

Language Access & Emergency Response Protocol

Government Audit and Oversight



CITY & COUNTY OF SAN FRANCISCO

Police Department

May 16, 2019

Overview

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Language Access

- Strategies to improve language access
- Bilingual demographics
- Language Access Tools

Community Engagement

- Outreach to bilingual communities
- Community engagement efforts

Recent Changes

Language Access

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Strategies to Improve Language Access

- **Partnerships:** Meet monthly with stakeholders and community
- **Response to Incidents:** Expedite arrival of bilingual officers to calls for service
- **Accessibility of Services:** Ability of Department-issued cell phones to access remote video interpretations services, including American Sign Language
- **Certification Process:** Coordination with City's DHR on enhancing certification process
- **Coordination with District Stations:** Provide LEP officers with resources and tools needed for improved communication
- **Equipment:** ASL cameras available at all stations including SVU and Airport

Language Access

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Strategies to Improve Language Access

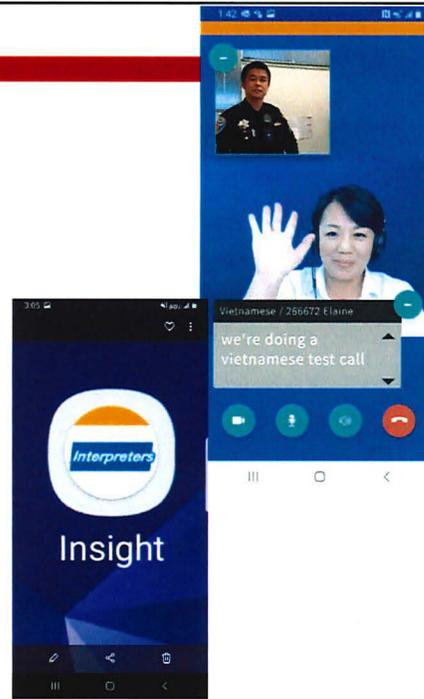
- Language Access Coordinator works with stations and conducts quarterly audits and ensure compliance
- On-going training for all certified bi-lingual members
- Mobile access to interpreter services on members phones
- LEP Advisory group: collaboratively working with the community stakeholders for over seven years
- Providing translations for general or requested documents
- Post signage at stations
- Provide interpretation services to LEP individuals at stations as well as community events

Language Access

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Language Line App Pilot

- 34 Commonly Spoken Languages
- Includes American Sign Language
- 17,000 interpreters and translators
- Audio Only in 240 Languages
- Ingleside and Taraval Stations trained



Language Access

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Bilingual Officers, Department Wide

Certified bilingual officers in Core 5 languages: **354**

- Spanish – **188**
- Cantonese – **104**
- Mandarin – **26**
- Russian – **15**
- Tagalog – **21**



Non-certified bilingual officers in additional languages: **58**

Languages including but not limited to: Polish, Portuguese, Talofa, Cambodian, Korean, Hindi



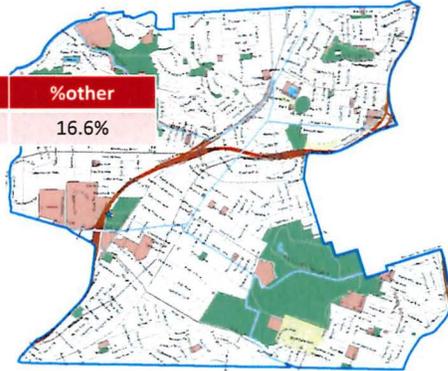
Community Engagement

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Ingleside District Resident Demographics

Population: 141,937 Residents

%White	%African American	%Asian	%Hispanic	%other
41.3%	4.7%	37.4%	26.0%	16.6%



Ingleside's Population is also impacted by:
San Francisco City College: 70,000 Students/Year.

