

HUMAN RIGHTS COMMISSION

City and County of San Francisco

Regular Meeting Minutes

February 14, 2019

5:30 pm

City Hall Room #416

1 Dr. Carlton B. Goodlett Place

ROSTER OF COMMISSIONERS

Susan Belinda Christian, *Chair*

Michael Sweet, *Vice-Chair*

Karen Clopton, Commissioner

Hala Hijazi, Commissioner

Maya Karwande, Co-missioner

Mark Kelleher, Commissioner

Jason Pellegrini, Commissioner

Abigail Porth, Commissioner

Joseph Weiss, Commissioner

Sheryl Evans Davis, Executive Director

SAN FRANCISCO HUMAN RIGHTS COMMISSION
REGULAR MEETING MINUTES
FEBRUARY 14, 2019

Present:

Susan Christian
Karen Clopton
Hala Hijazi
Maya Karwande
Mark Kelleher
Jason Pellegrini
Abigail Porth
Joseph Sweiss

Absent:

00:00:04

SUSAN BELINDA CHRISTIAN

Good afternoon. It is Thursday, February 14, 2019 at 5:43 p.m. And welcome to the regular meeting of the San Francisco Human Rights Commission. Madam Secretary, would you please read the roll?

00:00:18

COMMISSION SECRETARY

Chair Christian.

00:00:19

SUSAN BELINDA CHRISTIAN

Present.

00:00:20

COMMISSION SECRETARY

Vice Chair Sweet. Commissioner Clopton.

00:00:24

KAREN CLOPTON

Here.

00:00:24

COMMISSION SECRETARY

Commissioner Hijazi.

00:00:26

HALA HIJAZI

Here.

00:00:27

COMMISSION SECRETARY

Commissioner Karwande.

00:00:28

MAYA KARWANDE

Here.

00:00:29

COMMISSION SECRETARY

Commissioner Kelleher.

00:00:30

MARK KELLEHER

Here.

00:00:31

COMMISSION SECRETARY

Commissioner Pellegrini.

00:00:33

JASON PELLEGRINI

Present.

00:00:34

COMMISSION SECRETARY

Commissioner Porth. Commissioner Sweiss.

00:00:40

JOSEPH SWEISS

Say Sweiss? Here.

00:00:42

COMMISSION SECRETARY

We have quorum.

00:00:43

SUSAN BELINDA CHRISTIAN

Thank you. Call the first order of business, please.

00:00:49

COMMISSION SECRETARY

Public--

00:00:50

SUSAN BELINDA CHRISTIAN

Public comment on items not on the Agenda. This is the opportunity for members of the public to speak to the Commission tonight on matters that are not on tonight's Agenda, but are within the Commission's purview. And if you haven't--if you'd like to speak and haven't yet filled out a yellow card, please do so if you're willing to. I have one card on this item from Joann Abernathy. Welcome.

00:01:14

JOANN ABERNATHY

Good afternoon, Commission Board. My name is Joann Abernathy, and I come here to speak on behalf of my mom. My mom is a senior citizen and a mental-ill patient, as well as legally blind. She received a letter in the mail last week of a \$500 for calling the police too many times. First of all, she did not call the police. Her ADAT system called the police. Her ADT system goes off and then it automatically calls the police. So it's not her calling the police, but she does call the police a lot. But being a mental-ill patient--and I bring this up to this board because I feel like I know she calls the police every day. Being a mental-ill patient, these police knows her by her name and goes by her house every day. There is something else that they can do to fix the solution instead of keep coming by her house. They can either contact the family, they can see what the issue is, they can come up with something where they don't have to come out and waste taxpayer's money and send her a fine to call them when there's other people that need the use of the police department. And not one time have they contacted anybody in our family about this issue. And so I don't--I bring this attention to this board because I think this board might be able to find a solution for that.

00:03:03

SUSAN BELINDA CHRISTIAN

Thank you. So you've given us your contact information and I will ask staff to follow up with you.

00:03:08

JOANN ABERNATHY

Thank you very much.

00:03:09

SUSAN BELINDA CHRISTIAN

Thank you very much.

00:03:10 JOANN ABERNATHY
She also have a hearing next week on this \$500 bill.

00:03:17 SUSAN BELINDA CHRISTIAN
You might want to give a little more information to a staff member, if you could, about that hearing since it's coming up so quickly.

00:03:24 JOANN ABERNATHY
I'll just give y'all her contact number and then y'all can contact her. Thank you.

00:03:28 SUSAN BELINDA CHRISTIAN
Okay, thank you. Is there any further comment--public comment on items not on the Agenda tonight? Seeing none, Madam Secretary, would you read the next item on the--

00:03:40 COMMISSION SECRETARY
Adoption of Minutes dated January 24, 2019.

00:03:45 SUSAN BELINDA CHRISTIAN
So, Colleagues, these were circulated and I will entertain a motion. Commissioner Clopton.

00:04:02 KAREN CLOPTON
I move that the minutes be adopted.

00:04:05 SUSAN BELINDA CHRISTIAN
Thank you. Is there a second? Commissioner Porth.

00:04:09 ABIGAIL PORTH
Second.

00:04:11 SUSAN BELINDA CHRISTIAN
Any Commissioner comment on this item? Any discussion? Any public comment on this item? Seeing non, Madam Secretary, please read the roll.

00:04:26 COMMISSION SECRETARY
Chair Christian.

00:04:27 SUSAN BELINDA CHRISTIAN
Yes.

00:04:29 COMMISSION SECRETARY
Commissioner Clopton.

00:04:32 KAREN CLOPTON
Yes.

00:04:33 COMMISSION SECRETARY
Commissioner Hijazi.

00:04:35 HALA HIJAZI
Yes.

00:04:36 COMMISSION SECRETARY
Commissioner Karwande.

00:04:37 MAYA KARWANDE

Yes.

00:04:38

COMMISSION SECRETARY

Commissioner Kelleher.

00:04:40

MARK KELLEHER

Yes.

00:04:41

COMMISSION SECRETARY

Commissioner Pellegrini.

00:04:42

JASON PELLEGRINI

Yes.

00:04:43

COMMISSION SECRETARY

Commissioner Porth.

00:04:44

ABIGAIL PORTH

Yes.

00:04:45

COMMISSION SECRETARY

Commissioner Sweiss.

00:04:46

JOSEPH SWEISS

Yes.

00:04:47

COMMISSION SECRETARY

Motion passes.

00:04:49

SUSAN BELINDA CHRISTIAN

Thank you. The next item on the Agenda.

00:04:52

COMMISSION SECRETARY

Recommendations for properly using 911 during non-emergencies or handling suspicious activity. This is a discussion item. Our first up is representatives from Interrupting Racial Profiling, SF IRP. Marty Jaye is first at the podium.

00:05:09

MARTY JAYE

Hi there. Can you hear me okay?

00:05:11

SUSAN BELINDA CHRISTIAN

Yes, thank you. Welcome.

00:05:13

MARTY JAYE

Hi. Thank you all for having us here to introduce our group and the presentation that will follow. Our group is again called San Francisco Interrupting Racial Profiling Project. In light of pervasive incidents of damaging and lethal racial harassment reported in communities throughout the United States, including San Francisco, we came together a few years ago to tackle the issue of racial profiling in San Francisco. We are a group of community members following black leadership to bring awareness through education and to take action to interrupt racial profiling in both our online and offline communities. Some members of our group have personally experienced racial profiling and continue to struggle this issue with increasing gentrification in the city. Much valuable work is being done and continues to be critical in prioritizing anti-bias training in law enforcement and city departments. Our aim is to specifically address racial profiling and harassment that takes place on

the community level. Our mission is to prevent harm, injury and stigmatization of people of color channeled through social media or experienced in community life, be it through calls--911 calls to police or verbal, physical harassment on the streets and other community settings. Community education is paramount in this regard, and we have partnered with Neighbors for Racial Justice in Oakland to work on education. In San Francisco, we'll have--one of our members will be telling you more about that a little later.

We are interested in bringing awareness and anti-racial bias training to both individuals and community groups involved and engaged in public safety crime prevention in neighborhoods throughout the city. So, again, toward this end, we're primarily focused on community education and the resolution that Angela will be presenting a little bit later, that you probably all have--hopefully all have copies of. I'd like to introduce now Vicktor Stevenson, a member of the community, who has experienced racial profiling recently in the city and he'll tell you more about his story.

00:07:46

VICKTOR STEVENSON

Good evening.

00:07:48

SUSAN BELINDA CHRISTIAN

Good evening.

