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OFFICE OF THE CITY CLERK  
OAKLAND

# AGENDA REPORT

2013 OCT 10 PM 2:43

TO: Deanna J Santana  
City Administrator

FROM: Katano Kasaine  
City Treasurer/ Interim DHRM Director

SUBJECT: Supplemental Report to Equal  
Access Annual Compliance Report

DATE: October 7, 2013

City Administrator  
Approval

Date

10/9/13

COUNCIL DISTRICT: City-Wide

## SUPPLEMENTAL REPORT

At its September 24, 2013 meeting, the Finance & Management Committee requested that staff provide a supplemental report to the annual Equal Access compliance report. There were concerns about the City's Equal Access Ordinance compliance raised in a letter sent September 23, 2013 (*Attachment A*) and distributed at the meeting. Authors of the letter also spoke at the committee meeting to address their concerns. Each of the concerns raised is listed below. In addition, results of the annual language access survey is included as part of this supplemental report.

### 1. Time Period Covered by the Report

The report covers the period of July 1, 2012 through June 30, 2013 as stated in the executive summary section on the first page of the Equal Access Annual Compliance Report presented on September 24, 2013.

### 2. List of Total Number of Public Contact Positions (PCP) Hired During Reporting Period

The Equal Access Annual Compliance Report presented on September 24, 2013 included a 97-page detailed City-wide PCP Staffing chart specifying location, job classification, number of positions and bilingual skills for all PCP positions for all departments. A list summarizing the total number of all PCPs hired during the reporting period is attached. (*Attachment B*)

### 3. List of All Hires for All Departments

A list detailing the total number of all New Hires and all PCP Hires during the reporting period is attached. Revised reporting for Office of Parks & Recreation (OPR) and Oakland Police Department (OPD) is included in this supplemental report. (*Attachment B*)

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**Parks & Recreation.** The Office of Parks & Recreation’s ‘summer workers’ are seasonal part-time workers. A list of newly hired part-time bilingual staff was provided in the Office of Parks & Recreation Agency Compliance Plan and attached as part of the Equal Access Annual Compliance Report presented on September 24, 2013. The report included “summer hires” as part of the department’s compliance efforts and provided detailed information on part-time hires based on offer and acceptance of employment during the reporting period. But because of the timing of the City Administrator’s annual report, most of these individuals had not accrued any work hours at the beginning of the fiscal year that started July 1, 2013 and were not reported as “new hires” in the annual compliance report. **Attachment B** is based on central payroll information and serves as a reliable source of information as new employees officially enter the City of Oakland system as of the end of the fiscal year, June 30, 2013.

**Police Officers.** The Oakland Police Department’s information provided in **Attachment B** now includes Police Officer Trainees who graduated from the 166<sup>th</sup> Academy and were subsequently hired as Police Officers during FY 2012-13. Data for the 166<sup>th</sup> Academy was provided in a supplemental report to last year’s Equal Access Annual Compliance Report and was inadvertently not included in this year’s report.

**POT 166th Academy**

Step	Step Date	Total	% of Total	Count Bilingual Spanish	% Bilingual SP	Count Bilingual Chinese	% Bilingual CH
Applications Received	2/8/2012-3/5/2012	2301		N/A		N/A	
Invited to Written	3/21/2012	2165	94%	N/A	N/A	N/A	N/A
Invited to Physical Agility	4/10/2012	752	35%	119	N/A	47	N/A
Invited to Oral Interview	4/23/2012-4/26/2012	643	86%	114	96%	45	96%
Referred to Department	5/18/2012	409	64%	72	63%	30	67%
Invited to Academy	9/17/12	55	13%	7	10%	9	30%
Academy Graduation	3/20/13	39	71%	4	57%	6	57%

Note: For the 166th Academy, language skills data was collected from applicants at the Physical Agility test.

Breakdowns of language skills and progression in the application process for the 167<sup>th</sup> and 168<sup>th</sup> Academy were provided in the report presented on September 24, 2013. The 167<sup>th</sup> Academy graduated on September 20, 2013, and statistics related to language skills of the new Police Officers will be reported on the next Annual Compliance Report.

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#### 4. Concerns Regarding the Quality of Individual Agency Reports

Differences in Calculations: There was a difference between the Police Department’s reporting and the Equal Access Office’s reporting regarding the number of bilingual PCP employees and the percentages used to evaluate staffing for the Police Department.

The Equal Access Compliance Assessment in the Ordinance makes reference to “substantial number of limited English Speaking Persons Group” by referring to the best available data from the United States Census Bureau. The difference in the calculations for the Police Department from the Agency Plan and the Citywide numbers reported in the Equal Access Compliance Report for FY12/13 result from the department having applied an older population percentage (Spanish 12.68%; Chinese 5.56%) and the Equal Access Office using the current FY12/13 calculations (Spanish 11.39%; Chinese 5.63%). The “cover memo” stating 110 Spanish and 55 Chinese bilingual employees as the current OPD goal was accurate. The latest US Census was conducted in the year 2010 and its result was released in the fall of 2011. The differences are compared here:

##### U.S. Census Bureau American Community Survey (ACS)

Pre Census 2010 Data	Population	Percentage
Oakland Population	362,409	100.00%
Spanish Speakers -Speak English less than very well	45,952	12.68%
Chinese Speakers -Speak English less than very well	20,165	5.56%
Post Census 2010 Data	Population	Percentage
Oakland Population	365,789	100.00%
Spanish Speakers -Speak English less than very well	41,647	11.39%
Chinese Speakers -Speak English less than very well	20,595	5.63%

Department Procedures: Administrative Instruction No 145 serves as the standard policy in implementing the Equal Access Ordinance in serving Limited-English-Speaking (LES) populations. It is a City-wide policy and is applicable to all City departments. As part of the Equal Access compliance efforts in the coming year, Equal Access staff will be working with departments to ensure that there are clear instructions and procedures for responding to LES persons.

Basis for Calculation: A question was raised at the Finance Committee Meeting regarding population statistics. For the purpose of the evaluation of Limited-English Speaking Oaklanders, we rely on the Census Bureau’s American Community Survey which gives us data on ‘Language spoken at home by ability to speaking English for the population 5 years and over’. If we count all Spanish speakers in Oakland, there are 78,249 or 21.40%; all Chinese speakers total 28,574 or 7.8%. Historically, for the purpose of reporting language access to services, the Equal Access Office uses the “Speak English less than ‘very well’” data to calculate the percentage. The ordinance discusses the provision of services to “LES population” (Limited-English Speaking population, so the analysis is based on the census data related to those who report a limited ability to speak English.

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US Census ACS Data	Population	Percentage
Oakland Population	365,789	100.00%
Spanish Speakers	78,249	21.39%
Spanish Speakers - Speak English very well	36,602	10.01%
Spanish Speakers - Speak English less than very well	41,647	11.39%
Chinese Speakers	28,574	7.81%
Chinese Speakers - Speak English very well	7,979	2.18%
Chinese Speakers - Speak English less than very well	20,595	5.63%

5. Equal Access to Services Customer Survey

An Equal Access to Services Customer Survey was conducted, but survey findings were not available for the September 24, 2013 Finance Committee Meeting. Analysis of data is now completed and is presented as part of this report.

The Equal Access Language Survey *Attachment C* consists of twelve questions focused around accessibility to City services and based on the requirements of the EAO. 1,149 surveys were collected and more than 71,000 customer contacts were recorded. This section assesses the state of language access within City of Oakland Departments. It examines the degree to which City Departments administer services and programs providing limited English speaking persons with language assistance services.

*Methodology*

A. Survey

Data was collected by City of Oakland public contact position employees at City of Oakland service locations. A twelve-question quantitative survey was developed and reviewed by a review committee along with Equal Access Office staff in spring 2013. Training and written instruction were provided to Agency Language Access Coordinators to ensure effective use of all instruments. Department Directors and Agency Language Access Coordinators disseminated survey instrument and instructions to public contact locations within its Department. Surveys were collected in a range of local settings, including department offices, service counters, public libraries, senior centers, Parks & Recreation centers, police station, and City Hall. Public contact position employees acted as surveyors and administered survey to individuals accessing City of Oakland services. Survey was double-sided and contained questions in English, Spanish, and Chinese all in one document. In addition, survey was also posted on City of Oakland website to enhance accessibility. Results were tabulated in Equal Access Office.

