

Annual LAO Compliance Report for FY 2019-2020

Public Utilities Commission (PUC)

SUMMARY OF COMPLIANCE CHANGES

1.FY 2019-2020

1. Please provide a summary of all language access changes in your Department since FY 2019-2020.

SUMMARY OF COMPLIANCE REPORT CHANGES & KEY BARRIERS

A.Explain changes in strategies and procedures, and indicate whether these changes have improved the Departments language access services from the previous year.

Description of Change	Improved Language Access Services?
A new OCEIA approved vendor was selected to handle our translations. To ensure quality, we asked our in-house reviewers to provide feedback every time a document been reviewed. And we evaluate our translation vendor every quarter.	Yes
Consolidated all languages translations to one vendor. In the past, Filipino translation was handled by a different vendor because there was no quality Filipino translator at our main vendor. That situation has now been rectified.	Yes
Decentralized translation process agency wide to reduce administration burden to our LAO liaison and increase ownership of LAO principals.	Yes
Established special emergency COVID-19 translation fund early during the pandemic to handle all COVID-19 related translations.	Yes
Provided agency wide consultation services to help new hires and veteran staff alike with LEP outreach strategies and translation processes.	Yes
	Yes

B. Indicate any key barriers that have prevented your Department from achieving your LAO goals and any proposed solutions.

Barriers	Proposed Solutions
In FY 19-20, more non-thresholds languages were translated as requested by elected officials and stakeholders, but the lack of qualified staff to perform review remains an obstacle.	Outsource review process with professional translators.
Since March 2020, COVID-19 related translation requests increased substantially. Keeping up with the demands while our bilingual staff /reviewers are supporting EOC and other functions full-time is a huge challenge.	Outsource review process with professional translators.
Both our office and Customer Service Center have been closed since March. We don't have the means to provide in person language assistance.	Work with OCIEA as well as other City departments to create solutions.
Due to technical limitations, our current website doesn't have the capacity to display in-language characters. This might have suppressed access to essential documents in the desired languages for LEP communities.	Our new website will have the ability to post in characters and is coming in January.
We implemented strict quality control by having in-house staff review translations, but it's not always possible due to lack of bilingual staff and staffing resources.	Outsource review process with professional translators.

II. DEPARTMENTAL GOALS

2.Assessment of Progress in Meeting Previous Year's Goals

Please provide an update on how your department is meeting your current goals. These are the goals that your department indicated in last year's report.

Due to COVID-19 occurring, we were not able to complete all our goals in FY 19-20, but we are committed to continue working on them for FY 20-21. In FY 19-20, we have focused our community engagement in LEP concentrated neighborhood events. We ensured bilingual staff are assigned and material are made available. We updated our translation guide and made it available for staff. We have a plan to migrate our website to a LEP friendly site by early 2021.

3.Goals for Fiscal Year 2020-2021

Please provide a description of your department's Language Access Ordinance goals for Fiscal Year 2020-2021 (bullet points).

- Align our FY 20-21 LAO objectives with core objectives of the new SFPUC Racial Equity Resolution. Utilize the Racial Equity Planning Process to elevate LAO goals and better educate departments across the SFPUC about translations.
- Translate key SFPUC's website pages for a more culturally competent and user friendly LEP community experience in advance of our 2021 new website launch.
- We will begin implementing the final stage of the agency's translation decentralization this fiscal year. Each program area across division/enterprise will be responsible for managing translations including securing funding, obtaining quotes from vendor, taking care of invoice/payments and tracking translations.

III.CLIENT INFORMATION

4. Primary/Preferred Language Information

Do you collect and record primary/preferred language data on clients as part of your intake or application process?

Yes

5. Data Collection Method

What method did you use to determine the number and percentage of limited English proficient (LEP) persons who actually used your department's services citywide during FY 2019-2020?

See OCEIA Guidance, Section I

* You may measure this information by: 1) analyzing information collected during the Department's intake process for all clients; or 2) conducting an annual survey of all contacts with the public made by the Department during a period of at least two weeks; or 3) analyzing and calculating the annual total number of requests for telephonic translation (interpretation) services. If you use the survey method, please pro-rate your results to produce estimated totals for the full year. For example: data from a two-week survey should be multiplied by 26; data from a one-month survey should be multiplied by 12.

Please provide the method you used to determine the number LEP persons actually served.