00:07:49

VICKTOR STEVENSON

My name is Vicktor Stevenson, and I'm a resident here in San Francisco. I own Gourmonade. It's a lemonade stand here on Valencia Street. Last year, I was standing in front of my store ironically enough on the phone with the security system to make sure it worked. And shortly after, I was approached by an officer with his hand on his gun. And initially I didn't realize that he was there for me. I heard--I saw the cops go by and I wasn't really sure if he was there for me or--I didn't know what was going on until he asked me for my ID. And the whole situation caught me off guard and I remember in a matter of moments having so many different emotions and feelings. The first thing I thought of, of course, was my family. My--I'm now a father and a husband and it struck cords with me emotionally that I couldn't--I can't really put into words. After the cops left the scene, I remember having thoughts of why is this happening to me, like I am--I'm an upstanding citizen. Like I said, I'm a father. I'm a husband. I'm a businessman. And I remember thinking to myself, like, I'm doing everything that I'm "supposed to be doing," and still I'm having the cops show up to my place of business. And I remember breaking down on the phone with the person on the other side of the phone, just saying like why is this happening.

So I'm here tonight because it's not really about me. It's more about the future. I have a son now. I plan on having a few, you know, more kids. And it's about the future, like, I want them to--I'm here to be more proactive instead of being reactive. Because just as sure as I'm standing here tonight, I cannot be standing here because of somebody's action, picking up the phone call and using the phone as a weapon. Just so you know, I heard the phone call and the whole phone call was pretty much bogus. There wasn't really any concern in the voice of the gentleman I called. It seemed almost (unintelligible), like very much (unintelligible). So, again, I'm here tonight just with the hopes of finding a resolution or some kind of resolution to deter people from picking up the phone and using--make them think twice before they--before they make that decision to make a phone call. And that's why I'm here, so thank you for having us.

00:10:16

SUSAN BELINDA CHRISTIAN

Thank you.

00:10:23

ANGELA JENKINS

Good evening, Commissioners. I'm going to go ahead and try to logon and bring up a PowerPoint presentation. I appreciate you entertaining community members coming in and sharing with how we look at public safety in San Francisco. So give me a minute to login here, please. Thank you. Lori, if you could bring up that slide. Again, I'd like to thank you for allowing us to be here tonight. We're seeking your guidance and a resolution. We're a service body in the community that thinks that we can approach, as Vicktor was saying, some type of resolution, some type of policy change, maybe even a law change in the state of California so that people of good nature, good will who have no demonstrated animus towards the community, who have no behavioral problems, won't be taxed unnecessarily with over policing and even from the community.

On our first slide, I don't know if you all have that in front of you, it references the resolution you may also have in front of you. We worked tirelessly on that for about a year or so. We can see that we had input from a few attorneys, but basically we are earnest members concerned with racial profiling. One thing that sparked the actual resolution, the notion, is the fact that I've been privileged to be in some of the executive support groups working on bias policing. I noticed an intersection that actually if we are mandated by this collaborative review to vet the bias out of law enforcement officers and officials, and now I understand some city members will be trained in implicit bias, we also need to look at the way the community contributes to bias policing. And the way that I saw we could do that is to possibly loop these members who are in community into training that's already happening. Can't be too taxing on the budget. I know that the collaborative review has now shifted to the state of California's Department of Justice. I'm also aware that some implicit bias training is happening when we look at an auxiliary law enforcement emergency response team. They have a three-hour portion of implicit bias.

So going back to our slide presentation, I believe that we need to loop in, bring in to some of this bias training with police, and the people who are quasi police such as the Police Advisory Boards. Community Police Advisory Boards were started in each district station. Community benefits district staff. They are interfacing informally with people. They are looking at street behavior. And lastly, neighborhood watch block captains. We've got to be aware that people may be all earnest in keeping neighborhoods safe. But like George Zimmerman, may have a bigot in the brain Siri Carpenter calls it. Siri Carpenter wrote an article in 2008 called "The Bigot in Your Brain" to first look scientifically into how we all have implicit bias. So we'd like to see in our resolution that these three groups, CPAP and CDBs and safe neighborhood watch block captains are looped in to any training the police are getting. I haven in my mind that that's necessary because no one should be on anyone's radar. I know that law enforcement can surveillance, but I don't see any place for civilian surveillance. I don't see George Zimmerman's real mission to be out chasing after black bodies. I disagree with that or our group does see that no one should be on anyone's radar. No one should be tracked. "We don't need you to do that" is the actual words in that transcript from 911, when George Zimmerman sought to trail and track down Trayvon Martin. "We don't need you to do that." Which brings up one of our final asks in the resolution. This is our legislative change that we think will happen, or should happen in the state of California. That is to enhance the current state stalking laws with anti-bias training or legislation. And please forgive me, I am not an attorney. And you'll see a naïveté in me trying to bring together a law. I can see that on--I

retired from the U.S. Department of State and my term was a paralegal, but strictly on citizenship laws. So, again, I beg your forgiveness if it appears rather naïve.

But when I see, when talked with Director Davis and others is that, yes, in the state of California we do have state stalking laws on one hand. On the other hand, we have hate crimes. With state stalking, you have to have done it more than one time, and the person must perceive that they're being threatened. But on hate crimes, it can only happen one time and you can probably have enough burden or the standards proven. So there's a gap there. So Trayvon's Tracking Laws meant to marry those two and prevent a net--provide a net so that Trayvon Martin might be alive today. My voice isn't cracking, I'm just--I am very emotional about that. But he might be alive today. Permit Patty may not have come out of her house to chase after an 8-year-old girl. And poor Vicktor Stevenson here may not have been the victim of something that could have taken his life. So, again, look into that and I think that's something we should do. I'd like to conclude with a statement from President Obama. This month itself is actually not only Black History Month, it is also commemoration in the state of Florida to Trayvon's passing. A young life cut short. So each February, they have a whole weekend devoted to his memory. And I know in this month also, our former president Obama is here, I guess, with My Brother's Keeper. So if we go back to an actual video that he actually did. He had to address the tragic killing of Trayvon Martin. He took time on July 19, 2013, as I recall, to address the tragedy. What he said was, "When Trayvon Martin was first shot, I said that this could have been my son." He made it personal and said, "Another way of saying that is Trayvon Martin could have been me." It could have been all of us. So I do urge you to consider or guide us in creating what you may have in front of you now, which is the Trayvon's Tracking Law. Take in the liberty to try to call together what I saw in the state of Colorado, which is a law that exists called Bias Motivated Harassment. It allowed for the arrest of a woman who challenged people speaking Spanish in the state of Colorado. They charged her with two counts of bias motivated harassment, and maybe this should be happening here in the state of California. Thank you.

00:18:25

SUSAN BELINDA CHRISTIAN

Thank you, Ms. Jenkins. Commissioner Jenkins. I think we are into that--brings Letter A to a close.

00:18:48

COMMISSION SECRETARY

Moving?

00:18:50

SUSAN BELINDA CHRISTIAN

Director, did you--okay. And so next we'll go to the representative from the Department of Energy Management--Emergency Management.

00:19:00

COMMISSION SECRETARY

Robert Smuts, Deputy Director.

00:19:12

ROBERT SMUTS

Good evening, Commissioners. Thank you for the opportunity to present. Actually, I'd like to invite Captain Yee with me. We'll be presenting together, if that's okay.

00:19:21

SUSAN BELINDA CHRISTIAN

Great.

00:19:24

ROBERT SMUTS

So thank you, Vicktor. So as I said, my name is Robert Smuts. I'm the deputy director for the Department of Emergency Management. My responsibility there is to oversee the city and county of San Francisco's 911 center. So in San Francisco, the 911 center is a combined center. We dispatch for police, fire and medical emergencies. We receive about 1.4 million calls per year, about 3,800 calls per day. That's split kind of evenly, but about 55 percent are emergency calls, 911 and our ten-digit emergency number. And about 45 percent are the police non-emergency line, which we also answer. The same staff will answer both, although sometimes in different roles. The breakdown of that, about 80 percent of those total calls are law enforcement related, 16 percent are emergency medical related and 4 percent are fire related. I should say, of the calls that are dispatched, we have a number that are not. Just some background on who we are. This is--this slide gives the demographics of our dispatch staff. Just running through very quickly, the largest group is Asian-Pacific Islander at 26 percent, followed by Caucasian 24 percent, 19 percent African-American and 14 percent Latino, 14 percent Latino, 1 percent multi-racial. Of about 168 public safety communications dispatchers, and that number (unintelligible) rebounding from a staffing shortage. So that number is increasing. We have 38 people who are certified bilingual in at least one language. We also have 24/7 access to language translation interpretation services. We actually have a primary company and a backup company doing that voyance and language line to make sure that we always have somebody. Last year, more than 170 different languages were translated either directly by our staff or through those language translation services.