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## B. Public Contact Tally Sheet

A Tally Sheet was designed to capture information about the language use of clients accessing City services. Public contact position employees mark on the tally sheet the language spoken by a client who walk in or call in to access City services. Data was collected by front line City employees during the same four-week data collection period for the survey.

## C. Limitations

Surveys are a classic method for data collection. They are flexible and easy to implement. While there are many benefits of surveys, they also have some limitations. Results can be skewed if samples are not randomly selected. In previous years, City Departments designed and implemented a survey for their respective Department. This type of customized survey may better represent the nature of the Department's services and allows for program specific questions. However, such a customized survey makes it challenging for cross-department comparison or across-the-board Citywide analysis. This 2013 survey marked the first across-the-board standardized Equal Access to Language Service Survey for City of Oakland.

In reviewing the data collected, some limitations of the survey were identified. First, by talking to various City employees about the survey, we learned that well-developed written instructions for staff administering the survey is needed. It appears that some public contact points captured all contacts regardless of language(s) spoken while others captured language(s) spoken by limited-English-speaking persons only. Secondly, the survey questions were designed with mainly "Yes" and "No" answer options. It may be better to use a 5-point scale for capturing the degree to which a respondent agrees or disagrees with a survey question or statement, for instance. Thirdly, the survey should be designed with the target group in mind. The 2013 Survey asked many question regarding a respondent's experience in using the City of Oakland's language assistance services, which may seem to suggest that the survey doesn't apply to native English speakers. A number of surveys collected were not filled out completely, suggesting that respondents may have had difficulty relating to all the questions. Future surveys will be evaluated and possibly redesigned with the target groups in mind. Lastly, it takes years of experience and training to become a professional researcher. With limited resources, our study uses City employees as survey-takers. This may have impacted the quality of the survey results.

The summary findings presented in this report are considered with all of these limitations in mind. Findings may not represent an entirely accurate account of the current status of accessibility to City services, however, the survey does point out some of the areas of concern. Lessons learned this year will be used to improve the quality of the survey for next year and will inform training and other Equal Access Office activities this year.

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D. The Sample

A “Convenience Sample” was used in this study. The sample is composed of whatever persons can be most easily accessed to fill out the survey. This type of sampling is a form of non-probability sampling. In non-probability samples the relationship between the target population and the survey sample is immeasurable and potential bias is unknown. At the end of the survey collection period, a total of 1,149 surveys were collected. Language Designation Tally Sheet documented 71,256 contacts during the same time period. The number of completed survey collected and contacts documented by each Department is listed in the charts below for reference.

*Surveys Collected*

Department	Surveys Collected
Oakland Public Library	546
Parks & Recreation	411
Oakland Police	84
Human Services	54
Planning & Building	37
City Administrator's Office	9
Administrative Services Division	7
City Clerk's Office	1
<b>TOTAL</b>	<b>1,149</b>

*Public Contacts Documented*

Departments	Contacts Documented
Oakland Public Library	58,974
Parks & Recreation	4,482
Mayor's Office	2,487
Planning & Building	1,830
Administrative Services Division	1,481
City Administrator's Office	762
Oakland Police	637
Human Resources Management	215
Human Services	211
City Clerk's Office	187
Housing	83
Public Works	72
City Auditor's Office	35
<b>TOTAL</b>	<b>71,256</b>

A total of 71,256 contacts were documented in the study period as individuals interacted with City of Oakland public contact locations. Certain City services are provided at residences or business locations such as elderly home visits or building inspections. Other services such as, violence prevention programs, homeless services, school meals programs and workforce development programs often are not offered via a service counter at City of Oakland facilities. Such contacts may not have been documented in this study. Among the documented contacts, 70.6% were English speakers, 10.1% were Spanish speakers, and 16.1% were Chinese speakers. It is interesting to note that when it comes to survey respondents, the dynamics of respondents shifted. Survey respondents primarily speak another language. Survey responses showed: 13% English speakers, 40% Spanish speakers, and 41% Chinese speakers.

Tally Sheet Result Summary		
Language	Count	Percentage
English	50,277	70.6%
Spanish	7,198	10.1%
Chinese	11,469	16.1%
Vietnamese	398	0.6%
Arabic	183	0.3%
Tagalog	181	0.3%
Hindi	166	0.2%
Korean	161	0.2%
French	153	0.2%
Japanese	152	0.2%
Russian	86	0.1%
Italian	76	0.1%
Cambodian	49	0.1%
Portuguese	22	0.0%
Other	685	1.0%
<b>TOTAL</b>	<b>71,256</b>	<b>100.0%</b>

Only 1.6% of City service users as documented through the Tally Sheet responded to our survey. While there were 71,256 contacts documented, only 1,149 surveys were filled out.

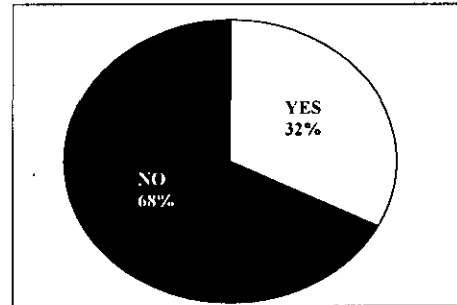
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**Survey Finding**

Twelve questions were asked in this quantitative survey. 1,149 completed surveys were collected. Responses to each question are presented here:

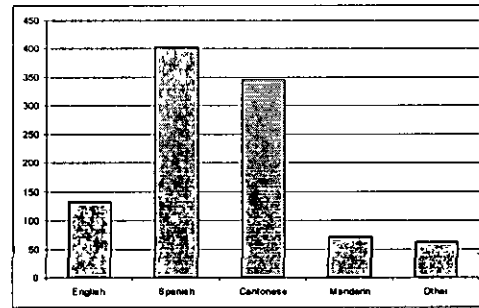
1. Have you experienced difficulty receiving assistance because you speak only limited or no English?

YES 32%  
 NO 68%



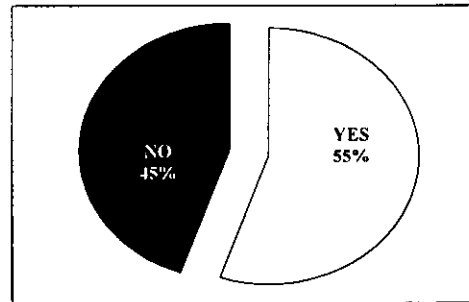
2. Which language do you speak?

English 13%  
 Spanish 40%  
 Cantonese 34%  
 Mandarin 7%  
 Other 6%



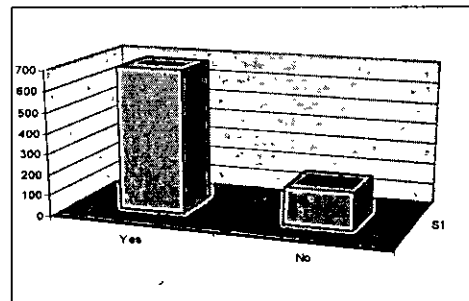
3. Have you asked at the counter for assistance in your language?

YES 55%  
 NO 45%



4. If you asked at the counter for assistance in your language, did you receive it?

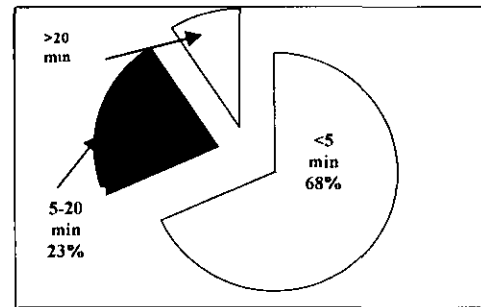
YES 79%  
 NO 21%





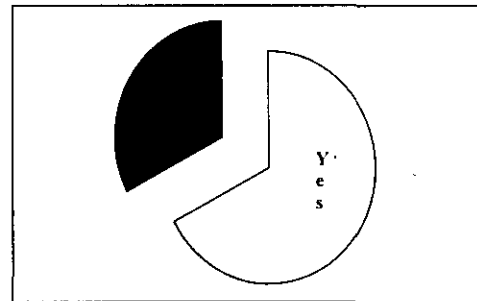
5. If you asked for assistance in your language, and it was your time to receive service (your number came up), how long did you wait for assistance in your language?

