

# CITY OF OAKLAND



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September 13, 2011

City Council  
Oakland, California

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OFFICE OF THE CITY CLERK  
OAKLAND  
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Chair Ignacio De La Fuente and Members of the Finance and Management Committee

RE: **Informational Report on Annual Compliance Plan of the Equal Access to Services Ordinance**

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## EXECUTIVE SUMMARY

The following report serves as the City Administrator's Annual Compliance Plan and Report regarding the implementation of the Equal Access (EA) to Services Ordinance (Ordinance No. 12324 C.M.S., OMC Section 2.30) and Settlement Agreement for the period July 1, 2010 through June 30, 2011. The EA Settlement Agreement was approved by Council and signed on March 28, 2011.

The Equal Access Office, based on 2000 U.S. Census and 2005-2009 American Community Survey data determined that there were two threshold languages for purposes of meeting language access requirements—Spanish (the citywide Spanish Limited English Proficient (LEP) population is 12.8%) and Chinese (the Chinese LEP population is 5.4%).

The City has made considerable advances in serving the language access needs of Spanish and Chinese language speaking residents pursuant to EA requirements. More information is provided below and in Agency Compliance/Public Service Plans in *Attachment C*. The following are the main general highlights for this fiscal year:

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*Highlights of Fiscal Year Advances*

1. The system is in place for coordination between the Department of Human Resources & Management and the Equal Access Office on new hires to ensure that the bilingual staffing requirements are being filled, utilizing the quantitative analysis only.
2. The City has maintained an Equal Access office staffed with 2 FTE bilingual staff
3. All City agencies and offices have a designated Language Access Coordinator/Liaison who works with the Equal Access Office to implement the EA requirements and provide language access to City services.
4. From a quantitative analysis alone, outside of the police and fire departments that have special circumstances, 53 out of 61 departments are meeting sufficient bilingual staffing needs. The following departments have unmet needs:
  - City Attorney's office: 1 Chinese language PCP;
  - CEDA Planning & Zoning: 2 Chinese language PCP;
  - FMA Revenue Divisions; 1 Spanish and 1 Chinese PCP;
  - Mayor's administration: 1 Chinese language PCP;
  - Museum services: 1 Spanish and 1 Chinese PCP;
  - OPR administration & citywide services (250 Frank Ogawa): 1 Chinese PCP;
  - OPR administration & citywide services (field): 1 Spanish and 1 Chinese PCP;

The required qualitative analysis, however, will be conducted in Fiscal Year 2011-12 as a required component of assessing whether language access needs are being met.

5. The "Super" Public Contact Position (PCP) requirements under the EA Settlement Agreement, that in some cases exceed the requirements under the Ordinance, are being met in 41 out of 45 areas. However, in two out of the four areas where the Super PCP requirements were not met (CEDA's Zoning and Planning and Municipal Lending), there were no new PCP hiring opportunities available. In one of the areas, the Fire Department, there were two new PCP hiring opportunities available, which was filled by bilingual staff through selective certification. The Police Department selectively certified the dispatch positions that were filled this fiscal year and hired 2 new selectively certified dispatchers.
6. Regarding vital documents, 88% have been translated into Chinese and 91% have been translated into Spanish. Regarding recorded lines, 63% have been translated into Chinese and 69% into Spanish. The rest are pending translation.

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7. The City hired 67 FTE new PCPs, 14 of whom are bilingual in Spanish or Chinese. Of the 14 bilingual PCPs, 5 FTE are Chinese language speaking and 9 FTE are Spanish speaking. Specific hiring highlights include the following:
- ❖ The City Attorney's Office hired a new Open Government Coordinator who is Spanish speaking.
  - ❖ The Finance and Management Agency hired a new Tax Auditor assisting businesses, who is Spanish speaking and 2 new Parking public service representatives—one of whom is Spanish speaking and the other Chinese language speaking.
  - ❖ The Police Department hired 11 FTE new dispatchers. The new hires included 1 Chinese Selectively-Certified Police Dispatcher and 1 Spanish Selectively-Certified Police Dispatcher.
  - ❖ The Fire Department hired 2 new PCP staff. The new hires were 1 Chinese selectively-certified Fire Dispatcher and 1 Spanish selectively-certified Fire Dispatcher.
  - ❖ The Citizens' Police Review Board hired 1 Spanish selectively-certified Complaint Investigator.
  - ❖ The Public Works Agency hired in the Call Center, 1 Chinese selectively-certified and 1 Spanish selectively-certified staff.
  - ❖ The Library hired 3 part-time Spanish speaking staff and 1 full-time Chinese language speaking staff.
  - ❖ The Mayor's office hired 1 Spanish speaking staff.

The following chart provides a historic summary of the City's PCP and bilingual staffing numbers. The "total PCP" information which was provided in prior annual reports includes vacant positions, which does not present an accurate reflection of bilingual staff compared to non-bilingual staff.

Additional information is provided in this year's report for FY 10-11 actual filled PCPs (subtracting out the vacant, un-filled positions) to represent a more accurate picture of bilingual staffing status for the City. In addition, the City has had a hiring freeze for FY 10-11 with limited opportunities to hire new staff.

	FY 07-08	FY 08-09	FY 09-10	FY 10-11	FY 10-11 Actual Filled PCPs
<b>Total PCP</b>	2665	2401	2343	2208	1973
<b>Bilingual PCP</b>	5.8%	12.6%	13.7%	15.1%	17%
<b>New Hire PCP</b>	125	75	81	67	
<b>Spanish speaking New Hire PCP</b>	14	11	9	9	
<b>Chinese speaking New Hire PCP</b>	5	5	4	5	
<b>New Bilingual PCP</b>	15.2%	21.3%	16%	20.9%	

***Highlights of Priority Improvement Areas***

1. If the City has funds to fill vacant positions, based upon a quantitative analysis only, the following vacant positions are priority ones to attempt to fill with bilingual staff. Once a qualitative analysis is performed, it may result in the determination of additional bilingual staffing needs.
  - ❖ 3 vacancies in Fire dispatch—Spanish speaking need.
  - ❖ 68 vacancies in Fire airport and emergency service/suppression—Spanish and Chinese speaking needs.
  - ❖ 3 vacancies in Police dispatch—Spanish and Chinese speaking needs.
  - ❖ 4 vacancies in Police records—Spanish speaking need.
  - ❖ 10 vacancies in Police Criminal Investigations—Chinese speaking need.
  - ❖ 70 vacancies in Police Bureau of Field Operations—Spanish and Chinese speaking needs.

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2. Based upon constituent feedback and staff analysis, each agency has identified priority improvement areas for Fiscal Year 2011-12. More information is provided below. A summary of these areas include the following:
    - ❖ Centralizing the database for hiring information.
    - ❖ Utilizing selective certification for filling any vacant positions that are designated Super PCPs under the Settlement Agreement, especially Chinese language speakers in Zoning/City Planning and Municipal Lending.
    - ❖ Improving communication flow with the Oaklanders Assistance Center for language assistance needs.
    - ❖ Improving language access services in Parking Citation's in-person payment counter.
    - ❖ Hiring in the City Attorney's office for a Chinese language speaking PCP staff
    - ❖ Improve the utilization of bilingual staff to assist in Code Enforcement services.
    - ❖ Quarterly meetings between the agency language access coordinators to assist with problem-solving needs and consolidate resources.
    - ❖ Continuing to fill police and fire dispatch vacancies with bilingual staff
    - ❖ Assessing other language access service delivery options for police and fire dispatch beyond bilingual staffing and use of the language access line.
    - ❖ Given hiring and deployment constraints, assessing other language access service options to assist police officers and firefighters in meeting language access needs.
  3. Pursuant to EA requirements, City agencies will be engaged in a qualitative assessment of language access needs, which will help to further define specific gaps and improvement needs.
  4. The administration will be developing citywide procedures for ensuring that residents who have experienced language barriers to services know how to access the complaint procedure, utilizing the existing library complaint process.

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**I. CALCULATING BILINGUAL STAFFING NEEDS FOR CITY DEPARTMENTS**

The Equal Access requirements direct that the City conducts both a quantitative and qualitative analysis of bilingual staffing needs. The quantitative analysis is performed according to the below process. The qualitative analysis for agencies will be conducted in FY 11-12.

**Identification of Threshold Languages:** The Equal Access to Services Ordinance states that Departments shall provide information and services to the public in each language spoken by “at least 10,000 limited English speaking City residents who speak a shared language other than English.” OMC Section 2.30. According to the 2000 U.S. Census and 2005-2009 American Community Survey, more than 10,000 limited English-speaking Oakland residents speak primarily either Spanish or Chinese (Cantonese and Mandarin). The Equal Access to Services Ordinance is currently enforced only for these languages.

Public contact positions serve as the City’s front-line staff in providing public services and assistance to residents.

**Citywide Census Data:** Based on the 2000 U.S. Census and 2005-2009 American Community Survey data, the Equal Access Office has determined, for purposes of the City’s Equal Access requirements, that the citywide Spanish LEP population is 12.8% and the Chinese LEP population is 5.4%.

The US Census Bureau defines LEP for language access services as those who speak English less than “very well.” The City has historically used this federal standard employed by the Census Bureau.

According to the 2005-2009 ACS for Oakland’s population, 12.8% of Spanish speakers and 5.4% of Chinese language speakers were identified as speaking English less than “very well.” These figures are used as the baseline for this report in determining sufficient bilingual PCP staffing needs in offices providing citywide services.

**Community-based Centers Census Data:** Pursuant to EA requirements, for departments providing local services to one or more neighborhoods in the City, the relevant LEP Spanish and Chinese populations were estimated using census tract information from the 2000 US Census. The only available language data at the census tract level is the percentage of residents who speak Spanish or Chinese at home, without reference to English speaking ability. To estimate the percentage of LEP populations in the area served by the specific center, the range was calculated for the percentage of residents speaking Spanish or Chinese at home in each of the census tracts surrounding the center. The mid-point of this range was then used to estimate the percentage of

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residents who spoke Spanish or Chinese at home in that multi-census tract area. To estimate the number of those in need of language access services, the mid-point percentage was then multiplied by the percentage of residents who spoke Spanish or Chinese at home who identified as speaking English less than "very well" (59% for Spanish and 71% for Chinese language speakers).

Information on the specific percentages utilized is included in the **Bilingual PCP Snapshot Table, *Attachment A***.

The EA Settlement Agreement identified specific positions in different agencies to meet specific baseline requirements--"Super" PCP requirements. Information about the City meeting the Super PCP staffing needs is provided below and in ***Attachment D***.

In addition, the recently signed Equal Access Settlement Agreement requires a qualitative assessment, which includes the following:

- ❖ Assessment of whether agencies/departments are providing the "same quality of service to LES persons" as to English speakers.
- ❖ If the qualitative assessment indicates the lack of same services utilizing the number of bilingual PCPs determined by the quantitative assessment, additional bilingual PCPs are to be hired to ensure equal access, if vacancies exist.
- ❖ The assessment may be used to demonstrate that fewer bilingual PCPs are needed than determined by the quantitative assessment through documentation that actual service rates by LES persons are lower and LES persons have not been deterred from using services because of insufficient bilingual staffing.

The EA Settlement Agreement also requires a departmental survey. There was insufficient time from the signing of the Settlement Agreement to the completion of this report for departments to develop new survey tools, and conduct and analyze the surveys. The surveys will be conducted for next year's report.

## **II. DEPARTMENT PUBLIC CONTACT POSITIONS AND MEETING BILINGUAL STAFFING NEEDS FOR NON-PUBLIC SAFETY AGENCIES AND OFFICES**

Pursuant to EA requirements, the City is required to meet bilingual staffing needs in new hiring opportunities for the positions determined to be PCPs. Outside of the public safety agencies, which are discussed separately below because of special circumstances, 53 out of 61 City departments are meeting or exceeding their bilingual staffing needs based upon a quantitative analysis alone.

A. Summary of **Bilingual PCPs**

Table 1 provides an aggregate summary by agency/office. More detailed information is provided in Attachment A which includes division and unit level information. The information regarding City staffing is based upon a snapshot in time, for this report it is information as of April 2011. Information in this report and *attachments A and E* may not reflect staffing changes that occurred in other parts of the fiscal year. See *Attachment A: Bilingual PCP Staffing FY 10-11*.

Table 1 and *Attachment A* display the following information:

1. Total number of all positions (FTE), including vacant positions.
2. Total number of public contact positions (PCPs), including vacant positions.
3. Total number of Spanish (SP) and Chinese (CH) bilingual staff
4. Bilingual staffing need based upon quantitative assessment only (SP and CH Goal).
5. Unmet bilingual staffing needs for the past year, which includes the vacant PCP positions in the calculation (SP and CH Need).

Pursuant to EA Settlement Agreement requirements, no bilingual PCPs are needed for departments where the total Spanish or Chinese language need is below 0.5. For departments with a Spanish or Chinese language need greater than 0.5, the need is rounded up to a full position.

For community-based centers, the EA requirements specify utilizing census information in the surrounding area. A population range is sometimes utilized given the location in multiple census areas.

**TABLE 1 – Agency/Department Bilingual Staffing Needs (excluding Police and Fire Departments)**

\*Note: Numbers in parenthesis ( ) indicate the *exceeding* of bilingual staffing specifications as mandated by EA requirements.

ORG NAME	FTE	Vacant PCP	PCP	SP	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Need
City Administrator's Office	66.75	3.65	17.40	3.00	1.76	(0.77)	3.00	0.74	(2.06)
City Attorney's Office	66.00	1.00	12.00	4.00	1.41	(2.46)	0.00	0.59	0.65



ORG NAME	FTE	Vacant PCP	PGP	SP	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Need
City Auditor's Office	9.50	0.00	1.50	0.00	0.19	0.19	0.00	0.08	0.08
City Clerk's Office	11.00	0.00	1.00	0.18	0.13	(0.05)	0.00	0.05	0.05
City Council's Office	32.00	0.00	24.00	5.00	3.07	(1.93)	2.50	1.30	(1.20)
CEDA	272.50	1.00	107.50	19.00	13.63	(5.24)	5.00	5.75	0.81
Contracting and Purchasing	26.50	1.00	11.00	0.00	1.28	1.41	0.00	0.54	0.59
Finance and Management Agency	230.80	4.00	64.50	9.25	7.74	(0.99)	5.00	3.27	(1.52)
Department of Human Resources Management	37.00	0.00	2.00	0.00	0.26	0.26	1.00	0.11	(0.89)
Department of Human Services	324.49	12.76	137.01	32.13	15.90	(14.59)	13.74	6.71	(6.34)
Department of Information Technology	73.00	0.00	1.00	0.00	0.13	0.13	0.00	0.05	0.05
Oakland Public Library	215.06	28.65	173.35	30.44	18.52	(8.25)	14.53	7.81	(5.17)
Office of the Mayor	15.00	1.00	14.00	2.00	1.66	(0.21)	1.00	0.70	(0.24)
Museum	45.95	0.00	13.00	0.25	1.66	1.41	0.17	0.70	0.54
Office of Parks and Recreation	219.58	9.06	85.26	9.31	9.75	1.60	2.71	4.11	1.89
Public Works Agency	728.25	1.00	9.00	2.00	1.02	(0.85)	1.00	0.43	(0.51)
Agency/Department Totals (excluding Police and Fire)	2,373.38	63.12	673.52	116.56	78.13	(30.35)	49.65	32.96	(13.28)

The City, excluding the public safety departments that have special circumstances, looking at agency-wide aggregates, is “exceeding” the Spanish speaking staff specifications by 44 FTE and the Chinese language speaking staff specifications by 22 FTE. In looking at the 61 departments that form the above agencies/offices, 53 of those departments are either meeting or exceeding the bilingual staffing needs, from a quantitative analysis only.

The following table provides information about departments that have unmet bilingual staffing needs, based upon the April 2011 snapshot. Comprehensive information about all City departments and divisions are provided in *Attachments A and E*. Departments are highlighted in the attachments.

The department-level information does not necessarily address how language access services are provided to residents. For example, the Mayor’s office includes two “departments”—the Oaklanders Assistance Center (OAC) and Mayor’s Administration. Language access services for the Mayor’s Office are largely provided by the OAC staff. Looking at the Mayor’s office as a whole, and utilizing the required quantitative analysis, there are no unmet bilingual staffing needs. However, in viewing the Mayor’s Administration and utilizing the required quantitative analysis, an unmet need for 1 Chinese language PCP is triggered.

**TABLE 2 - Department/Division Level Bilingual Staffing Needs (excluding Police and Fire)**

ORG NAME	FTE	Vacant PCP	PCP	SP	SP PCP Need	CH	CH PCP Need
City Attorney's Office	66.00	1.00	12.00	4.00	(2.46)	0.00	0.65
CEDA Planning and Zoning	41.00	0.00	32.00	6.00	(1.90)	0.00	1.73
FMA Revenue Divisions	38.00	3.00	34.00	3.00	1.35	1.00	0.84
FMA Revenue Audit & Rent Adjustment	15.00	0.00	14.00	1.00	0.79	1.00	(0.24)
Mayor's Administration	11.00	1.00	10.00	1.00	0.28	0.00	0.54
Museum Services	45.95	0.00	13.00	0.25	1.41	0.17	0.54
OPR Administration & City Wide Programs (250 Frank Ogawa Plz)	28.53	0.75	11.15	1.00	0.43	0.00	0.60
OPR Administration & City Wide Programs (Field)	49.68	3.25	9.75	0.00	1.25	0.00	0.53

The above information reflects a quantitative analysis alone.

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## B. KEY AGENCY ACCOMPLISHMENTS

The following provides highlights of key language access public service efforts for the non-public safety agencies.

### *City Administrator's Office*

The Citizens' Police Review Board (CPRB), a division of the City Administrator's Office, hired a certified-Spanish bilingual investigator to assist Spanish-speaking complainants. The CPRB also created an outreach plan for the next fiscal year targeting the limited-English speaking communities of Oakland. The CPRB Outreach Plan can be found on the CPRB's website. The CPRB also discussed and coordinated with the Police Department's Internal Affairs Division methods of receiving and reporting complaints against officers from limited-English complainants. Both the CPRB and Internal Affairs Division have bilingual staff to assist complainants with filing complaints. For all languages other than Spanish or Chinese, both departments contact other staff in their departments as well as utilize the Equal Access Office. For all other languages not provided by bilingual staff, both offices utilize the Language Access Line. All staff of the CPRB have been trained on how to use the Language Access Line when necessary.

### *City Attorney's Office*

The City Attorney's Office hired one Spanish-speaking PCP as the Open Government Coordinator in its Advisory Unit. Additionally, staff of the City Attorney's Office from the Neighborhood Law Corps regularly attends the neighborhood crime prevention council (NCPC) meetings to provide updates and address community-related concerns. Such community outreach includes attending the monthly Asian Advisory Committee on Crime (AACC) meetings in Chinatown. The City Attorney's Office has also translated its website in Spanish and is working with the Equal Access Office to complete their website translation in Chinese.

### *City Auditor's Office*

The City Auditor's Office maintains a list of non-PCPs who speak threshold languages and has more than one employee who can provide service to a LES person during business hours. In the event that these employees are not available, the office coordinates with the Equal Access Office to provide language assistance. All PCPs are trained in the use of interim measures to assist LES persons when necessary.

### *City Clerk's Office*

The City Clerk's Office has one designated PCP filled by a fluent Spanish speaking staff. Additional language assistance for Mandarin and Chinese is provided by a non-PCP position when needed. The City Clerk's Office also provides Language Interpretation service charts for all Clerk employees.

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***City Council Office***

The City Council Office is a department staffed with a significant number of bilingual employees to serve the language needs of individual districts. Council offices often assist one another on calls made in Spanish or Chinese. Bilingual staff are frequently called upon for language assistance for a wide array of public inquiries made by limited-English speakers.

***Community and Economic Development Agency (CEDA)***

The Planning Division of the Community and Economic Development Agency (CEDA) works collaboratively with the Equal Access Office on projects in the community. The Equal Access Office has provided scheduled interpreters for events and has translated community meeting agendas and handouts. During these community meetings, the Equal Access Office has utilized audio interpretation equipment to provide direct interpretations to limited-English speaking persons attending meetings. The Business Assistance Center has coordinated with the Equal Access Office to provide interpretation for limited-English speaking business owners. CEDA also worked with the Equal Access Office to communicate assistance resources to local business owners who experienced property damages after the Oscar Grant/Johannes Mehserle protests.

***Contracting and Purchasing***

The Contracting and Purchasing department has coordinated with the Equal Access Office to provide interpretation services to assist with public seminars and workshops. The EA Office provided interpreters to Contracting and Purchasing to assist them with interview of workers who worked for the NBC contractor, who was recently found in violation of workforce wage and other requirements. As part of City reorganization, Contracting and Purchasing will become a division of the City Administrator's Office.

***Finance and Management Agency***

On August 16, 2010, the Finance and Management Agency consolidated services for Mandatory Garbage, Business Taxes and Citywide Collections. This consolidation effort was designed to provide greater access and quality customer service. Part of the consolidation included relocating bilingual employees to 250 Frank H. Ogawa Plaza. Presently, all staff in these departments with bilingual language skills are centrally located to provide enhanced and more timely customer service to limited-English speaking members of the public. Additionally, electronic kiosks with instructions in Spanish and Chinese were added to the Parking Citation Division to allow the public to pay for and receive additional information for their parking citations.

***Department of Human Resources Management***

DHRM is integrating a new payroll system (NEOGOV) to capture data on employees selectively-certified for specific languages. This data will help produce more timely reports on bilingual staff by departments when preparing for job recruitments. DHRM

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has also translated their Employment Information Pamphlet in Chinese and Spanish and can be found on the City's Employment Opportunities page.

DHRM also maintains a list of employees who speak the threshold languages (Spanish and Cantonese) in the department. Bilingual staff is available to assist LES persons regarding job inquiries during business hours. All of the agency's employees are trained to use the City's language access line for providing service to LES persons. In addition, translated written materials are available in the office's public space and provide limited English speakers with information on how best to access City services.

#### ***Department of Human Services***

The Department of Human Services conducted recruitments for bilingual certified positions this year. The department worked with DHRM and Equal Access if recruitment was for a Public Contact Position for a satellite location that is targeted to serve a heavily monolingual population. Specific units such as individual Head Start locations have identified key bilingual staff to facilitate communication with Limited English Speaking residents. If a bilingual person is hired in a non-PCP position, at times, when the job duties justify it, the job description is updated to include language assistance services.

#### ***Department of Information Technology***

Although the Department of Information Technology only has one public contact position, the department has identified non-PCPs that can also provide language assistance in either Chinese or Spanish when necessary. The PCP position is also trained to use the City's language access line for providing service to LES persons.

#### ***Oakland Public Libraries***

The libraries have identified key bilingual staff within each branch to facilitate communication with members of the limited English speaking population. If those positions are not PCPs, providing bilingual translation is added to the job duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish. In instances where bilingual staff is not available to provide services in the needed language, library staff may utilize the over-the-phone interpreter service through Network Omni for assistance. In addition, the libraries determine and meet the needs of the City's limited English speaking population based on daily interactions with library users within branches which reflect neighborhood demographics, and outreach in neighborhood schools.

The libraries continually assess the needs of patrons by reviewing available Census data, circulation and other library usage statistics, and all available data representing the demographic breakdown throughout the City of Oakland. The Library Department utilizes data from the Integrated Library System (ILS) monthly to look at the trends and identify what is being checked out and in what languages. This information is then shared

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with the agency's branches to provide the necessary, requested resources for that community. As an example, within the last 6-months the Oakland Public Library has started an Arabic collection to meet the needs of library patrons based on data collected.

Additionally, Chinese-speaking staff is readily accessible in the Asian Branch located in Chinatown and Spanish-speaking staff in the Cesar Chavez Library in the Fruitvale District. Programs such Family Story Time, Legal Services and Computer Basics are regularly provided in Spanish and Chinese.

#### *Mayor's Office*

The Mayor's Office hired a Spanish-speaking PCP as a Special Assistant to the Mayor who fields calls from Spanish speaking constituents, questions from Spanish speaking media, and assists with outreach into Spanish speaking areas of Oakland. The Mayor's Office provides regular meetings with communities across Oakland that include people who do not speak English well. In an effort to include all of Oakland's community, the Mayor's Office works closely with the Equal Access office to provide appropriate translated materials and interpreters at meetings.

The Mayor's Office has ensured communication in Spanish, Cantonese, Mandarin, and Vietnamese as appropriate to the community being served in the cases of its 8 town hall meetings, 4 merchant meetings in the Fruitvale, an upcoming Financial Planning community event, and is incorporating this practice into its plan for an October Public Safety Summit.

Additionally, the Mayor's Office has the regular assistance of the Oaklanders Assistance Center to address the immediate needs of people needing assistance in Chinese and Spanish. The Mayor's Office also has two bilingual volunteers who are in the office on a consistent basis three times a week.

#### *Office of Parks and Recreation*

The Office of Parks and Recreation ensures that the agency's programs are available to the limited English speaking populations by translating the annual brochure and voicemail greetings for specific locations in Spanish, Cantonese and Mandarin. The agency has collaborated with DHRM to find creative solutions to outreach to the limited English speaking communities through recruitment for vacant bilingual PCP positions including the delivery of job announcements to community organizations in limited-English speaking neighborhoods. Pursuant to EA specifications regarding the quantitative analysis only, the OPR programs have sufficient bilingual staffing. There are field staff who are not assigned to a particular geographic location, but instead go to different centers, fields, or programs as part of their service delivery. For reporting purposes, they are counted together but do not physically serve in the same locations.

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***Museum***

The Museum is in transition to separate its operations from the City of Oakland, which is targeted for the new fiscal year.

***Public Works Agency***

The Public Works Call Center added additional bilingual staff as Public Service Representatives. Two PCPs were hired to the Call Center, one bilingual in Spanish, the other bilingual in Cantonese. The Call Center is in the process of hiring a bilingual Mandarin-speaker. Public Works also has the Call Center voicemail translated into the required languages.

**C. PRIORITY IMPROVEMENT NEEDS**

Based upon the work of the Equal Access office and communications with all City agencies and offices, the following has been identified as priority improvement areas:

- ❖ Centralize the database for EA hiring information within DHRM, rather than having different types of information in multiple agencies/offices to facilitate ease of data collection.
- ❖ Utilizing selective certification for filling vacant positions that are Super PCP as identified in the EA Settlement Agreement, to address the need for one Chinese PCP in Zoning/City Planning and one Chinese PCP in Municipal Lending. There are no anticipated vacancies currently in Zoning/Planning and only 1 vacancy in Municipal Lending.
- ❖ Evaluating the outreach strategies for OPR youth positions to ensure meaningful access to employment opportunities, especially in neighborhood centers.
- ❖ Evaluating the wait time for 911 calls for LEP residents.
- ❖ Modifications to the communication flow with the Oakland Assistance Center staff to provide better language assistance to the public during its hours of operation for both in-person and over-the-phone interpretation.
- ❖ Improving language access service in the Parking Citation in-person payment counter when bilingual staffers are busy with customers on the phone. Ideas include installing phones in the counter area to utilize the language access line for both staff and the in-person customer.
- ❖ Targeted hiring in the City Attorney's office for a Chinese PCP staff. The City Attorney's Office is planning on conducting a targeted outreach for a Chinese-speaking attorney for the upcoming vacancy in the Neighborhood Law Corps.

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Presently, the City Attorney's Office provides Chinese language translation by utilizing a non-PCP Chinese-speaking employee. This employee use to be a PCP but still provides Chinese translation and language assistance to members of the public.

- ❖ Since there are no existing vacancies in Code Enforcement Inspection, CEDA will improve the utilization by Code Enforcement staff of existing bilingual staff in the Building Services division for translation needs.
- ❖ Given staffing reductions citywide and the need to consolidate and focus limited resources, including for language access, the City Administrator and Equal Access Offices will be convening quarterly meetings with the liaisons of each Agency/office to engage in more coordinated identification of priority problems and solutions.