- a. ☒ Intake b. ☐ Annual Survey c. ☐ Number of telephonic interpretation requests

Description (Optional)

Intakes of general clients

6. Number of LEP Persons who Used Department's Services During FY 2019-2020

a. Please indicate the number and percentage of LEP persons who actually used your department's services city wide during FY 2019-2020:

See Guidance, Section I

* You may measure this information by: 1) analyzing information collected during the Department's intake process for all clients; or 2) conducting an annual survey of all contacts with the public made by the Department during a period of at least two weeks; or 3) analyzing and calculating the annual total number of requests for telephonic translation (interpretation) services. If you use the survey method, please pro-rate your results to produce estimated totals for the full year. For example: data from a two-week survey should be multiplied by 26; data from a one-month survey should be multiplied by 12.

TOTAL CLIENTS (#)	LEP CLIENTS (#)	LEP CLIENTS BY LANGUAGE (#) ?						
		CAN	FIL	MDRN	RUS	SPN	VIET	Other
269,981	560	5,888	12	534	2	2,365	2	3 Other

Key: CAN = Cantonese

FIL = Filipino (Tagalog)

MDRN = Mandarin

RUS = Russian

SPN = Spanish

VIET = Vietnamese

Please indicate the number of clients served in other languages:

LANGUAGE	LEP CLIENTS (#)
Korean	1
Portuguese	1
Toishanese	1

b. If you used information from the Intake process (if you checked "a" in #5 above) , please provide a breakdown of the number of LEP persons served at each Covered Department Facility.

[illegible]

Customer Service Main Line	118,648	2,228	1.88%	1,221	2	195		810		
Customer Service Counters	24,359	409	1.70%	61	2	3		338	2	Korean, Portuguese, Toishanese
Communications Main Line	3,357	117	3.49%	72		11		34		
Water Conservation Bureau	1,465	240	16.00%	223		7		10		
CleanPowerSF	112,587	1,591	1.40%	1,113	8			470		
Tours/Workshops	9,565	4,219	44.00%	3,198		318		703		

IV. DATA ON TRANSLATION AND INTERPRETATION DURING FY 2019-2020

7. Translated Written Materials


a) Please indicate how many of the Department's materials (e.g. applications, forms, notices of rights, program material, etc.) have been translated into each of the following languages.

See Guidance, Section II (a)

Language	Total Materials	CHN	FIL	RUS	SPN	VIET	Other #1 (specify)	Description
All Translated Materials	110	28	26	10	27	13	6	Arabic, Korea, Samoan
Number of Vital Documents	110	28	26	10	27	13	6	Arabic, Korean, Samoan

b) Please list all of the Department's written materials(e.g. applications, forms, notices of rights, program material, etc.) that have been translated, the language(s) into which they have been translated, and the persons who have reviewed the translated materials for accuracy and appropriateness.

See Guidance, Section II (a)

Please upload your Translated Materials Log as an Excel file	Your file is uploaded  Download Blank Excel Template
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8. Telephone-Based Interpretation Services

Describe any telephone-based interpretation services used for FY 2019-2020 (July 1 through June 30). Please include information on call volumes and language use. If your department uses multiple telephone-based

interpretation services, which may include LanguageLine Solutions, other vendors, or internal staff, please indicate each on a separate line.

See Guidance, Section II (b)

What telephonic interpretation services were used?	Total Call Volume (LEP Clients)	Total Call Volume by Language							
		CAN	FIL	MDRN	RUS	SPN	VIET	Other #1 (Specify)	Other #2 (Specify)
Language Line	232	77	1	15	1	126	9	3	Korean, Portuguese, Toishanese
		0	0	0	0	0	0	0	
		0	0	0	0	0	0	0	
		0	0	0	0	0	0	0	

9. In-Person Interpretation Services

How many times did multilingual employees provide in-person interpretation services in FY 2019-2020(July 1 through June 30)? Please include information on the number of times in-person interpretation was provided in each language .

See Guidance, Section II (c)

Total	Number of Times Interpretation Provided, by Language							
	CAN	FIL	MDRN	RUS	SPN	VIET	Other #1 (Specify)	Other #2 (Specify)
2,228	1,221	2	195		810			

Description (Optional)

10. Oral Interpretation at Public Meetings

How often did your department provide oral interpretation at public meetings or hearings during FY 2019-2020? Please indicate the number of meetings/hearings and languages provided and whether vendors or multilingual employees were used.

