented the recommendation by using the multilingual translation feature on its website prior to the inquiry by the Civil Grand Jury.

Sincerely,

A handwritten signature in blue ink that reads "Mike Futrell".

Mike Futrell
City Manager



September 13, 2017

The Honorable Leland Davis, III
Judge of the Superior Court
c/o Charlene Kresevich
Hall of Justice
400 County Center, 2nd Floor
Redwood City, CA 94063-1655

RE: 2016-17 GRAND JURY REPORT -*English is Not Our Only Language*

Dear Judge Davis:

The Town Council of the Town of Woodside wishes to thank the 2016-17 Grand Jury for its service. The Town Council has reviewed the report entitled *English is Not Our Only Language; Are Local Law Enforcement Agencies Providing Multilingual Access to Outreach Programs?* and reviewed the findings and recommendations of the Grand Jury at its public meeting of September 12, 2017, and approved the following responses:

FINDINGS

1. Approximately 130,019 (17.8%) of the residents of San Mateo County self-report that they do not speak English "very well."
2. The 17 law enforcement agencies in San Mateo County provide an impressive 170+ outreach programs.
3. The following nine cities' 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.
4. The following four cities' police departments' websites have no mention of outreach programs on their websites: Atherton, Brisbane, Colma, and Hillsborough.
5. 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, and the San Mateo County Sheriff's Office.
6. 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, South San Francisco Police Department, and the San Mateo County Sheriff's Office.

P.O. Box 620005
2955 Woodside Road
Woodside CA 94062

650-851-6790
Fax: 650-851-2195
townhall@woodsidetown.org

7. Of the seven law enforcement agencies listed in Finding 6, six provide publication information in more than English: Daly City Police Department, East Palo Alto Police Department, Redwood City Police Department, City of San Mateo Police Department, South San Francisco Police Department, and the San Mateo County Sheriff's Office.
8. Of the seven law enforcement agencies listed in Finding 6, five sponsor specific outreach events for non-English speaking residents: East Palo Alto Police Department, Redwood City Police Department, City of San Mateo Police Department, South San Francisco Police Department, and the San Mateo County Sheriff's Office.
9. Of the seven law enforcement agencies listed in Finding 6, six work with other police agencies to reach non-English speaking residents for outreach events: East Palo Alto Police Department, Redwood City Police Department, San Bruno Police Department, City of San Mateo Police Department, South San Francisco Police Department, and the San Mateo County Sheriff's Office.
10. Of the seven law enforcement agencies listed in Finding 6, six provide outreach materials in languages other than English: Daly City Police Department, East Palo Alto Police Department, Redwood City Police Department, San Bruno Police Department, South San Francisco Police Department, and the San Mateo County Sheriff's Office.
11. Of the seven law enforcement agencies listed in Finding 6, six provide on-site interpreters for outreach programs: East Palo Alto Police Department, Redwood City Police Department, San Bruno Police Department, City of San Mateo Police Department, South San Francisco Police Department, and the San Mateo County Sheriff's Office.
12. By acting now, San Mateo County may be able to reduce future costs by integrating sea level rise related projects with other programmed levee projects, and by using land use planning measures to mitigate future exposure to sea level rise.

Response: Based on the information provided in the Grand Jury Report, the Town agrees with these findings.

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.

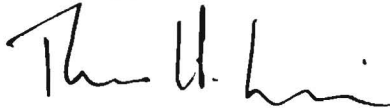
Response: Law enforcement within the Town of Woodside is provided by the San Mateo County Sheriff's Office by contract. The San Mateo County Sheriff's Office is currently replacing its primary website - smcsheriff.com. One of the features of the new website will be multi-language support. The new site will

provide multi-language support through the use of language options prominently displayed in the upper right-hand corner of the new site. The Sheriff's Office anticipates having the new website up before the end of October 2017.

On behalf of the Town Council, I would like to extend our thanks for the opportunity to review and respond to the work of the 2016-17 Grand Jury.

Please do not hesitate to call Town Manager Kevin Bryant, at (650) 851-6790, should you require any further information.

Sincerely,

A handwritten signature in black ink, appearing to read "Th. H. Livermore". The signature is fluid and cursive, with a prominent initial "Th" and a distinct "H".

Thomas H. Livermore
Mayor