### **III. DEPARTMENT PUBLIC CONTACT POSITIONS AND MEETING BILINGUAL STAFFING NEEDS FOR PUBLIC SAFETY AGENCIES AND OFFICES**

Language access to police and fire services is a critical priority for the City Administration. The Police and Fire Departments have attempted to address their language services needs this past fiscal year with the hiring of bilingual staff to their Dispatch Units, as well as other activities described below. Both the Police and Fire Departments each hired one Chinese-speaking Dispatcher and one Spanish-speaking Dispatcher to handle emergency calls. However, additional efforts are needed to improve language access to services and the Departments through the qualitative analysis will continue to identify both priority gap areas and opportunities for improving access.

The Police and Fire Departments have special constraints governing deployment decisions. These include Memorandums of Understanding (MOUs) and public safety emergency issues. For example, the MOUs provide for assignments of police officers and fire fighters according to their seniority. Officers and firefighters cannot be forced to take assignments/deployments based solely on their language skills.

Pursuant to the EA settlement agreement requirements, staff has taken the geographic service areas for the fire stations and police beats and mapped census information about the LEP population for those areas. See *Attachment I*.

#### **A. SUMMARY OF BILINGUAL STAFFING IN POLICE AND FIRE DEPARTMENTS**

The City does not anticipate any hiring of new officers for the new fiscal year. The Fire department will be hiring 10 new paramedics and will be engaging in outreach and other efforts to assist with bilingual recruitment needs.



Table 3 provides an aggregate summary of bilingual staffing for the Police and Fire Departments.

**TABLE 3 – Oakland Police and Fire Department Bilingual Staffing Needs**

ORG NAME	FTE	Vacant PCP	PCP	SP	SP PCP Goal	SP PCP Need	CH	CH PCP Goals	CH PCP Need
FiRE Department	601.05	74.60	541.60	49.00	59.78	20.32	7.00	25.22	22.25
Oakland Police Department	1,089.96	101.00	997.46	86.00	114.75	41.68	31.00	48.41	22.86
Police and Fire Totals	1,691.01	175.60	1,539.06	135.00	174.52	62.00	38.00	73.63	45.11

The following table provides information on departments within OFD and OPD that are not meeting the bilingual staffing needs:

**TABLE 4 - Department/Division Bilingual Staffing Needs (Police and Fire)**

Numbers with ( ) indicate exceeding the bilingual staffing need, per the quantitative analysis.

ORG NAME	FTE	Vacant PCP	PCP	SP	SP PCP Need	CH	CH PCP Need
OFD 911 Dispatch	23.00	3.00	23.00	1.00	1.94	1.00	0.24
OFD Airport & Emergency Service/Suppression	502.20	69.00	485.00	44.00	18.80	5.00	21.19
OFD Divisions	38.00	1.00	20.00	1.00	1.56	0.00	1.08
OPD 911 Dispatch	79.00	4.00	79.00	6.00	4.11	3.00	1.27
OPD Records Division	31.00	4.00	28.00	2.00	1.58	2.00	(0.48)
OPD Animal Control	32.50	7.00	23.00	2.00	0.94	3.00	(1.76)
OPD Office of the Chief (Including Risk Mgt Bureau)	73.00	6.00	69.00	4.00	4.83	3.00	0.73
OPD Criminal Investigation	91.00	10.00	91.00	11.00	0.65	0.00	4.91
OPD Bureau of Services	59.33	0.00	17.33	0.00	2.22	1.00	(0.08)
OPD Bureau of Field Operations	724.13	70.00	690.13	61.00	27.34	19.00	18.27

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## B. POLICE DEPARTMENT KEY ACCOMPLISHMENTS

Highlights of accomplishments for this year include the following:

- Hiring of 2 new bilingual dispatchers utilizing selective certification—one in Spanish and one in Chinese.
- The Police Department coordinated with the Citizens' Police Review Board and Equal Access Office to establish a Training Bulletin on Language Access. The electronic police training records show that 959 out of 964 officers have signed off on reading and receiving training on this publication. Of the five officers who have not signed, four are reserve officers and the other is currently on medical leave.
- The Police Department has specific bilingual officers currently assigned in Chinatown and the Fruitvale District to assist and serve as liaisons with the limited-English speaking communities in those areas.
- The Police Department also utilizes its bilingual Neighborhood Service Coordinators (NSC) to outreach to the limited-English speaking communities. OPD has bilingual staff that meet monthly at local churches, schools and other public facilities to discuss specific neighborhood concerns. Bilingual NSCs provide direct interpretation for individuals attending these community meetings and are able to respond to public safety concerns in Spanish and Chinese. Problem Solving Officers (PSO) are assigned to neighborhoods and bilingual NSCs serve as interpreters between the officers and members of the public at these meetings.
- OPD officers utilize language access services to communicate with constituents on their cellphones.
- OPD has applied for a grant from the Oakland Police Foundation to purchase Rosetta Stone for Spanish and Chinese language training to provide officers with office or online training. Bilingual pay provides an incentive for officers to utilize this training resource.

## C. POLICE DEPARTMENT PRIORITY IMPROVEMENT NEEDS

The Police Chief has requested quarterly meetings with the City Administrator's Office Equal Access staff in order to proactively identify the status of hiring and public service activities, priority areas of concern, and key opportunities for hiring. A key priority area for hiring improvements is in Dispatch—selective certification will be utilized to fill vacant positions.

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The Settlement Agreement requires 1 additional Spanish and 1 Chinese language speaking dispatchers on top of the need determined by the quantitative analysis—Super PCPs. See Section IV for more discussion of Super PCPs. Based upon a quantitative analysis only, there is a current need for 2 Spanish-speaking and 0 Chinese-speaking additional PCPs in the Communications/Dispatch Unit. With the additional Super PCP requirement, the bilingual staffing need for dispatch increases to 3 Spanish-speaking and 1 Chinese-speaking dispatchers. If a bilingual dispatcher is unavailable the dispatcher utilizes the Language Access Line for assistance. All dispatchers who are identified as bilingual have been both selectively certified as well as certified as bilingual.

In August 2010, OPD began a hiring process for hiring new dispatchers. At the time of the hiring process, there were 70 dispatch positions (PCPs), 60 of which were filled and included 8 Spanish speaking and 2 Chinese language speaking dispatchers. Based upon the EAO requirements, there was a need to hire 1 Spanish speaking and 1 Chinese speaking dispatchers. The Settlement Agreement with the Super PCP requirements was not yet in place. Two positions were selectively certified and filled with 1 Spanish speaking and 1 Chinese language speaking dispatchers. These hires were also the only candidates on the selective certification lists who passed the background checks required for the position.

While the current quantitative data shows a need for 1 Spanish-speaking PCP in the Records Division, one additional sworn officer bilingual in Spanish is being assigned to assist the public in the Records Division. While the data reflects a need for 1 Spanish-speaking PCP in the Animal Shelter, the Shelter has a number of bilingual volunteers not captured that also assist with basic language needs of the public.

OPD will also be engaging in website and online reporting translations for the new year.

#### **D. FIRE DEPARTMENT KEY ACCOMPLISHMENTS**

OFD had 2 new hires for PCP staff this past fiscal year for dispatchers. Both hires were selectively certified as bilingual—one in Spanish and the other in Chinese.

#### **E. FIRE DEPARTMENT PRIORITY IMPROVEMENT NEEDS**

Based upon a quantitative analysis only, there is a need for 2 additional Spanish-speaking Fire Department Dispatchers. While it does not fulfill language access requirements, current efforts are being explored to provide basic language training in both Spanish and Chinese to all firefighters assigned to the Chinatown and Fruitvale stations. In addition, OFD is researching the possible use of electronic devices to provide in-person translation.

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#### IV. SUPER PCPS

Details about the Super PCP requirements under the Equal Access Settlement Agreement and current status are found in *Attachment D*.

The Super PCP requirements are being exceeded or are being met in 41 out of 45 areas. However, in two out of the four areas where the Super PCP requirements were not met, there were no new PCP hiring opportunities available—CEDA's Zoning and Planning and Municipal Lending. In one of the areas—Fire Department-- there were two new PCP hiring opportunities available, which was filled by bilingual staff through selective certification. The Police Department selectively certified the dispatch positions that were filled this fiscal year and hired 2 new selectively certified dispatchers.

#### V. RECRUITMENT AND OUTREACH

For every position hired through the Department of Human Resources and Management (DHRM) process, contact is made in advance with the Equal Access Office about whether the position set for recruitment is a PCP and whether the position has to be selectively-certified in either Spanish or Chinese. The Equal Access Office reviews personnel reports, contacts the department's managers and reviews the job specifications for the position before determining the possible need for a bilingual PCP recruitment. The Equal Access Office communicates with DHRM if the position needs to be selectively certified for a particular language. If required, the job announcement will include as a qualification of the position bilingual skills in either Spanish or Chinese.

DHRM utilizes an existing Community Based Organization (CBO) list as well as Spanish and Chinese newspapers to announce job recruitments for bilingual candidates. These candidates are interviewed by DHRM and placed on an eligibility list according to skills and experience related to the position. The department interviews the bilingual candidates from the eligibility list and makes conditional offers pending the ability of the candidate to pass, if required, a selective-certification language test. If the candidate does not pass the language test, another candidate possessing the necessary bilingual skills will be tested and offered the position pending ability to pass the language test.

#### VI. TRANSLATIONS

The EA requirements require the translation of vital documents and recorded telephone lines. Regarding vital documents, 94% have been translated into Chinese and 96% have been translated into Spanish. Regarding recorded lines, 74% have been translated into Spanish and 74% into Chinese. The Equal Access office is working with the departments

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to complete translation needs, which due to staffing capacity issues were unable to be fully completed this fiscal year. The list of recorded telephone messages is provided in *Attachment F*. The list of vital documents is provided in *Attachment G*.

	# of Vital Doc	SP Translation Completed	CH Translation Completed	SP Translation Completed	CH Translation Completed
City Administrator	7	6	6	86%	86%
City Attorney	6	6	4	100%	67%
City Auditor	3	2	2	67%	67%
City Clerk	5	5	5	100%	100%
City Council	2	2	2	100%	100%
CEDA	26	23	23	88%	88%
Contracting and Purchasing	8	8	8	100%	100%
Finance and Management	12	9	9	81%	81%
Fire	5	5	5	100%	100%
Human Resources Management	1	1	1	100%	100%
Human Services	21	21	21	100%	100%
Information Technology	0				
Library	12	12	11	100%	92%
Mayor	1	1	1	100%	100%
Parks and Recreation	5	5	5	100%	100%
Police	68	67	67	99%	99%
Public Works	10	10	10	100%	100%
<b>TOTAL</b>	<b>192</b>	<b>184</b>	<b>181</b>	<b>96%</b>	<b>94%</b>

	# of Recorded Telephonic Messages	SP Translation Completed	CH Translation Completed	SP Translation Completed	CH Translation Completed
City Administrator	6	6	6	100%	100%
City Attorney	2	2	2	100%	100%
City Auditor	1	1	1	100%	100%
City Clerk	2	2	2	100%	100%

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City Council	I # of Recorded Telephonic Messages	I SP Translation Completed	I CH Translation Completed	100% SP Translation Completed	100% CH Translation Completed
CEDA	11	6		55%	55%
Contracting and Purchasing	1	1	1	100%	100%
Finance and Management	4	1	1	25%	25%
Fire	8	3		38%	38%
Human Resources Management	1	1	1	100%	100%
Human Services	2	2	2	100%	100%
Information Technology	1	1	1	100%	100%
Library*	6	4	4	100%	100%
Mayor	3	3	3	100%	100%
Museum	1	1	1	100%	100%
Parks and Recreation**	14	11	5	100%	100%
Police	15	9	10	60%	67%
Public Works	4	3	3	75%	75%
<b>TOTAL</b>	<b>83</b>	<b>58</b>	<b>53</b>	<b>74%</b>	<b>74%</b>

\*The Library recordings are completed in the appropriate language for the branch library.

\*\*The OPR recordings are completed in the appropriate language for the community center.

## VII. COMPLAINTS

If a City department discovers a member of the public wants to make a complaint about a violation of the Equal Access to Service Ordinance, the department shall share with the public that they may file a complaint by telephone at (510) 238-6812 or by completing a written complaint form with the Equal Access Office. The Equal Access Office is required to document the actions it take to resolve each complaint and keep copies of complaints and resolutions for at least two years. Equal Access complaint forms can be downloaded in English, Spanish, Chinese or Vietnamese at Equal Access Office's website at

<http://www2.oaklandnet.com/Government/o/CityAdministration/d/EqualAccess/s/FC/DOWD000745>. Members of the public can also submit a completed complaint form via fax, email at [EqualAccess@oaklandnet.com](mailto:EqualAccess@oaklandnet.com), or mail to the Office of the City Administrator, Equal Access, 1 Frank H. Ogawa Plaza, 3rd Floor, Oakland, CA 94612.

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The Equal Access Office did not receive any formal complaints this fiscal year. However, the Equal Access Office did discuss with individual departments informal complaints they have received about language access issues.

Representatives of the City Administrator's and Equal Access Offices met with representatives of the Finance and Management Agency (FMA) to discuss complaints made against the parking citation center. In preparation of this report, the City Council District offices identified generally incidents in which constituents were told by counter staff that they did not have Cantonese-speaking staff to assist them with their parking citation questions. FMA has identified that they do have Cantonese-speaking staff employed and currently assisting in translation for the public however these persons are not always assigned to the front counter. Cantonese-speaking employees in parking citations are regularly called to the front counter to provide assistance to the public. Additionally, since the last fiscal year, FMA has installed electronic kiosks to pay for citations. The kiosks provide instructions in both Chinese and Spanish. FMA has also agreed to translate more information in Chinese and Spanish on their written notices including how to identify if a translator is needed for administrative hearings. FMA is also working on providing more bilingual signage and access to the Language Line at the front counter when necessary.

City Council District offices also identified the need for additional bilingual staff in the Community and Economic Development Agency's (CEDA) Code Enforcement Unit. Three to four times this last fiscal year a member of City Council staff has assisted members of the public with language interpretation for matters related to code enforcement. Since there are no existing vacancies in Code Enforcement Inspection, CEDA will improve the utilization by Code Enforcement staff of existing bilingual staff in the Building Services division for translation needs.

The Equal Access Office also received an email about a member of the public not able to speak to someone in Spanish at the Oakland Police Department's Eastmont Substation. The person did not leave their contact information, therefore no additional information could be obtained about the details of the complaint. In the email, it was not clear about the efforts made by either the member of the public or the police department to try to provide language assistance. A list of officer translators is accessible at the Police Department Patrol Desk.

The City currently needs a citywide system in place for ensuring that LEP residents who have experienced language barriers to City services know how to file complaints—this is an improvement priority for the new fiscal year. The Library has a program that could be adapted citywide. The Library provides comment cards for patrons to complete and submit if they have complaints, and staff regularly hear from patrons regarding library services. Library patrons may also request to speak with Library Administration if they

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have concerns which they feel need to be addressed immediately. Library comment cards are available in English, Spanish, and Chinese.

***Use of Language Access Line:***

Department staff are trained to utilize the language access line to serve LEP residents. Information about the number of calls made per month in FY 10-11 in the different languages is provided in ***Attachment J***.

**VII. WRITTEN POLICIES**

An Administrative Instruction regarding the implementation of the EA Ordinance and Settlement Agreement has been drafted and, at the time of the writing of this report, has been approved by the City Administrator.

**VIII. REPORT ON ADEQUACY OF SERVICES**

There is substantial commitment throughout the City administration to provide language access to public services and to engage in continuous improvement needs. This commitment is reflected in the participation of all agency directors in meetings for development of this Compliance/Public Service Plan and in identifying priority improvement activities. As presented in this report, the City has engaged in important progress in bilingual staffing and language access to public services. As identified by the administration with feedback from existing Council and community sources, there are significant improvement areas that the Administration will prioritize for the new fiscal year, as discussed above. In addition, without conducting a formal qualitative analysis, the City is missing solid information about critical gaps in service access. The City will conduct the qualitative analysis for the FY 11-12 report.

**IX. CITY ADMINISTRATOR CERTIFICATION THAT CAACP COMPLIES WITH THE EAO**

The City Administrator certifies that this Compliance Plan complies with the Equal Access ordinance.

**X. AGENCY COMPLIANCE AND PUBLIC SERVICE PLANS**

Agency compliance and public service plans are provided in ***Attachment C***. In addition, the agencies engaged in the following process for providing reporting information:

- ❖ Agency staff provided and verified key data points used in this report and attachments including the following information:

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- Status of PCPs
  - Status of staffing for each PCP and FTE level
  - Status of bilingual testing and pay for each PCP
  - Response to narrative questions regarding improvements, gaps, complaints, and any other key information
  - Status of translated documents and telephone lines
- ❖ Meetings occurred with each agency director and language access coordinator to discuss key achievements, gap areas, and strategies for improvement. The information gathered is reflected in this report as well as the agency plans.

#### ACTION REQUESTED BY THE CITY COUNCIL

Staff requests that Council accepts this informational report on the status of implementation of the Equal Access to Services Ordinance.

Respectfully submitted,



Margaretta Lin  
Deputy City Administrator  
City Administrator's Office

Prepared by:

Margaretta Lin, Deputy City Administrator  
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**Attachments:**

- A: Bilingual PCP Snapshot for FY 10-11
- B: PCP New Hires for FY 10-11
- C: Agency Compliance/Public Service Plans
- D: Super PCP Status
- E: Job Title Snapshot for FY 10-11
- F: Recorded Telephone Messages
- G: Vital Documents
- H: Pool Lists
- I: Census Maps for Police Beats and Fire Stations
- J: Language Access Line Calls

**Key for Attachment A: April 2011 Department Snapshot of Bilingual Public Contact Positions**

<b>Column Title</b>	<b>Description</b>
<b>Actual FTE</b>	Actual number of full-time equivalent staff in that division/unit (filled and vacant).
<b>Vacant PCP</b>	Vacant public contact positions in that division/unit
<b>PCP</b>	Actual number of full-time equivalent staff in a public contact position for that division/unit (filled and vacant positions)
<b>SP</b>	Actual number of Spanish speaking staff in a public contact position for that division/unit
<b>CH</b>	Actual number of Chinese speaking staff in a public contact position for that division/unit
<b>SP and CH PCP Goal</b>	The percentage of Spanish-speaking or Chinese language speaking residents city-wide or in the area of a neighborhood-based center, as determined by census data. This number is used to calculate the bilingual staffing needs from a quantitative analysis only.
<b>SP and CH PCP Need</b>	The need for bilingual PCP staff, based upon a quantitative analysis only. This number is based upon the percentage of Spanish or Chinese language speaking residents times the number of PCP (filled and vacant positions totaled) minus the actual number of bilingual PCP staff in that division or unit.

Bilingual PCP Staffing FY 10-11

ORG NUMBER & NAME	STREET ADDRESS	ACTUAL FTE	VACAN T.PCP	PCP	SP	SP PCP Goal	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Goal	CH PCP Need
02121 - Equal Access Unit	1 Frank Ogawa Plz	3.00	1.00	3.00	1.00	12.80%	0.26	(0.62)	1.00	5.40%	0.11	(0.84)
CITY/EQUAL ACCESS UNIT		3.00	1.00	3.00	1.00	12.80%	0.26	(0.62)	1.00	5.40%	0.11	(0.84)
02211 - Citizens Police Review Board Unit	1 Frank Ogawa Plz	5.00	0.00	3.00	1.00	12.80%	0.38	(0.62)	1.00	5.40%	0.16	(0.84)
CITY/CITIZENS POLICE REVIEW BOARD		5.00	0.00	3.00	1.00	12.80%	0.38	(0.62)	1.00	5.40%	0.16	(0.84)
02111 - City Manager Administration Unit	1 Frank Ogawa Plz	23.40	2.65	10.40	1.00	12.80%	0.99	0.33	1.00	5.40%	0.42	(0.44)
02311 - Equal Opportunity Programs	150 Frank Ogawa Plz	3.00										
02511 - ADA Programs	1 Frank Ogawa Plz	3.00	0.00	1.00	0.00	12.80%	0.13	0.13	0.00	5.40%	0.05	0.05
02711 - Ethics Unit	1 Frank Ogawa Plz	2.00										
02811 - Budget Office Unit	250 Frank Ogawa Plz	14.50										
63221 - KTOP Operations	250 Frank Ogawa Plz	12.85										
CITY/ADMINISTRATION & DIVISIONS		58.75	2.65	17.40	1.00	12.80%	1.12	0.46	1.00	5.40%	0.47	(0.38)
CITY/ADMINISTRATOR'S OFFICE		66.75	3.65	17.40	3.00	12.80%	1.76	(0.77)	3.00	5.40%	0.74	(2.06)
04111 - City Attorney Administration Unk	1 Frank Ogawa Plz	29.00	1.00	8.00	2.00	12.80%	0.90	(0.98)	0.00	5.40%	0.38	0.43
04211 - Litigation Unit	1 Frank Ogawa Plz	12.00	0.00	3.00	1.00	12.80%	0.38	(0.62)	0.00	5.40%	0.16	0.16
04311 - Advisory Unit	1 Frank Ogawa Plz	25.00	0.00	1.00	1.00	12.80%	0.13	(0.87)	0.00	5.40%	0.05	0.05
CITY/ATTORNEY'S OFFICE		66.00	1.00	12.00	4.00	12.80%	1.41	(2.46)	0.00	5.40%	0.00	0.65
CITY/ATTORNEY'S OFFICE		66.00	1.00	12.00	4.00	12.80%	1.41	(2.46)	0.00	5.40%	0.59	0.65
07111 - City Auditor Unit	1 Frank Ogawa Plz	9.50	0.00	1.50	0.00	12.80%	0.19	0.19	0.00	5.40%	0.08	0.08
CITY/AUDITOR'S OFFICE		9.50	0.00	1.50	0.00	12.80%	0.19	0.19	0.00	5.40%	0.08	0.08
CITY/AUDITOR'S OFFICE		9.50	0.00	1.50	0.00	12.80%	0.19	0.19	0.00	5.40%	0.08	0.08
03121 - City Clerk Unit	1 Frank Ogawa Plz	11.00	0.00	1.00	0.18	12.80%	0.13	(0.05)	0.00	5.40%	0.05	0.05
CITY/CLERK'S OFFICE		11.00	0.00	1.00	0.18	12.80%	0.13	(0.05)	0.00	5.40%	0.05	0.05
00011 - Council Administration Unit	1 Frank Ogawa Plz	1.50	0.00	1.50	1.50	12.80%	0.19	(1.31)	0.00	5.40%	0.08	0.08
00111 - District One Unit	1 Frank Ogawa Plz	4.00	0.00	3.00	0.50	12.80%	0.38	(0.12)	0.00	5.40%	0.16	0.16
00211 - District Two Unit	1 Frank Ogawa Plz	4.00	0.00	3.00	0.00	12.80%	0.38	0.38	1.50	5.40%	0.16	(1.34)
00311 - District Three Unit	1 Frank Ogawa Plz	3.50	0.00	2.50	0.00	12.80%	0.32	0.32	1.00	5.40%	0.14	(0.87)
00411 - District Four Unit	1 Frank Ogawa Plz	3.50	0.00	2.50	0.00	12.80%	0.32	0.32	0.00	5.40%	0.14	0.14
00511 - District Five Unit	1 Frank Ogawa Plz	3.50	0.00	2.50	2.00	12.80%	0.32	(1.68)	0.00	5.40%	0.14	0.14
00611 - District Six Unit	1 Frank Ogawa Plz	5.00	0.00	4.00	1.00	12.80%	0.51	(0.49)	0.00	5.40%	0.22	0.22
00711 - District Seven Unit	1 Frank Ogawa Plz	3.50	0.00	2.50	0.00	12.80%	0.32	0.32	0.00	5.40%	0.14	0.14
00911 - Council At Large Unit	1 Frank Ogawa Plz	3.50	0.00	2.50	0.00	12.80%	0.32	0.32	0.00	5.40%	0.14	0.14
CITY/COUNCIL'S OFFICE		32.80	0.00	24.00	5.00	12.80%	3.07	(1.93)	2.50	5.40%	1.30	(1.20)
CITY/COUNCIL'S OFFICE		32.00	0.00	24.00	5.00	12.80%	3.07	(1.93)	2.50	5.40%	1.30	(1.20)
88211 - Major Projects	250 Frank Ogawa Plz	13.00	0.00	9.00	2.00	12.80%	1.15	(0.85)	0.00	5.40%	0.49	0.49
88219 - ZONING	250 Frank Ogawa Plz	21.00	0.00	19.00	3.00	12.80%	2.43	(0.57)	0.00	5.40%	1.03	1.03
88229 - City Planning -Other	250 Frank Ogawa Plz	3.00	0.00	2.00	0.00	12.80%	0.26	0.26	0.00	5.40%	0.11	0.11
88432 - Project & Zoning Coordination	250 Frank Ogawa Plz	4.00	0.00	2.00	1.00	12.80%	0.26	(0.74)	0.00	5.40%	0.11	0.11
CITY/PLANNING & ZONING		41.00	0.00	32.00	5.00	12.80%	4.10	(1.90)	0.00	5.40%	1.73	(1.73)
88411 - Inspection Services Admin - Other	250 Frank Ogawa Plz	1.00		0.00								
88421 - Inspection Services - Other	250 Frank Ogawa Plz	7.00	0.00	4.00	0.00	12.80%	0.51	0.51	1.00	5.40%	0.22	(0.78)
88431 - Building & Infrastructure Plan Check	250 Frank Ogawa Plz	6.00		0.00								
88451 - Commercial Building Inspection	250 Frank Ogawa Plz	25.00	0.00	23.00	6.00	12.80%	2.94	(3.06)	0.00	5.40%	1.24	1.24
88452 - Residential Building Inspection	250 Frank Ogawa Plz	5.00	0.00	5.00	2.00	12.80%	0.64	(1.36)	0.00	5.40%	0.27	0.27
88453 - Infrastructure Inspection	250 Frank Ogawa Plz	11.00	0.00	10.00	1.00	12.80%	1.28	0.28	0.00	5.40%	0.54	0.54
88454 - Code Enforcement Inspection	250 Frank Ogawa Plz	5.00	0.00	5.00	0.00	12.80%	0.64	0.64	0.00	5.40%	0.27	0.27
88481 - Engineering Admin Support	250 Frank Ogawa Plz	8.00	0.00	7.00	1.00	12.80%	0.90	(0.10)	2.00	5.40%	0.38	(1.62)
88482 - Inspection Admin Support	250 Frank Ogawa Plz	8.50	0.00	6.50	0.00	12.80%	0.83	0.83	1.00	5.40%	0.35	(0.65)
CITY/BUILDING SERVICES		76.60	0.00	60.50	10.00	12.80%	7.74	(2.26)	4.00	5.40%	1.27	(0.73)
88939 - Municipal Lending	250 Frank Ogawa Plz	16.00	1.00	5.00	1.00	12.80%	0.51	(0.36)	0.00	5.40%	0.22	0.27
CITY/MUNICIPAL LENDING		16.00	1.00	6.00	1.00	12.80%	0.51	(0.36)	0.00	5.40%	0.22	0.27
88969 - Residential Rent Arbitration	250 Frank Ogawa Plz	9.00	0.00	7.00	1.00	12.80%	0.90	(0.10)	0.00	5.40%	0.38	(0.62)