So continuing some information about what we do. In San Francisco, we've done some sampling of our calls and some data analysis. And in rough numbers, only about 60 percent of the calls that come in on the 911 line are actual emergencies or incidents meriting coming in on that number. About 30 percent are accidental dials. That is a significant issue for us, significant use of resources. And that number has actually gone up in the last few years. And about 10 percent are calls that we transfer off of 911 to either 311, which is a different city agency or to our non-emergency line, which we also handle but is handled in a less acute manner. So just quickly, what is a 911 call. A 911 call is, is there a danger to life, property and the environment; is there a crime in progress; is someone having a medical emergency and needs immediate assistance; is there a fire. Those are the main reasons why we encourage you to call 911. In the city and county of San Francisco, we have two other lines that are often utilized and sometimes confused. One is the city's 311 line. Not all cities have 311. We do and it's 24/7 here. And you call 311 for city services and information including--and 311 here in San Francisco handles police reports or crimes that aren't happening now and don't involve complications such as, you know, for an auto break-in, we would still handle it or the police would take the report if a weapon was stolen out of the car or a passport was stolen. But if it's an auto break-in that doesn't involve a complication like that, 311 can handle it over the phone, actually probably a lot easier than waiting for an officer or going to a police station to file that report. 311 is also used for other city services. Reporting graffiti, potholes, blocked driveways, garbage recycling services, street/park maintenance. It is--the way it is staffed in San Francisco, it is a very useful service and we do encourage people to use it. And then there's a third number, which my department handles. It's the non--police non-emergency number. For those not familiar with it, 415-553-0123. It's also available 24/7. All the language translation services on 911 are available there. As I said, it's answered by the staff at 911.

The things that would be appropriate for that are things like noise complaints, loitering, police incidents that are not going on immediately and need immediate response but which you do need to

speak to an officer on the scene for. And that's what we encourage people to use, the police non-emergency line so that we can triage calls appropriately and not tie up the 911 line for an actual emergency for heart attack, for fire, for a serious crime in progress. And so we do encourage people to learn that number and utilize it if it's appropriate.

So just talking about what will happen if you call 911. The first thing we need to know is what language or dialect you speak, and that's usually immediately apparent when we greet the person. But then we'll ask what is happening specifically. Police, fire or medical and then getting into further details. We need to know where the situation is happening. People have images of what the technology we have access to from CSI or TV shows. That is not true. If you're calling from a cell phone, we often times do not have very good information and it takes--can take a minute or two for that information to come in. We need to ask where your location is, and often--and our procedure is to verify that information, so we will ask twice just to make sure we are sending people to the right place and have where the emergency is. We'll ask when the incident occurred. Obviously, the response is different for an incident that's happening now versus an incident that happened in the recent past and there still might be an opportunity to address the suspects or something like that or something that happened too far for that to be a viable option. We'll ask who is involved. We'll ask details, was a weapon used. We'll ask if--even if it's a police incident, we'll ask is anyone injured. Obviously, that's one of the first questions we'll ask if the person says they need medical assistance. And we'll also ask for name and callback information. That is voluntary, but it is helpful for us if the call gets discontinued--disconnected for any reason or if the call requires a callback or some contact of the person, as well. We prioritize police calls into four different tiers. One is informational where an officer is not dispatched. And that's just really for informational purposes. But the three main things where we'll dispatch an officer, A priority is the highest priority. That's for life-threatening emergency, current crime in progress where the suspect is on site or we have a usable description of the suspect and believe the suspect is near and known direction of travel. And anytime when there is a weapon used, and that is a high priority. Examples are burglar in progress, active shooter, explosion, missing juvenile. Things like that will be dispatched an A priority. And that's--it's not always lights and sirens, but a good way to think of that is that, you know, that most urgent type of response. If you see an officer driving with lights and sirens, that's an A that they're responding to.

And the next priority down is a B priority. And that is, again, considered an emergency but is not of the level of an A priority. Potential for harm to life, potential for harm to property. And we'll ask questions--some of these questions. Examples are traffic accident with minor injuries, a recent crime where there's some probability exist the suspect may be apprehended, recent car break-in where we think that the perpetrator might still be in the area and possibly break in to other vehicles. Things of that nature are considered emergencies, but are not an A priority. Then the third is a C priority, and no present or potential danger to life or property, suspect no longer in the area, crime scene is protected and where there's not a viable description of the suspect to give the police probably opportunity for making apprehension. So an incident that happened several hours ago. You come home and your house was broken into. An officer is appropriated to go to the scene and investigate. But that's not considered an immediate threat to life or property, so that's given a C priority. And that his how we prioritize the calls for police service. I'm going to turn it over to Captain Yee.

Good morning, Commissioners. My name is acting Captain Alvin Yee, and I'll be covering the next several slides. How does SFPD respond? Officers respond to investigate based on priority calls. As Deputy Director Smuts just mentioned, we--dispatch with prioritize a priority call B or C for information only. We could be going from an A priority, which is an active shooter or shooting or juvenile of serious harm or a minor theft report. So we basically respond based on dispatch. They send us to a call. It's our duty to respond to the call. They provide information. Dispatch provide us information with what they obtain from the caller. So that's all the information that the officers have when they're responding to the run. The initial information provided by dispatch obtained by the caller. Once the officer arrives at the scene, part of their investigation is to gather information. They may have additional information to the call, the validity of the call. They have to conduct their own investigation. There's a bunch of tasks that they have to do. If it's involving someone who got--someone who is hurt, we have to make sure the scene is safe for medics to move in. We have to make sure that the location provided by dispatch, because a lot of times we get sent to location A, and when we get there it's location B somewhere down the block. So we'll update the dispatch of what the information is and if there's any weapons involved and whatnot. And our response is governed by the law and also by our rules in our department. Department general orders dictate how we respond to certain calls.

SFPD's recommendation to the public defining suspicious activity. Suspicious activity is any observed behavior that would indicate criminal activity or intent. Citizens, when calling 911, we really recommend them to respect the citizen's privacy, civil rights and civil liberty and in identifying suspicious activity, emphasize on the behavior rather than the appearance of the person. Factors such as race, ethnicity or religious affiliation are not suspicious. Examples of suspicious activity; a person breaking into a car or peering through windows, maybe checking for packages in the doorway. Again, the behavior of the individual is suspicious. On the calls that we get, when we get a suspicious activity call, when we--we have to do due diligence and investigate the call. It may not be suspicious at all, but it's our duty to respond and investigate. SFPD's recommendation for properly using 911 during non-emergency or suspicious activity calls. By making the right call, we can all help keep 911 available for those that are in need of true emergency responses. So please, before calling 911, ask yourself these questions; is there a danger to life, property or the environment? Is there a crime in progress? Does someone need medical emergency help? Is there a working fire? If the answers to these questions is yes, dial 911. If it's no, like Director Smith mentioned, there's other avenues like non-police emergency number which is 553-0123, or for police services from other departments through 311. Member of the San Francisco Police Department are happy to serve the community with safety and respect. So we look forward to working with everybody within the community and we hope everybody thinks about these questions before dialing 911. As you heard, 60 percent of the 911 calls are true 911 calls. So we can help by not clogging up the 911 line. Thank you very much.

00:34:26

SUSAN BELINDA CHRISTIAN

Captain and Director, thank you for being here tonight. I have a question. Maybe if you can go back a couple of slides to the suspicious--right there. So perhaps you can help maybe an interaction. Say one of the dispatchers gets a call that says, you know, there's somebody who I don't recognize walking down our block, you know, and then they describe the person based on the color of their skin or something that they're wearing. And what would the dispatcher say to that person, to the caller to draw out more information or to say--to determine whether that is actually an emergency call?

00:35:07

ROBERT SMUTS

Well, dispatchers will try to control the call to get the information that is necessary. And the thing that they'll focus after getting location of the call and callback information that (unintelligible) what is going on. And so if the person says, you know, somebody is walking down the street and starts to try to give the description, the dispatcher will probably, and forcefully as necessary, return to the question of what do you think is going on that is suspicious and try to get that information. And dispatchers will give feedback, you know, I don't see that that's a criminal matter or something. I think that, you know, and we've heard these things in the media and, you know, sometimes dispatchers don't follow directions completely, but I think a lot of them have shown, you know, the--I can think of one example in Oakland or another I remember from Texas that the dispatchers pushed back and, like, I don't see that this is a criminal issue. If they do give us information, I think they're looking into vehicle windows in suspicious way, that's what we'll send it up for. And at that point then we'll return to the description of the person. Again, as the acting captain said, you know, the focus is on what is the activity as opposed to the description of the person.

00:36:32

SUSAN BELINDA CHRISTIAN

Are the dispatchers trained to engage in that kind of back and forth or is it a matter of just I choose to do it, but another dispatcher might choose to just take the information and send the call?

