



Scenic Pacifica  
Incorporated Nov. 22, 1957

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## CITY OF PACIFICA

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[www.cityofpacifica.org](http://www.cityofpacifica.org)

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**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, 2<sup>nd</sup> 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,

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Mike O'Neill  
Mayor  
City of Pacifica