Balboa Park Bart Station: 10,236 exits on average weekday

Glen Park BART Station: 7,125 exits on average weekday

Community Engagement

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Ingleside Officer Demographics

	Male	Female	Grand Total
WHITE	40%	6%	46%
BLACK	7%	2%	9%
HISPANIC	14%	5%	19%
ASIAN	13%	2%	15%
FILIPINO	9%	0%	9%
AM IND	0%	1%	1%
OTHER	1%	1%	2%
Grand Total	83%	17%	100%

Certified Bilingual Members

LANGUAGE	CERTIFIED MEMBERS
SPANISH	12
TAGALOG	1
CANTONESE	7
MANDARIN	1
RUSSIAN	0



Community Engagement

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Outreach to Bilingual Communities Ingleside Station

- Community Office Hours:
 - 66 Raymond Avenue (Wednesdays, 10AM-12PM)
 - 500 Raymond Avenue (Tuesdays, 10AM-12PM)
 - 1099 Sunnydale Avenue (Date/Time TBD)
 - 4468 Mission Street (Officers Drop-In w/Existing Programming)
- Foot beats
- Neighborhood Watch Meetings (w/SF SAFE)
- Merchant Walks in Commercial Corridors
- Public Safety Town Halls
- Specific Outreach Campaigns:
 - Blessing Scams
 - Healing Scams
 - Phone Scams



Community Engagement

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Community Police Advisory Boards (CPABs) Ingleside Station



Community Police Advisory Board:

- Bernal Heights
- Visitacion Valley
- Excelsior
- Outer Mission
- Upper Noe
- Miraloma and others

Meetings:

- Second Monday of the month

Community Engagement

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Taraval District Officer Demographics

	Male	Female	Grand Total
WHITE	31%	5%	36%
BLACK	9%	1%	10%
HISPANIC	13%	4%	17%
ASIAN	26%	2%	28%
FILIPINO	6%	0%	6%
AM IND	1%	0%	1%
OTHER	2%	0%	2%
Grand Total	88%	12%	100%



Certified Bilingual Members

LANGUAGE	CERTIFIED MEMBERS
SPANISH	4
TAGALOG	0
CANTONESE	5
MANDARIN	0
RUSSIAN	2

Community Engagement

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Outreach to Bilingual Communities

Taraval Station

- Community Outreach
 - Milk Tea W/ A Cop – Tak Kee Lee Restaurant - 2435 Noriega St
 - Dialogue Over Dim Sum – Sun Maxim’s Dim Sum - 2034 Irving St
 - Milk Tea W/ A Cop – S&E Café – 2406 19th Ave
 - Talk W/ SFPD Taraval Officers – T28 Bakery - 1757 Taraval St
 - Dialogue Over Dim Sum – Golden Coast Restaurant – 1540 Ocean Ave
 - Self Help Workshop – South Sunset Community Center - 2601 40th Ave
- Foot beats
- Neighborhood Watch Meetings
- Quarterly meetings w/ bi-lingual officers
- Outreach Campaigns:
 - Blessing Scams
 - Healing Scams
 - Phone Scams
 - New Year Merchants Extortion



Community Engagement

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Community Police Advisory Boards (CPABs)

Taraval Station

Members Represent the following:

- Parkmerced
- Merced Extension Triangle Neighborhood Association
- SF SAFE
- Ocean View Merced Heights Ingleside (OMI)
- Sunset Heights Association of Responsible People (SHARP)
- People of the Parkside (POPS)
- Outer Sunset Neighborhood Association

Meetings

- 2nd Thursday of the month
- Taraval Police Station
- 6:00 pm



Response Times

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Recent Changes

Active dispatching

- DEM contacts on-duty sergeant when Priority A & B calls are not dispatched in appropriate time frames

Collaboration and coordination with DEM to **re-assess appropriate coding and response levels**

Renewed roll-call training with front line supervisors to ensure compliance with LEP and dispatch policies

Re-issued policy to clarify roles and **enhance effectiveness between dispatch and patrol**

DEM tracking all bilingual calls to make service improvements and collaborate with SFPD on new tools

DHR authorized SFPD to certify officers in additional languages, not restricted to the Core 5

Thank you.