00:36:46

ROBERT SMUTS

So before you are released to be a 911 dispatcher on your own, you go through about 10 months of training. And in that training, there's about two months of classroom training and the rest is paired with a senior dispatcher we call a certified training officer. And there is considerable training about proper call processing and call control so that we can get the information we need, which is what's going on so we can figure out how to prioritize it, how to code it, what response is necessary and then we get the additional information. If necessary, suspect information.

00:37:25

SUSAN BELINDA CHRISTIAN

And do the dispatchers get training on bias and understanding bias and all of that?

00:37:30

ROBERT SMUTS

There are trainings in the academy and we've been working to figure out how to--and there are some ongoing trainings. We've been working to figure out how to strengthen that. Our senior leadership in DEM went through the city's implicit bias training, and we're working to schedule that with supervisors and figure out how to do that with staff, as well.

00:37:53

SUSAN BELINDA CHRISTIAN

Well, the city's implicit bias training started here at this Commission through a project that we did. And so we are very invested in continuing to know about it and know what's working and any suggestions about what needs to be added, what needs to change. And so really do want to continue to be in touch with you about that and to make sure we understand, especially the public understands, with respect to this issue, what kind of training the dispatchers think would be useful to them, what kind of training given the kinds of incidents that happen in our community and also across the country. Is it, you know, that--to know that the city continues to think on a rolling basis about how the trainings might need to be modified.

00:38:42

ROBERT SMUTS

Well, I'll just say I did the training as part of the senior leadership and I thought it was excellent. Two-day training. And I think our only challenge has been logistical. We have staff 24/7 figuring

out how to dole off to do that. So I thought the content was excellent and relevant to the work we do, and we look forward to figuring out how to schedule folks to go through it.

00:39:09

SUSAN BELINDA CHRISTIAN

Thank you. Thank you. Commissioner Porth.

00:39:12

ABIGAIL PORTH

Thank you both very much for your holistic presentations. It was helpful to understand, you know, all of this. Once a dispatcher--I have a couple of questions. One related to the dispatcher's conversation with the person who has called in to report something. Once a dispatcher has ascertained that there is some kind of suspicious behavior that is taking place, an activity underway, is the dispatcher permitted to ask for the race of the person who is being called in?

00:39:45

ROBERT SMUTS

That would actually--not only are they permitted, that's part of the procedure. We'll ask for a description and we'll prompt for clothing, for race, for any other distinguishing characteristics.

00:40:01

ABIGAIL PORTH

What other immutable characteristics besides race are part of the training that they're asked to provide--or to ask--to solicit from the caller?

00:40:11

ROBERT SMUTS

So the clothing and anything that they're wearing is probably the most significant race. Anything else they're wearing, distinctive hairstyle, hat. And then things like direction of travel and what the means of travel are the main things that they'll focus on.

00:40:35

UNIDENTIFIED

Height and weight.

00:40:36

ROBERT SMUTS

Oh sorry, height and weight.

00:40:38

ABIGAIL PORTH

And I assume this is standard across most cities in the United States. So this is part of the training to ask those characteristics?

00:40:45

ROBERT SMUTS

That would be standard in 911. There isn't a standard we adhere to, but in almost all 911 centers that would be a standard, yes.

00:40:57

ABIGAIL PORTH

Are there any cities in America that you're aware of where peer agencies, where that's no longer the standard practice?

00:41:04

ROBERT SMUTS

I'm not aware of any other agencies that have found a different way of doing that, no.

00:41:09

ABIGAIL PORTH

Thank you.

00:41:11

SUSAN BELINDA CHRISTIAN

For annual, I don't know, for reviews, are dispatcher's calls sampled by supervisors to listen to on average how they're responding to calls, the way that they're interacting with the public? Does that factor in?

00:41:30

COMMISSION SECRETARY

Yes. We have standards of monitoring the call taking, as well as the dispatcher side of their work, yes. We will do that. We are working, actually, to try to figure out how to increase that. I would like to do more of that. But we do do that on a regular basis, yes.

00:41:50

SUSAN BELINDA CHRISTIAN

Would it be appropriate for you to just describe briefly to us what those standards are, what monitoring do you do, is it--how often you sample, how often you give feedback to people?

00:42:01

ROBERT SMUTS

Sure. So we do for fully trained dispatchers, you know, past their probation, we'll do--the most common thing is to do live monitoring, which is a supervisor will monitor the dispatchers assigned to what we call their squad, and so a certain amount of hourly monitoring over the course of a year in their role as a call taker and in their role as a dispatcher. And in addition to that, we have more--we do historic monitoring for fire and medical calls. And that is not currently done for police calls. And that's one of the things that I'm interested in looking at. For newer dispatchers and dispatchers who have had to be retrained on anything, we'll often do additional monitoring which could be either live monitoring, so while they're taking the calls, or historic monitoring. We'll go back and listen to tapes of them answering calls.

00:43:03

SUSAN BELINDA CHRISTIAN

Is there a way that people who call 911 are given information about making a complaint about the way they've been interacted with or the way that their call was handled?

00:43:13

ROBERT SMUTS

They can complain about how we handle it from the--yes, anybody can ask for a supervisor or can contact the department, which will come through me and we'll open an investigation on it. I do encourage people to do that. It's very easy for us to do an investigation because all of our calls are recorded. And so we have a very easy way of going back and looking at that.

00:43:40

SUSAN BELINDA CHRISTIAN

Thank you. Director Davis.

00:43:44

SHERYL EVANS DAVIS

Not specifically to, but I just wanted to acknowledge first and foremost both Chief Scott and Evan Chan, who is--when she was here as a commissioner were people that kind of helped have this--fuel this conversation. So I just wanted to recognize and acknowledge the chief. You know, Angela Jenkins kept this in front of us. Commissioner Chan brought it to us. But Chief Scott also said that, you know, he had concerns about how 911 was being used. So I just wanted to recognize and acknowledge the Interrupting--I want to make sure I say it--Interrupting Racial Profiling campaign, and to thank DEM and the police department for being here. I think one of the challenges as we do this is how do we really acknowledge--and I appreciate Commissioner Porth's questions. Because how do we acknowledge that? In some ways, you ask that question and we need to ask it. But in some ways, like I was thinking myself, I had a car accident today and I called 911 to say who am I supposed to call after, because I know that there's a process to do that. And I think that there is a sense. I found the, what is it, Making Calls Matter or Making the Right Call SF. Like, that was

really helpful to me. I don't know that I've ever seen that breakdown of when to use 911. And I just think that we need to actually be having more conversations like that in community. So just wanted to acknowledge and thank you all for being here. And then to also just recognize--I appreciate Angela's comments about that we've been really pushing for the police to do implicit bias training, but we also need to be aware of community members that are making the calls to police and how that impacts what happens afterwards. We understand that we want the police to be accountable, but sometimes if the phone call had never been made, some of these things would have never transpired. So I think it's really important for us to think about the recommendations that were made about the groups that sometimes are responsible for fueling the phone calls.

00:45:53

ROBERT SMUTS

Absolutely.

00:45:55

SUSAN BELINDA CHRISTIAN

Thank you so much for engaging with us back and forth and for the presentations. Thank you for your work.

00:46:00

ALVIN YEE

Director, if I can just add? The entire police department have received implicit bias training already. And, again, although we can't control the people--the folks that are calling for our services, but we could basically dictate on how we respond. And we're going to conduct a fair investigation and so forth to see if there's any merit. So--

00:46:24

SUSAN BELINDA CHRISTIAN

Thank you very much.

00:46:27

ROBERT SMUTS

Thank you very much. I always appreciate coming out and talking about what we do. So thank you for the opportunity.

00:46:32

SUSAN BELINDA CHRISTIAN

Thank you. And now we'll be moving on with the rest of the Agenda item.

00:46:57

COMMISSION SECRETARY

Community member Angela Jenkins on behalf of Mallory Gaston.

00:47:03

ANGELA JENKINS

Thank you again for allowing us to be here. I appreciate your comments, Director Davis. Alex Nieto was a person that possibly a 911 call shouldn't have been made and he'd be with us today. And now that family is troubled, even with getting any justification wrongful death. If we would push back those--that time, we would know that maybe Alex would be here being who he was, not mentally ill. Just a security professional whose neighbor let his dog out on him. And that's why we're missing Alex Nieto. So to the family of Alex Nieto, I'm so sorry that happened. But I was asked to speak, and Mallory Gaston is a person. He's my neighbor. He lives down the street from me in the South Beach area of San Francisco.