Less than 5 min	68%
Between 5 & 20 min	23%
Over 20 minutes	9%



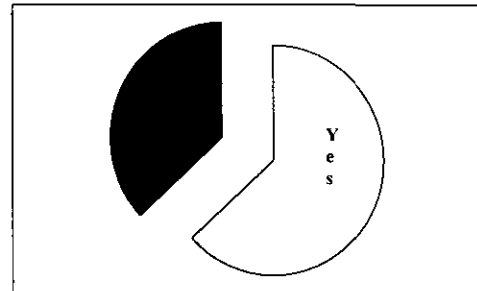
6. Were there visible signs informing the public of their right to receive oral and written bilingual services?

YES	67%
NO	33%



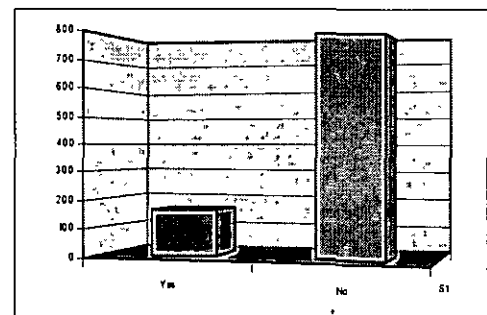
7. Were you informed of your right to an interpreter?

YES	63%
NO	37%



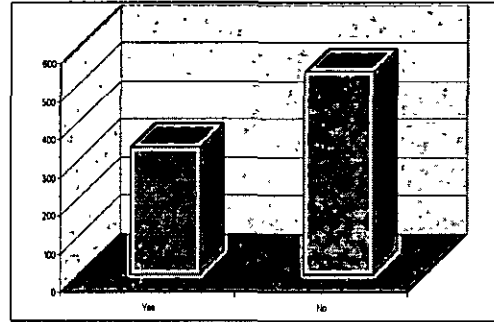
8. Do you think you were treated different because you don't speak English?

YES	17%
NO	83%



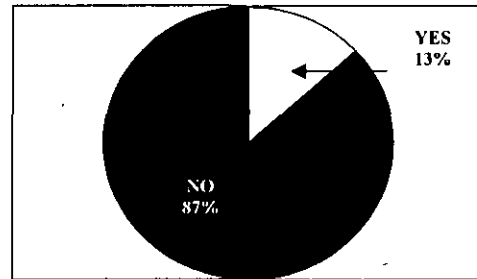
9. Were you informed of your right to file a complaint if you didn't receive adequate bilingual services?

YES 39%  
 NO 61%



10. Did you bring your own interpreter before to access City services?

YES 13%  
 NO 87%



11. What services did you require when you brought your own interpreter?  
 7 responses collected, summarized as follows:

Department of Planning & Building (Building Permit)	1
City Administrator's Office (Business Tax)	1
Public Library (Asian Branch)	2
Public Library (Lakeview Branch)	1
Public Library (Teen Zone)	1
Public Library (Brookfield Branch)	1

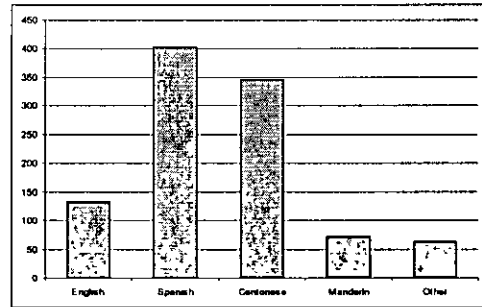
12. Is there anything else you would like us to know about your experience today?  
 178 responses collected, summarized as follows:

'Good service'	58%
'I am an English speaker'	10%
'Need more bilingual service'	21%
'Other request not related to EAO'	7%
'Lack of good service'	5%

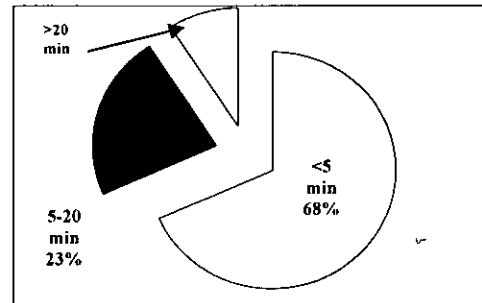
**RECOMMENDATIONS**

RECOMMENDATION #1: A clearly defined survey protocol, sampling method and survey instruction to be developed and reviewed before administering the next survey. Survey questions are to be evaluated with target population in mind to determine if revision is necessary.

149 (13%) of survey respondents are English speakers while 1000 (87%) of the respondents speaks another language. Question #1, 3, 4, and 5 ask if a limited English speakers encounter difficulty in receiving services and language assistance. These questions are only applicable to LES persons.



32% of the LES respondents felt that they experienced difficulty receiving assistance because they speak limited or no English. Again, this question is not applicable to a native English speaker. It should be noted that only about half of the LES persons (55%) have asked for language assistance at the counter as shown in responses to question #3. Among those who have asked for language assistance at the counter, 79% stated they have received the service. When asked how long did respondents have to wait for language services, 68% waited less than 5 minutes; 23% waited between 5 to 20 minutes, and 9% waited for over 20 minutes. With bilingual public contact employees available at each Department and 24/7 over-the-phone translation services available, City Departments are equipped with resources to serve the public regardless of language spoken. Adequate staff training could improve service delivery.



RECOMMENDATION #2: Findings will be shared and discussed with City Departments. Departments will be required to include in the next annual compliance report a corrective action plan to address steps needed to fill in gaps in language assistance services. Over the past few years the City has undergone staffing changes associated with budget cuts, reorganizations, and turnover. Staff recommends that new trainings be provided for all City departments regarding the requirements of the Equal Access Ordinance and how departments can best meet those requirements with existing resources. Included as part of the training would be a review of Administrative Instruction 145 which details department responsibilities under the Ordinance. Agency directors and Language Access Coordinators would be required to provide all hiring managers within the department with a copy of the Administrative Instruction to enhance

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awareness and understanding of the City's commitment to serving LES populations through bilingual staffing.

**RECOMMENDATION #3:** A list of all bilingual public contact employees with their phone number, title, and language spoken shall be developed by Agency Language Access Coordinator and made available to all public contact locations, service counters and reception desks within its Department to enhance accessibility to in-house language assistance in the next 120 days.

**RECOMMENDATION #4:** The Over-the-Phone Interpretation Services is a quick and convenient way to serve LES population, especially in drop-in situations when bilingual staff may not be readily available. It is our recommendation that information on Over-the-Phone Interpretation Services be provided to all Language Access Coordinators and be made available to all public contact locations, and service counters. All receptionists and customer service representatives shall be equipped with information using the Over-the-Phone interpretation service within the next 120 days. Equal Access Office will offer training to front line service counter staff in FY 2013-14.

**RECOMMENDATION #5:** There is a need for a greater quantity and more visible notices to LES persons of the availability of services in the threshold languages of Spanish and Chinese. In FY 2013-14, the Equal Access Office together with the City Administrator's Office will develop universal signs and notices in threshold language. Agency directors and Language Access Coordinators will be charged with the responsibility to make sure signs are posted in all public contact locations and service counters.

### ***CONCLUSION***

Over the last decade, much progress has been made. The City of Oakland continues to provide increased access to City services and vital written materials are provided in threshold languages as specified in the ordinance. The quantitative data presented in the 2013 Language Access Survey suggests that there is room for improvement in our service delivery model to guarantee that the needs of Limited English Speaking Oakland residents are met in providing City services. The survey is a valuable tool for City departments to solicit feedback from City service users and improve future services.

The Equal Access Office and DHRM staff will continue to work to improve and further develop the City's compliance and reporting as it relates to the Equal Access Ordinance. Staff will also continue to engage community members in discussions regarding equal access activities and programs to increase and improve Oakland residents' access to services.

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For questions regarding this report, please contact May Tam, Program Analyst III, at (510) 238-2368.

