



## Item No. 23 Town of Atherton

### **CITY COUNCIL STAFF REPORT – REGULAR AGENDA**

**TO:** HONORABLE MAYOR AND CITY COUNCIL

**THROUGH:** GEORGE RODERICKS, CITY MANAGER

**FROM:** STEVEN D. MCCULLEY, CHIEF OF POLICE

**DATE:** SEPTEMBER 20, 2017

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

### **RECOMMENDATION**

Consider the attached response to the San Mateo Grand Jury on their report entitled “English Is Not Our Only Language” and, if appropriate, authorize the Mayor to sign the response letter.

### **BACKGROUND**

On June 29, 2017, the San Mateo County Civil Grand Jury released a report entitled “English Is Not Our Only Language: Are Local Law Enforcement Agencies Providing Multilingual Access to Outreach Programs” (Attachment 1). The purpose of the report is to confirm that law enforcement agencies countywide have modified their outreach efforts to include the non-English speaking population. The Town of Atherton is required to respond to all findings and recommendations no later than September 27, 2017.

### **ANALYSIS**

San Mateo County currently has approximately 729,543 residents and 305,069 of those residents 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.”

The law enforcement agencies for the 20 cities and towns located in San Mateo 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 last 25 years have brought an increasing number of people in the County who speak English either as a second language or not at all.

For law enforcement agencies, outreach includes efforts in community awareness and engagement beyond the provisions of law enforcement services. Outreach has an educational role in that it raises the awareness of existing services, however, these programs which many gain access through the agency's website may lack multilingual accessibility on those websites.

The Grand Jury believes that 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 attached reply has been prepared for Council consideration and approval. (Attachment 2).

### **POLICY FOCUS**

The Grand Jury requires that the Town indicate agreement or disagreement with specific findings in the Grand Jury Report. Further, the Grand Jury requires that the Town respond to each of the recommendations indicating whether that recommendation has been implemented, will be implemented in the future (with a specific time frame), whether further analysis is needed( with a specific time frame), or whether it will not be implemented.

### **FISCAL IMPACT**

At this time there are no fiscal impacts in response to the Grand Jury.

### **PUBLIC NOTICE**

Public notification was achieved by posting the agenda, with this agenda item being listed, at least 72 hours prior to the meeting in print and electronically. Information about the project is also disseminated via the Town's electronic News Flash and Atherton Online. There are approximately 1200 subscribers to the Town's electronic News Flash publications. Subscribers include residents as well as stakeholders – to include, but be not limited to, media outlets, school districts, Menlo Park Fire District, service providers (water, power, and sewer) and regional elected officials.

### **ATTACHMENTS**

- Grand Jury Report: “English Is Not Our Only Language”
- Grand Jury Draft Response letter from Mayor Lempres



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

### ISSUE

San Mateo County currently has approximately 729,543 residents<sup>1</sup> and 305,069 (41.8%) of those residents<sup>2</sup> 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".<sup>3</sup>

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 events<sup>4</sup> 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.<sup>5</sup> 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.

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

<sup>2</sup> Ibid.

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

<sup>4</sup> Appendix A

<sup>5</sup> [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 agencies<sup>6</sup> 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.<sup>7</sup> 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."<sup>8</sup>

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.<sup>9</sup>

## BACKGROUND

As of May 16, 2017, San Mateo County had 729,543 residents<sup>10</sup> and 305,069 (41.8%) of those residents<sup>11</sup> 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.

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<sup>6</sup> 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.