Any questions?

Emergency Communications (9-1-1 Dispatch)

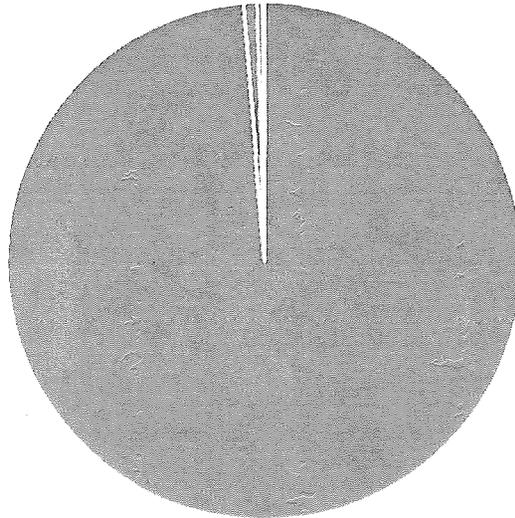


- Combined dispatch for police, fire, and medical emergencies.
- Receives more than 1.3 million emergency and non-emergency calls annually or more than 3,800 calls per day.
 - 55% Emergency Calls (911)
 - 45% Non Emergency Calls (415-553-0123)
- Emergency Call Breakdown
 - 80% Law Enforcement Related
 - 16% Emergency Medical Related
 - 4% Fire Related

9-1-1 Dispatch Language Access

911 Calls - Language

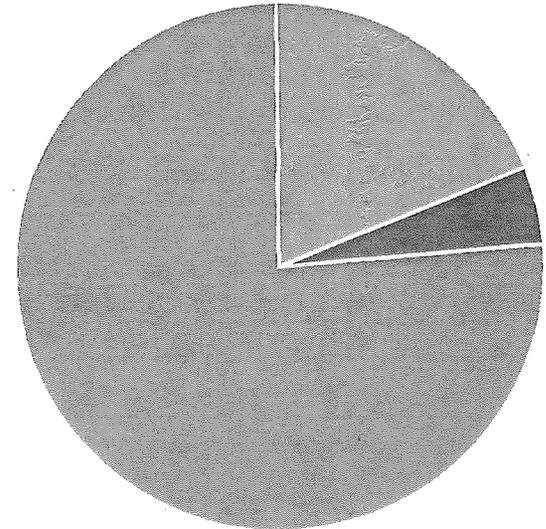
Language	%
English	98.6%
Spanish	0.85%
Cantonese	0.31%
Mandarin	0.09%
Russian	0.05%
Korean	0.01%
Filipino	0.01%



- More than 1.3 Million Emergency and Non-Emergency Calls
- 1.4% Calls Require Interpretation Services
- 59 Languages Translated in 2019