Respectfully submitted,



Katano Kasaine  
Interim Director, Human Resources Management

Prepared by:  
May Tam, Program Analyst III  
Equal Access Office of DHRM

Reviewed by:  
Kip Walsh, Recruitment & Classification Manager  
DHRM

Attachments:

- A - Letter from Community Members Luz Buitrago, Peter Roos, and Mary Gillespie
- B - List of All New Hires and All PCP New Hires
- C - Equal Access to Services Customer Survey

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**COMMENTS 2012-2013 EQUAL ACCESS REPORT**

To the members of the Finance & Management Committee of the Oakland City Council

Cc Deanna Santana, City Administrator; Katano Kasaine, Interim DHRM Director; Kip Walsh, DHRM

Re: September 24, 2013 Committee Meeting  
Item No. 13-0044; 2013 Equal Access Report

Dear Chairperson Schaaf and Councilmembers Kemighan, Brooks, and Kaplan:

We urge you to decline to accept the 2013 Equal Access report, which is on the agenda for the September 24 Committee meeting until it is amended or a Supplemental Report is prepared that includes information required by the Equal Access Ordinance, as explained below.

**WHO WE ARE**

As you probably know, Peter Roos and Mary K. Gillespie are attorneys for ECHO and the Spanish Speaking Citizens' Foundation, which are community groups that sued the city in 2008 to enforce the Equal Access Ordinance. Luz Buitrago is an attorney who is has been advocating for the Equal Access Ordinance since 2001 and represented other community groups in a companion lawsuit. An important provision of the Ordinance requires the City Administrator to prepare an Annual Report delineating the status of compliance with the Ordinance. The settlement agreement resolving the lawsuits obligated the city to prepare and transmit the Annual Reports per the Ordinance.

We apologize for the short notice of this letter, but we did not see the final version of the report until it was available on the Committee website last week. We did see a draft version, and expressed our concerns about that draft to Kip Walsh and Equal Access staff in a meeting on August 22. The draft report was modified after that meeting to remedy some, but not all, of the deficiencies.

**DEFICIENCIES IN THE REPORT**

- **FAILURE TO IDENTIFY THE TIME PERIOD COVERED BY THE REPORT.**  
The report does not explain the date or dates used for the reporting period. Is it FY 2012-2013 or some other period? This should be identified in the report and may explain some of the apparent inconsistencies between different sections of the report.

- **FAILURE TO LIST TOTAL NUMBER OF PCP'S HIRED DURING REPORTING PERIOD.** (Cover memo, p.5.)

The report states the number of *bilingual* PCP's hired during the reporting period (cover memo, page 5) but not the *total* number of PCP's hired, i.e. both bilingual and non bilingual. This information is required by the Ordinance, *see* Sec. 2.30.1000(b)(3), and is

necessary in order to ascertain whether city departments are hiring bilingual PCP's when possible. The report should not be accepted unless this information is included.

**- APPARENT FAILURE TO REPORT ALL HIRES FOR ALL DEPARTMENTS**

The "PCP's Hired" chart, cover memo at p. 5, appears incomplete. For example, it does not include temporary summer workers presumably hired by Park and Rec, nor does this information seem to be in the individual Park and Rec agency report. (The agency report has a discussion of "part time" workers on p. 59 but that does not seem to include summer workers.) Also, there is no mention of OPD officers being hired, although it was our impression that at least one academy class graduated during FY 2012-13. This information must be included, or the omission explained.

**- INCOMPLETE AND INCONSISTENT INDIVIDUAL AGENCY REPORTS**

Several of the individual agency reports/compliance plans, as noted below, appear formulaic and lacking in information specific to the particular agency. In addition, some information in the agency reports seems inconsistent with that in the cover memo. For example:

1) The OPD states in its Agency Report, p. 99, that its goals for bilingual PCP's are 122.84 Spanish and 54.54 Chinese. The cover memo, p. 4, states that the goals are 110 Spanish and 55 Chinese. What accounts for the disparity in goals for Spanish speakers?

2) Virtually no individual agency report cites any documents other than the Ordinance and the AI when asked to "describe [its] written policies on providing services to ... LES populations." Yet, we know that OPD, for example, has a Training Policy that instructs officers regarding interactions with limited English speaking persons, and the Department of Human Services has stated that it must follow federal policies in the administration of federally funded programs like Head Start. Presumably, or perhaps hopefully, other agencies have internal memos explaining to staff procedures particular to that agency or department. Yet, none are mentioned. The City Administrator and the Equal Access Office should review individual agency reports for completeness before they are included in the annual report and submitted to this Committee, and inconsistencies should be explained.

Thank you for your consideration. We would be happy to respond to any questions you may have.

Mary K. Gillespie

Peter D. Roos

Attorneys for ECHO and the Spanish Speaking Citizens' Foundation

Luz Buitrago, Attorney involved with the Ordinance since 2001

ORGANIZATION	JOB CLASSIFICATION	FTE	PCP		
			Y/N	SP	CH
<b>ADMINISTRATIVE SERVICES DIVISION</b>					
05221 - Equal Access	Program Analyst III	1.00	1 00		1.00
08222 - General Ledger	City Administrator Analyst	1.00	NO		
08222 - General Ledger	Financial Analyst	1.00	NO		
08261 - Budget Analysis & Operations	Financial Analyst	1.00	NO		
46261 - DIT Server Maintenance & Support	Microcomputer Systems Spec III	1.00	NO		
46461 - DIT Project Coordination	Information Systems Supervisor	1.00	NO		
46531 - DIT Public Safety Applications	Information Systems Supervisor	1.00	NO		
05211 - Recruitment & Classification	Senior Human Resource Analyst	2.00	NO		
05211 - Recruitment & Classification	Human Resource Technician	4.00	NO		
05211 - Recruitment & Classification	Human Resource Analyst	1.00	NO		
TOTAL NEW HIRE		14.00	1.00	0 00	1.00
<b>CITY ADMINISTRATOR'S OFFICE</b>					
47211 - Neighborhood Services Division	Program Analyst I	1.00	1.00	1.00	
02111 - City Manager Admin	Exe. Assistant to Asst. City Administrator	1.00	1.00		1.00
02311 - Equal Opportunity Programs	Equal Opportunity Specialist	1.00	NO		
02331 - Employee Relations	Human Resource Analyst, Principal	1.00	NO		
02711 - Ethics Unit	Program Analyst I, PT	0.50	NO		
02961 - Economic & Workforce Development	Director of Development	1.00	NO		
02971 - Workforce Development	Program Analyst II	1.00	NO		
02971 - Workforce Development	Program Analyst III	1.00	NO		
TOTAL NEW HIRE		7.50	2.00	1 00	0.00
<b>CITY ATTORNEY'S OFFICE</b>					
04211 - Litigation Unit	Neighborhood Law Corp Attorney	1.00	1.00		
04211 - Litigation Unit	Neighborhood Law Corp Attorney	1.00	1.00		
04111 - City Attorney Administration Unit	Exec Asst to City Attorney	1.00	NO		
04111 - City Attorney Administration Unit	Manager, Legal Admin Services	1.00	NO		
TOTAL NEW HIRE		4.00	2.00	0 00	0.00
<b>CITY AUDITOR'S OFFICE</b>					
07111 - City Auditor Unit	Exec Asst to the City Auditor	1.00	1.00		
TOTAL NEW HIRE		1.00	1.00	0.00	0.00
<b>CITY CLERK'S OFFICE</b>					
03121 - City Clerk Unit	Legislative Recorder	1.00	NO		
03121 - City Clerk Unit	Legislative Recorder	1.00	NO		
03121 - City Clerk Unit	Management Assistant	1.00	NO		
TOTAL NEW HIRE		3.00	0 00	0.00	0.00
<b>CITY COUNCIL'S OFFICE</b>					
00211 - District Two Unit	City Council PSE	1.00	1.00		
00511 - District Five Unit	City Council PSE	0.25	0.25	0.25	
00511 - District Five Unit	City Council PSE	0.25	0.25	0.25	
00111 - District One Unit	City Council PSE	0.50	0.50		
00311 - District Three Unit	City Council PSE	0.50	0.50		
00111 - District One Unit	City Council PSE	1.00	1.00		
00111 - District One Unit	City Council PSE	1.00	1.00		
00311 - District Three Unit	City Council PSE	1.00	1.00		
00511 - District Five Unit	City Council PSE	1.00	1.00	1.00	
TOTAL NEW HIRE		6.50	6 50	1.50	0.00
<b>COMMUNITY SERVICES AGENCY - HUMAN SERVICES</b>					
75251 - Outreach	Outreach Developer	1.00	1.00	1.00	
78231 - Head Start Unit	Early Childhood Instructor	0.90	0.90		
78231 - Head Start Unit	Early Childhood Instructor	1.00	1.00		
76231 - Head Start Unit	Early Childhood Instructor	0.50	0.50		0.50
78251 - Youth Services	Program Analyst I	0.50	0.50		
78231 - Head Start Unit	Early Childhood Instructor	0.80	0.80	0.80	