ORG NUMBER & NAME	STREET ADDRESS	ACTUAL FTE	VACANT PCP	PCP	SP	SP PGR Goal	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Goal	CH PCP Need
CEOA/Residential/Rent/Arbitration		9.00	0.00	7.00	1.00	12.80%	9.00	(0.10)	1.00	5.40%	0.38	(0.52)
88149 - CEDA Agency Operations - Other	250 Frank Ogawa Plz	18.00		0.00								
CEOA/Administration		18.00		0.00								
88529 - Economic Development Director	250 Frank Ogawa Plz	3.00		0.00								
88549 - Workforce Development	250 Frank Ogawa Plz	5.00		0.00								
88559 - Business Development	250 Frank Ogawa Plz	10.00		0.00								
88559 - Business Development (Business Assistance Center)	250 Frank Ogawa Plz	4.00	0.00	2.00	1.00	12.80%	0.26	(0.74)	0.00	5.40%	0.11	0.11
88579 - One Stop Small Business Center	250 Frank Ogawa Plz	3.00		0.00								
CEOA/Economic/Development		25.00	0.00	9.00	1.00	12.80%	0.26	(0.74)	0.00	5.40%	0.11	0.11
88919 - HDC Support Staff	250 Frank Ogawa Plz	9.50		0.00								
88929 - Housing Development	250 Frank Ogawa Plz	10.00		0.00								
88949 - CDBG Coordination	250 Frank Ogawa Plz	7.00		0.00								
88989 - Home Ownership Programs	250 Frank Ogawa Plz	4.00		0.00								
CEOA/Housing		30.50		0.00								
88629 - Redevelopment Center	250 Frank Ogawa Plz	8.50	0.00	1.00	0.00	12.80%	0.13	0.13	0.00	5.40%	0.05	0.05
88639 - Real Estate	250 Frank Ogawa Plz	7.00		0.00								
88659 - Coliseum Redevelopment	250 Frank Ogawa Plz	7.00		0.00								
88669 - Redevelopment Projects	250 Frank Ogawa Plz	2.25		0.00								
88679 - West Oakland Base Reuse	250 Frank Ogawa Plz	7.50		0.00								
88689 - Downtown Development	250 Frank Ogawa Plz	8.75		0.00								
88699 - Central City East Redevelopment	250 Frank Ogawa Plz	4.00		0.00								
CEOA/Redevelopment		45.00	0.00	1.00	0.00	12.80%	0.13	0.13	0.00	5.40%	0.05	0.05
88712 - Marketing & Special Events	1 Frank Ogawa Plz	5.50		0.00								
88722 - Oakland Film Office	1 Frank Ogawa Plz	2.00		0.00								
88732 - Public Art	1 Frank Ogawa Plz	2.50		0.00								
88742 - Cultural Funding	1 Frank Ogawa Plz	1.50		0.00								
CEOA/Cultural/Arts/Marketing		11.50		0.00								
CEOA		272.50	1.00	107.50	19.00	12.80%	13.63	(5.24)	5.00	5.40%	5.75	0.81
41111 - DCP Administration	250 Frank Ogawa Plz	3.00	0.00	1.00	0.00	12.80%	0.13	0.13	0.00	5.40%	0.05	0.05
41211 - Contract Compliance & Employment Services	250 Frank Ogawa Plz	9.00	0.00	5.00	0.00	12.80%	0.64	0.64	0.00	5.40%	0.27	0.27
41311 - Purchasing	250 Frank Ogawa Plz	9.50	1.00	4.00	0.00	12.80%	0.38	0.51	0.00	5.40%	0.16	0.22
41411 - Contract Administration	250 Frank Ogawa Plz	5.00	0.00	1.00	0.00	12.80%	0.13	0.13	0.00	5.40%	0.05	0.05
Contracting and Purchasing		26.50	1.00	11.00	0.00	12.80%	1.28	1.41	0.00	5.40%	0.54	0.59
CONTRACTING AND PURCHASING		26.50	1.00	11.00	0.00	12.80%	1.28	1.41	0.00	5.40%	0.54	0.59
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plz	15.00	1.00	14.00	5.00	12.80%	1.66	(3.21)	3.00	5.40%	0.70	(2.24)
FMA/Parking Citation Assistance Center		15.00	1.00	14.00	5.00	12.80%	1.66	(3.21)	3.00	5.40%	0.70	(2.24)
08411 - Revenue Administration Unit	150 Frank Ogawa Plz	2.00		0.00								
08431 - Business License Tax Unit	250 Frank Ogawa Plz	12.00	1.00	10.00	1.00	12.80%	1.15	0.28	1.00	5.40%	0.49	(0.46)
08432 - Litter Fee Ordinance Admin	250 Frank Ogawa Plz	1.00	0.00	1.00	0.00	12.80%	0.13	0.13	0.00	5.40%	0.05	0.05
08441 - Revenue Collections Unit	250 Frank Ogawa Plz	11.00	1.00	10.00	0.00	12.80%	1.15	1.28	0.00	5.40%	0.49	0.54
08451 - Citywide Liens	250 Frank Ogawa Plz	14.00	1.00	13.00	2.00	12.80%	1.54	(0.34)	0.00	5.40%	0.65	0.70
FMA/Revenue/Divisions (250 Frank Ogawa Plz Main Floor)		40.00	3.00	34.00	3.00	12.80%	3.97	1.35	1.00	5.40%	1.67	0.84
08421 - Revenue Audit Unit	150 Frank Ogawa Plz	13.00	0.00	12.00	1.00	12.80%	1.54	0.54	1.00	5.40%	0.65	(0.35)
08433 - Rent Adjustment	250 Frank Ogawa Plz	2.00	0.00	2.00	0.00	12.80%	0.26	0.26	0.00	5.40%	0.11	0.11
FMA/Revenue/Audit & Rent Adjustment		15.00	0.00	14.00	1.00	12.80%	1.79	0.79	0.00	5.40%	0.76	(0.24)
08911 - Parking Administration	250 Frank Ogawa Plz	5.50		0.00								
08931 - Meter Operations	Field	17.00		0.00								
08941 - Parking Enforcement	250 Frank Ogawa Plz	66.30	0.00	1.50	0.25	12.80%	0.19	(0.06)	0.00	5.40%	0.08	0.08
FMA/Parking/Enforcement		88.80	0.00	1.00	0.25	12.80%	0.19	(0.06)	0.00	5.40%	0.00	0.00
08211 - Accounting Administration Unit	150 Frank Ogawa Plz	3.00		0.00								
08222 - General Ledger	150 Frank Ogawa Plz	13.00		0.00								
08241 - Payables	150 Frank Ogawa Plz	7.00		0.00								

ORG NUMBER & NAME	STREET ADDRESS	ACTUAL FTE	VACANT PCP	PCP	SP	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Need
08242 - Stores Operations	150 Frank Ogawa Plz	9.00	0.00	0.00						
FMA/Accounting		32.00	0.00	0.00						
08511 - Risk Management	150 Frank Ogawa Plz	7.00	0.00	1.00	0.00	12.80%	0.13	0.00	5.40%	0.05
FMA/Risk Management		7.00	0.00	1.00	0.00	12.80%	0.13	0.00	5.40%	0.05
08111 - Budget & Finance Administration Unit	150 Frank Ogawa Plz	5.00	0.00	0.00						
08711 - Treasury Administration Unit	150 Frank Ogawa Plz	7.00	0.00	0.00						
08721 - Treasury Operations Unit	150 Frank Ogawa Plz	1.00	0.00	0.00						
08731 - Treasury Cashiering Unit	150 Frank Ogawa Plz	12.00	0.00	0.00						
08741 - Treasury Payroll	150 Frank Ogawa Plz	5.00	0.00	0.00						
09111 - Retirement Administration Unit	150 Frank Ogawa Plz	33.00	0.00	0.00						
FMA/Treasury		230.80	4.00	64.50	9.25	12.80%	0.74	5.00	5.40%	1.52
FINANCE AND MANAGEMENT/AGENCY		7.00	0.00	0.00						
05111 - Personnel Admin/Human Resource Info Services	150 Frank Ogawa Plz	18.00	0.00	1.00	0.00	12.80%	0.13	1.00	5.40%	0.95
05211 - Employment and Classification Unit	150 Frank Ogawa Plz	5.00	0.00	0.00						
05311 - Employee Relations Unit	150 Frank Ogawa Plz	3.00	0.00	1.00	0.00	12.80%	0.13	0.00	5.40%	0.05
05511 - Human Resource Development Unit	150 Frank Ogawa Plz	4.00	0.00	0.00						
05611 - Employee Benefits Services	150 Frank Ogawa Plz	37.00	0.00	2.00	0.00	12.80%	0.26	1.00	5.40%	0.89
Department of Human Resources/Management		37.00	0.00	2.00	0.00	12.80%	0.26	1.00	5.40%	0.89
DEPARTMENT OF HUMAN RESOURCES/ MANAGEMENT		13.60	1.00	10.60	1.60	12.80%	1.23	2.80	5.40%	2.23
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plz	13.60	1.00	10.60	1.60	12.80%	1.23	2.80	5.40%	2.23
DHS/Multipurpose Senior Service Program		7.60	1.60	6.70	0.80	4%-8%	0.18	1.80	0%-2%	0.04
78231 - Head Start Unit	City Towers Head Start	9.60	1.00	8.80	2.60	16%-23%	0.90	1.59	0%-2%	0.06
78231 - Head Start Unit	Eastmont Head Start	3.75	0.00	3.40	0.00	0%-4%	0.04	0.04	0%-2%	0.02
78231 - Head Start Unit	Fannie Wall Head Start	1.87	0.00	1.07	0.00	0%-4%	0.01	1.07	21%-47%	0.26
78231 - Head Start Unit	Frank G. Mar Head Start	1.57	0.50	0.77	0.00	9%-16%	0.02	0.06	10%-21%	0.03
78231 - Head Start Unit	Franklin Head Start	2.60	0.00	1.70	0.90	9%-16%	0.13	0.77	6%-10%	0.10
78231 - Head Start Unit	Manzanita Head Start	4.90	0.00	4.10	2.40	16%-23%	0.47	1.93	10%-21%	0.45
78231 - Head Start Unit	San Antonio CDC Head Start	4.90	0.00	4.10	0.80	16%-23%	0.47	0.80	10%-21%	0.45
78231 - Head Start Unit	San Antonio Park Head Start	4.21	0.00	3.41	1.60	9%-16%	0.25	1.35	0%-2%	0.02
78231 - Head Start Unit	Virginia Ave Head Start	2.00	0.00	1.20	0.80	16%-23%	0.14	0.14	0%-2%	0.01
78231 - Head Start Unit	Arroyo Viejo Head Start	4.80	0.00	4.00	0.80	16%-23%	0.46	0.34	0%-2%	0.03
78231 - Head Start Unit	Brookfield Head Start	5.00	0.00	4.20	1.60	9%-16%	0.31	1.29	6%-10%	0.24
78231 - Head Start Unit	Lion Creek Crossings Head Start	4.80	0.00	4.00	1.60	24%-39%	0.74	0.86	4%-8%	0.17
78231 - Head Start Unit	Sun Gate Head Start	2.00	0.00	1.20	0.80	24%-39%	0.22	0.58	0%-2%	0.01
78231 - Head Start Unit	Tassafaronga Head Start	5.55	0.00	5.20	1.60	7%-10%	0.26	1.34	0%-2%	0.04
78231 - Head Start Unit	West Grand Head Start	7.10	0.00	6.30	1.80	24%-39%	1.17	0.63	0%-2%	0.04
78231 - Head Start Unit	85th Ave Head Start	6.51	0.00	5.71	2.51	24%-39%	1.06	1.45	0%-2%	0.04
78231 - Head Start Unit	92nd Ave Head Start	7.80	0.00	6.80	2.00	0%-5%	0.12	1.88	0%-4%	0.10
78231 - Head Start Unit	First Presbyterian Early Head Start	1.00	0.00	0.00						
78231 - Head Start Unit	FAME Early Head Start	87.54	3.10	72.64	21.81	7%-14%		7.33	5%-10%	
DHS/Head Start		2.74	0.00	1.74	0.00	4%-8%	0.06	0.06	0%-2%	0.01
75631 - Senior Center Unit (Downtown Oakland)	5714 MLK Jr. Way	2.74	0.00	0.94	0.00	16%-23%	0.11	0.11	0%-2%	0.01
75631 - Senior Center Unit (East Oakland)	9255 Edes Ave	2.74	0.00	1.74	0.00	4%-8%	0.06	0.06	0%-2%	0.01
75631 - Senior Center Unit (North Oakland)	200 Grand Ave	2.74	0.00	1.74	0.80	4%-8%	0.06	0.74	0%-2%	0.01
75631 - Senior Center Unit (West Oakland)	200 Grand Ave	10.96	0.00	6.16	0.80	4%-8%	0.06	0.80	0%-2%	0.01
DHS/Senior Centers		35.80	0.00	2.00	0.50	12.80%	0.26	0.24	5.40%	0.11
78111 - DHS Administration Unit	150 Frank Ogawa Plz	78.25	8.13	34.52	5.62	12.80%	3.38	1.20	5.40%	1.43
78231 - Head Start Administration (Citywide)	Head Start Administration	4.42	0.00	0.00						
75631 - Senior Center Unit (Citywide)	150 Frank Ogawa Plz	118.47	8.13	36.52	6.12	12.80%	3.63	2.11	5.40%	1.53
DHS/Administration		2.40	0.00	1.60	0.80	12.80%	0.20	0.60	5.40%	0.09
75221 - Linkages Program Unit	150 Frank Ogawa Plz	2.56	0.00	2.03	0.00	12.80%	0.26	0.26	5.40%	0.11
75241 - Senior Companion Program Unit	150 Frank Ogawa Plz									

ORG NUMBER'S NAME	STREET ADDRESS	ACTUAL FTE	VACANT PCP	PCP	SP	SP PGR Goal	SP PCR Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Goal	CH PCP Need
75251 - Outreach Program Unit	150 Frank Ogawa Plz	1.06	0.53	1.06	0.00	12.80%	0.07	0.14	0.00	5.40%	0.03	0.06
75621 - Oakland Paratransit for the Elderly	150 Frank Ogawa Plz	4.59	0.00	2.59	0.00	12.80%	0.33	0.33	0.00	5.40%	0.14	0.14
75651 - Senior Aide Program Unit	Multiple Location	67.80	0.00	3.80	1.00	12.80%	0.49	(0.51)	1.00	5.40%	0.21	(0.79)
DHS/Aging & Adult Services		78.41	0.53	11.08	1.80	12.80%	1.35	(0.38)	1.50	5.40%	0.57	(0.90)
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plz	6.50		0.00								
78251 - Youth Services	150 Frank Ogawa Plz	8.00		0.00								
DHS/Children & Youth Services		15.50		0.00								
DEPARTMENT OF HUMAN SERVICES		324.49	12.76	137.01	32.13	12.80%	15.90	(14.59)	13.74	5.40%	6.71	(6.34)
46111 - Administrative Services	150 Frank Ogawa Plz	5.00	0.00	1.00	0.00	12.80%	0.13	0.13	0.00	5.40%	0.05	0.05
46121 - Reprographic Services	150 Frank Ogawa Plz	6.00		0.00								
46211 - Help Desk	150 Frank Ogawa Plz	3.00		0.00								
46241 - Network Engineering & Maintenance	150 Frank Ogawa Plz	1.00		0.00								
46251 - Desktop Support	150 Frank Ogawa Plz	11.00		0.00								
46261 - Server Maintenance & Support	150 Frank Ogawa Plz	3.00		0.00								
46271 - Telecommunications	150 Frank Ogawa Plz	6.00		0.00								
46321 - Systems & Database Administration	150 Frank Ogawa Plz	7.00		0.00								
46341 - Application Development	150 Frank Ogawa Plz	11.00		0.00								
46461 - Project Coordination	150 Frank Ogawa Plz	3.00		0.00								
46471 - Network Security & Maintenance	150 Frank Ogawa Plz	4.00		0.00								
46521 - Public Safety Maintenance & Installation	150 Frank Ogawa Plz	9.00		0.00								
46531 - Public Safety Applications	150 Frank Ogawa Plz	4.00		0.00								
Department of Information Technology		73.00	0.00	1.00	0.00	12.80%	0.13	0.13	0.00	5.40%	0.05	0.05
DEPARTMENT OF INFORMATION TECHNOLOGY		73.00	0.00	1.00	0.00	12.80%	0.13	0.13	0.00	5.40%	0.05	0.05
61211 - Administrative Unit	125 14th St	2.00	0.00	1.00	1.00	12.80%	0.13	(0.87)	0.00	5.40%	0.05	0.05
61221 - Main Library Administration	125 14th St	1.00	1.00	1.00	0.00	12.80%	0.00	0.13	0.00	5.40%	0.00	0.05
61231 - Art/History/Literature	125 14th St	8.42	1.40	8.42	1.60	12.80%	0.90	(0.52)	0.00	5.40%	0.38	0.45
61235 - Magazines and Newspapers	125 14th St	4.84	1.04	4.84	0.00	12.80%	0.49	0.62	0.00	5.40%	0.21	0.26
61236 - Science Business and Sociology	125 14th St	10.56	1.51	10.56	2.00	12.80%	1.16	(0.65)	0.00	5.40%	0.49	0.57
61237 - Childrens Room	125 14th St	7.12	0.60	7.12	1.29	12.80%	0.83	(0.37)	2.06	5.40%	0.35	(1.67)
61243 - Circulation/Automation	125 14th St	7.46	1.00	7.46	2.25	12.80%	0.83	(1.30)	1.54	5.40%	0.35	(1.14)
OPL Administrative & Main Library Local Services Unit		41.40	6.55	40.40	8.14	12.80%	4.33	(2.96)	3.60	5.40%	1.83	(1.41)
61341 - Asian Branch	388 9th St	9.75	0.00	9.75	0.00	0%-4%	0.00	0.12	8.47	21%-47%	2.35	(6.12)
OPL Asian Branch		9.75	0.00	9.75	0.00	0%-4%	0.00	0.12	8.47	21%-47%	2.05	(6.12)
61345 - Latin American Branch	3301 E 12th St	5.69	1.50	5.69	4.19	4%-8%	0.17	(3.99)	0.00	3%-6%	0.13	0.18
OPL Latin American Branch		5.69	1.50	5.69	4.19	4%-8%	0.17	(3.99)	0.00	3%-6%	0.13	0.18
61311 - Branch Administration	125 14th St	2.00	1.00	2.00	1.00	0%-4%	0.00	(0.98)	0.00	14%-29%	0.15	0.31
61331 - Brookfield Village Branch	9255 Edes Ave	4.00	0.60	4.00	0.20	16%-23%	0.54	0.26	1.00	0%-3%	0.04	(0.96)
61332 - Dimond Branch	3565 Fruitvale Ave	9.00	2.40	9.00	1.04	0%-4%	0.00	(0.93)	0.24	3%-6%	0.21	0.05
61333 - Eastmont Branch	7200 Bancroft Ave	5.36	3.60	5.36	0.36	16%-23%	0.28	0.26	0.00	0%-3%	0.02	0.06
61334 - Elmhurst Branch	1427 88th Ave	4.00	0.00	4.00	2.00	16%-23%	0.64	(1.54)	0.00	0%-3%	0.04	0.04
61335 - M.L. King Jr. Branch	6833 Int'l Blvd	4.00	2.00	4.00	0.40	16%-23%	0.32	0.06	0.00	0%-3%	0.02	0.04
61336 - Montclair Branch	1687 Mountain Blvd	4.64	0.00	4.64	0.00	0%-4%	0.00	0.05	0.00	0%-3%	0.05	0.05
61337 - Rockridge Branch	5366 College Ave	9.93	1.00	9.93	0.00	0%-4%	0.00	0.12	0.00	0%-3%	0.10	0.11
61338 - Temescal Branch	5205 Telegraph Ave	6.14	2.60	6.14	0.00	2%-6%	0.07	0.14	0.00	1%-4%	0.06	0.11
61343 - Golden Gate Branch	5606 Sab Pablo Ave	4.12	0.00	4.12	1.16	0%-4%	0.00	(1.11)	0.00	0%-3%	0.04	0.04
61344 - Lakeview Branch	550 El Embarcadero	4.80	0.00	4.80	0.00	4%-8%	0.19	0.17	0.00	10%-21%	0.53	0.53
61346 - Melrose Branch	4805 Foothill Blvd	4.00	0.00	4.00	2.80	24%-39%	0.96	(2.06)	0.00	0%-3%	0.04	0.04
61347 - Piedmont Branch	160 41st St	4.88	1.00	4.88	0.00	0%-4%	0.00	0.06	0.00	0%-3%	0.04	0.05
61348 - West Oakland Branch	1801 Adeline St	4.27	0.00	4.27	0.00	4%-8%	0.17	0.15	0.00	3%-6%	0.14	0.14
61511 - African-American Museum & Library	659 14th St	3.40	0.00	3.40	0.00	0%-4%	0.00	0.04	0.00	10%-21%	0.37	0.37
OPL Branch Library Local Services		74.54	14.20	74.54	8.96				1.24			
61111 - Director Unit	125 14th St	4.20	0.00	3.10	2.00	12.80%	0.80	(1.60)	0.00	5.40%	0.17	0.17

Bilingual PCP Staffing FY 10-11

ORG NUMBER & NAME	STREET ADDRESS	ACTUAL FTE	VACANT PCP	PCP	SP	SP PCP Goal	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Goal	CH PCP Need
61121 - Departmental Operation Unit	125 14th St	13.00	0.00	6.00	0.00	12.80%	0.77	0.77	0.00	5.40%	0.32	0.32
61131 - Automation	125 14th St	4.10		0.00								
61132 - Children Services/Youth Room	125 14th St	14.18		0.00								
61133 - Community Relations	125 14th St	1.40	0.80	1.40	0.00	12.80%	0.08	0.18	0.00	5.40%	0.03	0.08
61135 - Acquisitions	125 14th St	7.40		0.00								
61212 - On-Call Public Services	System-wide Placement	5.66	0.00	6.39	0.45	12.80%	0.82	0.36	0.22	5.40%	0.34	0.13
61213 - Literacy	1801 Adeline St	5.08	0.00	3.08	0.00	12.80%	0.39	0.39	0.00	5.40%	0.17	0.17
61313 - Childrens Services/Youth	125 14th St	7.76	0.00	3.60	1.60	12.80%	0.46	(1.14)	0.00	5.40%	0.19	0.19
61321 - Support Services Unit	125 14th St	9.70	3.00	9.20	0.60	12.80%	0.79	0.58	1.00	5.40%	0.33	(0.50)
61339 - District I Administration	125 14th St	11.20	2.60	10.20	4.50	12.80%	0.97	(3.19)	0.00	5.40%	0.41	0.55
OPL Systemwide Services		83.68	6.40	42.97	9.15	12.80%	4.68	(3.65)	1.22	5.40%	1.97	(1.10)
OAKLAND PUBLIC LIBRARY		215.06	28.65	173.35	30.44	12.80%	18.52	(8.25)	14.53	5.40%	7.81	(5.17)
02111 - Oaklanders' Assistance Center	1 Frank Ogawa Plz (1st Floor)	4.00	0.00	4.00	1.00	12.80%	0.51	(0.49)	1.00	5.40%	0.22	(0.78)
MAYOR'S Oaklanders' Assistance Center		4.00	0.00	4.00	1.00	12.80%	0.51	(0.49)	1.00	5.40%	0.22	(0.78)
01111 - Mayor - Administration Unit	1 Frank Ogawa Plz (3rd Floor)	11.00	1.00	10.00	1.00	12.80%	1.15	0.28	0.00	5.40%	0.49	0.54
MAYOR'S Administration		11.00	1.00	10.00	1.00	12.80%	1.15	0.28	0.00	5.40%	0.49	0.54
OFFICE OF THE MAYOR		15.00	1.00	14.00	2.00	12.80%	1.66	(0.21)	1.00	5.40%	0.70	(0.24)
62111 - Administration Unit	1000 Oak St	2.00		0.00								
62211 - Museum Services Security & Operations Unit	1000 Oak St	2.00		0.00								
62212 - Museum Security Services	1000 Oak St	13.00	0.00	13.00	0.25	12.80%	1.66	1.41	0.17	5.40%	0.70	0.54
62213 - Museum Custodial Services	1000 Oak St	3.42		0.00								
62214 - Museum Landscape Services	1000 Oak St	2.00		0.00								
62411 - Curatorial Services Unit	1000 Oak St	18.90		0.00								
62711 - Education Unit	1000 Oak St	4.63		0.00								
Museum Service		45.95	0.00	13.00	0.25	12.80%	1.66	1.41	0.17	5.40%	0.70	0.54
OAKLAND MUSEUM		45.95	0.00	13.00	0.25	12.80%	1.66	1.41	0.17	5.40%	0.70	0.54
502234 - Lincoln Recreation Center	250 10th St	4.15	0.00	1.70	0.00	0%-4%	0.02	0.02	1.00	20%-45%	0.39	(0.61)
OPR Lincoln Recreation Center		4.15	0.00	1.70	0.00	0%-4%	0.02	0.02	1.00	20%-45%	0.39	(0.61)
503235 - Manzanita Recreation Center	1701 22nd Ave	1.19	0.00	1.09	1.00	9%-16%	0.08	(0.92)	0.00	10%-19%	0.11	0.11
OPR Manzanita Recreation Center		1.19	0.00	1.09	1.00	9%-16%	0.08	(0.92)	0.00	10%-19%	0.11	0.11
503237 - FM Smith Recreation Center	1969 Park Blvd	1.88	0.00	1.75	0.75	4%-8%	0.06	(0.69)	0.00	6%-9%	0.09	0.09
OPR FM Smith Recreation Center		1.88	0.00	1.75	0.75	4%-8%	0.06	(0.69)	0.00	6%-9%	0.09	0.09
503238 - San Antonio Recreation Center	1701 E 19th St	1.13	0.00	1.00	0.00	16%-23%	0.12	0.12	0.00	10%-19%	0.10	0.10
OPR San Antonio Recreation Center		1.13	0.00	1.00	0.00	16%-23%	0.12	0.12	0.00	10%-19%	0.10	0.10
503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	1.00	0.00	1.00	1.00	24%-39%	0.19	(0.81)	0.00	0%-2%	0.01	0.01
OPR Carmen Flores Rec Center		1.00	0.00	1.00	1.00	24%-39%	0.19	(0.81)	0.00	0%-2%	0.01	0.01
502231 - Bushrod Recreation Center	560 59th St	2.23	0.75	1.75	0.00	4%-8%	0.04	0.06	0.00	0%-2%	0.01	0.01
502232 - DeFremery Recreation Center	1651 Adeline St	3.81	0.00	1.75	0.00	0%-4%	0.02	0.02	0.00	0%-2%	0.01	0.01
502233 - Golden Gate Recreation Center	1075 62nd St	1.34	0.00	1.00	0.00	4%-8%	0.04	0.04	0.00	0%-2%	0.01	0.01
502235 - Montclair Recreation Center	6300 Moraga Ave	8.13	0.00	1.00	0.00	0%-4%	0.01	0.01	0.00	0%-2%	0.01	0.01
502236 - Mosswood Recreation Center	3612 Webster St	3.68	0.00	1.75	0.00	4%-8%	0.06	0.06	0.00	3%-5%	0.05	0.05
502237 - Poplar Recreation Center	3131 Union St	2.10	0.00	1.75	0.00	0%-4%	0.02	0.02	0.00	0%-2%	0.01	0.01
503231 - Allendale Recreation Center	3711 Suter St	2.01	0.00	1.26	1.04	9%-16%	0.09	(0.95)	0.00	6%-9%	0.07	0.07
503232 - Diamond Recreation Center	3860 Hanly Rd	8.08	0.00	1.75	0.00	0%-4%	0.02	0.02	0.00	3%-5%	0.05	0.05
503233 - Franklin Recreation Center	1010 E. 15th St	2.50	0.75	1.75	0.00	9%-16%	0.07	0.13	0.00	10%-19%	0.10	0.18
503236 - Redwood Heights Recreation Center	3883 Aliso Ave	13.00	0.00	2.00	1.00	4%-8%	0.07	(0.93)	0.00	6%-9%	0.11	0.11
509231 - Arroyo Recreation Center	7701 Krause Ave	1.29	0.00	1.05	1.00	16%-23%	0.12	(0.88)	0.00	0%-2%	0.01	0.01
509232 - Brookdale Recreation Center	2535 High St	1.40	0.00	1.00	0.00	24%-39%	0.19	0.19	0.00	3%-5%	0.03	0.03
509233 - Ira Jinkins Recreation Center	9175 Edes Ave	3.64	0.00	1.00	0.00	16%-23%	0.12	0.12	0.00	0%-2%	0.01	0.01
509235 - Rainbow	5800 Int'l Blvd	2.00	0.00	2.00	0.00	16%-39%	0.32	0.32	0.00	0%-2%	0.01	0.01
509236 - Tassafaranga Recreation Center	975 85th Ave	1.75	0.00	1.75	0.00	24%-39%	0.33	0.33	0.00	0%-2%	0.01	0.01
509237 - Sheffield Village Recreation Center	247 Marlow Dr	2.97	0.00	1.75	1.00	0%-4%	0.02	(0.98)	0.00	0%-2%	0.01	0.01