See Guidance, Section II (d)

Number of Interpreted hearings/meetings	5
Total Number of	

LEP Attendees	357
Interpretation provided by	<input type="checkbox"/> Vendors <input checked="" type="checkbox"/> multilingual Employees <input type="checkbox"/> Other
Interpretation provided in (languages)	<input checked="" type="checkbox"/> Cantonese <input type="checkbox"/> Filipino <input checked="" type="checkbox"/> Mandarin <input type="checkbox"/> Russian <input checked="" type="checkbox"/> Spanish <input type="checkbox"/> Vietnamese <input type="checkbox"/> Other

V.MULTILINGUAL STAFFING AND TRAINING

11. Multilingual Employees

a) How many multilingual public contact employees does your department have, and how many have had their multilingual skills tested and certified by the Department of Human Resources (DHR)? Indicate the language(s) spoken by certified multilingual employees and all multilingual employees.


See Guidance, Section III (a)

	Total Number	Number or Multilingual Staff, by Languages						
		CAN	FIL	MDRN	RUS	SPN	VIET	Other
Certified Multilingual Public Contact Employee	11	4	1	2	0	5		
Total Multilingual Public Contact Employee	15	6	2	0	1	6		1
All Public Contact	27							

Description (Optional)

Please provide a roster of your department's Multilingual Employees (excluding those employees who are self-designated as competent in a language other than English). Use additional pages as needed. See Roster of Multilingual Employees from OCEIA.

ROSTER OF MULTILINGUAL EMPLOYEES				
Name	Title	Office Location	Languages (other than English)	DHR Certified? (Y/N)

Please upload your Roster of Multilingual Employees as an Excel file	Your file is uploaded  Download Blank Excel Template
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b) Assess the number of additional multilingual employees needed in FY 2019-2020 and beyond to meet the requirements of the Language Access Ordinance.

See Guidance, Section III (b)

Is the current number of multilingual employees adequate to meet LAO requirements?	If no, indicate the number of additional multilingual employees needed and corresponding language(s)
Yes	

If you have indicated that the number of multilingual employees in your Department is inadequate to meet the requirements of the Language Access Ordinance, please state your Department's plans to meet those requirements

We will continue to work with management team for this lone term goal.
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12. Employee Development and Training

See Guidance, Section III (c)

a) Which of the following methods does your Department use to verify the quality of multilingual employees' language proficiency skills?

<input checked="" type="checkbox"/>	DHR multilingual certification
<input type="checkbox"/>	External certification process
<input type="checkbox"/>	Other method (describe):
<input type="checkbox"/>	Our Department does not have a method to verify the quality of multilingual employees' language proficiency skills

b) Does your Department offer training for public contact staff on how to provide language assistance services to LEP individuals?

Yes

Language Line Service


VI. LANGUAGE SERVICE AND COMMUNICATION PROTOCOLS

13. Language Access Policies

Please provide a brief summary of your department's procedures for providing services to LEP persons, using the boxes below.

LANGUAGE ACCESS POLICIES AND PROTOCOLS

a) Does your department have a written Language Access Policy ?	Yes
b) Please provide a brief summary of the policy.	<p>SAN FRANCISCO PUBLIC UTILITIES COMMISSION</p> <p>The San Francisco Public Utilities Commission (SFPUC) is a department of the City and County of San Francisco. Our mission is to provide our customers with high-quality efficient and reliable water, power, and sewer services in a manner that is inclusive of environmental and community interests, and that sustains the resources entrusted to the SFPUC's care. The SFPUC recognizes the importance of effective and accurate communication to customers and ratepayers. It is our policy to provide *Limited English Proficient (LEP) San Francisco residents with timely and effective access to agency services and programs. LEP refers to those people who have a limited ability to read, speak,</p>