ORGANIZATION	JOB CLASSIFICATION	FTE	PCP		
			Y/N	SP	CH
75231 - Multipurpose Senior Service	Nurse Case Manager	1.00	1.00		
78231 - Head Start Unit	Family Advocate	1.00	1.00	1.00	
78231 - Head Start Unit	Head Start Supervisor	1.00	1.00	1.00	
78231 - Head Start Unit	Maintenance Mechanic, PT	0.33	NO		
78231 - Head Start Unit	Maintenance Mechanic, PT	0.33	NO		
78231 - Head Start Unit	Maintenance Mechanic, PT	0.33	NO		
78231 - Head Start Unit	Food Service Worker	0.89	NO		
78231 - Head Start Unit	Food Service Worker	0.89	NO		
78231 - Head Start Unit	Administrative Assistant II	1.00	NO		
TOTAL NEW HIRE		11.48	7.70	3.80	0.50
<b>COMMUNITY SERVICES AGENCY-PARKS &amp; RECREATION</b>					
502330 - City-Wide Sports	Sports Official, PT	0.01	0.01		
502330 - City-Wide Sports	Sports Official, PT	0.01	0.01		
502330 - City-Wide Sports	Recreation Specialist II, PT.	0.01	0.01		
502350 - Boating	Recreation Aide, PT	0.01	0.01		
502350 - Boating	Recreation Aide, PT	0.01	0.01	0.01	
502350 - Boating	Recreation Attendant I, PT	0.01	0.01		0.01
502350 - Boating	Recreation Aide, PT	0.01	0.01		0.01
502350 - Boating	Recreation Aide, PT	0.01	0.01		0.01
502350 - Boating	Recreation Aide, PT	0.01	0.01		0.01
502380 - Community Gardens	Recreation Aide, PT	0.01	0.01		
504320 - Malonga Casquelourd Center	Recreation Attendant 1, PT	0.01	0.01		0.01
509330 - At-Risk Youth	Recreation Aide, PT	0.01	0.01		
502235 - Montclair Recreation Center	Recreation Aide, PT	0.01	0.01		
502235 - Montclair Recreation Center	Recreation Leader 11, PT	0.01	0.01		
502235 - Montclair Recreation Center	Recreation Aide, PT	0.01	0.01		
502332 - East Oakland Sports Center	Recreation Attendant I, PT	0.01	0.01		
509233 - Ira Jmkins Recreation Center	Recreation Leader I, PT	0.01	0.01		
503235 - Manzanita Recreation Center	Recreation Aide, PT	0.01	0.01		
503239 - Carmen Flores Recreation Center	Recreation Aide, PT	0.01	0.01		
502350 - Boating	Recreation Attendant 1, PT	0.02	0.02		
502350 - Boating	Recreation Attendant 1, PT	0.02	0.02		
502350 - Boating	Recreation Attendant 1, PT	0.02	0.02		
504330 - Studio One	Recreation Aide, PT	0.02	0.02		
509237 - Sheffield Village Recreation Center	Recreation Aide, PT	0.02	0.02		
503235 - Manzanita Recreation Center	Recreation Aide, PT	0.02	0.02		
503235 - Manzanita Recreation Center	Recreation Aide, PT	0.02	0.02		
502260 - Rotary Nature Center	Recreation Aide, PT	0.03	0.03		
504330 - Studio One	Recreation Aide, PT	0.03	0.03		
504330 - Studio One	Recreation Specialist 1, PT	0.03	0.03		
504330 - Studio One	Recreation Aide, PT	0.03	0.03		
504330 - Studio One	Recreation Specialist II,	0.03	0.03		
502340 - Youth & Adult Sports	Recreation Aide, PT	0.03	0.03		
502370 - Area One Special Sports Programs	Student Trainee	0.04	0.04		
504320 - Malonga Casquelourd Center	Recreation Attendant I, PT	0.04	0.04		
504330 - Studio One	Recreation Aide, PT	0.04	0.04		
504330 - Studio One	Recreation Aide, PT	0.04	0.04		
502332 - East Oakland Sports Center	Lifeguard, PT	0.04	0.04		
502332 - East Oakland Sports Center	Lifeguard, PT	0.04	0.04		
503232 - Dimond Recreation Center	Recreation Aide, PT	0.04	0.04		
502234 - Lincoln Recreation Center	Recreation Aide, PT	0.04	0.04		
502332 - East Oakland Sports Center	Lifeguard, PT	0.05	0.05		
502332 - East Oakland Sports Center	Lifeguard, PT	0.05	0.05	0.05	
503232 - Dimond Recreation Center	Recreation Aide, PT	0.05	0.05		
503231 - Allendale Recreation Center	Recreation Aide, PT	0.06	0.06		
509234 - Discovery	Recreation Aide, PT	0.07	0.07		

ORGANIZATION	JOB CLASSIFICATION	FTE	PCP		
			Y/N	SP	CH
503232 - Dimond Recreation Center	Recreation Aide, PT	0.07	0.07	0.07	
502234 - Lincoln Recreation Center	Recreation Aide, PT	0.07	0.07		
502350 - Boating	Recreation Aide, PT	0.08	0.08		
502350 - Boating	Recreation Aide, PT	0.09	0.09		
502235 - Montclair Recreation Center	Recreation Aide, PT	0.09	0.09		
503232 - Dimond Recreation Center	Recreation Aide, PT	0.09	0.09		
502350 - Boating	Recreation Aide, PT	0.10	0.10		
502235 - Montclair Recreation Center	Recreation Aide, PT	0.10	0.10		
509239 - Rainbow Teen Center	Recreation Specialist II, PT	0.10	0.10		
501250 - Special Programs	Recreation Aide, PT	0.11	0.11		
502332 - East Oakland Sports Center	Lifeguard, PT	0.11	0.11		
502330 - City-Wide Sports	Sports Official	0.12	0.12		
502236 - Mosswood Recreation Center	Recreation Leader I, PT	0.12	0.12		
502330 - City-Wide Sports	Recreation Leader I, PT	0.13	0.13		
502330 - City-Wide Sports	Sports Official, PT	0.13	0.13		
502332 - East Oakland Sports Center	Lifeguard, PT	0.13	0.13		
502234 - Lincoln Recreation Center	Recreation Aide, PT	0.13	0.13		
502330 - City-Wide Sports	Van Dnver, PT	0.14	0.14		
502235 - Montclair Recreation Center	Recreation Aide, PT	0.14	0.14		
502330 - City-Wide Sports	Van Dnver, PT	0.15	0.15		
503233 - Franklin Recreation Center	Recreation Aide, PT	0.16	0.16		
502234 - Lincoln Recreation Center	Recreation Aide, PT	0.16	0.16		
502332 - East Oakland Sports Center	Lifeguard, PT	0.18	0.18	0.18	
502330 - City-Wide Sports	Van Driver, PT	0.19	0.19		
504330 - Studio One	Recreation Specialist II PT	0.19	0.19		
504330 - Studio One	Recreation Specialist II PT	0.19	0.19		0.19
503235 - Manzanita Recreation Center	Recreation Aide, PT	0.19	0.19		
501110 - Directors Unit	Recreation Leader I, PT	0.22	0.22		
502350 - Boating	Recreation Aide, PT	0.22	0.22		
504330 - Studio One	Recreation Aide, PT	0.22	0.22		
502234 - Lincoln Recreation Center	Recreation Aide, PT	0.22	0.22		
502332 - East Oakland Sports Center	Lifeguard, PT	0.23	0.23		
502330 - City-Wide Sports	Sports Official, PT	0.24	0.24		
502236 - Mosswood Recreation Center	Recreation Aide, PT	0.24	0.24		
502332 - East Oakland Sports Center	Lifeguard, PT	0.24	0.24		
503231 - Allendale Recreation Center	Recreation Aide, PT	0.24	0.24	0.24	
509236 - Tassafaranga Recreation Center	Recreation Leader I, PT	0.24	0.24		
501250 - Special Programs	Recreation Aide, PT	0.25	0.25		
502330 - City-Wide Sports	Van Dnver, PT	0.25	0.25		
503231 - Allendale Recreation Center	Recreation Aide, PT	0.25	0.25	0.25	
504330 - Studio One	Recreation Leader I, PT	0.26	0.26		0.26
503232 - Dimond Recreation Center	Recreation Aide, PT	0.26	0.26		
502260 - Rotary Nature Center	Recreation Leader I, PT	0.27	0.27	0.27	
503239 - Carmen Flores Recreation Center	Recreation Aide, PT	0.28	0.28		
503232 - Dimond Recreation Center	Recreation Aide, PT	0.29	0.29		
501240 - Central Reservations	Recreation Attendant I, PT	0.33	0.33		
509330 - At-Risk Youth	Recreation Aide, PT	0.33	0.33		
501250 - Special Programs	Recreation Leader I, PT	0.38	0.38		
502340 - Youth & Adult Sports	Recreation Aide, PT	0.38	0.38	0.38	
502350 - Boating	Recreation Attendant II, PT	0.39	0.39		
502320 - Tennis	Recreation Aide, PT	0.40	0.40		
501240 - Central Reservations	Recreation Attendant I, PT	0.42	0.42		
509231 - Arroyo Recreation Center	Recreation Aide PT	0.43	0.43		
509236 - Tassafaranga Recreation Center	Recreation Aide, PT	0.44	0.44	0.44	
502234 - Lincoln Recreation Center	Recreation Aide, PT	0.46	0.46		
502236 - Mosswood Recreation Center	Recreation Aide, PT	0.47	0.47		
502332 - East Oakland Sports Center	Recreation Attendant I, PT	0.47	0.47		