ORG NUMBER & NAME	STREET ADDRESS	ACTUAL FTE	VACANT PCP	SP	SP PCP Goal	SP PCP Need	CH PCP Goal	CH PCP Need
OPR Recreation Center		59.93	1.50	4.04		0.00		
502311 - Live Oak Aquatics	1055 MacArthur Blvd	2.79	2.56	0.11	0%-4%	0.03	15%-22%	0.34 (0.42)
502312 - Diamond Aquatics	3860 Hanly Rd	5.18	4.84	0.70	0%-4%	0.06	3%-10%	0.22 (0.30)
502313 - Defremery Aquatics	1269 18th St	2.48	2.09	0.08	0%-4%	0.02	0%-2%	0.01 (0.06)
502314 - Temescal Aquatics	371 45th St	5.12	4.87	0.16	0%-4%	0.06	0%-2%	0.03 (0.24)
502315 - Fremont Aquatics	4550 Bancroft Blvd	3.02	2.59	0.85	24%-39%	0.48	3%-8%	0.08 (0.01)
OPR Aquatics		18.59	16.95	1.52				
504320 - Malonga Casquelourd Center	1428 Alice St	4.35	1.00	0.00	12.80%	0.13	5.40%	0.05 (0.05)
OPR Administration & City Wide Programs (1428 Alice St)		4.35	1.00	0.00	12.80%	0.13	5.40%	0.05 (0.05)
502310 - Aquatics Supervision	568 Bellevue Ave	3.26	2.56	0.00	12.80%	0.13	5.40%	0.05 (0.14)
502350 - Boating	568 Bellevue Ave	8.18	1.00	0.00	12.80%	0.00	5.40%	0.00 (0.05)
OPR Administration & City Wide Programs (568 Bellevue Ave)		11.44	3.56	0.00	12.80%	0.13	5.40%	0.05 (0.19)
502260 - Rotary Nature Center	666 Bellevue Ave	5.97	1.00	0.00	12.80%	0.13	5.40%	0.05 (0.05)
502330 - City-Wide Sports	666 Bellevue Ave	13.67	1.75	0.00	12.80%	0.22	5.40%	0.09 (0.09)
502380 - Community Gardens	666 Bellevue Ave	1.00	1.00	0.00	12.80%	0.13	5.40%	0.05 (0.05)
503260 - Feather River Camp	666 Bellevue Ave	1.00	0.00	0.00				
OPR Administration & City Wide Programs (666 Bellevue Ave)		21.64	3.75	0.00	12.80%	0.48	5.40%	0.20 (0.20)
501110 - Directors Unit	250 Frank Ogawa Plz	7.73	1.00	0.00	12.80%	0.13	5.40%	0.05 (0.05)
501120 - OPR Administrative Services	250 Frank Ogawa Plz	3.00	2.00	0.00	12.80%	0.26	5.40%	0.11 (0.11)
501210 - Budget and Fiscal	250 Frank Ogawa Plz	1.00	0.00	0.00				
501220 - Accounting Unit	250 Frank Ogawa Plz	3.00	0.00	0.00				
501230 - OPR Personnel Unit	250 Frank Ogawa Plz	2.15	0.00	0.00				
501240 - Central Reservations	250 Frank Ogawa Plz	10.65	7.15	1.00	12.80%	0.82	5.40%	0.35 (0.39)
509110 - Area 3 Administration	250 Frank Ogawa Plz	1.00	1.00	0.00	12.80%	0.13	5.40%	0.05 (0.05)
OPR Administration & City Wide Programs (250 Frank Ogawa Plz)		28.53	11.15	1.00	12.80%	1.33	5.40%	0.56 (0.60)
501260 - Zoo	4777 Golf Links Rd	1.00	0.00	0.00				
OPR Administration & City Wide Programs (4777 Golf Links Rd)		1.00	0.00	0.00	12.80%	0.13	5.40%	0.05 (0.05)
502370 - Area One Special Sports Programs	11450 Golf Links Rd	2.27	0.00	0.00	12.80%	0.10	5.40%	0.04 (0.04)
OPR Administration & City Wide Programs (11450 Golf Links Rd)		2.27	0.00	0.00	12.80%	0.10	5.40%	0.04 (0.04)
509234 - Discovery	2521 High St	0.75	0.00	0.00	12.80%	0.22	5.40%	0.09 (0.09)
OPR Administration & City Wide Programs (2521 High St)		0.75	0.00	0.00	12.80%	0.22	5.40%	0.09 (0.09)
502320 - Tennis	198 Oak Road	4.28	1.00	0.00	12.80%	0.13	5.40%	0.05 (0.05)
OPR Administration & City Wide Programs (198 Oak Road)		4.28	1.00	0.00	12.80%	0.13	5.40%	0.05 (0.05)
501270 - Dunsmuir Heliman Estate	2960 Peralta Oaks Court	1.00	1.00	0.00	12.80%	0.00	5.40%	0.00 (0.05)
OPR Administration & City Wide Programs (2960 Peralta Oaks Court)		1.00	1.00	0.00	12.80%	0.00	5.40%	0.00 (0.05)
504330 - Studio One	365 45th St	4.81	0.00	0.00	12.80%	0.35	5.40%	0.15 (0.15)
OPR Administration & City Wide Programs (365 45th St)		4.81	0.00	0.00	12.80%	0.35	5.40%	0.15 (0.15)
501250 - Special Programs	7701 Krause Avenue	1.96	0.00	0.00	12.80%	0.13	5.40%	0.05 (0.05)
OPR Administration & City Wide Programs (7701 Krause Ave)		1.96	0.00	0.00	12.80%	0.13	5.40%	0.05 (0.05)
502230 - Area 1 Rec Center Supervision	Field	22.50	0.00	0.00				
502331 - Girls Sports	Field	2.17	0.50	0.00	12.80%	0.00	5.40%	0.00 (0.03)
502340 - Youth & Adult Sports	Field	4.94	0.00	0.00	12.80%	0.26	5.40%	0.11 (0.11)
504410 - City-Wide Programs Unit	Field	5.63	1.00	0.00	12.80%	0.22	5.40%	0.09 (0.09)
505810 - Radical Rowing Recreation	Field	2.89	1.75	0.00	12.80%	0.10	5.40%	0.04 (0.09)
509290 - Ball Fields Maintenance	Field	8.10	1.00	0.00	12.80%	0.13	5.40%	0.05 (0.05)
509330 - At-Risk Youth	Field	3.45	1.75	0.00	12.80%	0.13	5.40%	0.05 (0.09)
OPR Administration & City Wide Programs (Field)		49.58	9.75	0.00	12.80%	0.83	5.40%	0.35 (0.53)
OFFICE OF PARKS AND RECREATION		219.58	85.26	9.31	12.80%	9.75	5.40%	4.11 (4.89)
30131 - Public Works Call Center	7101 Edgewater Dr.	5.00	1.00	1.00	12.80%	0.38	5.40%	0.16 (0.78)
OPWA Call Center		5.00	1.00	1.00	12.80%	0.38	5.40%	0.16 (0.78)
30211 - Engineering and Construction - Administration	250 Frank Ogawa Plz	13.00	0.00	0.00				
30231 - Project Delivery - Administration	250 Frank Ogawa Plz	2.00	0.00	0.00				

Bilingual PCP Staffing FY 10-11

ORG NUMBER & NAME	STREET ADDRESS	ACTUAL ETE	VACANT PCP	PCR	SP	SP PCP Goal	SP PCP Gbal	SP PCR Need	CH	CH PCR Gbal	CH PCP Goal	CH PCP Need
30232 - Construction Management and Material Testing	250 Frank Ogawa Plz	29.40		0.00								
30233 - Project Management	250 Frank Ogawa Plz	7.00		0.00								
30234 - Facilities Planning and Development	250 Frank Ogawa Plz	6.00		0.00								
30235 - Surveying	250 Frank Ogawa Plz	6.00		0.00								
30241 - Engineering Design and ROW - Administration	250 Frank Ogawa Plz	2.00		0.00								
30242 - Streets and Structures	250 Frank Ogawa Plz	13.50		0.00								
30243 - Right of Way Management	250 Frank Ogawa Plz	22.00		0.00								
30244 - Sanitary Sewer Design	250 Frank Ogawa Plz	13.00		0.00								
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plz	5.00		0.00								
30248 - Pavement Management	250 Frank Ogawa Plz	2.00		0.00								
30261 - Transportation Services - Administration	250 Frank Ogawa Plz	3.50	0.00	2.00	0.00	12.80%	0.26	0.26	0.00	5.40%	0.11	0.11
30262 - Transportation Planning	250 Frank Ogawa Plz	4.50		0.00								
30264 - Traffic Capital Projects	250 Frank Ogawa Plz	12.50		0.00								
30265 - Traffic Safety Program	250 Frank Ogawa Plz	10.00		0.00								
PWA Engineering & Design		151.40	0.00	2.00	0.00	12.80%	0.26	0.26	0.00	5.40%	0.11	0.11
30112 - Human Resources	250 Frank Ogawa Plz	12.00	0.00	1.00	0.00	12.80%	0.13	0.13	0.00	5.40%	0.05	0.05
30675 - Clean Oakland Program	750 50th Ave	2.00	0.00	2.00	1.00	12.80%	0.26	(0.74)	0.00	5.40%	0.11	0.11
30676 - Litter Enforcement	750 50th Ave	3.00		0.00								
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plz	8.00		0.00								
PWA Divisions		25.00	0.00	3.00	1.00	12.80%	0.38	(0.62)	0.00	5.40%	0.16	0.16
30111 - Director and Human Resources Unit	250 Frank Ogawa Plz	3.00		0.00								
30121 - PWA Fiscal Services	250 Frank Ogawa Plz	8.00		0.00								
30181 - Management Information Systems Unit	250 Frank Ogawa Plz	2.00		0.00								
30511 - Infrastructure & Ops Asst Director's Office	7101 Edgewater Dr	4.00		0.00								
30522 - Electrical Maintenance	7101 Edgewater Dr	35.00		0.00								
30527 - Electrical Engineering	7101 Edgewater Dr	1.00		0.00								
30528 - Electrical Projects	7101 Edgewater Dr	1.00		0.00								
30531 - Infrastructure Maint Admin	7101 Edgewater Dr	2.00		0.00								
30532 - Storm Drain Maintenance	7101 Edgewater Dr	25.00		0.00								
30533 - Sewer System Maintenance	7101 Edgewater Dr	51.00		0.00								
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr	37.00		0.00								
30535 - Tree Services	7101 Edgewater Dr	19.00		0.00								
30541 - Equipment Services Administration	7101 Edgewater Dr	59.00		0.00								
30611 - Facilities & Environ Asst Director's Office	7101 Edgewater Dr	5.00		0.00								
30631 - Facility Services Admin	250 Frank Ogawa Plz	4.00		0.00								
30632 - Civic Center Complex	250 Frank Ogawa Plz	24.39		0.00								
30633 - Hall of Justice Complex	250 Frank Ogawa Plz	13.50		0.00								
30634 - Plant Operations	250 Frank Ogawa Plz	9.50		0.00								
30635 - Roving Custodial	250 Frank Ogawa Plz	36.19		0.00								
30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr	5.00		0.00								
30652 - Landscape Maintenance	7101 Edgewater Dr	74.77		0.00								
30653 - Special Services	250 Frank Ogawa Plz	10.00		0.00								
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr	4.00		0.00								
30656 - Bldgs Plumbing & Area Maint	7101 Edgewater Dr	8.00		0.00								
30658 - Bldgs Structural	7101 Edgewater Dr	9.00		0.00								
30671 - SCGA Admin	750 50th Ave	3.00		0.00								
30672 - Street Cleaning	750 50th Ave	26.00		0.00								
30673 - Graffiti Abatement & Rapid Response	750 50th Ave	8.00		0.00								
30674 - Illegal Dumping	750 50th Ave	45.50		0.00								
30681 - Environmental Services Admin	250 Frank Ogawa Plz	3.00		0.00								
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plz	4.00		0.00								
30684 - Env Svcs Sustainability	250 Frank Ogawa Plz	1.00		0.00								

Bilingual PCP Staffing FY 10-11

ORG NUMBER S' NAME	STREET ADDRESS	ACTUAL FTE	VACAN T PCP	PCP	SP	SP PCP Goal	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Goal	CH PCP Need
30685 - Env Svcs Watershed Program	250 Frank Ogawa Plz	2.00		0.00								
30689 - Env Svcs Engergy Group	250 Frank Ogawa Plz	4.00		0.00								
<b>PWA Divisions</b>		<b>546.85</b>		<b>0.00</b>								
<b>PUBLIC WORKS AGENCY</b>		<b>28.25</b>	<b>2.00</b>	<b>9.00</b>	<b>2.00</b>	<b>12.80%</b>	<b>1.02</b>	<b>(0.85)</b>	<b>1.00</b>	<b>5.40%</b>	<b>0.43</b>	<b>(0.51)</b>
<b>Non-Publd Safety, Citywide TOTALS</b>		<b>2373.38</b>	<b>63.12</b>	<b>573.52</b>	<b>116.56</b>	<b>12.80%</b>	<b>78.13</b>	<b>(30.35)</b>	<b>49.65</b>	<b>5.40%</b>	<b>32.96</b>	<b>(13.28)</b>
20241 - Fire Communications Unit	1605 MLK Jr Way	5.00	2.00	5.00	0.00	12.80%	0.38	0.64	0.00	5.40%	0.16	0.27
20251 - Communications Emergency Dispatch Unit	1605 MLK Jr Way	18.00	1.00	18.00	1.00	12.80%	2.18	1.30	1.00	5.40%	0.92	(0.03)
<b>OFD 911 Dispatch</b>		<b>23.00</b>	<b>1.00</b>	<b>23.00</b>	<b>1.00</b>	<b>12.80%</b>	<b>2.56</b>	<b>1.08</b>	<b>1.08</b>	<b>5.40%</b>	<b>1.08</b>	<b>(0.24)</b>
20411 - Emergency Service/Suppression	Multiple Location	478.20	59.00	462.00	44.00	12.80%	51.58	15.14	5.00	5.40%	21.76	19.95
20814 - Airport	751 Air Cargo Way	24.00	10.00	23.00	0.00	12.80%	1.66	2.94	0.00	5.40%	0.70	1.24
<b>OFD Fire/Suppression/Field Operations</b>		<b>502.20</b>	<b>69.00</b>	<b>485.00</b>	<b>44.00</b>	<b>12.80%</b>	<b>53.25</b>	<b>18.08</b>	<b>5.00</b>	<b>5.40%</b>	<b>22.46</b>	<b>21.19</b>
20521 - Budget Unit	150 Frank Ogawa Plz	2.00		0.00								
20531 - Accounts Payable Unit	150 Frank Ogawa Plz	1.00		0.00								
20541 - Payroll Unit	150 Frank Ogawa Plz	1.00		0.00								
20551 - Time and Attendance Unit	150 Frank Ogawa Plz	1.00		0.00								
20631 - In-Service Training Unit	250 Victory Ct	1.00		0.00								
20811 - Human Resources	150 Frank Ogawa Plz	1.00		0.00								
20813 - Fire Boat		1.00		0.00								
20815 - Urban Search-And-Rescue (U.S.A.R)	6550 Coliseum Way	4.25	1.00	1.00	0.00	12.80%	0.00	0.13	0.00	5.40%	0.00	0.05
20913 - EMS Training	47 Clay St	1.00		0.00								
<b>OFD Divisions</b>		<b>13.25</b>	<b>1.00</b>	<b>1.00</b>	<b>0.00</b>	<b>12.80%</b>	<b>0.00</b>	<b>0.13</b>	<b>0.00</b>	<b>5.40%</b>	<b>0.00</b>	<b>0.05</b>
20110 - Fire Chief Unit	150 Frank Ogawa Plz	3.00		0.00								
20311 - Fire Marshals Office Unit	250 Frank Ogawa Plz	7.00	0.00	5.00	1.00	12.80%	0.64	(0.36)	0.00	5.40%	0.27	0.27
20321 - Certified Unified Program Agency (CUPA)	250 Frank Ogawa Plz	6.00	1.00	5.00	0.00	12.80%	0.51	0.64	0.00	5.40%	0.22	0.27
20341 - Arson Investigation Unit	250 Frank Ogawa Plz	3.00	0.00	3.00	0.00	12.80%	0.38	0.38	0.00	5.40%	0.16	0.16
20351 - Engineering Unit	250 Frank Ogawa Plz	1.00	0.00	1.00	0.00	12.80%	0.13	0.13	0.00	5.40%	0.05	0.05
20371 - Vegetation Management Unit	250 Frank Ogawa Plz	6.00	0.00	5.00	0.00	12.80%	0.64	0.64	0.00	5.40%	0.27	0.27
20511 - Budget and Planning Administration	150 Frank Ogawa Plz	1.00		0.00								
20611 - Education and Training Administration Unit	150 Frank Ogawa Plz	2.00		0.00								
20816 - Fire - Support & Services Unit	3459 Champion St	2.00	0.00	1.00	0.00	12.80%	0.13	0.13	0.00	5.40%	0.05	0.05
20912 - Measure N - Paramedic	47 Clay St	7.00		0.00								
<b>OFD Divisions</b>		<b>38.00</b>	<b>1.00</b>	<b>20.00</b>	<b>1.00</b>	<b>12.80%</b>	<b>2.43</b>	<b>1.56</b>	<b>0.00</b>	<b>5.40%</b>	<b>1.83</b>	<b>1.08</b>
20711 - Emergency Services Program Unit	1605 MLK Jr Way	16.60	0.60	5.60	1.00	12.80%	0.64	(0.28)	1.00	5.40%	0.27	(0.70)
<b>OFD Emergency Services Program</b>		<b>16.60</b>	<b>0.60</b>	<b>5.60</b>	<b>1.00</b>	<b>12.80%</b>	<b>0.64</b>	<b>(0.28)</b>	<b>1.00</b>	<b>5.40%</b>	<b>0.27</b>	<b>(0.70)</b>
20331 - Inspectional Services Unit	250 Frank Ogawa Plz	8.00	0.00	7.00	2.00	12.80%	0.90	(1.10)	0.00	5.40%	0.38	0.38
<b>OFD Inspectional Services</b>		<b>8.00</b>	<b>0.00</b>	<b>7.00</b>	<b>2.00</b>	<b>12.80%</b>	<b>0.90</b>	<b>(1.10)</b>	<b>0.00</b>	<b>5.40%</b>	<b>0.38</b>	<b>0.38</b>
<b>OAKLAND FIRE DEPARTMENT</b>		<b>601.05</b>	<b>74.60</b>	<b>541.60</b>	<b>49.00</b>	<b>12.80%</b>	<b>69.78</b>	<b>20.32</b>	<b>7.00</b>	<b>5.40%</b>	<b>25.22</b>	<b>22.25</b>
101110 - Office of Chief - Administration	455 7th St	9.00	0.00	8.00	0.00	12.80%	1.02	1.02	0.00	5.40%	0.43	0.43
101112 - Public Information Unit	455 7th St	1.00	0.00	1.00	0.00	12.80%	0.13	0.13	0.00	5.40%	0.05	0.05
101120 - Internal Affairs	250 Frank Ogawa Plz	37.00	2.00	35.00	4.00	12.80%	4.22	0.48	2.00	5.40%	1.78	(0.11)
101130 - Office of the Inspector General	455 7th St	12.00	2.00	12.00	0.00	12.80%	1.28	1.54	0.00	5.40%	0.54	0.65
101140 - Intelligence	455 7th St	6.00	1.00	6.00	0.00	12.80%	0.64	0.77	1.00	5.40%	0.27	(0.68)
102110 - Bureau of Investigations Administration	455 7th St	8.00	1.00	7.00	0.00	12.80%	0.77	0.90	0.00	5.40%	0.32	0.38
<b>ORD Office of the Chief (including Risk Mgt Bureau)</b>		<b>73.00</b>	<b>8.00</b>	<b>69.00</b>	<b>4.00</b>	<b>12.80%</b>	<b>8.06</b>	<b>4.83</b>	<b>2.00</b>	<b>5.40%</b>	<b>3.40</b>	<b>(0.73)</b>
102130 - Identification Section	455 7th St	4.00	1.00	4.00	0.00	12.80%	0.38	0.51	0.00	5.40%	0.16	0.22
102310 - Criminal Investigations	455 7th St	3.00	0.00	3.00	0.00	12.80%	0.38	0.38	0.00	5.40%	0.16	0.16
102320 - Homicide	455 7th St	14.00	0.00	14.00	3.00	12.80%	1.79	(1.21)	0.00	5.40%	0.76	0.76
102325 - CID - Gangs & Guns	455 7th St	9.00	0.00	9.00	3.00	12.80%	1.15	(1.85)	0.00	5.40%	0.49	0.49
102350 - Youth & Family Services	455 7th St	49.00	6.00	49.00	2.00	12.80%	5.50	4.27	0.00	5.40%	2.32	2.65
102510 - Assault	455 7th St	12.00	3.00	12.00	3.00	12.80%	1.15	(1.46)	0.00	5.40%	0.49	0.65

ORG NUMBER & NAME	STREET ADDRESS	ACTUAL FTE	VACAN (T,PCP)	PCP	SP	SP/PCP Goal	SP/PCP Goal	SP/PCP Need	CH	CH/PCP Goal	CH/PCP Goal	CH/PCP Need
<b>ORD Criminal Investigatdn</b>		91.00	10.00	91.00	11.00	12.80%	10.37	0.65	0.00	5.40%	4.37	4.91
103130 - Animal Shelter	1101 29th Ave	32.50	7.00	23.00	2.00	12.80%	2.05	0.94	3.00	5.40%	0.86	(1.76)
103430 - Training Unit	455 7th St	23.33	0.00	7.33	0.00	12.80%	0.94	0.94	0.00	5.40%	0.40	0.40
<b>ORD Training Unit (including Animal Services Section)</b>		55.83	7.00	30.33	2.00	12.80%	2.99	1.88	3.00	5.40%	1.26	(1.36)
103310 - Communications Unit (Lieutenant of Police)	7101 Edgewater Dr	1.00	0.00	1.00	0.00	12.80%	0.13	0.13	0.00	5.40%	0.05	0.05
103310 - Communications Unit (Police Com Dispatcher)	7101 Edgewater Dr	70.00	3.00	70.00	6.00	12.80%	8.58	2.96	3.00	5.40%	3.62	0.78
103310 - Communications Unit (Police Com Supervisor)	7101 Edgewater Dr	4.00	0.00	4.00	0.00	12.80%	0.51	0.51	0.00	5.40%	0.22	0.22
103310 - Communications Unit (Sergeant of Police)	7101 Edgewater Dr	4.00	1.00	4.00	0.00	12.80%	0.38	0.51	0.00	5.40%	0.16	0.22
103240 - Records Unit	455 7th St	3.00		0.00								
103242 - Records & Warrants	455 7th St	28.00	4.00	28.00	2.00	12.80%	3.07	1.58	2.00	5.40%	1.30	(0.49)
103110 - Bureau of Services - Administration Unit	455 7th St	1.00		0.00								
106210 - Police Personnel	455 7th St	7.00	0.00	2.00	0.00	12.80%	0.26	0.26	0.00	5.40%	0.11	0.11
106410 - Police Information Technology	455 7th St	3.00	0.00	3.00	0.00	12.80%	0.38	0.38	0.00	5.40%	0.16	0.16
106510 - Fiscal Services	455 7th St	20.00	0.00	1.00	0.00	12.80%	0.13	0.13	0.00	5.40%	0.05	0.05
106610 - Background & Recruiting	250 Frank Ogawa Plz	5.00	0.00	4.00	0.00	12.80%	0.51	0.51	1.00	5.40%	0.22	(0.78)
<b>ORD Bureau of Services</b>		146.00	8.96	117.00	8.00	12.80%	13.96	6.98	6.00	5.40%	5.89	0.32
102120 - Property and Evidence	455 7th St	8.00	1.00	7.00	1.00	12.80%	0.77	(0.10)	0.00	5.40%	0.32	0.38
102330 - Robbery	455 7th St	16.00	4.00	16.00	1.00	12.80%	1.54	1.05	0.00	5.40%	0.65	0.86
102340 - Property & Field Support	455 7th St	20.00	2.00	20.00	3.00	12.80%	2.30	(0.44)	0.00	5.40%	0.97	1.08
102610 - Criminalistics Unit	455 7th St	27.00	0.00	1.00	0.00	12.80%	0.13	0.13	0.00	5.40%	0.05	0.05
107010 - Bureau of Field Operations-Admin	455 7th St	12.00	0.00	5.00	0.00	12.80%	0.64	0.64	1.00	5.40%	0.27	(0.73)
107110 - Police Area 1	Field	188.00	19.00	188.00	12.00	12.80%	21.63	12.06	9.00	5.40%	9.13	1.15
107210 - Police Area 2	Field	166.00	11.00	166.00	18.00	12.80%	19.84	3.25	3.00	5.40%	8.37	5.96
107310 - Police Area 3	Field	173.00	17.00	173.00	20.00	12.80%	19.97	2.14	2.00	5.40%	8.42	7.34
107410 - Support Operations	250 Frank Ogawa Plz	19.00	5.00	19.00	3.00	12.80%	1.79	(0.57)	1.00	5.40%	0.76	0.03
107510 - Traffic BFO	Field	75.13	8.00	75.13	3.00	12.80%	8.59	6.62	2.00	5.40%	3.63	2.06
107710 - Special Operations	Field	20.00	3.00	20.00	0.00	12.80%	2.18	2.56	1.00	5.40%	0.92	0.08
<b>ORD Bureau of Field Operations (1 &amp; 2) (West &amp; East)</b>		724.13	18.00	690.13	61.00	12.80%	79.38	27.34	19.00	5.40%	33.49	18.27
<b>OAKLAND POLICE DEPARTMENT</b>		1089.96	101.00	997.46	86.00	12.80%	114.75	41.68	31.00	5.40%	48.41	22.86
<b>Public Safety Citywide TOTALS</b>		1691.0	175.60	1539.06	135.00		174.52	62.00	38.00		73.63	45.11
<b>Non-Public Safety Citywide TOTALS</b>		2373.38	63.12	2310.26	116.56		278.13	30.35	49.65		32.96	(13.28)
<b>CITYWIDE TOTAL</b>		4064.39	238.72	3849.32	251.56		452.65	92.35	87.65		106.59	31.83

