

CITY OF OAKLAND



CITY HALL • ONE CITY HALL PLAZA • OAKLAND, CALIFORNIA 94612

Office of the Mayor
Honorable Sheng Thao

(510) 238-3141
FAX (510) 238-4731
TDD (510) 238-3254

Letter of Appointment

April 16, 2024

Dear President Bas and members of the City Council:

Pursuant to City Charter Section 601, the Mayor has appointed the following persons as members of the following board or commission, subject to City Council confirmation:

Commission on Persons with Disabilities

Raven Foote, to serve a three-year term beginning on September 3, 2021 and ending September 2, 2024, filling a vacant seat previously held by Kyle O'Malley.

Kaitlin Roh, to serve a three-year term beginning on September 3, 2021 and ending September 2, 2024, filling a vacant seat previously held by Ayanna Keeton.

Brittany Creswell, to serve a three-year term beginning on September 3, 2023 and ending September 2, 2026, filling a vacant seat previously held by Barry Robinson.

Thank you for your assistance in this matter.

Sincerely,

A handwritten signature in black ink that reads "Sheng Thao". The signature is written in a cursive, flowing style.

Mayor Sheng Thao

Profile

Raven

First Name

Foote

Last Name

Middle
Initial

Email Address

Street Address

Suite or Apt

City

State

Postal Code

What City Council district do you live in?

None Selected

Primary Phone

Alternate Phone

Employer

Job Title

Which Boards would you like to apply for?

Commission on Persons with Disabilities: Submitted

Interests & Experiences

Please tell us how your qualifications and participation will relate to the requested board and/or commission's mission.

I was born and raised in Inglewood, CA and I am currently an Oakland resident. I have seen many changes in both communities that have negatively impacted the residents who grew up there. I currently work for the superior court of California, where I review cases to ensure compliance with state laws and policies. I would like to continue my career in Government relations. I want to work more closely to community members and make a positive impact.

Please submit your resume or curriculum vitae. You may upload a document. (A Word format is preferred.) Alternatively, you may paste the text of your resume in the field provided below.

[RF_Resume_24_1_.pdf](#)

Upload a Resume

Please paste the text of your resume or curriculum vitae below.

Please click the acknowledgement below.

Service on City of Oakland boards, commissions, and committees may require filings of the FPPC's Statements of Economic Interest (Form 700). Upon appointment and determination of filing status, I will comply with all filing obligations.

I Agree *

Raven Foote

PROFESSIONAL EXPERIENCE

Superior Court of California, Alameda County - Oakland, CA

PROBATE EXAMINER | 08/2018 to Present

- Conduct comprehensive reviews of probate documents to ensure compliance with state laws, court policies, and procedures.
- Act as a liaison between judges, attorneys, and the public, providing clear and concise information on court policy, procedures, case statuses, and other inquiries.
- Perform in-depth legal research to assess the validity of wills, trusts, and other estate planning documents, ensuring proper distribution of assets according to applicable laws.
- Prepare and present clear and concise written reports, published on the Court's website, summarizing findings and recommendations for court hearings.
- Present recommendations or conclusions regarding judicial council forms to advisory boards, governing bodies, and other stakeholders

Los Angeles County Superior Court - Los Angeles, CA

COURT ASSISTANT III | 03/2018 to 08/2018

- Managed complex and confidential administrative tasks, demonstrating exceptional organizational skills and attention to detail in supporting daily court operations.
- Effectively coordinated and scheduled court proceedings, ensuring efficient use of judicial resources and maintaining accurate calendars for assigned courtrooms.
- Conducted comprehensive research on case law, statutes, and legal precedents, providing valuable support in the preparation of legal documents and court proceedings.
- Conduct hearings and mediations, addressing concerns raised by interested parties and ensuring fair and equitable resolution of disputes.
- Generated informative reports highlighting bi-weekly trends, project progress, and other pertinent metrics, aiding data-driven decision-making.

Los Angeles County Superior Court - Los Angeles, CA

SENIOR RECORDS ASSISTANT | 03/2017 to 03/2018

- Oversaw the management of a high-volume records department, ensuring the accurate and efficient processing of legal documents in compliance with court procedures.
- Implemented and maintained a systematic records organization system, enhancing accessibility and retrieval efficiency for court staff and external stakeholders.