ORGANIZATION	JOB CLASSIFICATION	FTE	PCP		
			Y/N	SP	CH
502332 - East Oakland Sports Center	Recreation Attendant I, PT	0.48	0.48		
502350 - Boating	Recreation Attendant II, PPT	1.00	1.00		
502332 - East Oakland Sports Center	Recreation Program Director	1.00	1.00	1.00	
501230 - OPR Personnel Unit	Payroll Personnel Clerk III	0.75	NO		
TOTAL NEW HIRE		17.12	16.37	2.89	0.48
<b>HOUSING &amp; COMMUNITY DEVELOPMENT</b>					
89919 - Admin Housing & Community Development	Project Manager III	1.00	1.00		1.00
89919 - Admin Housing & Community Development	Program Analyst III	1.00	1.00		1.00
89969 - Residential Rent Arbitration	Program Analyst II	1.00	1.00	1.00	
89949 - CDBG Coordination	Community Dev Prgm Coordinator	1.00	NO		
89989 - Homeownership Programs	Home Management Counselor III	1.00	NO		
89939 - Municipal Lending	Student Trainee, PT	0.50	NO		
89979 - Commercial Lending	Administrative Analyst I	1.00	NO		
TOTAL NEW HIRE		6.50	3.00	1.00	2.00
<b>MAYOR'S OFFICE</b>					
01111 - Mayor - Administration Unit	Special Assistant to the Mayor I	1.00	1.00	1.00	
01111 - Mayor - Administration Unit	Special Assistant to the Mayor II	1.00	1.00		
01111 - Mayor - Administration Unit	Special Assistant to the Mayor III	1.00	1.00		
TOTAL NEW HIRE		3.00	3.00	1.00	0.00
<b>PLANNING &amp; BUILDING</b>					
84111 - Admin. Planning & Building	Account Clerk III	1.00	NO		
84111 - Admin. Planning & Building	Director, Comm & Econ Dev	1.00	NO		
84111 - Admin. Planning & Building	Office Assistant II	1.00	NO		
84211 - Planning	Planning Intern, PT	0.20	NO		
84229 - Zoning	Planning Intern, PT	0.20	NO		
84229 - Zoning	Planning Intern, PT	0.20	NO		
84229 - Zoning	Planning Intern, PT	0.20	NO		
84229 - Zoning	Planning Intern, PT	0.20	NO		
84411 - Admin. Engineering	Deputy Director/Building Official	1.00	NO		
TOTAL NEW HIRE		5.00	0	0.00	0.00
<b>PUBLIC WORKS</b>					
30131 - Public Works Call Center	Public Service Representative	1.00	1.00		1.00
30112 - Human Resources	Management Intern	1.00	NO		
30121 - PWA Fiscal Services	Account Clerk III	1.00	NO		
30121 - PWA Fiscal Services	Account Clerk III	1.00	NO		
30121 - PWA Fiscal Services	Accountant I	1.00	NO		
30632 - Civic Center Complex	Custodian, PT	0.32	NO		
30632 - Civic Center Complex	Custodian, PT	0.32	NO		
30633 - Hall of Justice Complex	Custodian	1.00	NO		
30633 - Hall of Justice Complex	Custodian	1.00	NO		
30633 - Hall of Justice Complex	Custodian, PT	0.10	NO		
30633 - Hall of Justice Complex	Custodian, PT	0.10	NO		
30633 - Hall of Justice Complex	Custodian, PT	0.10	NO		
30633 - Hall of Justice Complex	Custodian, PT	0.10	NO		
30635 - Roving Custodial	Custodial Services Supervisor I	1.00	NO		
30635 - Roving Custodial	Custodian, PT	0.38	NO		
30635 - Roving Custodial	Custodian, PT	0.38	NO		
30635 - Roving Custodial	Custodian, PT	0.50	NO		
30635 - Roving Custodial	Custodian, PT	0.50	NO		
30635 - Roving Custodial	Custodian, PT	0.50	NO		
30682 - Env Svcs Recycling & Solid Waste	Recycling Specialist	1.00	NO		
30685 - Env Svcs Watershed Program	Student Trainee, PT	0.50	NO		
30689 - Env Svcs Energy Group	Management Intern, PT	1.00	NO		
30214 - ADA Programs	Program Analyst II, PPT	0.75	NO		

ORGANIZATION	JOB CLASSIFICATION	FTE	PCP		
			Y/N	SP	CH
30532 - Storm Drain Maintenance	Street Maintenance Leader	1.00	NO		
30533 - Sewer System Maintenance	Management Assistant	1.00	NO		
30533 - Sewer System Maintenance	Sewer Maintenance Leader	1.00	NO		
30533 - Sewer System Maintenance	Sewer Maintenance Leader	1.00	NO		
30534 - Street & Sidewalk Maintenance	Public Works Maintenance Worker	1.00	NO		
30534 - Street & Sidewalk Maintenance	Street Maintenance Leader	1.00	NO		
30534 - Street & Sidewalk Maintenance	Street Maintenance Leader	1.00	NO		
30541 - Equipment Services Administration	Heavy Equipment Mechanic	1.00	NO		
30541 - Equipment Services Administration	Heavy Equipment Service Worker	1.00	NO		
30541 - Equipment Services Administration	Heavy Equipment Service Worker	1.00	NO		
30541 - Equipment Services Administration	Heavy Equipment Supervisor	1.00	NO		
30652 - Landscape Maintenance	Gardener Crew Leader	1.00	NO		
30652 - Landscape Maintenance	Gardener Crew Leader	1.00	NO		
30652 - Landscape Maintenance	Gardener II	1.00	NO		
30652 - Landscape Maintenance	Gardener II	1.00	NO		
30658 - Bldgs Structural	Maintenance Mechanic	1.00	NO		
30658 - Bldgs Structural	Maintenance Mechanic	1.00	NO		
30672 - Street Cleaning	Public Works Supervisor I	1.00	NO		
30674 - Illegal Dumping	Public Works Maintenance Worker	1.00	NO		
30674 - Illegal Dumping	Public Works Maintenance Worker	1.00	NO		
30674 - Illegal Dumping	Public Works Maintenance Worker	1.00	NO		
30674 - Illegal Dumping	Public Works Supervisor II	1.00	NO		
30232 - Construction Management and Material T	Engineer, Assistant II (Office)	1.00	NO		
30235 - Surveying	Chief of Party	1.00	NO		
30242 - Streets and Structures	Engineer, Assistant II (Office)	1.00	NO		
30242 - Streets and Structures	Engineer, Civil (Office)	1.00	NO		
30243 - Right of Way Management	Engineer, Assistant II (Field)	1.00	NO		
30243 - Right of Way Management	Engineer, Civil Supv (Office)	1.00	NO		
30244 - Sanitary Sewer Design	Engineer, Assistant I (Office)	1.00	NO		
30261 - Transportation Services - Administration	Office Assistant II	1.00	NO		
30275 - IPPD Plans and Programming	Transportation Planner, Senior	1.00	NO		
TOTAL NEW HIRE		45.54	1.00	0.00	1.00