When we first got together about two years ago, our Interrupting Racial Profiling, we had a workshop and we were really thrilled because we got to go to what was then the Giants Stadium, formerly AT&T Park. Now I guess it's Oracle Park. But we were invited to use their room, and we got together with community members. We were talking about racial profiling. And Mallory

came. He's had a gym down at the corner of Brannon. Let's just say that, I don't want to indict anybody. But he's working on a gym for about 15 years there. And I asked him about his experiences here in San Francisco, and I was shocked at what he told me. And he shared this in our meeting that was July 23, 2017; that he was surprised at all the people running around then with Barack Obama bumper stickers. Made him feel very uncomfortable in an area that he has to be in frequently. But Mr. Gaston went on a little bit further and described something that I think is more on the explicit forum. He said that he was having difficulty in the place that he lived; that the security professionals were asking him not to use the swimming pool area. He's a property owner, a business owner in the building. This particular group of, let's say homeowners association, did not feel comfortable with him using the pool with his family. And what he told us in that public meeting--I just don't want to indict any particular building management. But he told us in that public meeting since it was there that they actually not only told him not to use it, they rewrote the CCNRs. And so almost did a legal Jim Crow and said because he didn't live there, I guess, but that he had a business there that he could no longer use that. So that was--yes, it seems like it's something that the city attorney should have looked into. This was a redevelopment thing. But that's what I asked him if I could share about tonight, because I was shocked that he even told us all that. So we're looking at explicit bias on one end that leads to maybe indifference that leads to implicit bias. But I live in that neighborhood, and there's many times that I feel that I'm living my (unintelligible) to Jim Crow; that my black face and white spaces gives me pause to be a little bit more sobering when I walk out the door. Again, thank you for your--hearing us speak tonight.

00:50:33

SUSAN BELINDA CHRISTIAN

Thank you, Commissioner Jenkins, for bringing this to the Commission and helping us begin this particular conversation, which will be an ongoing one, necessarily.

00:50:45

COMMISSION SECRETARY

Neighbors for Racial Justice, Lisa Schiff .

00:50:50

LISA SCHIFF

Hi, I'm Lisa Schiff. I'm a member of the San Francisco Interrupting Racial Profiling campaign. Thank you for having us tonight. I'm actually speaking on behalf of Monica Bien, who's a member of Neighbors for Racial Justice but couldn't be here because her house is flooding with all the rain. That organization formed several years ago, because members of--who are--people who are now members of it saw each other on Next Door which is a social media platform intervening in conversations where people were targeting--or bringing concerns about African-American people being in the neighborhood. And so these individuals were intervening in those conversations. And they saw that, you know, there were many of them trying to say, hey, we're just neighbors here. People can walk down the street. It's fine. But they realized that they were having to intervene a lot and that it was the same people over and over again. So they formed an organization to try to bring more structure to changing what was happening on--with those conversations online, and then also taking that out into the community realizing that there was a lot of--that this was being driven by bias and it needed to be challenged online. But you needed to start before them and go out into the community and really talk to people about the kinds of fears and prejudices that they had that were causing them to make all kinds of accusations that just weren't true.

So they've been doing this work for a while. They've also worked with Next Door to bring some of these issues to light, to make some changes on the platform. There's still more to do there and they're really leaders in making that happen. And they've also been providing a lot of guidance to

our group and helping us figure out how to do monitoring of Next Door here in San Francisco, helping us to develop an educational campaign that we're hoping to take out into the city of San Francisco, as well. But the point is just that this is really happening out there; that the community level is where--I don't know if it's where it starts, but it's where we want to start. We want to stop those 911 calls, as we've all talked about tonight. And we know that we have, you know, fellow citizens across the Bay who are working on this really hard and are very successful, and are excited that San Francisco is joining them in this work. So thank you for listening to us on this.

00:53:04

SUSAN BELINDA CHRISTIAN

Thank you for coming out tonight. So, Colleagues, is there any comment, any discussion you want to engage in right now on this? Any questions for the speakers that we've had under this Agenda item? If so, this would be a good time. Again, thank you Commissioner Jenkins and all of your colleagues and friends who've come out tonight, and those who weren't able to make it tonight, for the work that you've been doing for the last couple of years in the community on this issue. And, you know, we weren't expecting to review a resolution tonight, so I wasn't sure whether you were aware of that. But it looks like you provided printouts tonight to this Commission Secretary. And I believe at each of our stations we have printouts of a draft of a resolution that you've been working on. So we will consider that in the course of our work and talk with you later about possibly moving something forward with that--with the assistance of staff. Commissioner Hijazi, did you have something?

00:54:24

HALA HIJAZI

You just answered it, thanks.

00:54:25

SUSAN BELINDA CHRISTIAN

Okay. And also, the information that you've provided about legislation in Colorado. I'm definitely interested knowing more about that specific legislation that is--that you say exists there. And very interesting idea about stalking and harassing based on race and other characteristics. So thank you very much. Commissioner Clopton.

00:54:55

KAREN CLOPTON

I have a question about Next Door. I know it's an app, but is there any--maybe the representative from the police department can, you know--do we have any interface or relationship with or conversation with Next Door? And how have the users of the app--because, you know, I've been invited in my neighborhood to participate in it. You know, who--how does that work? Do we have a liaison or any relationship with Next Door?

00:55:44

SUSAN BELINDA CHRISTIAN

Could you come to the podium, please and--thank you. We need to capture this and people need to hear. Thank you for returning to the podium.

00:56:04

ALVIN YEE

As far as the app, the district captains does interact but, however, we don't have any direct working relationship with the app at all.

00:56:16

KAREN CLOPTON

So the precinct captains do--

00:56:21

ALVIN YEE

The precinct app--captains does use social media to inform the community of events.

00:56:28

KAREN CLOPTON

Including this particular app, the Next Door one? Is that true?

00:56:34

ALVIN YEE

I know that the district captains use, they tweet, you know. The like to share successes in the neighborhood with the neighbors and things to be aware of and be cautious. And I know they tweet a lot. They use Twitter a lot, but I believe that they do use Next Door from time to time.

00:56:56

KAREN CLOPTON

I see. Okay.

00:56:58

SUSAN BELINDA CHRISTIAN

Director Smuts, did you want to--

00:57:00

ROBERT SMUTS

Yes.

00:57:01

SUSAN BELINDA CHRISTIAN

--comment on this?

00:57:03

ROBERT SMUTS

Victor Lim from our public information office to speak to...

00:57:09

VICTOR LIM

Yes. Hi, Commissioner, Victor Lim, External Affairs Officer with DEM. As a matter of fact, we do at DEM have a close relationship with Next Door. As a matter of fact, one of their government liaisons officers gave a training to our new watch center crew today. With DEM, we have an official public agency account with them. So there is direct feedback over the years that we've had on areas for improvement, we use Next Door, especially their urgent alert system and also more recently the rains, we would post information through Next Door. And because it is an opt-out, meaning if anyone is registered with Next Door, they would also get the government agency updates including DEM. And so it has been very interactive because we reach--I need to confirm the stats, but maybe about a quarter of the registered households, they count by households in the city and county of San Francisco. And so we've been giving them feedback, and there has been a relationship. And we can provide that contact to you and to the Commission.

00:58:27

SUSAN BELINDA CHRISTIAN

Thank you.

00:58:29

KAREN CLOPTON

I would be very interested to know if they have any bias--I don't want to call it monitoring, but any education or anything related to that, or even this kind of education that we've received today about how to use and report and what is suspicious, et cetera. As well as, you know, utility problems or whatever it is, you know, that's going on.

00:59:10

VICTOR LIM

We can definitely relay that message to our contacts at Next Door and have them follow up.

00:59:15

KAREN CLOPTON

And your relationship, the Department of Emergency Services, is that a contractual relationship with Next Door?

00:59:24

VICTOR LIM

I would need to follow up on that.

00:59:26

KAREN CLOPTON

Okay.

00:59:31

MARTY JAYE

Hi, I'm Marty from Interrupting Racial Profiling again. I just want to say that I believe it's the station captains that do interact. I don't know if you're familiar that Next Door is broken down by neighborhood. I live in South Bernal. The--I'm not sure if it's lieutenant or the station captain, they do interact with people who--they have a crime and safety section in every neighborhood, and they do interact quite regular. They post stuff and they also interact if somebody's got a suspicious person or suspicious activity that they've presented. On Next Door, they'll write about it, et cetera. And most people also call the station person and then that will--that person will interact back with the community sometimes on Next Door. I think--I'm not sure what all they can and can't read on there. I could get you more information on that if you want. But I just want to say that they are at least, you know, active on there.

01:00:36

SUSAN BELINDA CHRISTIAN

Commissioner Hijazi.

01:00:38

HALA HIJAZI

Just also in response to Commissioner Clopton's comments and questions about Next Door. I find them to be very useful and effective, especially when it relates to crime and safety issues. But I also think it would be worthwhile to get them to come to speak before our Commission to talk about profiling issues, how do we use them, how it could be more effective when it comes to these things because there has been incidents of bullying on Next Door.com especially during different times of the year. So it might be--because they're so effective and they're so--and they're well-received and more people are using them especially in neighborhoods, and small businesses, it might be a good idea to get them to speak.