- Conducted regular audits of records to verify accuracy, completeness, and compliance with regulatory requirements, contributing to the overall integrity of the court's document repository.
- Collaborated with court clerks and legal professionals to address records-related inquiries, providing timely and accurate information to support court proceedings.
- Resolved discrepancies and issues related to records, working closely with court personnel and external agencies to reconcile and update information as needed.

Enterprise - Los Angeles, CA

CUSTOMER SERVICE REPRESENTATIVE | 09/2014 to 01/2017

- Provided exceptional customer service by actively engaging with clients, addressing inquiries, and resolving issues promptly to ensure a positive rental experience.
- Efficiently managed customer transactions, including reservations, rental agreements, and returns, utilizing company systems to accurately process payments and document rental details.
- Proactively promoted company loyalty programs and additional services, contributing to revenue generation and customer retention goals.
- Resolved customer concerns and complaints professionally, demonstrating strong problem-solving skills and a commitment to customer satisfaction.

Superior Court Of California, Alameda County - Oakland, CA

JUSTICECORPS LEGAL INTERN | 09/2014 to 06/2015

- Assisted self-represented litigants by providing information on court procedures, legal resources, and available services, contributing to improved access to justice.
- Conducted legal research on case law, statutes, and procedural rules, supporting judges, clerks, and other legal professionals in preparing for hearings and trials.
- Drafted legal documents, including pleadings and forms, under the supervision of attorneys, ensuring accuracy and compliance with court requirements.
- Collaborated with court staff to organize and manage court calendars, ensuring the timely and efficient scheduling of hearings and trials.

EDUCATION

CALIFORNIA STATE UNIVERSITY, EAST BAY - Hayward, CA

Bachelor of Science Criminal Justice

Concentration: Administration of Justice

SKILLS

- Legal Knowledge
- Case Management
- Analytical Skills
- Research Skills

Profile

BRITTANEY

First Name

A

Middle Initial

CRESWELL

Last Name

brittaneycreswell@icloud.com

Email Address

[Redacted]

Street Address

Suite or Apt

[Redacted]

City

[Redacted]

State

[Redacted]

Postal Code

What City Council district do you live in?

District 5

[Redacted]

Primary Phone

[Redacted]

Alternate Phone

FOUR SEASONS PRIVATE RESIDENCES

Employer

RESIDENCE CONCIERGE

Job Title

Which Boards would you like to apply for?

Commission on Persons with Disabilities: Submitted

Interests & Experiences

Please tell us how your qualifications and participation will relate to the requested board and/or commission's mission.

I was diagnosed with Scoliosis when I was 12 years old and had reconstructive surgery on my spine at age 13. I now as an adult suffer from chronic pain daily from Fibromyalgia and spinal stenosis. Due to my disability, I have experienced discrimination in employment, housing, etc. This has created a passion in me to not only advocate for myself, but for the disabled community in general. I would be honored to represent District 5 in the Commission on Persons with Disabilities.

Please submit your resume or curriculum vitae. You may upload a document. (A Word format is preferred.) Alternatively, you may paste the text of your resume in the field provided below.

[BCreswell_Resume.pdf](#)

Upload a Resume

Please paste the text of your resume or curriculum vitae below.

Please click the acknowledgement below.

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I Agree *

BRITTANEY CRESWELL

PROFESSIONAL SUMMARY

Discreet and professional Concierge with 5+ years of experience supporting VIP and public figure clients directly as the go-to person for all needs including daily administration, calendar management, event planning, coordinating travel arrangements, answering phone calls, etc.

SKILLS

- Microsoft Office
- Multiline phone proficiency
- Organization & Prioritization
- 75 WPM
- Team player
- Scheduling & Calendars
- Travel planning
- Problem solving
- Resourceful
- Willingness to learn