Agency	ORG	JOB / TITLE	PCP	SP	CH
City Administrator	02111 - City Manager Administration Unit	Mayor's PSE 14	1.00		
City Administrator	02211 - Citizens Police Review Board Unit	Complaint Investigator II	1.00	1.00	
CITY ADMINISTRATOR			2:00	1:00	0:00
City Attorney	04211 - Litigation Unit	Exempt Limited Duration Employee	1.00		
City Attorney	04311 - Advisory Unit	Open Government Coordinator	1.00	1.00	
CITY ATTORNEY			2:00	1:00	0:00
City Auditor	07111 - City Auditor Unit	Receptionist to the City Auditor, PT	0.50		
CITY AUDITOR			0:50	0:00	0:00
Council	00411 - District Four Unit	City Council PSE 14	0.50		
Council	00411 - District Four Unit	City Council PSE-51	2.00		
Council	00511 - District Five Unit	City Council PSE 14, PT	4.00		
Council	00911 - Council At Large Unit	City Council PSE 14	0.50		
CITY COUNCIL			7:00	0:00	0:00
CEDA	88969 - Residential Rent Arbitration	Program Analyst II	1.00		
CEDA			1:00	0:00	0:00
Contracting and Purchasing	41411 - Contract Administration	Office Assistant II, PPT	0.50		
CONTRACTING & PURCHASING			0:50	0:00	0:00
Finance and Management	08421 - Revenue Audit Unit	Tax Auditor II	2.00	1.00	
Finance and Management	08921 - Parking Citation Assistance Center	Public Service Representative	2.00	1.00	1.00
FINANCE & MANAGEMENT			4:00	2:00	1:00
Fire	20251 - Communications Emergency Dispatch Unit	Fire Communications Dispatcher	2.00	1.00	1.00
FIRE			2:00	1:00	1:00
Human Services	78111 - DHS Administration Unit	Temo Contract Svcs Employee, PT	0.50		
Human Services	78231 - Head Start Unit	Early Childhood Instructor	4.40		
Human Services	78231 - Head Start Unit	Family Advocate	0.90		
Human Services	78231 - Head Start Unit	Student Trainee, PT	1.22	0.10	0.21
HUMAN SERVICES			7:02	0:10	0:21
Library	61111 - Director Unit	Library Assistant, PT	0.10	0.10	
Library	61212 - On-Call Public Services	Librarian I, PT	0.20	0.05	
Library	61212 - On-Call Public Services	Library Aide, PT	0.37		
Library	61212 - On-Call Public Services	Library Assistant, PT	0.11		
Library	51332 - Dimond Branch	Library Aide, PPT	0.60		
Library	61334 - Elmhurst Branch	Librarian II	1.00		
Library	51339 - District I Administration	Library Aide, PT	2.00	0.50	
Library	61341 - Asian Branch	Librarian, Senior	1.00		1.00
LIBRARY			5:38	0:65	1:00
Mayor	01111 - Mayor - Administration Unit	Senior Advisor to the Mayor	1.00		
Mayor	01111 - Mayor - Administration Unit	Special Assistant to the Mayor	3.00	1.00	
MAYOR			4:00	1:00	0:00
Museum	61347 - Piedmont Branch	Librarian II	1.00		
Museum	62212 - Museum Security Services	Museum Guard, PT	1.00		
Museum	62212 - Museum Security Services	Temp Contract Svcs Employee, PT	1.00		
Museum	52213 - Museum Custodial Services	Custodian, PT	0.08		
MUSEUM			3:08	0:00	0:00
Parks and Recreation	502312 - Dimond Aquatics	Lifeguard, PT	0.17		
Parks and Recreation	502315 - Fremont Aquatics	Lifeguard, PT	0.35		
Parks and Recreation	502320 - Tennis	Recreation Program Director	1.00		
Parks and Recreation	502360 - Community Gardens	Recreation Specialist II, PPT	1.00		
PARKS & RECREATION			2:52	0:00	0:00
Police	103130 - Animal Shelter	Animal Control Officer, PPT	1.00		
Police	103130 - Animal Shelter	Volunteer Program Specialist II	1.00		
Police	103310 - Communications Unit	Police Communications Dispatcher	11.00	1.00	1.00
Police	103430 - Training Unit	Police Cadet, PT	0.67		
Police	107110 - Police Area 1	Police Officer (PERS)	4.00		
Police	107210 - Police Area 2	Police Officer (PERS)	2.00		
Police	107310 - Police Area 3	Police Officer (PERS)	4.00		
POLICE			23:67	1:00	1:00
Public Works	30131 - Public Works Call Center	Public Service Representative	2.00	1.00	1.00
PUBLIC WORKS			2:00	1:00	1:00
CITYWIDE			66.67	18.75	5.21

## **Agency Compliance/Public Service Plan for Fiscal Year 2011-2012**

### **City Administrator's Office**

#### **I. Bilingual Staffing Needs:**

The Agency/Office is fully meeting the bilingual staffing needs pursuant to the Equal Access Ordinance and Settlement Agreement requirements. It will continue to ensure that any future bilingual staffing needs are met.

#### **II. Public Service Accomplishments and Improvement Priorities:**

The agency utilizes bilingual staff, both PCP and non-PCP, to provide language assistance to the Limited English Speaking population. The Citizens' Police Review Board (CPRB), a division of this agency, worked with the Department of Human Resources Management (DHRM) and the Equal Access division in the hiring of a bilingual Complaint Investigator II position. The CPRB has also developed an outreach program to the Limited English Speaking communities of Oakland to inform them about the division's services. The CPRB partnered with the Equal Access division and Oakland Police Department to create a training bulletin for officers on how to meet the language access needs when interacting with the community.

#### **III. Translation of Vital Documents:**

The Agency/Office has identified five (5) vital documents for translation and all have been translated.

#### **IV. Translation of Multilingual Lines:**

The Agency/Office has identified six (6) multilingual lines and all lines has been translated

#### **V. Complaints:**

The office has not received any Equal Access complaints.

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### **City Attorney's Office**

#### **I. Bilingual Staffing Needs:**

The Agency/Office has identified a bilingual staffing need for a Chinese speaking person. Currently they do not have a Chinese speaking PCP; however, it has been meeting the language access need by asking a non-PCP staff who is bilingual in Chinese to provide language assistance when needed. This staff person was in a PCP, but recently reassigned.

## **II. Public Service Accomplishments and Improvement Priorities:**

The City Attorney's Office hired one Spanish-speaking PCP as the Open Government Coordinator in its Advisory Unit. Additionally, staff of the City Attorney's Office, Neighborhood Law Corps regularly attends the neighborhood crime prevention council (NCPC) meetings to provide updates and address community-related concerns. Such community outreach includes attending the monthly Asian Advisory Committee on Crime (AACC) meetings in Chinatown. The City Attorney's Office has also translated their website in Spanish and is working with the Equal Access Office to complete their website translation in Chinese.

## **III. Translation of Vital Documents:**

The Agency/Office has identified five (5) vital documents for translation and all have been translated. In addition, the office has translated its website into Spanish and will be working with the Equal Access division to translate the website into Chinese as well.

## **IV. Translation of Multilingual Lines:**

The Agency/Office has identified one (1) multilingual line and the line has been translated, but it is in need of revision. The office will be working with the Equal Access division to rerecord the message.

## **V. Complaints:**

The office has not received any Equal Access complaints.

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## **City Auditor's Office**

### **I. Bilingual Staffing Needs:**

The Agency/Office is fully meeting the bilingual staffing needs pursuant to the Equal Access Ordinance and Settlement Agreement requirements. It will continue to ensure that any future bilingual staffing needs are met.

### **II. Public Service Accomplishments and Improvement Priorities:**

The Agency/Office maintains a list of non-PCPs who speak threshold languages and has more than one employee who can provide service to a LES person during business hours. In the event that these employees are not available the office coordinates with the City Administrator's Equal Access division to provide Language assistance. All PCPs are trained in the use of interim measures to assist LES persons; however, the Office encourages additionally citywide training for PCPs on interim measures to assist LES persons.

**III. Translation of Vital Documents:**

The Agency/Office has identified thirteen (13) vital documents including those that are maintained on the website for public view. Of those thirteen (13) documents, twelve (12) have been translated into both Spanish and Chinese. The office is working to translate the last remaining document.

**IV. Translation of Multilingual Lines:**

The Agency/Office has identified one (1) multilingual line and the line has been translated.

**V. Complaints:**

The office has not received any Equal Access complaints.

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**City Clerk's Office**

**I. Bilingual Staffing Needs:**

The Agency/Office is fully meeting the bilingual staffing needs pursuant to the Equal Access Ordinance and Settlement Agreement requirements. It will continue to ensure that any future bilingual staffing needs are met.

**II. Public Service Accomplishments and Improvement Priorities:**

The Agency/Office has only one (1) designed PCP and that PCP staff is fluent in Spanish. To further provide language assistance to the public the agency utilizes non-PCP to provide mandarin and Cantonese language services when needed. In addition, the office provides Language Interpretation service charts for all Clerk's employees.

**III. Translation of Vital Documents:**

The Agency/Office has identified five (5) vital documents for translation and all have been translated.

**IV. Translation of Multilingual Lines:**

The Agency/Office has identified one (1) multilingual line and the line has been translated.

**V. Complaints:**

The office has not received any Equal Access complaints.

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**City Council Office**

**I. Bilingual Staffing Needs:**

The Agency/Office is fully meeting the bilingual staffing needs pursuant to the Equal Access Ordinance and Settlement Agreement requirements. It will continue to ensure that any future bilingual staffing needs are met.

**II. Public Service Accomplishments and Improvement Priorities:**

The City Council Office is a department staffed with a significant number of bilingual employees to serve the language needs of their individual districts. Each Council office often assists one another on calls made in Spanish or Chinese. Bilingual staff are frequently called upon for language assistance for a wide array of public inquiries made by limited-English speakers.

**III. Translation of Vital Documents:**

The Agency/Office has identified two (2) vital documents for translation and all documents have been translated.

**IV. Translation of Multilingual Lines:**

The Agency/Office has identified one (1) multilingual line and the line has been translated.

**V. Complaints:**

The office has not received any Equal Access complaints.

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**Community and Economic Development Agency**

**I. Bilingual Staffing Needs:**

The Agency/Office is fully meeting the bilingual staffing needs pursuant to the Equal Access Ordinance and Settlement Agreement requirements. It will continue to ensure that any future bilingual staffing needs are met.

**II. Public Service Accomplishments and Improvement Priorities:**

The Agency/Office maintains a list of employees who receive bilingual pay and distributes it throughout the Agency on an annual or as-needed basis to ensure all

employees know who in the Agency can be called upon to assist with LES callers or visitors.

**III. Translation of Vital Documents:**

The Agency/Office has identified Twenty-six (26) vital documents for translation and twenty-three (23) have been translated. The Agency is working with the Equal Access Division to translate the remaining three (3) documents.

**IV. Translation of Multilingual Lines:**

The Agency/Office has identified ten (10) multilingual lines. Of these ten (10) lines, four (4) have been translated, three (3) are scheduled for translation with the Equal Access Division and three (3) lines are having scripts prepared for translation.

**V. Complaints:**

The City Council District offices identified the need for additional bilingual staff in the Community and Economic Development Agency's (CEDA) Code Enforcement Unit. Three to four times this last fiscal year a member of City Council staff has assisted members of the public with language interpretation for matters related to code enforcement. These matters could have been expedited with additional bilingual staff assigned to specifically to the department.

**Contracting and Purchasing**

**I. Bilingual Staffing Needs:**

The Agency/Office has identified a need for bilingual staffing need for a Spanish speaking person. Currently they do not have a Spanish speaking PCP; however, it has been meeting the language access need by asking a non-PCP staff who is bilingual in Spanish to provide language assistance when needed.

**II. Public Service Accomplishments and Improvement Priorities:**

The Agency/Office had no PCP vacancies in 2010-2011 to hire a bilingual Spanish speaking person. Should a position become available the Agency would use selective certification and work with the Department of Human Resource Management to fill the Spanish language access needs. The agency has had much success in using the Equal Access Office to provide interpretation services to assist with seminars and workshops to ensure the language access needs of the participants are met.

**III. Translation of Vital Documents:**

The Agency/Office has identified eight (8) vital documents for translation and all documents have been translated.

**IV. Translation of Multilingual Lines:**

The Agency/Office has identified one (1) multilingual line and the line has been translated.

**V. Complaints:**

The office has not received any Equal Access complaints.

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**Finance and Management Agency**

**I. Bilingual Staffing Needs:**

The Agency/Office has identified a need for bilingual staffing need for a Spanish and a Chinese speaking person in their Revenue Division. Currently they have three (3) Spanish speaking PCPs and one (1) Chinese speaking PCP. The agency has been meeting the language access need by asking a non-PCP staff who are bilingual in Spanish and Chinese to provide language assistance when needed.

**II. Public Service Accomplishments and Improvement Priorities:**

The Agency consolidated services for Mandatory Garbage, Business Taxes and Citywide Collections. This consolidation effort is to provide greater access and quality customer service. Part of this consolidation included relocating bilingual employees to 250 Frank H. Ogawa Plaza. Presently, all staff in these departments with bilingual language skills are centrally located to provide greater and more timely customer service to limited-English members of the public. Additionally, the agency has the ability to respond to request for translation services by phone and in writing in the following languages: Spanish, Cantonese, Mandarin, Korean, Vietnamese and Thai. The agency has also installed multilingual payment kiosks in the lobby to assist customers in paying and receiving additional information on their parking citations

**III. Translation of Vital Documents:**

The Agency/Office has identified twelve (12) vital documents for translation. Of these twelve (12) documents one (1) has been translated and the agency is actively working with the Equal Access division to have the remaining eleven (11) documents translated. The agency is in the process of translating the Multispace Meter instruction decals into Spanish and Chinese as well.

**IV. Translation of Multilingual Lines:**

The Agency/Office has identified four (4) multilingual lines. Of these four (4) lines, two (2) have been translated and two (2) lines are having scripts prepared for translation.

#### **V. Complaints:**

Complaints for the Agency were received by the City Council and the Equal Access division regarding language access needs not being met. In response to these complaints the department has taken action in making sure there is a bilingual staff available to assist when needed. The agency is also in the process of posting signs in Spanish and Chinese notifying the public of important information, providing a list of bilingual staff to PCPs, as well as training staff to contact Equal Access or utilize the language access line when necessary.

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### **Department of Human Resources Management**

#### **I. Bilingual Staffing Needs:**

The Agency/Office is fully meeting the bilingual staffing needs pursuant to the Equal Access Ordinance and Settlement Agreement requirements. It will continue to ensure that any future bilingual staffing needs are met.

#### **II. Public Service Accomplishments and Improvement Priorities:**

The Agency/Office is integrating a new payroll system (NEOGOV) to capture data on employees selectively-certified for specific languages. This data will help produce more timely reports on bilingual staff by departments when preparing for job recruitments. The agency maintains a list of employees who speak the threshold languages (Spanish and Cantonese). The two employees in the office who can provide service to LES persons are available during business hours. All of the agency's employees are trained to use the City's contract for telephone language interpretation for providing service to LES persons. In addition, the office uses the City's guidelines for Equal Access and materials published by the Equal Access division. Those materials are available in the office's public space and provide limited English speakers with information about how best to access City services. The agency has also translated their Employment Information Pamphlet in Chinese and Spanish and can be found on the City's Employment Opportunities page.

#### **III. Translation of Vital Documents:**

The Agency/Office has identified one (1) vital document for translation and the document has been translated.

#### **IV. Translation of Multilingual Lines:**

The Agency/Office has identified one (1) multilingual line and the line has been translated.

**V. Complaints:**

The office has not received any Equal Access complaints.

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**Department of Human Services**

**I. Bilingual Staffing Needs:**

The Agency/Office is fully meeting the bilingual staffing needs pursuant to the Equal Access Ordinance and Settlement Agreement requirements. It will continue to ensure that any future bilingual staffing needs are met.

**II. Public Service Accomplishments and Improvement Priorities:**

The Agency/Office conducted several Language Certification recruitments this year. It worked with DHRM and Equal Access if recruitment is for a Public Contact Position for a satellite location that is targeted to serve a heavily monolingual population. Agency has identified key bilingual staff to facilitate communication with Limited English Speaking Persons Group(s). If these positions are not PCPs, the agency adds this task to the job duties of the individual to ensure that City information and services are provided in Spanish, Cantonese and Mandarin upon demand.

**III. Translation of Vital Documents:**

The Agency/Office has identified twenty-one (21) vital documents for translation and all documents have been translated.

**IV. Translation of Multilingual Lines:**

The Agency/Office has identified one (1) multilingual line and the line has been translated.

**V. Complaints:**

The office has not received any Equal Access complaints.

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**Department of Information Technology**

**I. Bilingual Staffing Needs:**

The Agency/Office is fully meeting the bilingual staffing needs pursuant to the Equal Access Ordinance and Settlement Agreement requirements. It will continue to ensure that any future bilingual staffing needs are met.

**II. Public Service Accomplishments and Improvement Priorities:**

The Agency/Office only has one public contact position and the staff person is not bilingual. The agency has identified non-PCPs that can provide language assistance in both Chinese and Spanish when necessary. The employee is also trained to use the City's contract for telephone language interpretation for providing service to LES persons.

**III. Translation of Vital Documents:**

The Agency/Office does not have any vital documents.

**IV. Translation of Multilingual Lines:**

The Agency/Office has identified one (1) multilingual line and the line has been translated.

**V. Complaints:**

The office has not received any Equal Access complaints.

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**Oakland Public Library**

**I. Bilingual Staffing Needs:**

The Agency/Office is fully meeting the bilingual staffing needs pursuant to the Equal Access Ordinance and Settlement Agreement requirements. It will continue to ensure that any future bilingual staffing needs are met.

**II. Public Service Accomplishments and Improvement Priorities:**

The Agency/Office has identified key bilingual staff within each work branch to facilitate communication with members of the Limited English Speaking population. If these positions are not PCPs, we add this task to the job duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish upon demand. In instances where bilingual staff is not available to provide services in the needed language, we are also able to utilize the over-the-phone interpreter service through Network Onmi for assistance.

The Agency/Office continually assesses the needs of our patrons by reviewing available Census data, circulation and other library usage statistics, and all available data representing the demographic breakdown throughout the City of Oakland. It utilizes data

from the Integrated Library System (ILS) monthly to look at the trends and identify what is being checked out and in what languages. This information is then shared with the agency's branches to provide the necessary, requested resources for that community. As an example, within the last 6-months the Oakland Public Library has started an Arabic collection to meet the needs of our library patrons based on data collected.

Additionally, Chinese-speaking staff is readily accessible in the Asian Branch located in Chinatown and Spanish-speaking staff in the Cesar Chavez Library in the Fruitvale District. Programs such Family Story Time, Legal Services and Computer Basics are regularly provided in Spanish and Chinese.

### **III. Translation of Vital Documents:**

The Agency/Office has identified twelve (12) vital documents for translation and all documents have been translated.

### **IV. Translation of Multilingual Lines:**

The Agency/Office has identified six (6) multilingual lines. Of these six (6) lines, five (5) have been translated and one (1) line is in the process of translation.

### **V. Complaints:**

The office has not received any Equal Access complaints.

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## **Mayor's Office**

### **I. Bilingual Staffing Needs:**

The Agency/Office is fully meeting the bilingual staffing needs pursuant to the Equal Access Ordinance and Settlement Agreement requirements. It will continue to ensure that any future bilingual staffing needs are met.

### **II. Public Service Accomplishments and Improvement Priorities:**

The Mayor's Office hired a Spanish-speaking PCP as a Special Assistant to the Mayor. The agency utilizes bilingual both PCP and non-PCP staff as well as bilingual volunteer to provide language assistance to the Limited English Speaking population. The Mayor's Office has also provided live audio translation in Spanish and Chinese in her neighborhood Town Hall meetings.

### **III. Translation of Vital Documents:**

The Agency/Office has identified one (1) vital document for translation and the document has been translated.

#### **IV. Translation of Multilingual Lines:**

The Agency/Office has identified three (3) multilingual lines. Of these three (3) lines, two (2) been translated and the agency is working with the Equal Access Division to translate the one (1) remaining lines.

#### **V. Complaints:**

Complaints for the Agency were received by the City Council and the Equal Access division regarding language access needs not being met in the Oaklander's Assistance Center (OAC). In response to these complaints the agency has taken action in making sure the OAC bilingual staff is available to assist when needed and that staff is provided a list of bilingual personnel to utilize in the event that they are not available. OAC staff will be trained to contact the Equal Access division or use the language access line when necessary. The agency is also working with Equal Access division to create a service Card translated in to Spanish and Chinese to further provide assistance.

### **Office of Parks and Recreation**

#### **I. Bilingual Staffing Needs:**

The Agency/Office is fully meeting the bilingual staffing needs pursuant to the Equal Access Ordinance and Settlement Agreement requirements. It will continue to ensure that any future bilingual staffing needs are met.

#### **II. Public Service Accomplishments and Improvement Priorities:**

The Agency/Office, though meeting the bilingual needs of the community, continues to strive and go beyond the minimum thresholds to further meet the needs of the communities in which we serve. The agency has collaborated with the Department of Human Resource Management to find creative ways to reach out to all communities through all of our recruitment efforts.

#### **III. Translation of Vital Documents:**

The Agency/Office has identified five (5) vital documents for translation and all documents have been translated.

#### **IV. Translation of Multilingual Lines:**

The Agency/Office has identified one (1) multilingual line and the line has been translated.

#### **V. Complaints:**



The office has not received any Equal Access complaints.

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Public Works Agency

**L Bilingual Staffing Needs:**

The Agency/Office is fully meeting the bilingual staffing needs pursuant to the Equal Access Ordinance and Settlement Agreement requirements. It will continue to ensure that any future bilingual staffing needs are met.

**II. Public Service Accomplishments and Improvement Priorities:**

The Agency/Office strives to ensure the agency's services and programs accessible to Limited English Speaking populations by ensuring all voicemail greetings for main lines translated in Spanish, Cantonese and Mandarin. The agency created a central repository of all translated materials onto one page on the PWA website for more convenient access to the public and increasing use of Selective Certification in Language for PCP positions in addition to identifying and using language proficiencies among non-PCP positions as well as using of the language line when necessary. The Public Works Call Center has hired two (2) additional bilingual staff, one bilingual in Cantonese and the other bilingual in Spanish. The Call Center is waiting on the paperwork to process for an additional employee bilingual in Mandarin.

**III. Translation of Vital Documents:**

The Agency/Office has identified seven (7) vital documents for translation and all documents have been translated.

**IV. Translation of Multilingual Lines:**

The Agency/Office has identified four (4) multilingual lines. Of these three (3) lines, one has been translated and the agency is working with the Equal Access Division to translate the one (1) remaining line.

**V. Complaints:**

The office has not received any Equal Access complaints.

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Oakland Fire Department

**I. Bilingual Staffing Needs:**

The Agency/Office has identified bilingual staffing needs for both Chinese and Spanish speaking PCPs. However, there are few vacant positions and the public safety needs of the City must be prioritized. Due to the unique way in which the Fire personnel are assigned to stations, the department is exploring ways to provide basic language services in both Spanish and Chinese to all fire fighters. For example, the department is looking at supply personnel with basic language skills or charts on the basic names of the human body parts and the degree of an injury. In addition, the department is exploring the possible use of electronic devices will researched to provide in-person translation

## **II. Public Service Accomplishments and Improvement Priorities:**

The Oakland Fire Department (OFD) had the opportunity to fill two Communications Dispatcher positions for the OFD Dispatch Center this year. OFD worked with the Department of Human Resources Management to conduct selective certification recruitment for these two positions and were successful in hiring one bilingual Spanish-speaking employee and one bilingual Chinese-speaking employee to fill these two positions. The dispatcher positions are some of the Department's most important for serving the public and providing language assistance. In addition to directly serving the public through the 9-1-1 phone line, the other divisions within the Fire Department call the OFD Dispatch Center when language assistance is needed whether in the field or at their walk-in counters.

## **III. Translation of Vital Documents:**

The Agency/Office has identified four (4) vital documents for translation and all documents have been translated.

## **IV. Translation of Multilingual Lines:**

The Agency/Office has identified eight (8) multilingual lines. Of these eight (8) lines, one (1) has been translated and the agency is working with the Equal Access Division to revise the script and translate the remaining seven (7) lines.

## **V. Complaints:**

The office has not received any Equal Access complaints.

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## **Oakland Police department**

### **I. Bilingual Staffing Needs:**

The Agency/Office has identified bilingual staffing needs for both Chinese and Spanish speaking PCPs. However, there are few vacant positions and public safety needs of the City must be prioritized. To help better meet the needs of the Limited English Speaking community, the Police Chief has requested quarterly meetings with the CAO and Equal

Access Office to proactively identify priority problems and effective solutions. Some key priorities areas for immediate improvement are in Dispatch.

## II. Public Service Accomplishments and Improvement Priorities:

In coordination with the Citizens Police Review Board and the Equal Access division, in FY'10-'11 the Oakland Police Department to create a training bulletin for officers on how to meet the language access needs when interacting with the community. All officers have been informed of the bulletin and trained using OPD's electronic training system Power DMS. The electronic police training records show that 959 out of 964 officers have signed-off on reading and receiving training on this publication.

The Department has specific bilingual officers currently assigned in Chinatown and the Fruitvale District to assist and serve as liaisons with the limited-English speaking communities of those areas.

The Police Department also serves the limited-English speaking communities of Oakland through their bilingual Neighborhood Service Coordinators (NSC). OPD has bilingual staff that meet monthly in neighborhoods at local churches, schools and other public facilities to discuss specific neighborhood concerns. Bilingual NSCs provide direct interpretation for individuals attending these community meetings and are able to respond to public safety concerns in Spanish and Chinese. Problem Solving Officers (PSO) are assigned to each neighborhood and bilingual NSCs serve as interpreters between the officers and members of the public at these meetings.

## III. Translation of Vital Documents:

The Agency/Office has identified sixty-eight (68) vital documents for translation of which sixty-seven (67) have been translated and the office is working with the Equal Access division to translate the one (1) remaining document.

## IV. Translation of Multilingual Lines:

The Agency/Office has identified sixteen (16) multilingual lines. Of these sixteen (16) lines, eleven (11) have been translated and the agency is working with the Equal Access Division to revise the script and translate the remaining five (5) lines.

## V. Complaints:

The Equal Access Office also received an email about a member of the public not able to speak to someone in Spanish at the Oakland Police Department's Eastmont Substation. The person did not leave their contact information therefore no additional information could be obtained about the details of the complaint. In the email, it was not clear about the efforts made by either the member of the public or the police department to try to provide language assistance. A list of officer translators is accessible at the Police Department Patrol Desk.