01:01:18

SUSAN BELINDA CHRISTIAN

It is a good idea. And also in discussions with Chief Scott, perhaps--and perhaps this is already happening. But the police department could proactively, just on a kind of rolling basis, post things on Next Door about the appropriate way to--

01:01:38

SHERYL EVANS DAVIS

Well, I would just say I think that there are, much like we have here, I think there are some mixed feelings within the police department about apps like Next Door, because they do help get information out, they do help kind of broadly and quickly share things. But there's also, which we learned maybe a year ago, two years ago, through the Equity Advisory Committee the presentation that we had that there was tremendous amount of racial profiling that was going on. A lot of people were being targeted and were, like we mentioned earlier, some people were having folks come to their homes because they thought they didn't belong in their home or because they thought they didn't belong in the neighborhood. And so there was a lot of that. And I think that for the police department, like, there's a benefit to it but they have to really measure what the negative impact is too. So I do, I agree with everyone that we should potentially--and I'm looking at Brittany--think about how to have a presentation. But I think to have some feedback and hear from folks, because I know some neighbors really love it and some neighbors, like the neighbors--the group that we heard

from in Oakland, Neighbors for Racial Justice, had done work I think also with some police officers who felt like it was targeting.

01:02:56 LISA SCHIFF
Can I speak? So, yeah, actually Neighbors--

01:02:58 SUSAN BELINDA CHRISTIAN
It's Ms. Schiff, right?

01:02:59 LISA SCHIFF
Lisa Schiff, right. And it's too bad they can't be here today, because this is one of their big accomplishments, is that they would be able to bring examples of racial profiling to Next Door and they were very persistent and were able to get conversation with Next Door and got some changes made in the application, which you can use on your phone. You can also use on your laptop, your desktop. However you want. But there is a lot more that needs to happen there. And it's not just about technology changes, which are some of the things that got put in place. There needs to be education. There need to be requirements made of the people who are essentially block captains on Next Door. Those folks have a lot of authority. There's not much required of them in terms of understanding things like implicit and explicit bias. And that is a really, really big problem. I think it's a great idea to have Next Door come in and speak to this body, but I would suggest that it would be great to have Neighbors for Racial Justice come in, as well, and talk about the work that they've done together, the work that they see going forward and some of the existing problems that they still see in that space and how it bleeds over into the real world, and also how it's fitting with the (unintelligible) of other crime and safety--I put that in quotes--applications that are out there that I think are really creating this environment of fear and panic that people have that is not calibrated to what's actually really going on in the real world, but has very dire consequences for a lot of people.

01:04:27 SUSAN BELINDA CHRISTIAN
Thank you. Commissioner Pellegrini.

01:04:29 JASON PELLEGRINI
No, I was going to also say that I think the response on Next Door is different per precinct, because I know Northern Station does not interact with the public on the Next Door app. They do post out but they do not receive comments. They'll post an emergency. And I would say also the self-policing policy of Next Door has created lots of panic. I can only speak for D2. But the leads are the ones that are self-policing and they do not--some of them are very active and others definitely do not have any training whatsoever and have created panic and chaos in the areas that I've been involved in. So they have a lot to learn.

01:05:08 SUSAN BELINDA CHRISTIAN
Thank you.

01:05:09 VICTOR LIM
I have an answer to your earlier question regarding the contractual relationship. We--

01:05:14 SUSAN BELINDA CHRISTIAN
If you could just state your name again for the record since we're recording.

01:05:16 VICTOR LIM
Victor Lim, External Affairs Officer with the Department of Emergency Management.

01:05:19

SUSAN BELINDA CHRISTIAN

Thank you.

01:05:20

VICTOR LIM

So regarding the question on the contractual relationship. I just texted back and we got a response. Is there's no monitored transaction. We are a client, like a user, a government user of theirs and it's for free.

01:05:35

KAREN CLOPTON

I see.

01:05:36

VICTOR LIM

And regarding to what Commissioner Pellegrini had mentioned. We do not have access to the internal neighborhood discussions that people post. And I think that is actually one of the functions that Next Door has kept specifically to keep that neighborhood feeling. But when we post something like for PG&E or power outage or sewers, that type of information or the warnings, we have the ability to allow feedback but often times we do close a discussion. But on certain occasions, we engage those responses on a comment, like a Facebook comment. We can see those specific responses.

01:06:18

KAREN CLOPTON

I see.

01:06:19

SUSAN BELINDA CHRISTIAN

I think it would be really good to understand exactly the structure of Next Door and how it works. And I'm assuming it's a profit making enterprise. And so how all that works, as well.

01:06:29

VICTOR LIM

Yeah, we'll make sure to pass the info along, and they're actually just at the Twitter building.

01:06:33

SUSAN BELINDA CHRISTIAN

Director Davis.

01:06:35

SHERYL EVANS DAVIS

Where are they? Just connected to this item, I wanted to--in preparation for this and I'm not sure if we formally have introduced both folks. But I just wanted to introduce specifically Brittany Chiquata who recently joined the HRC staff who helped set the Agenda and helped plan for--you can come up--and will be actually staffing the Commission, helping with developing the Agenda and other pieces. So she'll help kind of with follow up for this with regards to Next Door and helped kind of prep and plan for tonight's meeting. So I didn't know if you had anything you wanted to share or say.

01:07:15

BRITTANY CHICUATA

Sure, since you gave me the mic. Just quickly, nice to meet you all. I'll be reaching out to have some individual one-on-ones just so that we can establish that relationship. But my name is Brittany Chiquata. I was formerly in the office of President Malia Cohen on the Board of Supervisors. And as Director Davis said, I'll be working as a staff member directly as a liaison for the Commission, but also helping with the direction of policy for the Human Rights Commission. So a government relations person of sorts to move forward the things such as--was brought before you today by Interrupting Racial Justice and turn that into policy so that we interrupt racial injustice. Thank you for your time.

01:08:00

SUSAN BELINDA CHRISTIAN

Well, welcome. It's good to meet you.

01:08:02

SHERYL EVANS DAVIS

And I know she wasn't planning, but I just wanted to give Angela Mahan a chance to wave. She also recently joined the staff. And so I want to also acknowledge Cathy Mulkey Meyer, who is not here tonight. A lot of these are people coming from not just other offices, but are actually on assignment to the Human Rights Commission from other departments, whether it's OEWD, DCYF or another office that I can't remember. And so hopefully we'll be able to keep them and they'll help us continue the work.

01:08:35

SUSAN BELINDA CHRISTIAN

Commissioner Hijazi.

01:08:36

HALA HIJAZI

Yes. Since there's been some significant additions, can we get an updated organizational chart and with rules and responsibility for each of the folks?

01:08:46

SUSAN BELINDA CHRISTIAN

Yeah, I think that's something that we can have for a future meeting and also discuss at the retreat. So is there--

01:08:56

SHERYL EVANS DAVIS

I just want to point out, too, that some--because they wouldn't necessarily be on our org. chart because they're not our staff. So that's why I was mentioning they are assigned to us, so I'll have to work it out. But we can explain what they--but they wouldn't be on our org. chart because they're not paid out of our budget--

01:09:14

HALA HIJAZI

But it doesn't matter if they're paid or not. Normally, even if they're being transferred or the requisition is from another department, they're still acting on behalf of the Commission. So I would like to know who they are and what they're doing so that if we have some events or policy agenda that we can reach out to them the say way they can reach out to us.

01:09:33

SUSAN BELINDA CHRISTIAN

Thank you, Commissioner. Is there any further commissioner comment or discussion on this item? Is there any public comment on this item? I know that I have four cards, I believe. And I will start with the people who have given us cards. I have a card from Dymond Letelemaana. And I see that Kurt Grimes is coming up with her. So the two of them, if you would like to speak together or one after the other.

01:10:08

KURT GRIMES

To Support.

01:10:10

SUSAN BELINDA CHRISTIAN

Support. Support me, right?

01:10:14

SUSAN BELINDA CHRISTIAN

Okay. Welcome.

01:10:17

DIAMOND LA TELEMANA

Hi, my name is Diamond. I go to KIPP college prep San Francisco. As a 15-year-old, I've seen the effects of calling the police because of an assumption that someone has made up in their own head in the color of someone's skin. I believe in 2019, we need to have a change of thinking because if we don't we have repeat--we will repeat the same mistakes being made and tragic events happen like Trayvon Martin. This continuous chain of being judged because of the tone of my skin is terrifying, and the fact that in this specific case we not only had our ...