WORK HISTORY

Residential Concierge, 07/2021 to Present

Four Seasons – San Francisco, CA

- Respond to Resident support needs with the highest level of timeliness, hospitality, and professionalism. Accommodating special requests whenever possible; resolves resident complaints; assists residents in all inquiries in connection with common area services, a la carte requests, etc. Responds to all resident requests in an accurate and timely manner making recommendations based on local knowledge and residence best practices.
- Processes packages, faxes, messages, and mail which may be either outgoing or incoming in an accurate and timely manner; stores and retrieves resident packages, groceries, luggage, dry cleaning, and flowers. Coordinates with the valet for the retrieval of resident's vehicles.
- Manages and provides access to the building(s) and units with all vendor/contractor/resident's service providers and visitors, based on advanced authorization, assists with vendor/contractor scheduling, verifies identity and provides appropriate residence access for vendor/contractors and resident's service providers. Control entry doors and elevator/lift access.
- Ensures that information for vendors, restaurants, local businesses, etc. are updated and current. Is knowledgeable about what activities are available in the local vicinity (theater, sports, concerts, shows, special exhibits, sightseeing) and establishes close relationships with local businesses in these areas in order to provide information, transportation, ticketing, and reservations for residents, in addition to a la carte services - vehicle services, pet services, babysitting services, housekeeping services, medical centers, etc.
- Coordinates the booking of the service elevator and loading dock/bay for move-in or move-out.
- Ensures that the Residential Lobby is always in optimal condition of cleanliness and tidiness.
- Perform other tasks or projects as assigned by the Assistant Director or Director of Residences.
- Exemplary representation of the Four Seasons brand through consistently building trust and conducting best practices in all dealings with residents, colleagues and third-party professionals.

Concierge, 05/2019 to 07/2020

Action Property Management – San Francisco, CA

- Worked closely with residents and guests, some VIP or celebrity, with high degree of respect for privacy. Politely answered questions, accommodated special requests per management approval, provided information, assisted residents with issues or problems that do not require direct management involvement in accordance with rules, regulations, policies.
- Answered telephone before the third ring with proper telephone etiquette; warm greeting using resident's name. Handling resident requests in timely manner. Responding promptly to over 50 emails a day.
- Scheduled travel arrangements, lunch meetings, private parties, etc.
- Monitored activity Lobby and, when necessary, coordinated on-site personnel to address residents' and guest' needs; contacted residents to announce guests, vendors, and deliveries. Maintained Lobby appearance, contacted housekeeping department as needed to clean or sanitize as needed.
- Assisted residents with room reservation requests for Association's common area rooms; coordinated with maintenance and janitorial staff for the scheduling of meeting room setup and breakdown before and after resident use; inspected rooms for damage or misuse before and after each use.
- Use resident's and guest's name when greeting him/her. Make eye contact with every resident and guest.
- Assisted management office with scheduling move ins and move outs.
- Managed resident's incoming and outgoing packages, dry cleaning/laundry, floral deliveries, perishables, etc.

Information Desk Clerk, 02/2016 to 02/2018

San Francisco Museum of Modern Art – San Francisco, CA

- Processed ticket sales, membership sales, major gift donations.
- Checked in board members for meetings, hosts for museum programs, volunteers, etc.
- Greeted and assisted all museum visitors; effectively handled questions, sales, services, and payments for multitude of museum programs and third-party products in accordance with established museum policies and procedures.
- Answered phone and responding to company emails.
- Scheduled guided tours; checked in school groups.
- Assisted over 1,000 visitors per day during popular exhibition showings.

Seasonal Phone Clerk, 11/2015 to 02/2016

San Francisco Ballet – San Francisco, CA

- Responsible for high volume computerized ticket sales through computer processing.
- Resolved patron requests or problems in accordance with policies and procedures.
- Updated patron account information in database.
- Promoted memberships and discounts when appropriate; processed major gift donations.
- Answered over 100 calls per day.

EDUCATION

Skyline High School – 2008, Oakland, CA

VOLUNTEER EXPERIENCE

Alameda County Superior Court – Present, Oakland, CA

Oakland Symphony – 2016-2019, Oakland, CA

CITY OF OAKLAND BOARDS AND COMMISSIONS APPLICATION



Name: Kaitlin Roh Home Phone: [REDACTED]

Address: [REDACTED]

Type of Employment: Consultant

Employer: Boston Consulting Group (BCG)

Work Phone: [REDACTED]

Work Address: [REDACTED]

Board or Commission you wish to serve on: Mayor's Commission on Persons with Disabilities

Why do you wish to serve as a member of the Board/Commission? Most of my career has been dedicated to public service, including several years working on disability inclusion -- in Minnesota, New York, and Jordan. After more than two years living in Oakland, I am looking for opportunities to contribute my skills and expertise in a way that positively impacts my new community.

What experience do you have in this topic area? I previously worked for the parent resource centers in Minneapolis and NYC. As part of my position, I designed and led workshops for young adults with disabilities and their parents about navigating the transition from high school to post secondary options, including Social Security benefits, accommodations in college and workforce development programs, and housing options. I also have a brother with autism and sister with a mental health disorder.