Attachment D: Super PCP Departments

Agency/Department/Position	Bilingual Staff		Notes	Current Spanish BPCP	Current Chinese BPCP	Spanish BPCP Status	Chinese BPCP Status
<b>City Administrator's Office (Agency)</b>							
1. Equal Access Unit	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language and filled by selective certification accordingly.	1 SP	1 CH	Meets Requirement	Meets Requirement
2. Citizens Police Review Board	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language and filled by selective certification accordingly.	1 SP	1 CH	Meets Requirement	Meets Requirement
3. Administration – OAC	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language and filled by selective certification accordingly, on the condition that the function and staffing of this office is substantively unchanged.	1 SP	1 CH	Meets Requirement	Meets Requirement
<b>City Clerk's Office (Agency)</b>							
4. City Clerk (1 <sup>st</sup> Floor)			At least one Spanish-speaking and one Chinese-speaking employee, shall be easily available to both the clerks' offices at all times during business hours. A schedule setting forth the name and extension of each person shall be available at the clerks' desks.	1 SP	1 CH Non PCP employee used to meet language needs	Meets Requirement	Meets Requirement
5. City Clerk (2 <sup>nd</sup> Floor)	1 SP	1 CH					

Attachment D: Super PCP Departments

Agency/Department/Position	Bilingual Staff		Notes	Current Spanish BPCP	Current Chinese BPCP	Spanish BPCP Status	Chinese BPCP Status
<b>Community and Economic Development Agency</b>							
6. Zoning			At least one Spanish-speaking and one Chinese-speaking employee shall be available at the (permit and building services) desks to assist the public at all times during business hours.	3 SP	0 CH	Exceeds by 2 SP	1 CH - Division uses the Bilingual List, including non-PCP employees, to meet needs
7. City Planning – Other	1 SP	1 CH					
8. Inspection Services Admin – Other	1 SP Internal & 1 SP External	1 CH Internal & 1 CH External	At least one PCP (inspector who works in the field) shall be designated as a BPCP for each threshold language and vacancies filled by selective certification if BCPs are needed. In addition, at least one PCP who works internally shall be designated as a BPCP for each threshold language and vacancies filled by selective certification if BCPs are needed.	3 SP Internal & 8 SP External	3 CH Internal & 1 CH External	Exceeds by 2 SP internal & 7 SP External	Exceeds by 2 CH Internal & Meets External need
9. Inspection Services – Other							
10. Building Inspection – Residential – Other							
11. Engineering Services							
12. Building Inspection – Commercial – Other							
13. District 2							
14. District 3							
15. District 4							
16. Building Codes – Residential – Other							
17. Building Services – Other							
18. Inspection Support							

Attachment D: Super PCP Departments

Agency/Department/Position	Bilingual Staff		Notes	Current Spanish BPCP	Current Chinese BPCP	Spanish BPCP Status	Chinese BPCP Status
19. Municipal Lending	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language and vacancies filled by selective certification if BCPs are needed	1 SP	0 CH		0 1 CH - Division uses the Bilingual List, including non-PCP employees, to meet needs
20. Residential Rent Arbitration	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language and vacancies filled by selective certification if BCPs are needed.	1 SP	1 CH	Meets Requirement	Meets Requirement

Finance & Management Agency							
Agency/Department/Position	Bilingual Staff		Notes	Current Spanish BPCP	Current Chinese BPCP	Spanish BPCP Status	Chinese BPCP Status
21. Parking Citation Assistance Center	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language and vacancies filled by selective certification if BCPs are needed.	5 SP	3 CH	Exceeds by 4 SP	Exceeds by 2 CH
22. Business License Tax	1 SP	1 CH	Chinese-speaking employee, shall be easily available to Business License Tax, Revenue Collections, and Citywide Liens at all times during business hours. A schedule setting forth the name and extension of each person shall be available in each Department.	3 SP	1 CH	Exceeds by 2 SP	Meets Requirement
23. Revenue Collections							
24. Citywide Liens							

Attachment D: Super PCP Departments

Agency/Department/Position	Bilingual Staff		Notes	Current Spanish BPCP	Current Chinese BPCP	Spanish BPCP Status	Chinese BPCP Status
<b>Fire Department (Agency)</b>							
25. Fire Communications			The quantitative analysis shall determine the number of PCP dispatchers that shall be designated as BPCP for each threshold language. In addition to this number of BPCPs, at least one additional PCP dispatcher shall be designated as a BPCP for each threshold language and vacancies filled by selective certification if BCPs are needed.				
26. Communications Emergency Dispatch	1 SP	1 CH		1 SP	1 CH	3 Additional Sp needed	1 Additional CH needed
<b>Department of Human Services (Agency)</b>							
27. Multipurpose Senior Service Program	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language and vacancies filled by selective certification if BCPs are needed.	2 SP	3 CH	Exceeds by 1 SP	Exceeds by 2 CH
<b>Library (Agency)</b>							
28. Administrative Unit	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language in the Main Library and vacancies filled by selective certification if BCPs are needed.	8 SP	4 CH	Exceeds by 7 SP	Exceeds by 3 CH
29. Main Library Administration							
30. Art/History/Literature							
31. Magazines and Newspapers							
32. Science Business and Sociology							
33. Childrens Room							
34. Circulation/Automation							
35. Asian Branch	--	2 CH	At least two PCPs shall be designated as BPCP for Chinese—one for Mandarin and one for Cantonese—and vacancies filled by selective certification if BCPs are needed.		8 CH		Exceeds by 6 CH

Attachment D: Super PCP Departments

Agency/Department/Position	Bilingual Staff		Notes	Current Spanish BPCP	Current Chinese BPCP	Spanish BPCP Status	Chinese BPCP Status
36. Cesar Chavez (formerly Latin American Branch)	1 SP	--	At least one PCP shall be designated as a Spanish-speaking BPCP and vacancies filled by selective certification if BCPs are needed.	4 SP		Exceeds by 3 SP	

Office of Parks & Recreation (Agency)	Bilingual Staff		Notes	Current Spanish BPCP	Current Chinese BPCP	Spanish BPCP Status	Chinese BPCP Status
37. Lincoln Recreation Center	--	1 CH	At least one PCP shall be designated as a Chinese-speaking BPCP and vacancies filled by selective certification if BCPs are needed.		1 CH		Meets Requirement
38. Manzanita Recreation Center	1 SP		At least one PCP shall be designated as a Spanish-speaking BPCP and vacancies filled by selective certification if BCPs are needed.	1 SP		Meets Requirements - Center could be closed due to Budget constraints.	
39. FM Smith Recreation Center	1 SP or 1 CH		At least one PCP shall be designated as either a Spanish-speaking or Chinese-speaking BPCP and vacancies filled by selective certification if BCPs are needed.	* 1 SP		Meets Requirement	
40. San Antonio Recreation Center	1 SP	--	At least one PCP shall be designated as a Spanish-speaking BPCP and vacancies filled by selective certification if BCPs are needed.	0 SP		1 SP OPR uses part-time NON-PCP to meet need - Center could be closed due to Budget constraints.	
41. Carmen Flores Recreation Center	1 SP	--	At least one PCP shall be designated as a Spanish-speaking BPCP and vacancies filled by selective certification if BCPs are needed.	1 SP		Meets Requirement	



Attachment D: Super PCP Departments

Agency/Department/Position	Bilingual Staff		Notes	Current Spanish BPCP	Current Chinese BPCP	Spanish BRCP Status	Chinese BPCP Status
<b>Police Department (Agency)</b>							
42. Communications Unit	1 SP+	1 CH +	The quantitative analysis shall determine the number of PCP dispatchers that shall be designated as BPCP for each threshold language. In addition to this number of BPCPs, at least one additional PCP shall be designated as a BPCP dispatcher for each threshold language and vacancies filled by selective certification if BCPs are needed.	6 SP	3 CH	5 Additional SP needed	2 Additional CH needed
43. Records Unit	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language and vacancies filled by selective certification if BCPs are needed.	2 SP	2 CH	Exceeds by 1 SP	Exceeds by 1 CH
44. Animal Shelter	1 SP	--	At least one PCP shall be designated as a Spanish-speaking BPCP and vacancies filled by selective certification if BCPs are needed.	2 SP	3 CH	Exceeds by 1 SP	Exceeds by 3 CH
<b>Public Works Agency</b>							
45. Public Works Call Center	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language and vacancies filled by selective certification if BCPs are needed.	1 SP	1 CH	Meets Requirement	Meets Requirement

ORG NUMBER & NAME	STREET ADDRESS	JOB CLASSIFICATION TITLE	VACANT PCP	PCP	SP	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Need
02121 - Equal Access Unit	1 Frank Ogawa Plz	Assist to the City Administrator		1.00				1.00		
02121 - Equal Access Unit	1 Frank Ogawa Plz	Management Intern		1.00						
02121 - Equal Access Unit	1 Frank Ogawa Plz	Program Analyst I	1.00	1.00						
02121 - Equal Access Unit	1 Frank Ogawa Plz	Program Analyst I	1.00	3.00	12.8%	0.26	0.62	1.00	5.4%	0.84
02121 - Citizens Police Review Board Unit	1 Frank Ogawa Plz	Complaint Investigator II	0.00	3.00	12.8%	0.38	0.82	1.00	5.4%	0.84
02111 - Citizens Police Review Board	1 Frank Ogawa Plz	Admin Assistant to the Mayor		1.00						
02111 - City Manager Administration Unit	1 Frank Ogawa Plz	Administrative Analyst I		1.00						
02111 - City Manager Administration Unit	1 Frank Ogawa Plz	Administrative Assistant II (CONF)		1.00						
02111 - City Manager Administration Unit	1 Frank Ogawa Plz	Assist to the City Administrator		2.00						
02111 - City Manager Administration Unit	1 Frank Ogawa Plz	Mayor's PSE 14	1.00	1.00						
02111 - City Manager Administration Unit	1 Frank Ogawa Plz	Mayor's PSE 14, PT	0.50	1.00						
02111 - City Manager Administration Unit	250 Frank Ogawa Plz	Program Analyst I	1.15	2.15						
02111 - City Manager Administration Unit	250 Frank Ogawa Plz	Program Analyst III	2.65	10.40	12.8%	0.99	0.33	1.00	5.4%	0.44
02111 - City Manager Administration Unit	150 Frank Ogawa Plz	Administrative Assistant II	0.00	0.00						
02511 - ADA Programs	1 Frank Ogawa Plz	Administrative Assistant II	0.00	1.00	12.8%	0.13	0.13	0.00	5.4%	0.05
02711 - Ethics Unit	1 Frank Ogawa Plz			0.00						
02811 - Budget Office Unit	250 Frank Ogawa Plz			0.00						
63221 - KTQP Operations	250 Frank Ogawa Plz			11.40						
CITY ADMINISTRATOR'S OFFICE			2.65	17.40	12.8%	1.12	0.46	1.00	5.4%	0.38
CITY ADMINISTRATOR'S OFFICE			3.65	17.40	12.8%	1.76	0.77	3.00	5.4%	2.06
04111 - City Attorney Administration Unit	1 Frank Ogawa Plz	Claims Investigator II		1.00						
04111 - City Attorney Administration Unit	1 Frank Ogawa Plz	Exec Asst to City Attorney		1.00						
04111 - City Attorney Administration Unit	1 Frank Ogawa Plz	Legal Communications Officer		1.00						
04111 - City Attorney Administration Unit	1 Frank Ogawa Plz	Manager, Agency Administrative		1.00						
04111 - City Attorney Administration Unit	1 Frank Ogawa Plz	Public Service Representative	1.00	3.00						
04111 - City Attorney Administration Unit	1 Frank Ogawa Plz	Receptionist to the City Attorney		1.00						
04111 - City Attorney Administration Unit	1 Frank Ogawa Plz	Exempt Limited Duration Employee	1.00	8.00	12.8%	0.90	0.98	0.00	5.4%	0.43
04211 - Litigation Unit	1 Frank Ogawa Plz			3.00						
04211 - Litigation Unit	1 Frank Ogawa Plz			3.00						
04311 - Advisory Unit	1 Frank Ogawa Plz			1.00						
04311 - Advisory Unit	1 Frank Ogawa Plz			1.00						
CITY ATTORNEY'S OFFICE			0.00	1.00	12.8%	0.13	0.87	0.00	5.4%	0.05
07111 - City Auditor Unit	1 Frank Ogawa Plz			12.00						
07111 - City Auditor Unit	1 Frank Ogawa Plz			12.00						
CITY AUDITOR'S OFFICE			0.00	0.00						
CITY AUDITOR'S OFFICE			0.00	1.00	12.8%	0.19	0.19	0.00	5.4%	0.08
03121 - City Clerk Unit	1 Frank Ogawa Plz	Public Service Representative	0.00	1.00	12.8%	0.13	0.05	0.00	5.4%	0.05
CITY CLERK'S OFFICE			0.00	0.50						
00011 - Council Administration Unit	1 Frank Ogawa Plz	City Council PSE 14		1.00						
00011 - Council Administration Unit	1 Frank Ogawa Plz	City Council PSE-51		1.00						
00011 - Council Administration Unit	1 Frank Ogawa Plz	City Council PSE-51	0.00	1.50	12.8%	0.19	1.31	0.00	5.4%	0.08
00111 - District One Unit	1 Frank Ogawa Plz	City Council PSE 14, PPT		0.50						
00111 - District One Unit	1 Frank Ogawa Plz	City Council PSE-51		2.50						
00111 - District One Unit	1 Frank Ogawa Plz	City Council PSE-51	0.00	3.00	12.8%	0.38	0.12	0.00	5.4%	0.16
00211 - District Two Unit	1 Frank Ogawa Plz	City Council PSE 14, PPT		1.00				0.50		
00211 - District Two Unit	1 Frank Ogawa Plz	City Council PSE-51		2.00				1.00		
00211 - District Two Unit	1 Frank Ogawa Plz	City Council PSE-51	0.00	3.00	12.8%	0.38	0.38	1.50	5.4%	1.34
00311 - District Three Unit	1 Frank Ogawa Plz	City Council PSE 14		0.50				1.00		
00311 - District Three Unit	1 Frank Ogawa Plz	City Council PSE-51		2.00				1.00		
00311 - District Three Unit	1 Frank Ogawa Plz	City Council PSE-51	0.00	2.50	12.8%	0.32	0.32	1.00	5.4%	0.87
00411 - District Four Unit	1 Frank Ogawa Plz	City Council PSE 14		0.50				1.00		
00411 - District Four Unit	1 Frank Ogawa Plz	City Council PSE-51		2.00				1.00		
00411 - District Four Unit	1 Frank Ogawa Plz	City Council PSE-51	0.00	2.50	12.8%	0.32	0.32	0.00	5.4%	0.14
00511 - District Five Unit	1 Frank Ogawa Plz	City Council PSE 14, PT		0.50				2.00		
00511 - District Five Unit	1 Frank Ogawa Plz	City Council PSE-51		2.00				2.00		
00511 - District Five Unit	1 Frank Ogawa Plz	City Council PSE-51	0.00	2.50	12.8%	0.32	1.68	0.00	5.4%	0.14
00611 - District Six Unit	1 Frank Ogawa Plz	City Council PSE 14, PT		3.00						

ORG NUMBER & NAME	STREET ADDRESS	JOB CLASSIFICATION TITLE	VACANT PCP	PCP	SP	SP PCP Goal	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Goal	CH PCP Need
00611 - District Six Unit	1 Frank Ogawa Plz	City Council PSE-51		1.00	1.00							
00611 - District Six Unit	1 Frank Ogawa Plz	City Council PSE-51	0.00	4.00	1.00	12.8%	0.51	(0.49)	0.00	5.4%	0.22	0.22
00711 - District Seven Unit	1 Frank Ogawa Plz	City Council PSE 14		0.50								
00711 - District Seven Unit	1 Frank Ogawa Plz	City Council PSE-51		1.00								
00711 - District Seven Unit	1 Frank Ogawa Plz	Public Service Employee 51		1.00								
00711 - District Seven Unit	1 Frank Ogawa Plz	City Council PSE-51	0.00	2.50	0.00	12.8%	0.32	0.32	0.00	5.4%	0.14	0.14
00911 - Council At Large Unit	1 Frank Ogawa Plz	City Council PSE 14		0.50								
00911 - Council At Large Unit	1 Frank Ogawa Plz	City Councilmember's Assistant		2.00								
00811 - Council At Large Unit	1 Frank Ogawa Plz	City Councilmember's Assistant	0.00	2.50	0.00	12.8%	0.32	0.32	0.00	5.4%	0.14	0.14
<b>CITY COUNCIL'S OFFICE</b>			<b>0.00</b>	<b>24.00</b>	<b>5.00</b>	<b>12.8%</b>	<b>3.07</b>	<b>(1.93)</b>	<b>2.50</b>	<b>5.4%</b>	<b>1.30</b>	<b>(1.20)</b>
88211 - Major Projects	250 Frank Ogawa Plz	Planner II		3.00	1.00							
88211 - Major Projects	250 Frank Ogawa Plz	Planner III		5.00	1.00							
88211 - Major Projects	250 Frank Ogawa Plz	Planner III, PPT		1.00								
88211 - Major Projects	250 Frank Ogawa Plz	Planner III, PPT	0.00	9.00	2.00	12.8%	1.16	(0.85)	0.00	5.4%	0.49	0.49
88219 - ZONING	250 Frank Ogawa Plz	Administrative Assistant I		1.00								
88219 - ZONING	250 Frank Ogawa Plz	Administrative Assistant II		1.00								
88219 - ZONING	250 Frank Ogawa Plz	Planner I		3.00	2.00							
88219 - ZONING	250 Frank Ogawa Plz	Planner II		7.00	1.00							
88219 - ZONING	250 Frank Ogawa Plz	Planner II, Design Review		1.00								
88219 - ZONING	250 Frank Ogawa Plz	Planner III		5.00								
88219 - ZONING	250 Frank Ogawa Plz	Public Service Representative		1.00								
88219 - ZONING	250 Frank Ogawa Plz	Planner III, Historic Preservation	0.00	19.00	3.00	12.8%	2.43	(0.57)	0.00	5.4%	1.03	1.03
88229 - City Planning -Other	250 Frank Ogawa Plz	Planner III, Historic Preservation		1.00								
88229 - City Planning -Other	250 Frank Ogawa Plz	Planning Intern, PT		1.00								
88229 - City Planning -Other	250 Frank Ogawa Plz	Planning Intern, PT	0.00	2.00	0.00	12.8%	0.26	0.28	0.00	5.4%	0.11	0.11
88432 - Project & Zoning Coordination	250 Frank Ogawa Plz	Engineer, Assistant II (Office)		1.00								
88432 - Project & Zoning Coordination	250 Frank Ogawa Plz	Engineering Technician II (Office)		1.00	1.00							
88432 - Project & Zoning Coordination	250 Frank Ogawa Plz	Engineering Technician II (Office)	0.00	2.00	1.00	12.8%	0.26	(0.74)	0.00	5.4%	0.11	0.11
<b>CEDA Planning &amp; Zoning</b>			<b>0.00</b>	<b>32.00</b>	<b>6.00</b>	<b>12.8%</b>	<b>4.10</b>	<b>(1.90)</b>	<b>0.00</b>	<b>5.4%</b>	<b>1.73</b>	<b>(1.73)</b>
88411 - Inspection Services Admin - Other	250 Frank Ogawa Plz			0.00								
88421 - Inspection Services - Other	250 Frank Ogawa Plz	Engineer, Assistant II (Office)		2.00					1.00			
88421 - Inspection Services - Other	250 Frank Ogawa Plz	Permit Technician II		1.00								
88421 - Inspection Services - Other	250 Frank Ogawa Plz	Process Coordinator III		1.00								
88421 - Inspection Services - Other	250 Frank Ogawa Plz	Process Coordinator III	0.00	4.00	0.00	12.8%	0.51	0.51	1.00	5.4%	0.22	(0.78)
88431 - Building & Infrastructure Plan Check	250 Frank Ogawa Plz			0.00								
88451 - Commercial Building Inspection	250 Frank Ogawa Plz	Principal Inspection Supv		2.00								
88451 - Commercial Building Inspection	250 Frank Ogawa Plz	Specialty Combination Insp, Senior		3.00	1.00							
88451 - Commercial Building Inspection	250 Frank Ogawa Plz	Specialty Combination Inspector		18.00	5.00							
88451 - Commercial Building Inspection	250 Frank Ogawa Plz	Specialty Combination Inspector	0.00	23.00	8.00	12.8%	2.94	(3.06)	0.00	5.4%	1.24	1.24
88452 - Residential Building Inspection	250 Frank Ogawa Plz	Construction Inspector, Sr (Office)		3.00	2.00							
88452 - Residential Building Inspection	250 Frank Ogawa Plz	Specialty Combination Inspector		2.00								
88452 - Residential Building Inspection	250 Frank Ogawa Plz	Specialty Combination Inspector	0.00	5.00	2.00	12.8%	0.84	(1.36)	0.00	5.4%	0.27	0.27
88453 - Infrastructure Inspection	250 Frank Ogawa Plz	Planner III		1.00								
88453 - Infrastructure Inspection	250 Frank Ogawa Plz	Specialty Combination Inspector		9.00	1.00							
88483 - Infrastructure Inspection	250 Frank Ogawa Plz	Specialty Combination Inspector	0.00	10.00	1.00	12.8%	1.28	0.28	0.00	5.4%	0.54	0.54
88454 - Code Enforcement Inspection	250 Frank Ogawa Plz	Principal Inspection Supv		1.00								
88454 - Code Enforcement Inspection	250 Frank Ogawa Plz	Specialty Combination Insp, Senior		1.00								
88454 - Code Enforcement Inspection	250 Frank Ogawa Plz	Specialty Combination Inspector		3.00								
88454 - Code Enforcement Inspection	250 Frank Ogawa Plz	Specialty Combination Inspector	0.00	5.00	0.00	12.8%	0.64	0.84	0.00	5.4%	0.27	0.27
88481 - Engineering Admin Support	250 Frank Ogawa Plz	Account Clerk II		2.00					1.00			
88481 - Engineering Admin Support	250 Frank Ogawa Plz	Process Coordinator II		1.00								
88481 - Engineering Admin Support	250 Frank Ogawa Plz	Public Service Representative		4.00	1.00				1.00			
88481 - Engineering Admin Support	250 Frank Ogawa Plz	Public Service Representative	0.00	7.00	1.00	12.8%	0.90	(0.10)	2.00	5.4%	0.38	(1.52)
88482 - Inspection Admin Support	250 Frank Ogawa Plz	Office Assistant II		2.00					1.00			
88482 - Inspection Admin Support	250 Frank Ogawa Plz	Public Service Rep, PPT		0.50								
88482 - Inspection Admin Support	250 Frank Ogawa Plz	Public Service Representative		4.00								
88482 - Inspection Admin Support	250 Frank Ogawa Plz	Public Service Representative	0.00	6.00	0.00	12.8%	0.83	0.83	1.00	5.4%	0.36	(0.66)
<b>CEDA Building Services</b>			<b>0.00</b>	<b>60.50</b>	<b>10.00</b>	<b>12.8%</b>	<b>7.74</b>	<b>(2.26)</b>	<b>4.00</b>	<b>5.4%</b>	<b>3.27</b>	<b>(0.73)</b>
88939 - Municipal Lending	250 Frank Ogawa Plz	Rehabilitation Advisor III		4.00	1.00							

ORG NUMBER & NAME	STREET ADDRESS	JOB CLASSIFICATION TITLE	VACANT PCP	PCP	SP	SP PCP Goal	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Goal	CH PCP Need
88939 - Municipal Lending	250 Frank Ogawa Plz	Rehabilitation Paint Technician	1.00	1.00								
CEDA Municipal Lending			(1.00)	6.00	(1.00)	12.8%	0.61	(0.36)	0.00	5.4%	0.22	0.27
88969 - Residential Rent Arbitration	250 Frank Ogawa Plz	Administrative Assistant I		2.00								
88969 - Residential Rent Arbitration	250 Frank Ogawa Plz	Hearing Officer		2.00					1.00			
88969 - Residential Rent Arbitration	250 Frank Ogawa Plz	Program Analyst II		2.00	1.00							
88969 - Residential Rent Arbitration	250 Frank Ogawa Plz	Program Analyst III		1.00								
CEDA Residential Rent Arbitration			(0.00)	7.00	(1.00)	12.8%	0.90	(0.10)	1.00	5.4%	0.38	(0.62)
CEDA Administration				0.00								
88529 - Economic Development Director	250 Frank Ogawa Plz			0.00								
88549 - Workforce Development	250 Frank Ogawa Plz			0.00								
88559 - Business Development	250 Frank Ogawa Plz			0.00								
88559 - Business Development	250 Frank Ogawa Plz	Employment Services Supervisor		1.00	1.00							
88559 - Business Development	250 Frank Ogawa Plz	Urban Economic Analyst I		1.00								
88559 - Business Development (Business Assistance C	250 Frank Ogawa Plz		0.00	2.00	1.00	12.8%	0.26	(0.74)	0.00	6.4%	0.11	0.11
88579 - One Stop Small Business Center	250 Frank Ogawa Plz			0.00								
CEDA Economic Development			(0.00)	2.00	(1.00)	12.8%	0.26	(0.74)	0.00	5.4%	0.11	0.11
88919 - HDC Support Staff	250 Frank Ogawa Plz			0.00								
88929 - Housing Development	250 Frank Ogawa Plz			0.00								
88949 - CDBG Coordination	250 Frank Ogawa Plz			0.00								
88989 - Home Ownership Programs	250 Frank Ogawa Plz			0.00								
CEDA Housing				0.00								
88629 - Redevelopment Center	250 Frank Ogawa Plz	Office Assistant II		1.00								
88629 - Redevelopment Center	250 Frank Ogawa Plz		0.00	1.00	0.00	12.8%	0.13	0.13	0.00	5.4%	0.05	0.05
88639 - Real Estate	260 Frank Ogawa Plz			0.00								
88659 - Coliseum Redevelopment	250 Frank Ogawa Plz			0.00								
88669 - Redevelopment Projects	250 Frank Ogawa Plz			0.00								
88679 - West Oakland Base Reuse	250 Frank Ogawa Plz			0.00								
88689 - Downtown Development	250 Frank Ogawa Plz			0.00								
88699 - Central City East Redevelopment	260 Frank Ogawa Plz			0.00								
CEDA Redevelopment			(0.00)	1.00	(0.00)	12.8%	0.13	0.13	0.00	5.4%	0.05	0.05
88712 - Marketing A Special Events	1 Frank Ogawa Plz			0.00								
88722 - Oakland Film Office	1 Frank Ogawa Plz			0.00								
88732 - Public Art	1 Frank Ogawa Plz			0.00								
88742 - Cultural Funding	1 Frank Ogawa Plz			0.00								
CEDA Cultural Arts & Marketing				0.00								
CEDA			(1.00)	107.50	(19.00)	12.8%	13.63	(5.24)	5.00	5.4%	5.75	0.81
41111 - DCP Administration	250 Frank Ogawa Plz	Receptionist		1.00								
41111 - DCP Administration	250 Frank Ogawa Plz		0.00	1.00	0.00	12.8%	0.13	0.13	0.00	6.4%	0.05	0.05
41211 - Contract Compliance & Employment Services	250 Frank Ogawa Plz	Contract Compliance Field Tech		1.00								
41211 - Contract Compliance & Employment Services	250 Frank Ogawa Plz	Contract Compliance Office Asst		2.00								
41211 - Contract Compliance & Employment Services	250 Frank Ogawa Plz	Employment Services Supervisor		1.00								
41211 - Contract Compliance & Employment Services	250 Frank Ogawa Plz	Job Developer		1.00								
41211 - Contract Compliance & Employment Services	250 Frank Ogawa Plz		0.00	5.00	0.00	12.8%	0.64	0.64	0.00	5.4%	0.27	0.27
41311 - Purchasing	250 Frank Ogawa Plz	Administrative Assistant II		1.00								
41311 - Purchasing	250 Frank Ogawa Plz	Office Assistant II	1.00	2.00								
41311 - Purchasing	250 Frank Ogawa Plz	Receptionist		1.00								
41311 - Purchasing	260 Frank Ogawa Plz		1.00	4.00	0.00	12.8%	0.38	0.51	0.00	5.4%	0.16	0.22
41411 - Contract Administration	250 Frank Ogawa Plz	Office Assistant II, PPT		1.00								
41411 - Contract Administration	260 Frank Ogawa Plz		0.00	1.00	0.00	12.8%	0.13	0.13	0.00	5.4%	0.05	0.05
CONTRACTING AND PURCHASING			(1.00)	11.00	(0.00)	12.8%	1.28	(1.21)	0.00	5.4%	0.54	0.59
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plz	Public Service Representative	1.00	14.00	5.00				3.00			
FMA Parking Citation Assistance Center			(2.00)	14.00	(5.00)	12.8%	1.66	(3.21)	3.00	5.4%	0.70	(2.24)
08411 - Revenue Administration Unit	150 Frank Ogawa Plz			0.00								
08431 - Business License Tax Unit	250 Frank Ogawa Plz	Revenue Assistant	1.00	2.00								
08431 - Business License Tax Unit	250 Frank Ogawa Plz	Tax Enforcement Officer II		5.00								
08431 - Business License Tax Unit	250 Frank Ogawa Plz	Tax Representative II		3.00	1.00				1.00			
08431 - Business License Tax Unit	250 Frank Ogawa Plz		(1.00)	10.00	(1.00)	12.8%	1.15	(0.28)	1.00	5.4%	0.49	(0.46)
08432 - Litter Fee Ordinance Admn	250 Frank Ogawa Plz	Revenue Assistant		1.00								
08432 - Litter Fee Ordinance Admn	260 Frank Ogawa Plz		(0.00)	1.00	(0.00)	12.8%	0.13	(0.13)	0.00	5.4%	0.06	0.05