01:11:03

KURT GRIMES

Go ahead.

01:11:04

DYMOND LETLEMAANA

APRI issued phone but my boss Kurt Grimes was walking up and down the street to reassure that we were doing our job with this. The job we were doing was encouraging the community to vote by hanging door hangers. I said this to say that the police shouldn't always need to turn to violence to find a solution to the problem, because we are just innocent people who are trying to do our jobs. And maybe she would have never been so surprised if more people offered internships to black and brown people throughout the year.

01:11:34

SUSAN BELINDA CHRISTIAN

Well said. Thank you. Mr. Grimes. I have a card from Kurt Grimes.

01:11:40

KURT GRIMES

That's me.

01:11:40

SUSAN BELINDA CHRISTIAN

Yeah.

01:11:41

KURT GRIMES

I'm Kurt Grimes. Commissioners, Happy Valentine's Day.

01:11:45

SUSAN BELINDA CHRISTIAN

Oh, thank you.

01:11:47

KURT GRIMES

Commissioners, my name is Kurt Grimes. I'm the program manager at the A. Phillip Randolph Institute San Francisco. Can everybody hear me? Good. That's good to know. I was born here in San Francisco. I'm a native. And I have had the opportunity to live in several parts of the city. And as you all know, because I'm sure you all live here, San Francisco is not the same place it was 10, maybe 15 years ago. Can I--am I in agreement on that? Yes. Okay. Considering that, I am certain that we all live, work and play here since you guys answered my question. I am also certain that as residents, you are aware of these changes. I encourage you as commissioners develop campaigns that encourage people to--in our communities, to participate with each other. The presentation earlier was really good, and I'm glad the police department was here to outline what it is they do. But what we need to have is something kind of like rules of conduct. If you're going to be online and you're going to profile somebody because they shouldn't be somewhere in a pool. Some of the stuff I heard tonight, I got to take my speech and like redo it. It's insane. It's crazy. What are we? This is 2019, not 1960. San Francisco is better than this. And that's why I'm coming to you guys to encourage you once again to have campaigns that encourage us to participate in the communities in which we live. We need to get to know each other and we need to know how to respect each other. Rules of conduct is what we need. Thank you. I appreciate your time.

01:13:23

SUSAN BELINDA CHRISTIAN

Thank you, Mr. Grimes for coming out tonight.

01:13:25

KURT RIMES

Mm-hmm.

01:13:27

SUSAN BELINDA CHRISTIAN

I have a card from Joan Abernathy. And then I have one more card and then we can open it up to additional comment.

01:13:41

JOANN ABERNATHY

Again, my name is Joann Abernathy. And I come to you as--I worked with the police department 20 years ago. Closely with them. And I took the emergency training to be a 911 operator. It's very stressful. I quit. I absolutely did quit because it's very stressful. And the things that they teach you in the training is so hard. If you live in a community or come from a community where I live, it's very hard to take that job on. So you have to think of where the person's mind is before they take on that 911 operator job. You got to think about what they went through, what all was in their mind when they answer the phone. How many people done died in their community and they answer the phone and then somebody saying somebody just got shot? It's very stressful. So 10 years ago, a 911 call was never called to my house. 10 years ago. And it was so terrible to where it made the news. I went to everybody I could to help me. Nobody could help me. But guess what? I started working closely with the police department again, because that was my what they call therapy. But for these youth right now today, they are very afraid of the police. They feel like they're being harassed. They feel like they're being abused. And they shouldn't feel like that. They should feel like the police is there to help them. They should feel like when they pick up the phone and call 911 that somebody is going to help them. That's not the feeling they got. So there got to be more people going out into these communities and educating the community on what to do. Not down here at city hall. It needs to happen in the communities where people can understand what's going on. And this Next Door stuff is just baby mama drama from my neighborhood. So the police is not on that.

01:15:57

SUSAN BELINDA CHRISTIAN

Thank you, Ms. Abernathy for commenting again.

01:16:00

JOANN ABERNATHY

And so I--one more comment. I mostly--

01:16:02

SUSAN BELINDA CHRISTIAN

I'm sorry.

01:16:03

JOANN ABERNATHY

Oh.

01:16:05

SUSAN BELINDA CHRISTIAN

We are on strict time.

01:16:06

JOANN ABERNATHY

Oh okay. I just want to make one comment that I think you should work with some of these youth. And I feel like they need to work closely with them.

01:16:14

SUSAN BELINDA CHRISTIAN

Thank you so much. Jackie Flynn from A. Phillip Randolph Institute.

01:16:28

JACKIE FLYNN

Good evening, Commissioners, Director Davis. Very good to see you all tonight. My name is Jackie Flynn. I'm the executive director of the A. Phillip Randolph Institute here in San Francisco. And if you guys don't know us, we do a lot of community organizing. And as one of my youth leaders was mentioning, we really try to activate our communities to vote and participate in the city. But I'm really here to talk about how beautiful our city is and how it's made up of a socially and culturally diverse community. And like we've heard, fear often drives our neighbors apart. So this isn't just a San Francisco problem, it affects inner cities all across the nation where we on one hand experience the vicious cycle of concentrated poverty and disconnected youth, and a culture of violence among a small destructive minority. And other the other hand, we have national cases of out of control law enforcement practices abetted by police culture that prioritizes racial profiling and violent constraint. So that's where a lot of the fear tends to come from with our young people. I think right now we have an opportunity to create solutions that set the tone across the nation. We need to continue to build stronger support systems and relationships for the disconnected youth between the ages of 16 to 24. And I really am happy to see some of the initiatives that our city is currently making, connecting these young people to job opportunities and career paths. We really need to talk about what happens when somebody does make a frivolous or erroneous phone call, what happens when they provide false information. So I had one kid and she tried to articulate it to you guys. But as we were doing outreach, I actually got a text from somebody on a similar app like Next Door. It wasn't Next Door. It's like Neighbor or something like that. But the complaint was suspicious person tried to unlock door, when in reality she was hanging a door hanger. Right? So what do we do when we actually get bad information and how is that handled? And how do our police department approach our situations, you know? We need more non-violent approaches and ways to, you know, sort of decrease the anxiety and fear and really help build these relationships. So I encourage my young people to speak today. Hopefully more of them explain to you their perspective on this situation.

01:18:54

SUSAN BELINDA CHRISTIAN

Thank you for coming out tonight. It's good to see you and looking forward to continuing to work with the institute. I know that, as you are well aware, that the Commission has for the last couple of years been doing a lot of work with youth in the community and bringing people--police officers in and young people going out and working in with the police and also in other areas. And so it's very important to us and know it's important to you. So thank you tonight. This is the time for additional public comment on Item No. 3. Welcome to the podium.

01:19:28

TYRA FENNEL

Hi. Good evening, Commissioners. My name is Tyra Fennel. I just want to say that a few years ago my father was about 68, and he's a retired engineer. He was in his home when police came with military-style weapons drawn from a Next Door-style call--a Next Door call about a potential burglar. When they saw it was my father, they still advanced and were quite aggressive and it really scared him. So I'm with a lot of the other speakers that talked about more consequence for making phone calls where you're weaponizing a somewhat petty issue and calling on law enforcement. And we know we can't really legislate people's hearts, but we can legislate the law and have penalties for people making frivolous calls. Now, what that looks like, I know the devil is in the details, is to be determined. But I don't always believe that these calls are innocent. I don't always believe they're because of panic. I'm a member of Next Door, Silverview Terrace in the Bayview Hunters Point. I read the comments and some of them are really disturbing. Same with Reddit and other social

media platforms that provide a mechanism for people that have racist, homophobic, misogynistic, all of that--lesser of all of them, tendencies to use the police as a weapon. So, again, I really thank you guys for moving forward on considering solutions for this issue. But I do want you all to think about moving forward legislation or more penalty-focused consequences for these actions. Thank you very much.

01:20:59

SUSAN BELINDA CHRISTIAN

Thank you, Commissioner, for coming out to make public comment tonight. Is there any further public comment on Item No. 3? Ms. Jenkins, welcome back to the podium.

01:21:09

ANGELA JENKINS

I hope I haven't worn out my welcome.

01:21:12

SUSAN BELINDA CHRISTIAN

No, not at all.