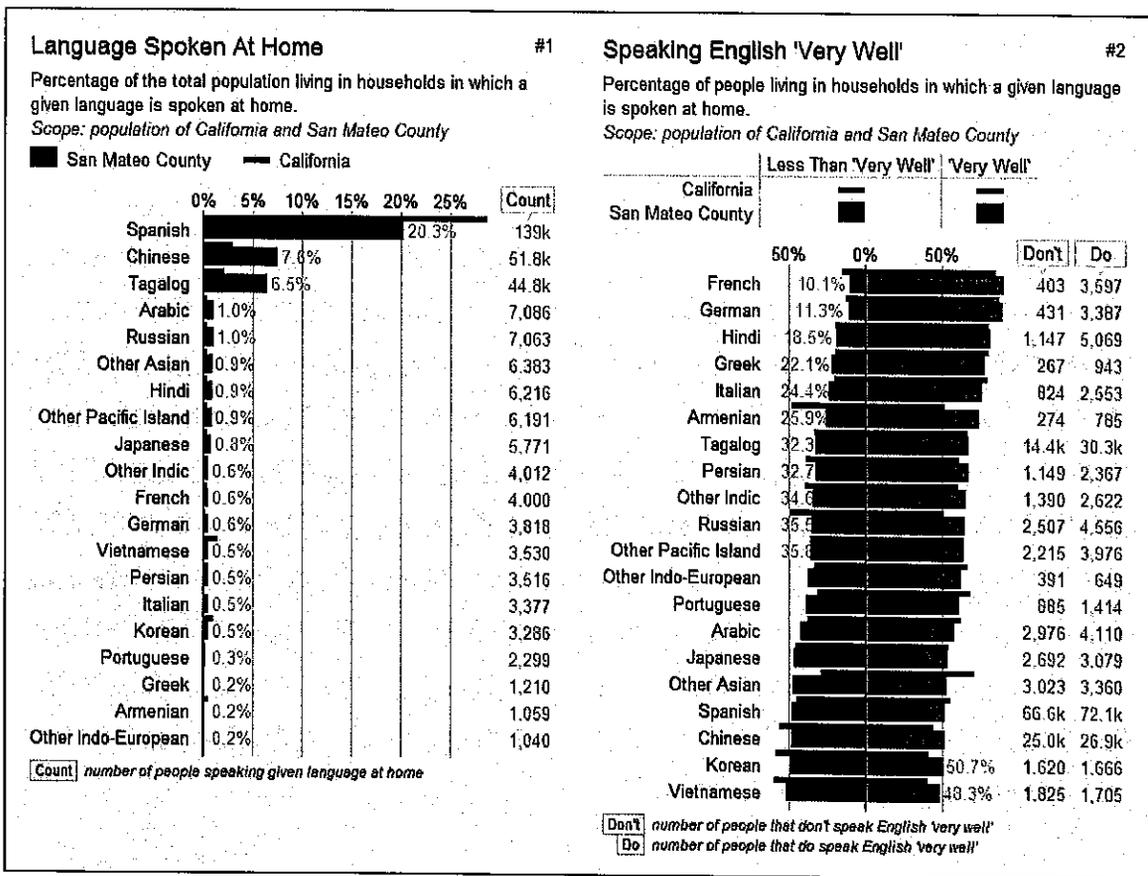
<sup>7</sup> Includes Half Moon Bay, Millbrae, San Carlos and the unincorporated areas of San Mateo County.

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

<sup>9</sup> Ibid.

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

<sup>11</sup> 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."<sup>12</sup>