	write or understand English. All LEP ratepayers conducting business with or receiving services from the SFPUC will be provided free interpretive services by bilingual staff or through one of our translation vendors. Our Language Access policy is consistent with the federal and state guidelines and in compliance with San Francisco Administrative Code, Chapter 91, Language Access Ordinance (LAO).
c) Please upload your department's full Language Access Policy.	Your file is uploaded 
d) Does your department work with clients in crisis or emergency situations ?	Yes
If yes, please describe the nature of crisis or emergency situations (e.g., fire, natural disaster, domestic violence, other).	other
e) Does your department have a protocol for serving LEP persons in crisis or emergency situations?	Yes
If yes, please provide a brief summary of your Department's protocol for serving LEP persons in crisis or emergency situations, including the use of multilingual staff for assisting LEP persons and the translation of any warning signs.	<p>Crisis/Emergency Communications Procedures with LEP Population</p> <p>The SFPUC website posts emergency procedures in multiple languages to inform the public to contact 311 regarding water, sewer and power emergencies. Bilingual staff informs the ethnic media and impacted neighborhood organizations via media advisories to keep the LEP community informed. Our Water Quality Communications Plan which includes easily customizable templates for any water quality related emergency. We deploy door-to-door bilingual staff for urgent, time sensitive notifications.</p>

14. Recorded Telephonic Messages

a) Please list any recorded telephonic messages that are available in languages other than English, and describe the content of recorded messages (e.g. office hours and location; information about programs and services; other types of assistance).

CONTENT OF RECORDED MESSAGE	LANGUAGE (Mark all boxes that apply)							
	CAN	FIL	MDRN	RUS	SPN	VIET	Other (specify)	
Office Hours and Location	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Information about Programs and Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (please describe)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

b) Assess the availability and quality of your department's recorded telephonic messages in languages other than English .

See Guidance, Section IV (a)

Excellent

Please explain.

Our Customer Service Bureau, Communications and Water Conservation divisions all have recorded messages in English, Spanish, Chinese (both Cantonese & Mandarin). We are still working on Filipino. Our CleanPowerSF program has an interactive system set up in English, Chinese (both Mandarin & Cantonese), Spanish and Filipino.

15. Telephonic Requests for Translation or Interpretation Services

a) Describe your Department's procedures for handling telephonic requests for translation or interpretation services.

Language Line (live interpretation service) set up for use when bilingual staff are not available to assist.

b) Assess the quality of your department's procedures for handling telephonic requests for translation or interpretation services.

See Guidance, Section IV (b)

Excellent

Please explain.

Language Line and experienced staff are both available to assist.

16. In-Person Requests for Translation or Interpretation Services

a) Describe your Department's procedures for handling in-person requests for translation or interpretation services.

We recruit our own internal bilingual staff to assist first, but when staff are not available, we outsource or ask OCEIA to assist.

b) Assess the quality of your department's procedures for handling in-person requests for translation or interpretation services.

See Guidance, Section IV (c)

Excellent

Please explain.

Many of our bilingual staff are city certified and native speakers who understand our service and clients very well.

17. Public Notices of Availability of Language Access Services

a) For in-person or over-the-counter contacts, please indicate whether there is a notice posted in a public place informing LEP persons of their right to request translation or interpretation, and the languages that this notices is printed in.

Public notice posted informing LEP persons of their right to request language access in the following languages:

<input checked="" type="checkbox"/>	Filipino
<input checked="" type="checkbox"/>	Chinese
<input checked="" type="checkbox"/>	Russian
<input checked="" type="checkbox"/>	Spanish
<input checked="" type="checkbox"/>	Vietnamese
<input type="checkbox"/>	Other

b) Assess the quality of your department's public notices of availability of language access services.

See Guidance, Section IV (d)

Excellent

Please explain.

Multilingual signages are displayed in our Customer Service Bureau's Payment Center.

VII. BUDGET AND EXPENDITURES FOR LANGUAGE SERVICES

18. Language Services Expenditures in FY 2019-2020

Please provide the following information on the annual budget and actual expenses for Language Services provisioning.

See Guidance, Section V (a)

Language Access Services	FY 2019-2020 Actual Expenses
1. Compensatory pay for multilingual employees who perform multilingual services, excluding regular annual salary expenditures.	\$15,740.00
2. Telephonic interpretation services provided by vendors.	\$1,851.37
3. Document translation services provided by vendors.	\$19,836.02
4. On-site language interpretation services provided by vendors.	\$0.00
5. Other costs associated with providing language access services (e.g., grants, special programs, other.)	\$10,000.00
6. Total Language Services Budget (add columns 1-5)	\$47,427.39

18 b. Department's Total Operating Budget

\$1,129,000,000.00

19. Projected Language Services Budget in FY 2020-2021

What is your total projected budget to support progressive implementation of your Department's language service plan in FY 2020-2021 ?

See Guidance, Section V (b)

TOTAL	55000
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Description (Optional)

Including LEP focused outreach campaign