01:21:13

ANGELA JENKINS

I really enjoyed everyone's comment, particularly from the youth director from A. Phillip Randolph. There is a law that was passed, or a law that has been proposed in Congress called the Online Safety Modernization Act. And in particular, I don't know if it's still in this current Congress, it does do that. It brings a code of conduct and severe penalties for people who misuse the internet. I know we're looking for net neutrality and we're trying to use the internet more, but Catherine Clark in the state of Massachusetts authored this bill in June 2017. Don't know if it still has life. But locally speaking, there are a lot of experts on online hate. And in particular, we in San Francisco more recently experiencing swatting. San Francisco's police departments were called to an erroneous voice--or voice over an internet call where there was no real emergency. So, yes, online work it sometimes has a lot of animus or online communication can be illegal. There are some laws in the state of California, federal law against the word "swatting." Swatting is calling unnecessarily armed police to a particular location in a vindictive manner. And I did also want to say that with Next Door, there was a BuzzFeed article in 2018, which actually says even though the CEO, Nirav Tolia, did create an algorithm that reduces the time that--when people are on handheld devices like an Android, that they report racial profiling by 75 percent but it doesn't work on all devices. That's the BuzzFeed article of, I think it was April 2018. There's still a lot of work to do with any online interactions. Thank you.

01:23:09

SUSAN BELINDA CHRISTIAN

Thank you very much. Is there any further public comment on Agenda Item No. 3? Thank you to all of our presenters, everyone who came out tonight to listen as well as to speak. And this is the beginning of this particular conversation and this work, so thank you very much. Madam Secretary, the next item, please. Oh, I'm sorry. Commissioner Karwande. I didn't see that. You snuck in there.

01:23:37

MAYA KARWANDE

Yeah, apologies. Maybe just before everyone leaves, I have one quick comment after kind of hearing all of the presentations. It occurs to me that in the equity initiative and other initiatives that the Human Rights Commission has done that data has been really helpful. And I see that the Department of Emergency Management has data on kind of the number of actual emergency calls versus the number of accidental dials. I'm wondering if there's any further data or if it would be possible to kind of track the number of calls that, you know, maybe should have never been made, kind of the calls that you described as the dispatchers, you know, decide during the call that it's not

a criminal matter or perhaps once the police arrive it's determined that the, you know, the facts in the call were different from what's actually happening. That is probably harder to track because it requires kind of two different agencies communicating. But I'm interested in what the possibilities are there.

01:24:46

ROBERT SMUTS

Robert Smuts, Deputy Director DEM. I would be interested in perhaps talking with your or staff a little further about exactly what you're interested in looking at. Some things are relatively easy to pull from our data. Some things are harder. The chart with the 60 percent, 30 and 10 was actually a result of we had some people come in through the Mayor's Office of Civic Innovation, some volunteers come in and actually sampled a couple hundred calls and mark them. And so that was extrapolation from that. But that wasn't something that was easily captured from the data that we have in our systems. Other things are very easy. So I probably want to maybe offline them, drill into what you're interested in a little more and see if we can do that.

01:25:32

SUSAN BELINDA CHRISTIAN

And building a little bit on what Commissioner Karwande was asking, and someone else had a comment about public education. Perhaps you did. I wonder if some of the slides that you had for us tonight, including the that one you just referenced about. The number of calls that were made, how many ended up being a true emergencies, whether those could be on bus shelters and just, you know, a way to get this information that, you know, we're seeing each of us for the first time which is very helpful to think about, you know, who to call when. And then these statistics about how these calls generally shake out, so that people can start thinking about our use of these numbers and to see that maybe this will be some motivation for some people to think that, well, maybe I shouldn't be calling this in as an emergency or maybe I shouldn't be thinking about what I'm seeing in this way. So I think maybe the HRC could work together with you on some of those ideas.

01:26:30

ROBERT SMUTS

Be very interested in that. Last year, we had some money in our budget allocated for public education campaign and we did do some of that work. That unfortunately did not make it into the current year budget, but there are ways to do this for earned media, for free as well and we continue to try to follow up on that. And certainly interested in partners helping.

01:26:53

SUSAN BELINDA CHRISTIAN

Fantastic. Thank you. Any further comments? Any further public comment? Welcome to the podium, Eva Chan.

01:27:09

EVA CHAN

Hi. Eva Chan, member of the community. One other thing that I would be curious about, maybe if we can get information from them, is I just read that recently the website such as Facebook are using AI to parse language. And depending on the content of the language, someone might be very sad. I don't know if it's happening in San Francisco, but they're alerting authorities as someone maybe a threat to--a suicidal threat to themselves. I'm also curious, in addition to people profiling based on race or based on mental state, if there's also AI that's also parsing through stuff online in terms of targeting people to have authorities called. And that's all I'm curious about. Thank you.

01:27:57

SUSAN BELINDA CHRISTIAN

Wow, that's a very good point. I hadn't been aware of that. We can make a note of that. Any further public comment? Seeing none, Madam Secretary, please move to the next item.

01:28:10

COMMISSION SECRETARY

Chair's Report, Commission Retreat.

01:28:13

SUSAN BELINDA CHRISTIAN

Okay, Colleagues, this is going to be very brief. I just wanted to talk about the results of the poll, the online polling about a date that would be best, a date and time that would be best. Based on the responses, March 14th, Thursday has the largest number of responses. So, you know, we're--we have several seats on the Commission that are not yet filled, need to be refilled. And so I've been trying to wait to see what might happen with that. But not being able to read any tea leaves, it's probably best just to go forward with March 14th. And I know that the poll asked people about their availability from 9:00 to 4:00. But in talking with the director, we feel that we could be going from about maybe 1:00pm to 4:00 or 4:30 so that people have time to do their work in the morning and have time to get from work to the retreat. So maybe start at 12:30-1:00 and go to about 4:00 to 4:30. And given that that is the regular night for a commission meeting, we'll probably cancel the commission meeting in favor of the retreat. So Lori will be sending out a confirmation of that soon, and please do confirm that on your calendars. Thank you for everyone who moved around events and work to be able to be there. Director Davis?

01:29:48

SHERYL EVANS DAVIS

I just wanted to--is that, Lori, for the port or is that another location? That date?

01:29:55

SUSAN BELINDA CHRISTIAN

It's for the port, isn't it?

01:29:56

COMMISSION SECRETARY

It should be for the port.

01:29:58

SUSAN BELINDA CHRISTIAN

So we do have the location locked down, and we'll confirm that tomorrow.

01:30:02

COMMISSION SECRETARY

Yes, we will do that.

01:30:03

SUSAN BELINDA CHRISTIAN

Okay. Commissioner Porth

01:30:06

ABIGAIL PORTH

That answered my question. Thank you.

01:30:08

SUSAN BELINDA CHRISTIAN

Great. Any--so I just wanted to get that out there, and we'll be giving you more information. Any questions or comments, Commissioners? Any public comment on that item? Seeing none, Madam Secretary, the next item on the Agenda, please.

01:30:22

COMMISSION SECRETARY

Commissioners' activities in the community.

01:30:25

SUSAN BELINDA CHRISTIAN

So Colleagues, as always, this is an opportunity for commissioners to report back to the Commission on work that we are doing in San Francisco's various and beloved communities. Commissioner Porth.

01:30:34

ABIGAIL PORTH

Actually, sorry, I'm just slow tonight. The Agenda for the retreat, should we--how is it being sent and--

01:30:42

SUSAN BELINDA CHRISTIAN

Electronically you'll get it.

01:30:43

ABIGAIL PORTH

And can we provide feedback offline--

01:30:47

SUSAN BELINDA CHRISTIAN

Please.

01:30:48

ABIGAIL PORTH

--insights or input?

01:30:50

SUSAN BELINDA CHRISTIAN

Yes, always.

01:30:51

ABIGAIL PORTH

It'd be welcomed?

01:30:52

SUSAN BELINDA CHRISTIAN

Always.

01:30:52

ABIGAIL PORTH

Okay, cool.

01:30:53

SUSAN BELINDA CHRISTIAN

Always.

01:30:54

SHERYL EVANS DAVIS

I know I already have one Agenda item.

01:30:57

SUSAN BELINDA CHRISTIAN

I'm sorry, where were we?

01:31:00

COMMISSION SECRETARY

Commissioners' activities--

01:31:01

SUSAN BELINDA CHRISTIAN

Commissioners' activities in the community. Anybody want to say anything tonight, right now? Any public comment on this item? Seeing none, Madam Secretary.

01:31:13

COMMISSION SECRETARY

Matter of interest for possible inclusion on future Agendas.

01:31:16

SUSAN BELINDA CHRISTIAN

As just illustrated with Commissioner Porth, as you well know, you can always, always send thoughts, requests, musings, anything. Always available, both the director and myself and Vice Chair Sweet to hear and respond. And so if there's--in addition, is there anything that anyone wants

to say tonight about matters of interest for possible Agendas? I think we got a lot of information tonight and something--this is something that will show up again in the future. Any public comment on this item? Seeing none, Madam Secretary, the next item on the Agenda, please.

01:31:55

COMMISSION SECRETARY

Adjournment.

01:31:57

SUSAN BELINDA CHRISTIAN

7:15 p.m. and we are adjourned. Thank you.