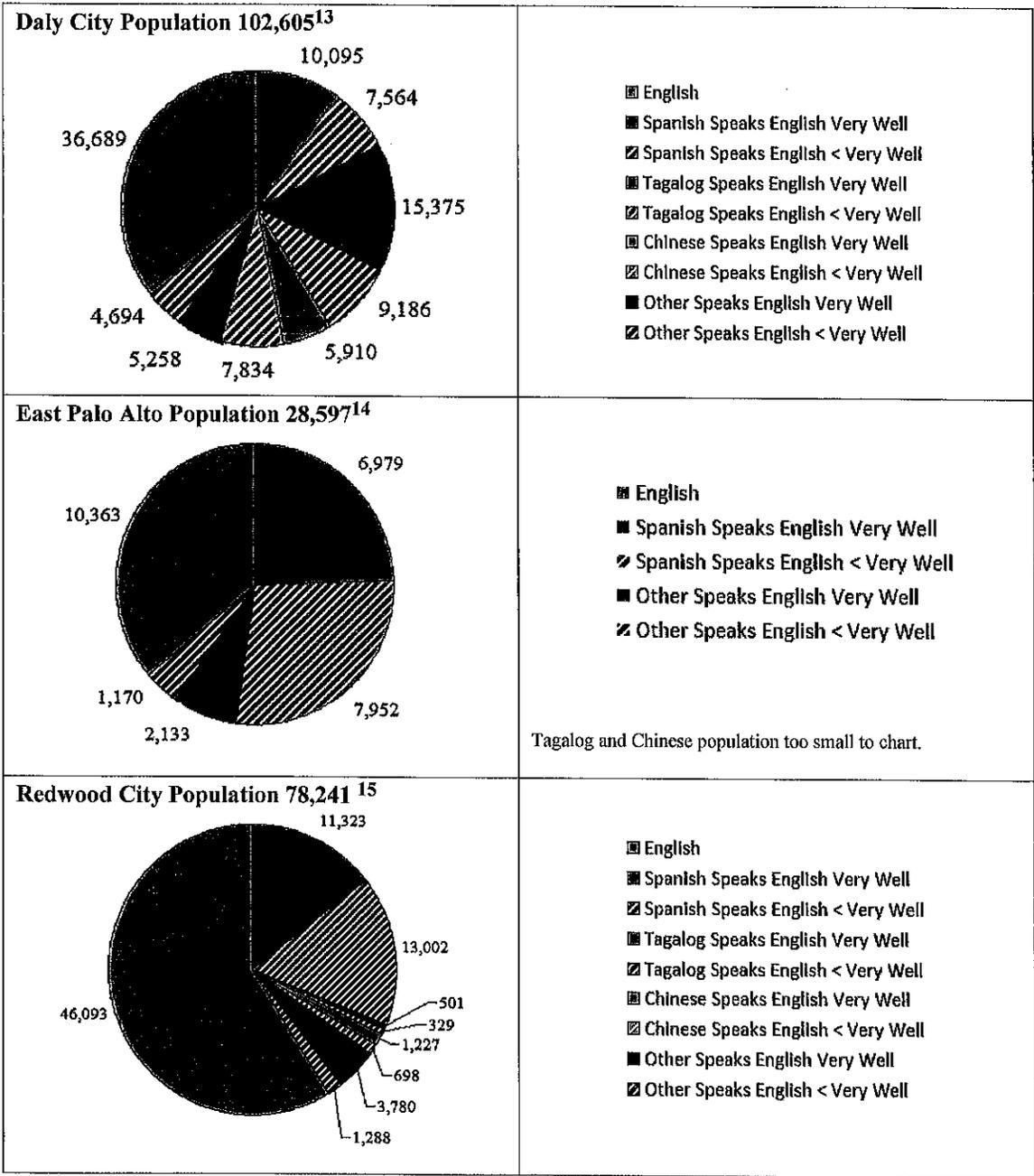
<sup>12</sup> Ibid.

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%
<b>Total</b>	<b>528,770</b>	<b>119,328</b>	<b>31,268</b>	<b>44,923</b>	<b>51,167</b>	<b>46.5%</b>

†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.