OAKLAND PUBLIC LIBRARY					
61212 - On-Call Public Services	Library Aide, PT	0.03	0.03		
61212 - On-Call Public Services	Library Aide, PT.	0.03	0.03		
61212 - On-Call Public Services	Library Aide, PT.	0.03	0.03		
61212 - On-Call Public Services	Librarian I, PT	0.04	0.04	0.04	
61212 - On-Call Public Services	Librarian I, PT	0.04	0.04	0.04	
61212 - On-Call Public Services	Librarian I, PT	0.04	0.04		
61121 - Departmental Operation Unit	Museum Guard, PT	0.06	0.06		
61121 - Departmental Operation Unit	Museum Guard, PT	0.06	0.06		
61121 - Departmental Operation Unit	Museum Guard, PT	0.06	0.06		
61121 - Departmental Operation Unit	Museum Guard, PT	0.06	0.06		
61121 - Departmental Operation Unit	Museum Guard, PT	0.06	0.06		
61121 - Departmental Operation Unit	Museum Guard, PT	0.06	0.06		
61121 - Departmental Operation Unit	Museum Guard, PT	0.06	0.06		
61121 - Departmental Operation Unit	Museum Guard, PT	0.06	0.06		
61121 - Departmental Operation Unit	Museum Guard, PT	0.06	0.06		
61331 - Brookfield Village Branch	Library Aide, PT.	0.10	0.10		
61331 - Brookfield Village Branch	Library Aide, PT.	0.10	0.10	0.10	
61331 - Brookfield Village Branch	Library Aide, PT.	0.10	0.10	0.10	
61336 - Montclair Branch	Library Aide, PT.	0.16	0.16		
61336 - Montclair Branch	Library Aide, PT.	0.16	0.16		
61336 - Montclair Branch	Library Aide, PT	0.16	0.16		
61336 - Montclair Branch	Library Aide, PT	0.16	0.16		
61336 - Montclair Branch	Library Aide, PT.	0.16	0.16		

ORGANIZATION	JOB CLASSIFICATION	FTE	PCP		
			Y/N	SP	CH
61336 - Montclair Branch	Library Aide, PT.	0.16	0.16		
61243 - Circulation/Automation	Library Aide, PT.	0.26	0.26		
61341 - Asian Branch	Library Aide, PT.	0.29	0.29		0.29
61347 - Piedmont Branch	Library Aide, PT.	0.32	0.32		
61344 - Lakeview Branch	Library Aide, PT.	0.36	0.36		
61345 - Latin American Branch	Library Aide, PT.	0.42	0.42	0.42	
61237 - Childrens Room	Library Aide, PT.	0.62	0.62		0.62
61221 - Main Library Administration	Librarian, Supervising	1.00	1.00		
61235 - Magazines and Newspapers	Librarian I	1.00	1.00		
61333 - Eastmont Branch	Librarian I	1.00	1.00		
61335 - M.L. King Jr Branch	Librarian I	1.00	1.00		
61335 - M.L. King Jr. Branch	Librarian II	1.00	1.00		
61336 - Montclair Branch	Librarian I	1.00	1.00		
61343 - Golden Gate Branch	Librarian I	1.00	1.00		
61346 - Melrose Branch	Librarian I	1.00	1.00		
61346 - Melrose Branch	Librarian II	1.00	1.00		
61511 - African-American Museum & Library	Archivist	1.00	1.00		
61341 - Asian Branch	Librarian I	1.00	1.00		
61337 - Rockridge Branch	Library Aide, PT	1.17	1.17		
61111 - Director Unit	Program Analyst I, PT	0.50	NO		
61121 - Departmental Operation Unit	Account Clerk III	1.00	NO		
61121 - Departmental Operation Unit	Account Clerk II	1.00	NO		
<b>TOTAL NEW HIRE</b>		<b>18.98</b>	<b>16.47</b>	<b>0.70</b>	<b>0.91</b>
<b>OAKLAND FIRE</b>					
20241 - Fire Communications Unit	Fire Communications Dispatcher, Sr	1.00	1.00		
20251 - Communications Emergency Dispatch Unit	Fire Communications Dispatcher	1.00	1.00	1.00	
20251 - Communications Emergency Dispatch Unit	Fire Communications Dispatcher	1.00	1.00		
20251 - Communications Emergency Dispatch Unit	Fire Communications Dispatcher	1.00	1.00		
20331 - Inspectional Services Unit	Fire Prevent Bureau Inspect, Civil	1.00	1.00		1.00
20411 - Emergency Service/Suppression	Fire Fighter Paramedic	1.00	1.00		1.00
20411 - Emergency Service/Suppression	Fire Fighter Paramedic	1.00	1.00	1.00	
20411 - Emergency Service/Suppression	Fire Fighter Paramedic	1.00	1.00	1.00	
20411 - Emergency Service/Suppression	Fire Fighter Paramedic	1.00	1.00		
20411 - Emergency Service/Suppression	Fire Fighter Paramedic	1.00	1.00		
20411 - Emergency Service/Suppression	Fire Fighter Paramedic	1.00	1.00		
20411 - Emergency Service/Suppression	Fire Fighter Paramedic	1.00	1.00		
20411 - Emergency Service/Suppression	Fire Fighter Paramedic	1.00	1.00		
20411 - Emergency Service/Suppression	Fire Fighter Paramedic	1.00	1.00	1.00	
20411 - Emergency Service/Suppression	Fire Fighter Paramedic	1.00	1.00		
20411 - Emergency Service/Suppression	Fire Fighter Paramedic	1.00	1.00		
20411 - Emergency Service/Suppression	Fire Fighter Paramedic	1.00	1.00		
20411 - Emergency Service/Suppression	Fire Fighter Paramedic	1.00	1.00		
20411 - Emergency Service/Suppression	Fire Fighter Paramedic	1.00	1.00		
20411 - Emergency Service/Suppression	Fire Fighter Paramedic	1.00	1.00		
20411 - Emergency Service/Suppression	Fire Fighter Paramedic	1.00	1.00		
20411 - Emergency Service/Suppression	Fire Fighter Paramedic	1.00	1.00		
20711 - Emergency Services Program Unit	Emergency Planning Coordinator	1.00	1.00		
20521 - Budget Unit	Fire Division Manager	1.00	NO		
20811 - Human Resources	Administrative Analyst II	1.00	NO		
20811 - Human Resources	Office Assistant II	1.00	NO		
20912 - Measure N - Paramedic	Fire Division Manager	1.00	NO		
<b>TOTAL NEW HIRE</b>		<b>28.00</b>	<b>24.00</b>	<b>4.00</b>	<b>2.00</b>
<b>OAKLAND POLICE</b>					
107510 - Traffic BFO	Parking Control Technician, PPT	0.85	0.85		
101110 - Office of Chief - Administration	Police Records Specialist	1.00	1.00		1.00

NEW HIRES REPORT FOR PCP AND NON-PCP POSITIONS FY 2012-13

ATTACHMENT B

ORGANIZATION	JOB CLASSIFICATION	FTE	PCP		
			Y/N	SP	CH
101120 - Internal Affairs	Police Records Specialist	1.00	1.00		
107110 - Police Area 1	Police Evidence Technician	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00	1.00	
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00		1.00
107110 - Police Area 1	Police Officer (PERS)	1.00	1.00	1.00	
107210 - Police Area 2	Police Officer (PERS)	1.00	1.00	1.00	
107310 - Police Area 3	Police Officer (PERS)	1.00	1.00		
107310 - Police Area 3	Police Officer (PERS)	1.00	1.00		1.00
107310 - Police Area 3	Police Officer (PERS)	1.00	1.00		1.00
107310 - Police Area 3	Police Officer (PERS)	1.00	1.00		1.00
107310 - Police Area 3	Police Officer (PERS)	1.00	1.00	1.00	
107310 - Police Area 3	Police Officer (PERS)	1.00	1.00	1.00	
107310 - Police Area 3	Police Officer (PERS)	1.00	1.00	1.00	
107310 - Police Area 3	Police Officer (PERS)	1.00	1.00	1.00	
107510 - Traffic BFO	Crossing Guard, PPT	1.00	1.00		
107510 - Traffic BFO	Crossing Guard, PPT	1.00	1.00		