Bilingual Dispatchers

Dispatchers	%
Monolingual	80%
Bilingual	20%
Pending Certification	5%

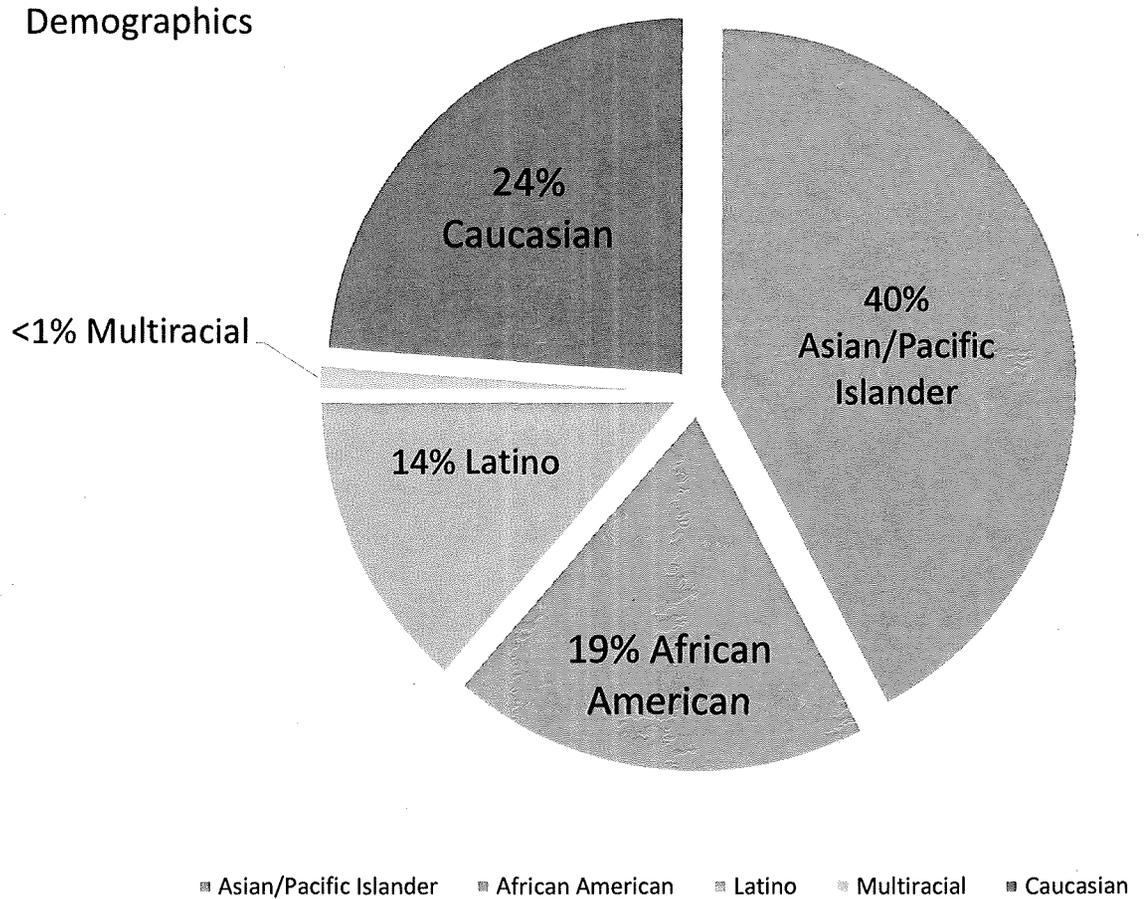


- 168 Public Safety Communications Dispatchers
- 20% Certified Bilingual
- 5% New employees Pending Certification
- 24/7 Access Language Translation/ Interpretation Services provided by State of California