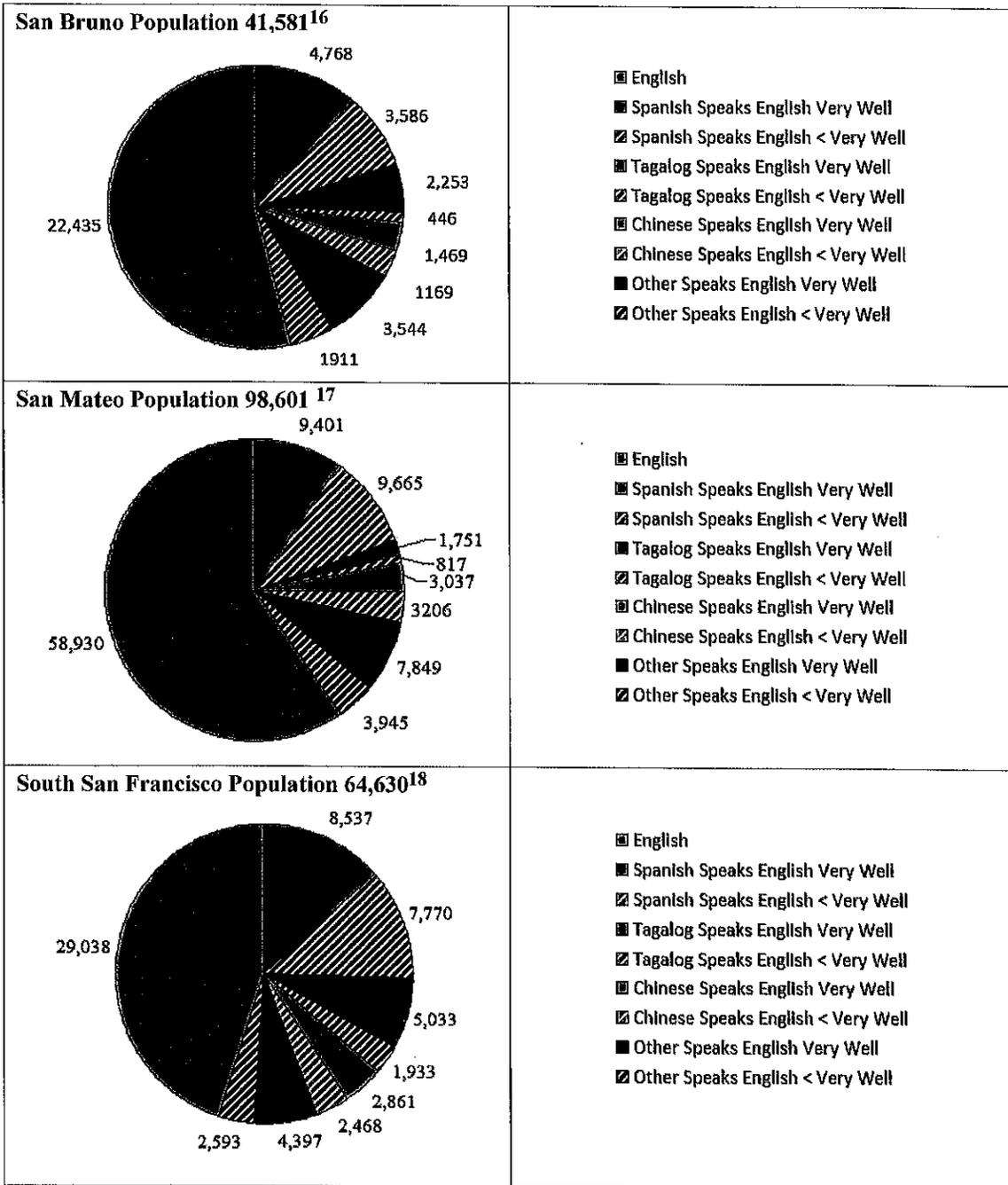
The following charts represent the diversity of English proficiency and languages spoken in these communities.



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

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

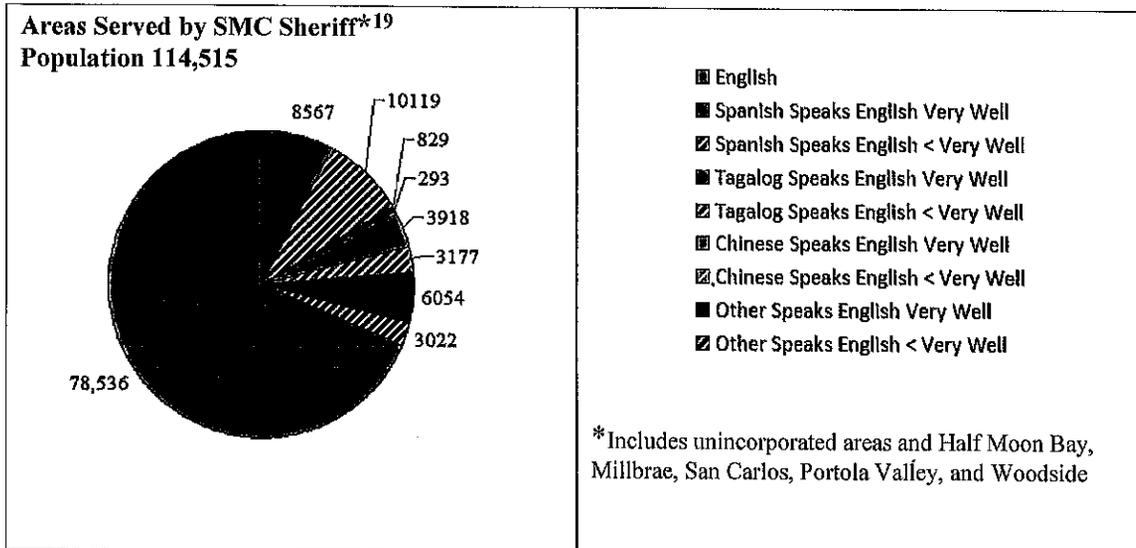
<sup>15</sup> Statistical Atlas. "Languages in Redwood City, California." <http://statisticalatlas.com/place/California/Redwood-City/Languages>. Accessed May 2017.



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

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

<sup>18</sup> 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.<sup>20</sup> 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.<sup>21</sup> 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.