ORGANIZATION	JOB CLASSIFICATION	FTE	PCP		
			Y/IN	SP	CH
107510 - Traffic BFO	Crossing Guard, PPT	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		1.00
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00	1.00	
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		1.00
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		1.00
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		1.00
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
102350 - Youth & Family Services	Police Officer (PERS)	1.00	1.00		
103130 - Animal Shelter	Animal Control Officer	1.00	1.00		
103430 - Training Unit	Police Cadet, PT	1.00	1.00	1.00	
103430 - Training Unit	Police Cadet, PT	1.00	1.00	1.00	
103430 - Training Unit	Police Cadet, PT	1.00	1.00		
103430 - Training Unit	Police Cadet, PT	1.00	1.00		
103310 - Communications Unit	Sergeant of Police (PERS)	1.00	1.00		1.00
103310 - Communications Unit	Police Communications Supervisor	1.00	1.00		1.00
103310 - Communications Unit	Police Communications Dispatcher	1.00	1.00		
103310 - Communications Unit	Police Communications Dispatcher	1.00	1.00		1.00
101130 - Office of the Inspector General	Administrative Analyst II	0.00	NO		1.00
102610 - Criminalistics Unit	Criminalist I	1.00	NO		
107710 - Special Operations	Parking Control Technician	1.00	NO		
106210 - Police Personnel	Support Services Supervisor	1.00	NO		
106210 - Police Personnel	Police Services Manager I	1.00	NO		
106510 - Fiscal Services	Account Clerk II	1.00	NO		1.00
103130 - Animal Shelter	Animal Care Attendant, PT	0.00	NO		
103130 - Animal Shelter	Animal Care Attendant, PT	0.43	NO		
103130 - Animal Shelter	Animal Care Attendant, PT	0.43	NO		
103130 - Animal Shelter	Animal Care Attendant, PT	0.43	NO		
<b>TOTAL NEW HIRE</b>		<b>99.14</b>	<b>92.85</b>	<b>10.00</b>	<b>15.00</b>
<b>SUMMARY</b>					
<b>CITY-WIDE NEW HIRE</b>		<b>266.76</b>	<b>174.89</b>	<b>25.89</b>	<b>22.89</b>

**EQUAL  
ACCESS**

City of Oakland  
City Administrator's Office  
1 Frank H. Ogawa Plaza, 3<sup>rd</sup> Floor  
Oakland, California 94612

**EQUAL ACCESS LANGUAGE SURVEY**

If you prefer, you can go to [Oaklandnet.com](http://Oaklandnet.com) and fill out the survey online

The Equal Access Office is conducting a survey to find out where we need to improve our services to help constituents that speak little or no English. We are looking forward your input.

1. Have you experienced difficulty receiving assistance because you speak only limited or no English?  
YES NO
2. Which language do you speak?  
Spanish\_\_ Cantonese\_\_ Mandarin\_\_ Other\_\_\_\_\_
3. Have you asked at the counter for assistance in your language?  
YES NO
4. If you asked at the counter for assistance in your language. Did you receive it? YES NO
5. If you asked for assistance in your language, and it was your time to receive service (your number came up), how long did you wait for assistance in your language? -less than 5 mi\_\_\_\_; between 5 and 20min\_\_ over 20 minutes\_\_
6. Were there visible signs informing the public of their right to receive oral and written bilingual services? YES NO
7. Were you informed of your right to an Interpreter? YES NO
8. Do you think you were treated different because you don't speak English? YES NO
9. Where you informed of your right to file a complaint if you didn't receive adequate bilingual services? YES NO
10. Did you bring your own interpreter before to access City services?  
YES NO
11. What services did you required when you brought your own interpreter? (If you need more space please write on the blank space in the back)
12. Is there anything else you would like us to know about your experience today? (You can write in the blank space)

**EQUAL  
ACCESS**

City of Oakland  
Oficina del Administrador de la Ciudad  
1 Frank H. Ogawa Plaza, 3<sup>rd</sup> Floor  
Oakland, California 94612

**ENCUESTA DE ACCESO EQUITATIVO EN IDIOMAS**

Si lo desea puede ir a [oaklandnet.com](http://oaklandnet.com) y llenar esta encuesta en linea

La Oficina de Acceso Equitativo está llevando a cabo una encuesta para saber si necesitamos mejorar nuestros servicios en su idioma. Esperamos sus sugerencias.

1. ¿Ha tenido dificultad al solicitar ayuda porque no habla Ingles?  
SI NO
2. ¿Qué idioma habla?  
Español\_\_ Cantones\_\_ Mandarin\_\_ Otro\_\_\_\_\_
3. ¿Solicito ayuda en su idioma a la persona en el mostrador?  
SI NO
4. Si solicito ayuda en su idioma. ¿La recibí? SI NO
5. Si solicito ayuda en su idioma, y era su turno de recibir el servicio, ¿Cuánto tiempo espero para que lo ayudaran en su idioma, ¿Cuánto espero para que lo ayudaran en su idioma? -menos de 5min\_\_\_\_; entre 5 y 20min\_\_ mas 20 min\_\_
6. ¿Había señales visibles informando al publico de su derecho a recibir información por escrito en su idioma? SI NO
7. ¿Le informaron que tenia derecho a un intérprete? SI NO
8. ¿Cree usted que lo trataron diferente porque no habla Ingles?  
SI NO
9. ¿Le informaron de su derecho a presentar una queja si no recibia los servicios bilingües adecuados? SI NO
10. ¿Trajo usted su propio intérprete para recibir servicios en la Ciudad?  
SI NO
11. ¿Qué servicios requirió cuando trajo su propio interprete? (Si necesita más espacio puede escribir en el espacio en blanco)
12. ¿Hay algo más que le gustaria decimos sobre su experiencia de hoy? (Puede escribir el espacio en blanco).



**EQUAL  
ACCESS**

屋崙市政府  
市行政長官辦公室  
1 Frank H. Ogawa Plaza, 3<sup>rd</sup> Floor  
Oakland, California 94612

Comments:  
Comentarios:  
意見:

## 平等使用市政語言服務問卷調查

你可選摘瀏覽 [Oaklandnet.com](http://Oaklandnet.com) 填寫網上調查

市政語言服務法執行部現正進行問卷調查，以評估如何改善對說有限英語及不說英語的市民的服務。盼望能聽到您的意見。

1. 你有否因為你說有限英語或不說英語而有困難使用市政府服務？  
有 沒有
2. 你說什麼語言？  
西班牙語\_\_ 廣東話\_\_ 普通話\_\_ 其它\_\_\_\_\_
3. 你曾經到櫃檯要求使用你語言的幫助嗎？ 有 沒有
4. 如果你有作出以上要求，你有得到服務嗎？ 有 沒有
5. 如果你有要求使用你語言的幫助，又輪到你的輪候號碼，  
之後你再等了多久才得到服務？ 少過 5 分鐘\_\_；  
5-20 分鐘\_\_；超過 20 分鐘\_\_
6. 有明確指引通知市民語言及文字上雙語服務的權益嗎？  
有 沒有
7. 你知道你有權要求翻譯員嗎？ 知 不知
8. 你有因為不說英語而受到不公平的待遇嗎？ 有 沒有
9. 你知道如果你不滿意雙語翻譯服務，你可以如何作出投訴嗎？  
知 不知
10. 你有否曾經帶同你自己的翻譯員到市府使用市府服務？  
有 沒有
11. 你帶同自己的翻譯員到市府時，你使用了什麼市府服務？  
(如需更多空間，答案可寫在背頁空白位置)
12. 對於使用市府服務，你有沒有其它意見？(答案可寫空白位置)