9-1-1 Dispatch Demographics



- 168 Total Public Safety Communications Dispatchers

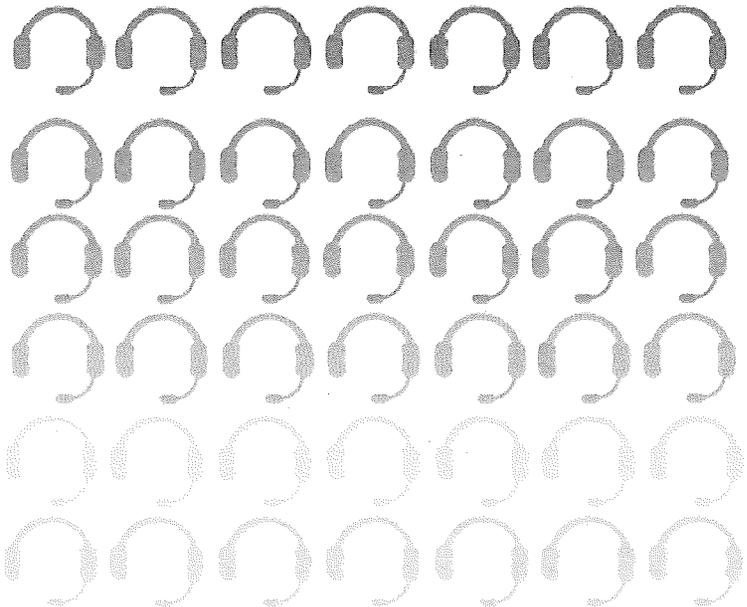


Estimate for Exclusive In-Language Dispatchers

7 FTEs/language



42 FTEs to cover Spanish, Cantonese, Mandarin, Russian, Korean & Filipino



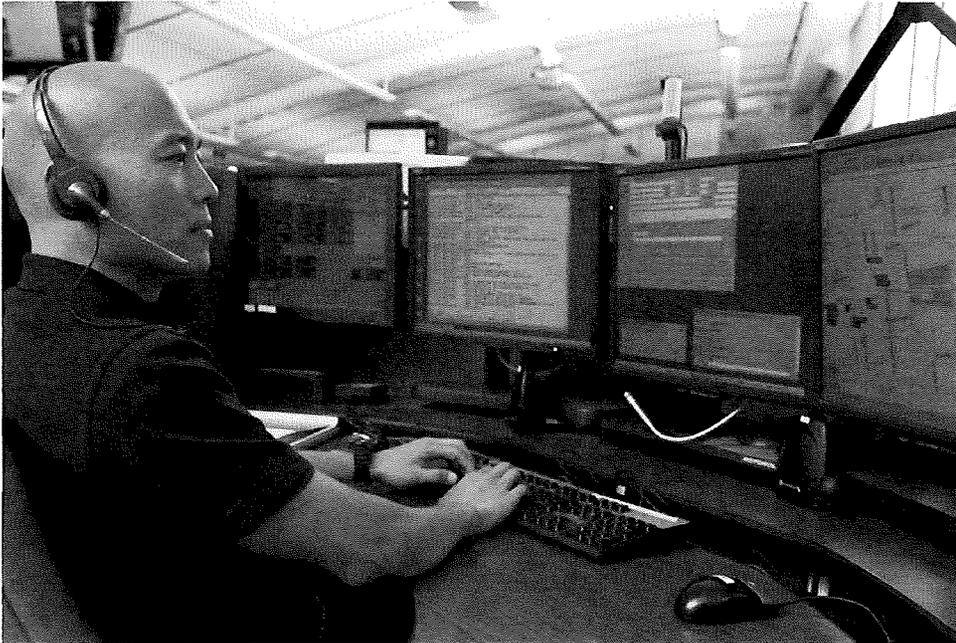
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- 7 FTEs per language.
 - 42 FTEs needed to cover top 5 languages and threshold languages.
 - FTEs dedicated to exclusively cover a single language 24/7.
 - Language interpretation is required less than 1% of the time per language.

What will the Dispatcher Communicate to SFPD during a A-Priority Call?



- Life threatening emergency
- Currently in-progress
- Suspect on-site
- Description of suspect
- Where the incident is happening
- Known parties involved
- Weapon used
- Examples:
 - Burglary in-progress
 - Active shooter
 - Explosion at a wastewater treatment plant
 - A missing juvenile

What will the Dispatcher Communicate to SFPD during a B-Priority Call ?



- **Potential for harm to life**
- **Potential for harm to property**
- **Location of incident**
- **When incident occurred**
- **Suspect may be in the area**
- **Description of suspect**
- **Examples:**
 - **Traffic accident with minor injuries**
 - **A recent crime where probability exists that suspect may be apprehended**
 - **A recent car break-in**

What will the Dispatcher Communicate to SFPD during a C-Priority Call?



- **No present or potential danger to life or property**
- **Suspect no longer in the area**
- **Crime scene is protected**
- **Description** of suspect, if available
- Caller **insists** on speaking with an officer while the above conditions are met
- **Example:**
 - Home burglary that happened while owner was away on vacation