ORG NUMBER & NAME	STREET ADDRESS	JOB CLASSIFICATION TITLE	VACANT PCP	PCP	SP	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Need
08441 - Revenue Collections Unit	250 Frank Ogawa Piz	Collections Officer	1.00	7.00						
08441 - Revenue Collections Unit	250 Frank Ogawa Piz	Revenue Assistant	1.00	3.00						
08441 - Revenue Collections Unit	250 Frank Ogawa Piz	Revenue Assistant	1.00	10.00	0.00	12.8%	1.15	1.28	0.00	0.54
08451 - Citywide Liens	250 Frank Ogawa Piz	Tax Enforcement Officer II	1.00	4.00	1.00				5.4%	
08451 - Citywide Liens	250 Frank Ogawa Piz	Tax Enforcement Officer II	1.00	7.00	1.00					
08451 - Citywide Liens	250 Frank Ogawa Piz	Tax Representative II	1.00	2.00	2.00	12.8%	1.54	(0.34)	0.00	0.70
08451 - Citywide Liens	250 Frank Ogawa Piz	Tax Representative II	1.00	13.00	3.00	12.8%	3.97	1.35	1.00	0.84
FMA/Revenue Divisions (250 Frank Ogawa Piz Main Floor)			3.00	34.00	3.00	12.8%	3.97	1.35	1.00	0.84
08421 - Revenue Audit Unit	150 Frank Ogawa Piz	Revenue Assistant	1.00	1.00						
08421 - Revenue Audit Unit	150 Frank Ogawa Piz	Tax Auditor II	1.00	10.00	1.00			1.00		
08421 - Revenue Audit Unit	150 Frank Ogawa Piz	Tax Auditor III	1.00	1.00						
08421 - Revenue Audit Unit	250 Frank Ogawa Piz	Revenue Assistant	0.00	12.00	1.00	12.8%	1.54	0.54	1.00	0.35
08433 - Rent Adjustment	250 Frank Ogawa Piz	Tax Enforcement Officer II	1.00	1.00						
08433 - Rent Adjustment	250 Frank Ogawa Piz	Tax Enforcement Officer II	0.00	2.00	0.00	12.8%	0.26	0.26	0.00	0.11
FMA/Revenue Audit & Rent Adjustment			0.00	14.00	1.00	12.8%	1.79	0.79	1.00	0.24
08911 - Parking Administration	250 Frank Ogawa Piz		0.00	0.00						
08931 - Meter Operations	Field		0.00	0.00						
08941 - Parking Enforcement	250 Frank Ogawa Piz	Public Service Representative	1.00	1.00						
08941 - Parking Enforcement	250 Frank Ogawa Piz	Public Service Representative, PT	0.50	0.50	0.25					
08941 - Parking Enforcement	250 Frank Ogawa Piz		0.00	1.50	0.25	12.8%	0.19	(0.06)	0.00	0.08
FMA/Parking Enforcement			0.00	1.50	0.25	12.8%	0.19	(0.06)	0.00	0.08
08211 - Accounting Administration Unit	150 Frank Ogawa Piz		0.00	0.00						
08222 - General Ledger	150 Frank Ogawa Piz		0.00	0.00						
08241 - Payables	150 Frank Ogawa Piz		0.00	0.00						
08242 - Stores Operations	150 Frank Ogawa Piz		0.00	0.00						
FMA/Accounting			0.00	0.00						
08511 - Risk Management	150 Frank Ogawa Piz	Exempt Limited Duration Employee Q.32266	32266	1.00						
08511 - Risk Management	150 Frank Ogawa Piz		0.00	1.00	0.00	12.8%	0.13	0.13	0.00	0.05
FMA/Risk Management			0.00	1.00	0.00	12.8%	0.13	0.13	0.00	0.05
08111 - Budget & Finance Administration Unit	150 Frank Ogawa Piz		0.00	0.00						
08711 - Treasury Administration Unit	150 Frank Ogawa Piz		0.00	0.00						
08721 - Treasury Operations Unit	150 Frank Ogawa Piz		0.00	0.00						
08731 - Treasury Cashiering Unit	150 Frank Ogawa Piz		0.00	0.00						
08741 - Treasury Payroll	150 Frank Ogawa Piz		0.00	0.00						
09111 - Retirement Administration Unit	150 Frank Ogawa Piz		0.00	0.00						
FMA/Treasury			0.00	0.00						
FINANCE AND MANAGEMENT AGENCY			4.00	4.50	3.25	12.8%	7.74	(0.89)	5.00	3.27
05111 - Personnel Admin/Human Resource Info Service	150 Frank Ogawa Piz		0.00	0.00						
05211 - Employment and Classification Unit	150 Frank Ogawa Piz	Public Service Representative	0.00	1.00	0.00	12.8%	0.13	0.13	1.00	(0.95)
05211 - Employment and Classification Unit	150 Frank Ogawa Piz		0.00	0.00	0.00	12.8%	0.13	0.13	1.00	0.06
05311 - Employee Relations Unit	150 Frank Ogawa Piz	Office Assistant II	1.00	1.00	0.00	12.8%	0.13	0.13	0.00	0.05
05511 - Human Resource Development Unit	150 Frank Ogawa Piz		0.00	1.00	0.00	12.8%	0.13	0.13	0.00	0.05
05511 - Human Resource Development Unit	150 Frank Ogawa Piz		0.00	0.00						
Department of Human Resources Management			0.00	2.00	0.00	12.8%	0.26	0.26	1.00	0.11
DEPARTMENT OF HUMAN RESOURCES MANAGEMENT			0.00	2.00	0.00	12.8%	0.26	0.26	1.00	0.11
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Piz	Case Manager I, PPT	1.60	1.60	1.60			0.80		
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Piz	Case Manager II	4.00	4.00				1.00		
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Piz	Nurse Case Manager	1.00	2.00				1.00		
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Piz	Office Assistant II	1.00	1.00						
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Piz	Senior Services Supervisor	1.00	1.00						
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Piz		1.00	10.60	1.60	12.8%	1.23	(0.24)	2.80	(2.23)
75231 - Multipurpose Senior Service Program Unit	1050 7th St. 94612	Early Childhood Instructor	1.60	0.60	1.60	12.8%	1.23	(0.24)	1.80	(2.23)
78231 - Head Start Unit	1050 7th St. 94612	Family Advocate	1.60	0.60	0.60					
78231 - Head Start Unit	City Towers Head Start		1.60	6.70	0.60	4%-8%	0.20	(0.56)	1.80	(1.75)
78231 - Head Start Unit	7200 Bancroft Ave., Suite	Early Childhood Instructor	1.00	6.80	1.60					

ORG NUMBER & NAME	STREET ADDRESS	JOB CLASSIFICATION-TITLE	VACANT-PCP	PCP	SP	SP PCP Goal	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Goal	CH PCP Need
78231 - Head Start Unit	7200 Bancroft Ave., Suite	Family Advocate		2.00	1.00							
78231 - Head Start Unit	Eastmont Head Start		1.00	8.80	2.60	16%-23%	1.25	(1.59)	0.00	0%-2%	0.00	0.06
78231 - Head Start Unit	647 - 55 <sup>th</sup> St. 94609	Early Childhood Instructor		2.50								
78231 - Head Start Unit	647 - 55 <sup>th</sup> St. 94609	Family Advocate		0.90								
78231 - Head Start Unit	Fannie Wall Head Start		0.00	3.40	0.00	0%-4%	0.00	0.04	0.00	0%-2%	0.00	0.02
78231 - Head Start Unit	274 - 12 <sup>th</sup> ST. 94607	Early Childhood Instructor		0.80					0.80			
78231 - Head Start Unit	274 - 12 <sup>th</sup> ST. 94607	Family Advocate		0.27					0.27			
78231 - Head Start Unit	Frank G. Mar Head Start		0.00	1.07	0.00	0%-4%	0.00	0.01	1.07	21%-47%	0.22	(0.81)
78231 - Head Start Unit	1010 - E. 15 <sup>th</sup> St. 94606	Early Childhood Instructor	0.50	0.50								
78231 - Head Start Unit	1010 - E. 15 <sup>th</sup> St. 94606	Family Advocate		0.27					0.27			
78231 - Head Start Unit	Franklin Head Start		0.50	0.77	0.00	9%-16%	0.02	0.06	0.27	10%-21%	0.03	(0.18)
78231 - Head Start Unit	2701 - 22 <sup>nd</sup> Ave. 94606	Early Childhood Instructor		0.90	0.90							
78231 - Head Start Unit	2701 - 22 <sup>nd</sup> Ave. 94606	Family Advocate		0.80								
78231 - Head Start Unit	Manzanita Head Start		0.00	1.70	0.90	9%-16%	0.15	(0.77)	0.00	6%-10%	0.10	0.10
78231 - Head Start Unit	2228 East 15 <sup>th</sup> St. 94606	Early Childhood Instructor		3.30	1.60							
78231 - Head Start Unit	2228 East 15 <sup>th</sup> St. 94606	Family Advocate		0.80	0.80							
78231 - Head Start Unit	San Antonio CDC Head Start		0.00	4.10	2.40	16%-23%	0.66	(1.93)	0.00	10%-21%	0.41	0.45
78231 - Head Start Unit	1701 E. 19th St. 94606	Early Childhood Instructor		3.30	0.80				0.80			
78231 - Head Start Unit	1701 E. 19th St. 94606	Family Advocate		0.80								
78231 - Head Start Unit	San Antonio Park Head Start		0.00	4.10	0.80	16%-23%	0.66	(0.33)	0.80	10%-21%	0.41	(0.36)
78231 - Head Start Unit	4335 Virginia Ave. 94619	Early Childhood Instructor		3.30	1.60							
78231 - Head Start Unit	4335 Virginia Ave. 94619	Student Trainee, PT		0.11								
78231 - Head Start Unit	Virginia Ave Head Start		0.00	3.41	1.60	9%-16%	0.31	(1.35)	0.00	0%-2%	0.00	0.02
78231 - Head Start Unit	7701 Krause Ave. 94605	Early Childhood Instructor		0.80					0.80			
78231 - Head Start Unit	7701 Krause Ave. 94605	Family Advocate		0.40								
78231 - Head Start Unit	Arroyo Viejo Head Start		0.00	1.20	0.00	16%-23%	0.19	0.14	0.80	0%-2%	0.00	(0.79)
78231 - Head Start Unit	9600 Edes Ave. 94603	Early Childhood Instructor		3.20	0.80							
78231 - Head Start Unit	9600 Edes Ave. 94603	Family Advocate		0.80								
78231 - Head Start Unit	Brookfield Head Start		0.00	4.00	0.80	16%-23%	0.64	(0.34)	0.00	0%-2%	0.00	0.03
78231 - Head Start Unit	6818 Lion Way, Suite #110	Early Childhood Instructor		3.40	0.80				1.70			
78231 - Head Start Unit	6818 Lion Way, Suite #110	Family Advocate		0.80	0.80							
78231 - Head Start Unit	Lion Creek Crossings Head Start		0.00	4.20	1.60	9%-16%	0.38	(1.29)	1.70	6%-10%	0.25	(1.46)
78231 - Head Start Unit	2563 International Blvd. 94	Early Childhood Instructor		3.20	0.80							
78231 - Head Start Unit	2563 International Blvd. 94	Family Advocate		0.80	0.80							
78231 - Head Start Unit	Sun Gate Head Start		0.00	4.00	1.60	24%-39%	0.96	(0.86)	0.00	4%-8%	0.16	0.17
78231 - Head Start Unit	975-85 <sup>th</sup> Ave. 94621	Early Childhood Instructor		0.80	0.80							
78231 - Head Start Unit	975-85 <sup>th</sup> Ave. 94621	Family Advocate		0.40								
78231 - Head Start Unit	Tassafaronga Head Start		0.00	1.20	0.80	24%-39%	0.29	(0.58)	0.00	0%-2%	0.00	0.01
78231 - Head Start Unit	1058 West Grand Ave. 94	Early Childhood Instructor		4.30	1.60							
78231 - Head Start Unit	1058 West Grand Ave. 94	Family Advocate		0.90								
78231 - Head Start Unit	West Grand Head Start		0.00	5.20	1.60	7%-10%	0.36	(1.34)	0.00	0%-2%	0.00	0.04
78231 - Head Start Unit	8501 International Blvd. 94	Early Childhood Instructor		5.40	0.90				0.90			
78231 - Head Start Unit	8501 International Blvd. 94	Family Advocate		0.90	0.90							
78231 - Head Start Unit	85th Ave Head Start		0.00	6.30	1.80	24%-39%	1.61	(0.63)	0.90	0%-2%	0.00	(0.86)
78231 - Head Start Unit	9202 International Blvd. 94	Early Childhood Instructor		4.80	2.40							
78231 - Head Start Unit	9202 International Blvd. 94	Family Advocate		0.80								
78231 - Head Start Unit	9202 International Blvd. 94	Student Trainee, PT		0.11	0.11							
78231 - Head Start Unit	92nd Ave Head Start		0.00	5.71	2.51	24%-39%	1.37	(1.45)	0.00	0%-2%	0.00	0.04
78231 - Head Start Unit	2619 Broadway 94612	Early Childhood Instructor		4.80	2.00							
78231 - Head Start Unit	2619 Broadway 94612	Family Advocate		2.00								
78231 - Head Start Unit	First Presbyterian Early Head Start		0.00	6.80	2.00	0%-6%	0.00	(1.88)	0.00	0%-4%	0.00	0.10
78231 - Head Start Unit	FAME Early Head Start			0.00		7%-14%				5%-10%		
DHS Head Start			3.10	72.64	21.81				7.33			
75631 - Senior Center Unit	200 Grand Ave	Senior Center Director		0.94								
75631 - Senior Center Unit	200 Grand Ave	Administrative Assistant I, PPT		0.80								
75631 - Senior Center Unit (Downtown Oakland)	6714 MLK Jr. Way		0.00	1.74	0.00	4%-8%	0.07	0.06	0.00	0%-2%	0.00	0.01
75631 - Senior Center Unit	9255 Edes Ave	Senior Center Director		0.94								
76631 - Senior Center Unit (East Oakland)	9265 Edes Ave		0.00	0.94	0.00	16%-23%	0.15	0.11	0.00	0%-2%	0.00	0.01
76631 - Senior Center Unit	5714 MLK Jr Way	Senior Center Director		0.94								

ORG NUMBER & NAME	STREET ADDRESS	JOB CLASSIFICATION/TITLE	VACANT PCP	PCP	SP	SP PCP Goal	SP PCP Need	%CH	OH PCP Goal	CH PCP Goal	CH PCP Need
75631 - Senior Center Unit	5714 MLK Jr. Way	Administrative Assistant I, PPT	0.00	0.80	0.00	4%-8%	0.07	0.06	0%-2%	0.00	0.01
75631 - Senior Center Unit (North Oakland)	200 Grand Ave	Senior Center Director	0.00	1.74	0.00						
75631 - Senior Center Unit	1724 Adeline St	Administrative Assistant I, PPT	0.00	0.80	0.80						
75631 - Senior Center Unit (West Oakland)	1724 Adeline St	Administrative Assistant I, PPT	0.00	1.74	0.80	4%-8%	0.07	(0.74)	0%-2%	0.00	0.01
DHS Senior Centers	200 Grand Ave	Temp Contract Svcs Employee, PT,N,17934,17934..	0.00	0.80	0.80						
78111 - DHS Administration Unit	150 Frank Ogawa Plz	Headstart Svcs Coordinator	0.00	2.00	0.50	12.8%	0.26	(0.24)	5.4%	0.11	0.11
78231 - Head Start Unit	150 Frank Ogawa Plz	Headstart Program Coordinator	0.00	6.00	2.00						
78231 - Head Start Unit	150 Frank Ogawa Plz	Early Childhood Instructor	1.00	11.10	1.90						
78231 - Head Start Unit	150 Frank Ogawa Plz	Early Childhood Instructor, PT	6.13	6.13							
78231 - Head Start Unit	150 Frank Ogawa Plz	Family Advocate	0.80	0.80							
78231 - Head Start Unit	150 Frank Ogawa Plz	Headstart Program Coordinator	1.00	4.00							
78231 - Head Start Unit	150 Frank Ogawa Plz	Student Trainee, PT	4.49	4.49	0.72						
78231 - Head Start Unit	150 Frank Ogawa Plz	Temp Contract Svcs Employee, PT,N,24607,24607..	2.00	2.00	1.00						
78231 - Head Start Administration (Citywide)	Head Start Administration	Temp Contract Svcs Employee, PT,N,24607,24607..	8.13	34.52	5.62	12.8%	3.38	(1.20)	5.4%	1.43	(0.24)
75631 - Senior Center Unit (Citywide)	150 Frank Ogawa Plz	Administrative Assistant I, PPT	8.13	36.52	6.12	12.8%	3.63	(1.44)	5.4%	1.53	(0.14)
DHS Administration	150 Frank Ogawa Plz	Case Manager I	0.80	0.80							
75221 - Linkages Program Unit	150 Frank Ogawa Plz	Case Manager I	0.80	0.80							
75221 - Linkages Program Unit	150 Frank Ogawa Plz	Case Manager II	0.00	1.60	0.80	12.8%	0.20	(0.60)	5.4%	0.09	0.09
75241 - Senior Companion Program Unit	150 Frank Ogawa Plz	Senior Services Prgm Assistant, PPT	0.00	0.53							
75241 - Senior Companion Program Unit	150 Frank Ogawa Plz	Senior Services Supervisor	1.00	1.00							
75241 - Senior Companion Program Unit	150 Frank Ogawa Plz	Temp Contract Svcs Employee, PT	0.00	2.03	0.00	12.8%	0.26	0.26	5.4%	0.11	(0.39)
75241 - Senior Companion Program Unit	150 Frank Ogawa Plz	Outreach Worker, PT	0.53	1.06							
75251 - Outreach Program Unit	150 Frank Ogawa Plz	Outreach Worker, PT	0.53	1.06	0.00	12.8%	0.07	0.14	5.4%	0.03	0.06
75251 - Outreach Program Unit	150 Frank Ogawa Plz	Senior Aide, PT	1.59	1.59							
75621 - Oakland Paratransit for the Elderly and D	150 Frank Ogawa Plz	Senior Services Prgm Assistant	0.00	1.00							
75621 - Oakland Paratransit for the Elderly and D	150 Frank Ogawa Plz	Senior Services Prgm Assistant	0.00	2.69	0.00	12.8%	0.33	0.33	5.4%	0.14	0.14
75651 - Senior Aide Program Unit	150 Frank Ogawa Plz	Outreach Developer, Ppt	0.80	0.80							
75651 - Senior Aide Program Unit	150 Frank Ogawa Plz	Senior Employment Coordinator	1.00	1.00							
75651 - Senior Aide Program Unit	150 Frank Ogawa Plz	Senior Services Prgm Assistant	1.00	1.00							
75651 - Senior Aide Program Unit	150 Frank Ogawa Plz	Senior Services Supervisor	0.00	3.80	1.00	12.8%	0.49	(0.51)	5.4%	0.21	(0.79)
DHS Aging & Adult Services	Multiple Location	Headstart Svcs Employee, PT,N,1108,1108	0.53	11.08	1.80	12.8%	1.35	(0.38)	5.4%	0.57	(0.90)
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plz	Administrative Analyst II	0.00	0.00							
78251 - Youth Services	150 Frank Ogawa Plz	Administrative Analyst II	0.00	0.00							
DHS Children & Youth Services	150 Frank Ogawa Plz	Administrative Analyst II	0.00	0.00							
DEPARTMENT OF HUMAN SERVICES	150 Frank Ogawa Plz	Administrative Analyst II	12.76	137.01	32.13	12.8%	15.90	(14.59)	5.4%	6.71	(6.34)
46111 - Administrative Services	150 Frank Ogawa Plz	Administrative Analyst II	0.00	1.00							
46111 - Administrative Services	150 Frank Ogawa Plz	Administrative Analyst II	0.00	1.00	0.00	12.8%	0.13	0.13	5.4%	0.05	0.05
46211 - Help Desk	150 Frank Ogawa Plz	Administrative Analyst II	0.00	0.00							
46241 - Network Engineering & Maintenance	150 Frank Ogawa Plz	Administrative Analyst II	0.00	0.00							
46251 - Desktop Support	150 Frank Ogawa Plz	Administrative Analyst II	0.00	0.00							
46261 - Server Maintenance & Support	150 Frank Ogawa Plz	Administrative Analyst II	0.00	0.00							
46271 - Telecommunications	150 Frank Ogawa Plz	Administrative Analyst II	0.00	0.00							
46341 - Application Development	150 Frank Ogawa Plz	Administrative Analyst II	0.00	0.00							
46461 - Project Coordination	150 Frank Ogawa Plz	Administrative Analyst II	0.00	0.00							
46471 - Network Security & Maintenance	150 Frank Ogawa Plz	Administrative Analyst II	0.00	0.00							
46521 - Public Safety Maintenance & Installation	150 Frank Ogawa Plz	Administrative Analyst II	0.00	0.00							
46531 - Public Safety Applications	150 Frank Ogawa Plz	Administrative Analyst II	0.00	0.00							
DEPARTMENT OF INFORMATION TECHNOLOGY	150 Frank Ogawa Plz	Administrative Analyst II	0.00	1.00	0.00	12.8%	0.13	0.13	5.4%	0.06	0.06
61211 - Administrative Unit	125 14th St	Deputy Director, Housing	0.00	1.00	1.00						
61221 - Main Library Administration	125 14th St	Librarian, Supervising	1.00	1.00							
61221 - Main Library Administration	125 14th St	Librarian, Supervising	1.00	1.00							
61221 - Main Library Administration	125 14th St	Librarian, Supervising	1.00	1.00							

OHG NUMBER & NAME	STREET ADDRESS	JOB CLASSIFICATION TITLE	VACANT PCP	PCP	SP	SR PCP Goal	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Goal	CH PCP Need
61231 - Art/History/Literature	125 14th St	Librarian I		3.00								
61231 - Art/History/Literature	125 14th St	Librarian II		1.00								
61231 - Art/History/Literature	125 14th St	Librarian II, PPT	0.60	0.60								
61231 - Art/History/Literature	125 14th St	Librarian, Senior		1.00	1.00							
61231 - Art/History/Literature	125 14th St	Library Aide, PPT	0.80	1.40	0.60							
61231 - Art/History/Literature	125 14th St	Library Aide, PT		1.42								
61231 - Art/History/Literature	125 14th St		1.40	8.42	1.60	12.8%	0.90	(0.52)	0.00	5.4%	0.35	0.46
61235 - Magazines and Newspapers	125 14th St	Librarian I, PPT	0.04	0.04								
61235 - Magazines and Newspapers	125 14th St	Library Aide, PPT		0.60								
61235 - Magazines and Newspapers	125 14th St	Library Aide, PT		1.41								
61235 - Magazines and Newspapers	125 14th St	Library Assistant	1.00	2.00								
61235 - Magazines and Newspapers	125 14th St	Library Assistant, PT		0.19								
61235 - Magazines and Newspapers	125 14th St	Library Asst, PPT		0.60								
61236 - Magazines and Newspapers	125 14th St		1.04	4.84	0.00	12.8%	0.49	0.62	0.00	5.4%	0.21	0.26
61236 - Science Business and Sociology	125 14th St	Librarian I		1.00								
61236 - Science Business and Sociology	125 14th St	Librarian I, PT	0.01	0.01								
61236 - Science Business and Sociology	125 14th St	Librarian II	1.00	3.00	1.00							
61236 - Science Business and Sociology	125 14th St	Librarian, Senior		1.00								
61236 - Science Business and Sociology	125 14th St	Library Aide		1.00								
61236 - Science Business and Sociology	125 14th St	Library Aide, PPT		0.60								
61236 - Science Business and Sociology	125 14th St	Library Aide, PT		1.45								
61236 - Science Business and Sociology	125 14th St	Library Assistant		1.00	1.00							
61236 - Science Business and Sociology	125 14th St	Library Assistant, PT	0.50	0.50								
61236 - Science Business and Sociology	125 14th St	Office Assistant II		1.00								
61236 - Science Business and Sociology	125 14th St		1.61	10.56	2.00	12.8%	1.16	(0.65)	0.00	5.4%	0.49	0.57
61237 - Childrens Room	125 14th St	Librarian I		1.00	1.00							
61237 - Childrens Room	125 14th St	Librarian II		1.00								
61237 - Childrens Room	125 14th St	Library Aide, PPT	0.60	0.60								
61237 - Childrens Room	125 14th St	Library Aide, PT		2.61	0.19				2.06			
61237 - Childrens Room	125 14th St	Library Assistant		1.00								
61237 - Childrens Room	125 14th St	Library Assistant, PT		0.31	0.10							
61237 - Childrens Room	125 14th St	Library Asst, PPT		0.60								
61237 - Childrens Room	125 14th St		0.60	7.12	1.29	12.8%	0.83	(0.37)	2.06	6.4%	0.36	(1.67)
61243 - Circulation/Automation	125 14th St	Library Aide		2.00	1.00				1.00			
61243 - Circulation/Automation	125 14th St	Library Aide, PT		1.99	1.02				0.46			
61243 - Circulation/Automation	125 14th St	Library Assistant	1.00	2.00								
61243 - Circulation/Automation	125 14th St	Library Assistant, PT		0.47	0.23				0.08			
61243 - Circulation/Automation	125 14th St	Library Assistant, Senior		1.00								
61243 - Circulation/Automation	125 14th St		1.00	7.46	2.25	12.8%	0.83	(1.30)	1.64	6.4%	0.36	(1.14)
<b>OPL Administrative &amp; Main Library/Local Services Unit</b>			<b>6.85</b>	<b>40.40</b>	<b>8.14</b>	<b>12.8%</b>	<b>4.33</b>	<b>(2.96)</b>	<b>3.60</b>	<b>5.4%</b>	<b>1.83</b>	<b>(1.41)</b>
61341 - Asian Branch	388 9th St	Librarian I, PT		0.20					0.20			
61341 - Asian Branch	388 9th St	Librarian II		2.00					2.00			
61341 - Asian Branch	388 9th St	Librarian II, PT		0.20					0.20			
61341 - Asian Branch	388 9th St	Librarian, Senior		1.00					1.00			
61341 - Asian Branch	388 9th St	Library Aide, PT		2.95					2.04			
61341 - Asian Branch	388 9th St	Library Assistant		1.00					1.00			
61341 - Asian Branch	388 9th St	Library Assistant, PT		1.40					1.04			
61341 - Asian Branch	388 9th St	Library Assistant, Senior		1.00					1.00			
61341 - Asian Branch	388 9th St		0.00	9.75	0.00	0%-4%	0.00	0.12	8.47	21%-47%	2.05	(6.12)
<b>OPL Asian Branch</b>			<b>0.00</b>	<b>9.75</b>	<b>0.00</b>	<b>0%-4%</b>	<b>0.00</b>	<b>0.12</b>	<b>8.47</b>	<b>21%-47%</b>	<b>2.05</b>	<b>(6.12)</b>
61345 - Latin American Branch	3301 E 12th St	Librarian II	1.00	1.00								
61345 - Latin American Branch	3301 E 12th St	Librarian, Senior		1.00	1.00							
61345 - Latin American Branch	3301 E 12th St	Library Aide, PT		1.69	1.69							
61345 - Latin American Branch	3301 E 12th St	Library Assistant		1.00	1.00							
61345 - Latin American Branch	3301 E 12th St	Library Assistant, PT		0.50	0.50							
61345 - Latin American Branch	3301 E 12th St	Library Asst, PPT	0.50	0.50								
61345 - Latin American Branch	3301 E 12th St		1.60	6.69	4.19	4%	0.17	(3.99)	0.00	3%-6%	0.13	0.18
<b>OPL Latin American Branch</b>			<b>1.60</b>	<b>6.69</b>	<b>4.19</b>	<b>4%</b>	<b>0.17</b>	<b>(3.99)</b>	<b>0.00</b>	<b>3%-6%</b>	<b>0.13</b>	<b>0.18</b>
61311 - Branch Administration	125 14th St	Librarian, Supervising	1.00	2.00	1.00							