Experience serving on Boards and/or Commissions: I do not have any experience serving on boards or commissions; however, I have worked closely with boards as part of my roles at nonprofit organizations and served as a curriculum representative for student government in my graduate school program.

Approximate hours available per month to spend on Board/Commission activities: 5-10

Organizational Memberships: None at this time

Volunteer Activities: None at this time, but I previously volunteered as an English as a New Language instructor to refugee and immigrant communities and as a recreation leader at a safe house for children who have been abused and neglected.

Please list two references with telephone numbers: [REDACTED]
[REDACTED]

Applicant's Signature: [Handwritten Signature] Date: 2/8/2024

Note: Personal information submitted (including home address and telephone number) is kept confidential

**1. What is your experience with disability (personal or professional)?
The MCPD's goal is to achieve equal representation of the diversity of
disability experiences, including but not limited to:**

- Physical
- Sensory
- Deafness
- Blindness
- Psychiatric
- Learning
- Intellectual

**2. Do you have knowledge in one or more of the following areas?
Please describe.**

- Housing rights
- Employment rights
- Education rights
- Transportation rights
- Physical access requirements (California Building Code and
Federal Standards & Guidelines)
- Assistive technology
- Self-Advocacy
- Community organizing

3. Do you have knowledge of how municipal government organizations work and the budget process? Please describe.

4. Do you have professional expertise in one or more of the following areas? Please describe.

- Architecture**
- Urban planning**
- Civil engineering**
- Law**
- Public administration**
- Fiscal policy**
- Legislation**
- Construction Management**
- Project Management**
- Event Planning**

5. MCPD seeks representation that reflects the diversity of Oakland including but not limited to ethnicity, race, religion, sex, language, and district of residence. How would you contribute to the diversity of the MCPD?

6. To be eligible candidates should be residents or work in Oakland. Exceptions may apply for individuals with unique expertise on a case by case basis so anyone interested is encouraged to apply. Do you live and/or work in Oakland? If not, what motivates you to join the MCPD?


CITY ATTORNEY'S OFFICE

OAKLAND CITY COUNCIL

RESOLUTION NO. _____ C.M.S.

INTRODUCED BY
MAYOR SHENG THAO

A RESOLUTION CONFIRMING THE MAYOR'S APPOINTMENTS OF RAVEN FOOTE, KAITLIN ROH, AND BRITTANY CRESWELL TO THE COMMISSION ON PERSONS WITH DISABILITIES

WHEREAS, Section 601 of the City Charter provides that members of City boards and commissions shall be appointed by the Mayor subject to confirmation by the affirmative vote of five members of the City Council; and

WHEREAS, Ordinance No. 9968 C.M.S., adopted August 5, 1980, and amended by Ordinance No. 11864 C.M.S., adopted March 12, 1996 and then by Ordinance No. 13334 C.M.S., adopted October 20, 2015, created the Commission on Persons with Disabilities to address issues germane to accessibility, services and civil rights for persons with disabilities; and

WHEREAS, the Commission on Persons with Disabilities consists of eleven (11) members, serving three-year staggered terms with no more than two consecutive terms; and

WHEREAS, at least a majority of the Commission members appointed must be persons with disabilities; and

WHEREAS, the Honorable Mayor Sheng Thao has appointed Raven Foote, Kaitlin Roh, and Brittany Creswell to the Commission on Persons with Disabilities, subject to confirmation by the City Council; now, therefore, be it

RESOLVED: That pursuant to City Charter Section 601, the City Council hereby confirms the Mayor’s appointments to the Commission on Persons with Disabilities:

Raven Foote, to serve a three-year term beginning on September 3, 2021 and ending September 2, 2024, filling a seat vacated by Kyle O’Malley.

Kaitlin Roh, to serve a three-year term beginning on September 3, 2021 and ending September 2, 2024, filling a seat vacated by Ayanna Keeton.

Brittany Creswell, to serve a three-year term beginning on September 3, 2023 and ending September 2, 2026, filling a seat vacated by Barry Robinson.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES -FIFE, GALLO, JENKINS, KALB, KAPLAN, RAMACHANDRAN, REID AND
PRESIDENT FORTUNATO BAS

NOES –

ABSENT –

ABSTENTION –

3343129v2/MJM

ATTEST: _____

ASHA REED
City Clerk and Clerk of the Council of the
City of Oakland, California