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

<sup>20</sup> 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](http://da.smcgov.org). Accessed May 4, 2017.

<sup>21</sup> Appendix A

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

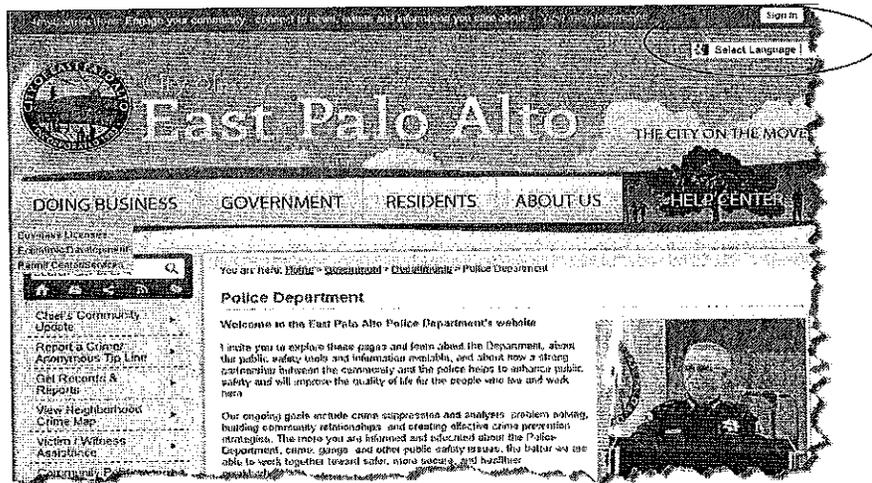
Question	Y	N	Question	Y	N
When planning community events, such as a safety seminar, do you consider the language needs of attendees?			If an event provides an opportunity for one-on-one interaction with a police officer or includes a Q&A session, are interpreters available?		
Daly City	Y		Daly City	Y	
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.<sup>22</sup> Others provide little or no information about such programs on their websites.<sup>23</sup> The Grand Jury reviewed these websites<sup>24</sup> and discovered that only nine of the 17 law enforcement agencies' websites surveyed have multilingual capability.<sup>25</sup>

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.<sup>26</sup>



<sup>22</sup> Appendix B.

<sup>23</sup> Ibid.

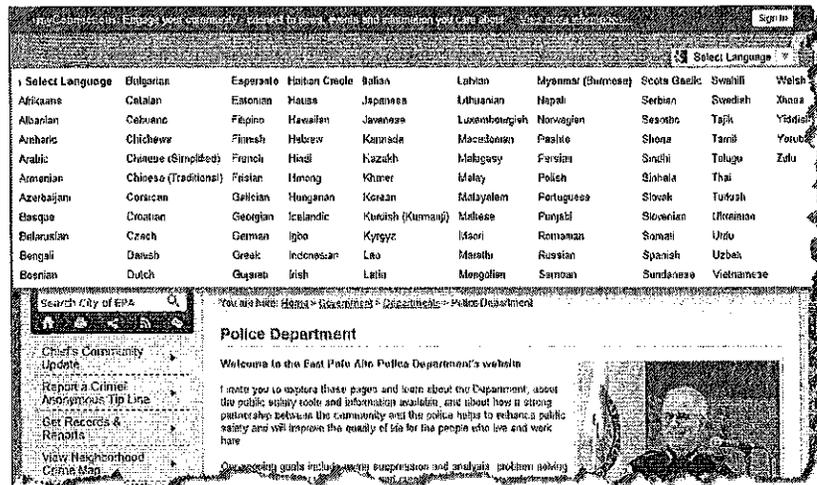
<sup>24</sup> Ibid.

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

<sup>26</sup> 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.<sup>27</sup>



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.

<sup>27</sup> 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:<sup>28</sup>
- 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

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<sup>28</sup> 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**

<b>City/Town</b>	<b>Website</b>	<b>Outreach on Website</b>	<b>Multilingual Website</b>
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 <sup>29</sup>
Menlo Park	www.menlopark.org	Y	Y <sup>30</sup>
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

<sup>29</sup> On second page of website under 911

<sup>30</sup> Not prominent



Town of Atherton  
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Fax: (650) 614-1212

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September 21, 2017

Hon. Leland Davis, III  
Judge of the Superior Court  
c/o Charlene Kresevich  
Hall of Justice  
400 County Center; 2<sup>nd</sup> 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