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61311 - Branch Administration	125 14th St		1.00	2.00	1.00	0%-4%	0.00	(0.98)	0.00	21.5%	0.14	0.43
61331 - Brookfield Village Branch	9255 Edes Ave	Librarian I		1.00								
61331 - Brookfield Village Branch	9255 Edes Ave	Librarian II		1.00								
61331 - Brookfield Village Branch	9255 Edes Ave	Library Aide, PPT	0.60	0.60								
61331 - Brookfield Village Branch	9255 Edes Ave	Library Aide, PT		0.40	0.20							
61331 - Brookfield Village Branch	9255 Edes Ave	Library Assistant		1.00					1.00			
61331 - Brookfield Village Branch	9255 Edes Ave		0.60	4.00	0.20	16%-23%	0.54	0.26	1.00	0%-3%	0.00	(0.96)
61332 - Dimond Branch	3565 Fruitvale Ave	Librarian I	1.00	1.00								
61332 - Dimond Branch	3565 Fruitvale Ave	Librarian II		2.00								
61332 - Dimond Branch	3565 Fruitvale Ave	Librarian, Senior		1.00								
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PPT		0.60								
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	0.40	2.40	1.04				0.24			
61332 - Dimond Branch	3565 Fruitvale Ave	Library Assistant		1.00								
61332 - Dimond Branch	3565 Fruitvale Ave	Library Assistant, Senior	1.00	1.00								
61332 - Dimond Branch	3565 Fruitvale Ave		2.40	9.00	1.04	0%-4%	0.00	(0.93)	0.24	3%-6%	0.20	0.05
61333 - Eastmont Branch	7200 Bancroft Ave	Librarian, Senior	1.00	1.00								
61333 - Eastmont Branch	7200 Bancroft Ave	Librarian II	1.00	1.00								
61333 - Eastmont Branch	7200 Bancroft Ave	Library Aide, PPT		0.60								
61333 - Eastmont Branch	7200 Bancroft Ave	Library Aide, PT		1.16	0.36							
61333 - Eastmont Branch	7200 Bancroft Ave	Library Assistant, Senior	1.00	1.00								
61333 - Eastmont Branch	7200 Bancroft Ave	Library Asst, PPT	0.60	0.60								
61333 - Eastmont Branch	7200 Bancroft Ave		3.60	5.36	0.36	16%-23%	0.28	0.26	0.00	0%-3%	0.00	0.06
61334 - Elmhurst Branch	1427 88th Ave	Librarian II		1.00								
61334 - Elmhurst Branch	1427 88th Ave	Librarian I		1.00	1.00							
61334 - Elmhurst Branch	1427 88th Ave	Library Aide, PPT		0.60								
61334 - Elmhurst Branch	1427 88th Ave	Library Aide, PT		0.40								
61334 - Elmhurst Branch	1427 88th Ave	Library Assistant		1.00	1.00							
61334 - Elmhurst Branch	1427 88th Ave		0.00	4.00	2.00	16%-23%	0.64	(1.54)	0.00	0%-3%	0.00	0.04
61335 - M.L. King Jr. Branch	6833 Int'l Blvd	Librarian I		1.00								
61335 - M.L. King Jr. Branch	6833 Int'l Blvd	Librarian II	1.00	1.00								
61335 - M.L. King Jr. Branch	6833 Int'l Blvd	Library Aide, PPT		0.60								
61335 - M.L. King Jr. Branch	6833 Int'l Blvd	Library Aide, PT		0.40	0.40							
61335 - M.L. King Jr. Branch	6833 Int'l Blvd	Library Assistant	1.00	1.00								
61336 - M.L. King Jr. Branch	6833 Int'l Blvd		2.00	4.00	0.40	16%-23%	0.32	0.06	0.00	0%-3%	0.00	0.04
61336 - Montclair Branch	1687 Mountain Blvd	Librarian I		1.00								
61336 - Montclair Branch	1687 Mountain Blvd	Librarian II		1.00								
61336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PT		1.64								
61336 - Montclair Branch	1687 Mountain Blvd	Library Assistant		1.00								
61336 - Montclair Branch	1687 Mountain Blvd		0.00	4.64	0.00	0%-4%	0.00	0.06	0.00	0%-3%	0.00	0.05
61337 - Rockridge Branch	5366 College Ave	Librarian I		1.00								
61337 - Rockridge Branch	5366 College Ave	Librarian II		1.00								
61337 - Rockridge Branch	5366 College Ave	Librarian II, PPT		0.60								
61337 - Rockridge Branch	5366 College Ave	Librarian, Senior		1.00								
61337 - Rockridge Branch	5366 College Ave	Library Aide, PPT		0.60								
61337 - Rockridge Branch	5366 College Ave	Library Aide, PT		2.73								
61337 - Rockridge Branch	5366 College Ave	Library Assistant	1.00	2.00								
61337 - Rockridge Branch	5366 College Ave	Library Assistant, Senior		1.00								
61337 - Rockridge Branch	5366 College Ave		1.00	9.93	0.00	0%-4%	0.00	0.12	0.00	0%-3%	0.00	0.11
61338 - Temescal Branch	5205 Telegraph Ave	Librarian I		1.00								
61338 - Temescal Branch	5205 Telegraph Ave	Librarian II	1.00	1.00								
61338 - Temescal Branch	5205 Telegraph Ave	Library Aide, PPT	0.60	0.60								
61338 - Temescal Branch	5205 Telegraph Ave	Library Aide, PT		0.74								
61338 - Temescal Branch	5205 Telegraph Ave	Library Assistant	1.00	1.00								
61338 - Temescal Branch	5205 Telegraph Ave	Library Assistant, PT		0.20								
61338 - Temescal Branch	5205 Telegraph Ave	Library Assistant, Senior		1.00								
61338 - Temescal Branch	5205 Telegraph Ave	Library Asst, PPT		0.60								
61338 - Temescal Branch	5206 Telegraph Ave		2.60	6.14	0.00	2%-6%	0.07	0.14	0.00	1%-4%	0.04	0.11
61343 - Golden Gate Branch	5606 Sab Pablo Ave	Librarian I		1.00	1.00							
61343 - Golden Gate Branch	5606 Sab Pablo Ave	Librarian II		1.00								

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61343 - Golden Gate Branch	5606 Sab Pablo Ave	Library Aide, PPT		0.60								
61343 - Golden Gate Branch	5605 Sab Pablo Ave	Library Aide, PT		0.52	0.16							
61343 - Golden Gate Branch	5606 Sab Pablo Ave	Library Assistant		1.00								
61343 - Golden Gate Branch	5606 Sab Pablo Ave		0.00	4.12	1.16	0%-4%	0.00	(1.11)	0.00	0%-3%	0.00	0.04
61344 - Lakeview Branch	550 El Embarcadero	Librarian I		1.00								
61344 - Lakeview Branch	550 El Embarcadero	Librarian II		1.00								
61344 - Lakeview Branch	550 El Embarcadero	Library Aide, PT		1.40								
61344 - Lakeview Branch	550 El Embarcadero	Library Assistant		1.00								
61344 - Lakeview Branch	550 El Embarcadero	Library Assistant, PT		0.40								
61344 - Lakeview Branch	560 El Embarcadero		0.00	4.80	0.00	4%-8%	0.19	0.17	0.00	10%-21%	0.46	0.53
61346 - Melrose Branch	4805 Foothill Blvd	Librarian I		1.00	1.00							
61346 - Melrose Branch	4805 Foothill Blvd	Librarian II		1.00	1.00							
61346 - Melrose Branch	4805 Foothill Blvd	Library Aide, PPT		0.60	0.50							
61346 - Melrose Branch	4805 Foothill Blvd	Library Aide, PT		0.40	0.20							
61346 - Melrose Branch	4805 Foothill Blvd	Library Assistant		1.00								
61346 - Melrose Branch	4805 Foothill Blvd		0.00	4.00	2.80	24%-39%	0.96	(2.06)	0.00	0%-3%	0.00	0.04
61347 - Piedmont Branch	160 41st St	Librarian I		1.00								
61347 - Piedmont Branch	160 41st St	Librarian II		1.00								
61347 - Piedmont Branch	160 41st St	Library Aide, PPT		0.60								
61347 - Piedmont Branch	160 41st St	Library Aide, PT		1.28								
61347 - Piedmont Branch	160 41st St	Library Assistant	1.00	1.00								
61347 - Piedmont Branch	160 41st St		1.00	4.88	0.00	0%-4%	0.00	0.06	0.00	0%-3%	0.00	0.06
61348 - West Oakland Branch	1801 Adeline St	Librarian II		2.00								
61348 - West Oakland Branch	1801 Adeline St	Library Aide, PPT		0.60								
61348 - West Oakland Branch	1601 Adeline St	Library Aide, PT		0.40								
61348 - West Oakland Branch	1801 Adeline St	Library Assistant		1.00								
61348 - West Oakland Branch	1801 Adeline St	Library Assistant, PT		0.27								
61348 - West Oakland Branch	1801 Adeline St		0.00	4.27	0.00	4%-8%	0.17	0.15	0.00	3%-6%	149.46	0.14
61511 - African-American Museum & Library	659 14th St	Curator of History, Chief		1.00								
61511 - African-American Museum & Library	659 14th St	Librarian II		1.00								
61511 - African-American Museum & Library	659 14th St	Library Assistant, PT		0.40								
61511 - African-American Museum & Library	659 14th St	Museum Collections Coordinator	0.00	0.00								
61511 - African-American Museum & Library	659 14th St	Museum Project Coordinator		1.00								
61511 - African-American Museum & Library	659 14th St		0.00	3.40	0.00	0%-4%	0.00	0.04	0.00	10%-21%	0.34	0.37
OP1 - Branch Library, Local Services			14.20	74.54	8.96				1.24			
61111 - Director Unit	125 14th St	Development Specialist III		1.00								
61111 - Director Unit	125 14th St	Director of Library Services		1.00	1.00							
61111 - Director Unit	125 14th St	Executive Assistant		1.00	1.00							
61111 - Director Unit	125 14th St	Library Assistant, PT		0.10								
61111 - Director Unit	125 14th St		0.00	3.10	2.00	12.8%	0.40	(1.60)	0.00	5.4%	0.17	0.17
61121 - Departmental Operation Unit	125 14th St	Library Aide, PT		1.00								
61121 - Departmental Operation Unit	125 14th St	Management Assistant		1.00								
61121 - Departmental Operation Unit	125 14th St	Museum Guard, PT		4.00								
61121 - Departmental Operation Unit	125 14th St		0.00	6.00	0.00	12.8%	0.77	0.77	0.00	6.4%	0.32	0.32
61131 - Automation	125 14th St			0.00								
61132 - Children Services/Youth Room	125 14th St			0.00								
61133 - Community Relations	125 14th St	Librarian, Supervising PPT	0.80	0.80								
61133 - Community Relations	125 14th St	Library Asst, PPT		0.60								
61133 - Community Relations	125 14th St		0.80	1.40	0.00	12.8%	0.08	0.18	0.00	6.4%	0.03	0.08
61136 - Acquisitions	126 14th St			0.00								
61212 - On-Call Public Services	System-wide Placement	Librarian I, PT		1.92	0.15				0.05			
61212 - On-Call Public Services	System-wide Placement	Librarian II, PT		0.60								
61212 - On-Call Public Services	System-wide Placement	Librarian, Senior, PT		0.13								
61212 - On-Call Public Services	System-wide Placement	Library Aide		1.00								
61212 - On-Call Public Services	System-wide Placement	Library Aide, PT		0.44					0.07			
61212 - On-Call Public Services	System-wide Placement	Library Aide, PT		0.60	0.15							
61212 - On-Call Public Services	System-wide Placement	Library Assistant, PT		0.80	0.15				0.10			
61212 - On-Call Public Services	System-wide Placement	Tamp Contract Svcs Employee, PT		1.00								
61212 - On-Call Public Services	System-wide Placement		0.00	6.39	0.45	12.8%	0.82	0.36	0.22	6.4%	0.34	0.13

ORG NUMBER S NAME	STREET ADDRESS	JOB CLASSIFICATION TITLE	VACANT PCP	PCP	SP	SP PCP Goal	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Goal	CH PCP Need
61213 - Literacy	1801 Adeline St	Librarian I, PT		0.00								
61213 - Literacy	1801 Adeline St	Office Assistant II, PT		0.58								
61213 - Literacy	1801 Adeline St	Literacy Assistant		1.00								
61213 - Literacy	1801 Adeline St	Literacy Assistant, PT.N.10001.10001		0.50								
61213 - Literacy	1801 Adeline St	Literacy Assistant, Senior		1.00								
61213 - Literacy	1801 Adeline St		0.00	3.08	0.00	12.8%	0.39	0.39	0.00	5.4%	0.17	0.17
61313 - Childrens Services/Youth	125 14th St	Librarian II		2.00	1.00							
61313 - Childrens Services/Youth	125 14th St	Librarian II, PPT		0.60	0.60							
61313 - Childrens Services/Youth	125 14th St	Librarian, Supervising		1.00								
61313 - Childrens Services/Youth	126 14th St		0.00	3.60	1.60	12.8%	0.46	(1.14)	0.00	5.4%	0.19	0.19
61321 - Support Services Unit	125 14th St	Librarian I		5.00					1.00			
61321 - Support Services Unit	125 14th St	Librarian II	2.00	2.00								
61321 - Support Services Unit	125 14th St	Librarian, Supervising	1.00	1.00								
61321 - Support Services Unit	125 14th St	Library Asst, PPT		1.20	0.60							
61321 - Support Services Unit	126 14th St		3.00	9.20	0.60	12.8%	0.79	0.58	1.00	6.4%	0.33	(0.60)
61339 - District I Administration	130 14th St	Librarian I		1.00	1.00							
61339 - District I Administration	132 14th St	Librarian II	1.00	2.00	1.00							
61339 - District I Administration	133 14th St	Librarian, Senior		1.00	1.00							
61339 - District I Administration	134 14th St	Library Aide, PPT	0.60	0.60								
61339 - District I Administration	137 14th St	Library Aide, PT.N.30973.30973.		2.00	0.50							
61339 - District I Administration	142 14th St	Library Assistant		1.00								
61339 - District I Administration	143 14th St	Library Assistant, Senior		1.00	1.00							
61339 - District I Administration	144 14th St	Library Asst, PPT		0.60								
61339 - District I Administration	145 14th St	Museum Guard, PT	1.00	1.00								
61339 - District I Administration	125 14th St		2.60	10.20	4.50	12.8%	0.97	(3.19)	0.00	5.4%	0.41	0.55
CPLS Systemwide Services			6.40	42.97	9.16	12.8%	4.68	(3.65)	1.22	5.4%	1.97	1.10
OAKLAND PUBLIC LIBRARY			28.65	173.35	30.44	12.8%	18.52	(8.25)	14.53	5.4%	7.81	(5.17)
02111 - City Manager Administration Unit	1 Frank Ogawa Plz	Mayor's PSE 14.E.31198.21836		4.00	1.00				1.00			
MAYOR'S OAKLANDERS ASSISTANCE CENTER			0.00	4.00	1.00	12.8%	0.51	(0.49)	1.00	5.4%	0.72	(0.78)
01111 - Mayor - Administration Unit	1 Frank Ogawa Plz	Senior Advisor to the Mayor		1.00								
01111 - Mayor - Administration Unit	1 Frank Ogawa Plz	Mayor's PSE 14	1.00	2.00								
01111 - Mayor - Administration Unit	1 Frank Ogawa Plz	Special Assistant to the Mayor		7.00	1.00							
01111 - Mayor - Administration Unit (Included Reception)	1 Frank Ogawa Plz (3rd Floor)		1.00	10.00	1.00	12.8%	1.15	0.28	0.00	5.4%	0.49	0.54
Mayor's Administration			1.00	10.00	1.00	12.8%	1.15	0.28	0.00	5.4%	0.49	0.54
OFFICE OF THE MAYOR			1.00	14.00	2.00	12.8%	1.66	(0.21)	1.00	5.4%	0.70	(0.24)
62111 - Administration Unit	1000 Oak St			0.00								
62211 - Museum Services Security & Operations Unit	1000 Oak St			0.00								
62212 - Museum Security Services	1000 Oak St	Facilities Complex Mgr, Asst		1.00								
62212 - Museum Security Services	1000 Oak St	Museum Guard		6.00								
62212 - Museum Security Services	1000 Oak St	Museum Guard, PPT		1.00								
62212 - Museum Security Services	1000 Oak St	Museum Guard, PT		4.00	0.25				0.17			
62212 - Museum Security Services	1000 Oak St	Temp Contract Svcs Employee, PT		1.00								
62212 - Museum Security Services	1000 Oak St		0.00	13.00	0.25	12.8%	1.66	1.41	0.17	5.4%	0.70	0.54
62213 - Museum Custodial Services	1000 Oak St			0.00								
62214 - Museum Landscape Services	1000 Oak St			0.00								
62411 - Curatorial Services Unit	1000 Oak St			0.00								
62711 - Education Unit	1000 Oak St			0.00								
Museum Services			0.00	13.00	0.25	12.8%	1.66	1.41	0.17	5.4%	0.70	0.54
OAKLAND MUSEUM			0.00	13.00	0.25	12.8%	1.66	1.41	0.17	5.4%	0.70	0.54
502234 - Lincoln Recreation Center	250 10th St	Recreation Center Director		1.00					1.00			
502234 - Lincoln Recreation Center	250 10th St	Recreation Specialist II, PPT		0.70								
502234 - Lincoln Recreation Center	250 10th St		0.00	1.70	0.00	0%-4%	0.00	0.02	1.00	20%-45%	0.34	(0.61)
OPR Lincoln Recreation Center			0.00	1.70	0.00	0%-4%	0.00	0.32	1.00	20%-45%	0.34	(0.61)
503235 - Manzanita Recreation Center	1701 22nd Ave	Recreation Leader II, PPT		0.09								
503235 - Manzanita Recreation Center	1701 22nd Ave	Recreation Supervisor		1.00	1.00							
503236 - Manzanita Recreation Center	1701 22nd Ave		0.00	1.09	1.00	9%-16%	0.10	(0.92)	0.00	10%-19%	0.11	0.11
OPR Manzanita Recreation Center			0.00	1.09	1.00	9%-16%	0.10	(0.92)	0.00	10%-19%	0.11	0.11
503237 - FM Smith Recreation Center	1969 Park Blvd	Recreation Center Director		1.00								
503237 - FM Smith Recreation Center	1969 Park Blvd	Recreation Leader II, PPT		0.75	0.75							

ORG/NUMBER & NAME	STREET ADDRESS	JO	SSIFICATION/TITLE	VACANT PCP	PCP	SP	SP PCP Goal	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Goal	CH PCP Need
603237 - FM Smith Recreation Center	1569 Park Blvd			0.00	1.75	0.75	4%-8%	0.07	(0.69)	0.00	6%-9%	0.11	0.09
OPR:FM Smith Recreation Center				0.00	1.75	0.75	4%-8%	0.07	(0.69)	0.00	6%-9%	0.11	0.09
503238 - San Antonio Recreation Center	1701 E 19th St		Recreation Program Director		1.00								
603238 - San Antonio Recreation Center	1701 E 19th St			0.00	1.00	0.00	16%-23%	0.16	0.12	0.00	10%-19%	0.10	0.10
OPR:San Antonio Recreation Center				0.00	1.00	0.00	16%-23%	0.16	0.12	0.00	10%-19%	0.10	0.10
503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave		Recreation Program Director		1.00	1.00							
603239 - Carmen Flores Recreation Center	1637 Fruitvale Ave			0.00	1.00	1.00	24%-39%	0.24	(0.81)	0.00	0%-2%	0.00	0.01
OPR:Carmen Flores Rec Center				0.00	1.00	1.00	24%-39%	0.24	(0.81)	0.00	0%-2%	0.00	0.01
502231 - Bushrod Recreation Center	560 59th St		Recreation Center Director		1.00								
602231 - Bushrod Recreation Center	560 59th St		Recreation Leader II, PPT	0.75	0.75								
602231 - Bushrod Recreation Center	560 59th St			0.76	1.76	0.00	4%-8%	0.04	0.06	0.00	0%-2%	0.00	0.01
502232 - Degremery Recreation Center	1651 Adeline St		Recreation Center Director		1.00								
602232 - Degremery Recreation Center	1651 Adeline St		Recreation Leader II, PPT		0.75								
602232 - DeFremery Recreation Center	1651 Adeline St			0.00	1.76	0.60	0%-4%	0.00	0.02	0.00	0%-2%	0.00	0.01
502233 - Golden Gate Recreation Center	1075 62nd St		Recreation Program Director		1.00								
602233 - Golden Gate Recreation Center	1075 62nd St			0.00	1.00	0.00	4%-8%	0.04	0.04	0.00	0%-2%	0.00	0.01
502235 - Montclair Recreation Center	6300 Moraga Ave		Recreation Leader II, PPT		1.00								
602235 - Montclair Recreation Center	6300 Moraga Ave			0.00	1.00	0.00	0%-4%	0.00	0.01	0.00	0%-2%	0.00	0.01
502236 - Mosswood Recreation Center	3612 Webster St		Recreation Leader II, PPT		0.75								
602236 - Mosswood Recreation Center	3612 Webster St		Recreation Supervisor		1.00								
502236 - Mosswood Recreation Center	3612 Webster St			0.00	1.75	0.00	4%-8%	0.07	0.06	0.00	3%-5%	0.05	0.05
502237 - Poplar Recreation Center	3131 Union St		Recreation Center Director		1.00								
602237 - Poplar Recreation Center	3131 Union St		Recreation Leader II, PPT		0.75								
502237 - Poplar Recreation Center	3131 Union St			0.00	1.75	0.00	0%-4%	0.00	0.02	0.00	0%-2%	0.00	0.01
503231 - Allendale Recreation Center	3711 Suter St		Recreation Leader I, PT		0.26	0.04							
603231 - Allendale Recreation Center	3711 Suter St		Recreation Program Director		1.00	1.00							
503231 - Allendale Recreation Center	3711 Suter St			0.00	1.26	1.04	9%-16%	0.11	(-0.96)	0.00	6%-3%	0.08	0.07
503232 - Diamond Recreation Center	3860 Hanly Rd		Recreation Leader II, PPT		0.75								
603232 - Diamond Recreation Center	3860 Hanly Rd		Recreation Supervisor		1.00								
503232 - Diamond Recreation Center	3860 Hanly Rd			0.00	1.75	0.00	0%-4%	0.00	0.02	0.00	3%-5%	0.05	0.05
503233 - Franklin Recreation Center	1010 E. 15th St		Recreation Leader II, PPT	0.75	0.75								
603233 - Franklin Recreation Center	1010 E. 15th St		Recreation Program Director		1.00								
503233 - Franklin Recreation Center	1010 E. 15th St			0.75	1.76	0.00	9%-16%	0.09	0.13	0.00	10%-19%	0.10	0.18
503236 - Redwood Heights Recreation Center	3883 Aliso Ave		Recreation Center Director		1.00								
603236 - Redwood Heights Recreation Center	3883 Aliso Ave		Recreation Leader II, PPT		1.00	1.00							
503236 - Redwood Heights Recreation Center	3883 Aliso Ave			0.00	2.00	1.00	4%-5%	0.08	(0.93)	0.00	6%-9%	0.12	0.11
509231 - Arroyo Recreation Center	7701 Krause Ave		Recreation Leader II, PPT		0.05								
609231 - Arroyo Recreation Center	7701 Krause Ave		Recreation Supervisor		1.00	1.00							
509231 - Arroyo Recreation Center	7701 Krause Ave			0.00	1.05	1.00	16%-23%	0.17	(0.88)	0.00	0%-2%	0.00	0.01
509232 - Brookdale Recreation Center	2535 High St		Recreation Program Director		1.00								
609232 - Brookdale Recreation Center	2535 High St			0.00	1.00	0.00	24%-39%	0.34	0.19	0.00	3%-6%	0.03	0.03
509233 - Ira Jinkins Recreation Center	9175 Edes Ave		Recreation Center Director		1.00								
609233 - Ira Jinkins Recreation Center	9175 Edes Ave			0.00	1.00	0.00	16%-23%	0.16	0.12	0.00	0%-2%	0.00	0.01
509235 - Rainbow	5800 Int'l Blvd		Recreation Center Director		1.00								
609235 - Rainbow	5800 Int'l Blvd		Recreation Leader II, PPT		1.00								
509235 - Rainbow	5800 Int'l Blvd			0.00	2.00	0.00	16%-39%	0.32	0.32	0.00	0%-2%	0.00	0.01
509236 - Tassafaranga Recreation Center	975 85th Ave		Recreation Center Director		1.00								
609236 - Tassafaranga Recreation Center	975 85th Ave		Recreation Leader II, PPT		0.75								
509236 - Tassafaranga Recreation Center	975 85th Ave			0.00	1.76	0.00	24%-39%	0.42	0.33	0.00	0%-2%	0.00	0.01
509237 - Sheffield Village Recreation Center	247 Menow Dr		Recreation Center Director		1.00	1.00							
609237 - Sheffield Village Recreation Center	247 Martow Or		Recreation Leader II, PPT		0.75								
509237 - Sheffield Village Recreation Center	247 Martow Or			0.00	1.75	1.00	8%-4%	0.00	(0.98)	0.00	0%-2%	0.00	0.01
OPR Recreation Center				1.50	24.31	4.04				0.00			
502311 - Live Oak Aquatics	1055 MacArthur Blvd		Lifeguard, PT		1.66					0.30			
602311 - Live Oak Aquatics	1055 MacArthur Blvd		Pool Manager, PT		0.33	0.11				0.11			
502311 - Live Oak Aquatics	1055 MacArthur Blvd		Water Safety Instructor, PT		0.57					0.34			
602311 - Live Oak Aquatics	1055 MacArthur Blvd			0.00	2.66	0.11	0%-4%	0.00	(0.08)	0.75	16%-22%	0.38	(0.42)
502312 - Diamond Aquatics	3860 Hanly Rd		Lifeguard, PT		3.31	0.35				0.17			
602312 - Diamond Aquatics	3860 Hanly Rd		Pool Manager, PT		0.48								

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502312 - Dimond Aquatics	3860 Hanly Rd	Water Safety Instructor, PT,N,22575,13279		1.05	0.35			0.35			
502312 - Dimond Aquatics	3860 Hanly Rd		0.00	4.84	0.70	0%-4%	0.00	0.52	3%-10%	0.15	(0.30)
502313 - Defremery Aquatics	1269 18th St	Lifeguard, PT		1.31							
502313 - Defremery Aquatics	1269 18th St	Pool Manager, PT		0.33							
502313 - Defremery Aquatics	1269 18th St	Water Safety Instructor, PT		0.45				0.08			
502313 - Defremery Aquatics	1269 18th St		0.00	2.09	0.00	0%-4%	0.00	0.08	0%-2%	0.00	(0.06)
502314 - Temescal Aquatics	371 45th St	Lifeguard, PT		3.31							
502314 - Temescal Aquatics	371 45th St	Pool Manager, PT		0.48	0.16						
502314 - Temescal Aquatics	371 45th St	Water Safety Instructor, PT		1.08	0.16	0%-4%	0.00	0.27	0%-2%	0.00	(0.24)
502315 - Fremont Aquatics	568 Bellevue Ave	Lifeguard, PT		1.69	0.27			0.09			
502315 - Fremont Aquatics	4550 Foothill Blvd	Pool Manager, PT		0.57	0.29						
502315 - Fremont Aquatics	4550 Foothill Blvd	Water Safety Instructor, PT		0.57	0.85	24%-39%	0.62	0.09	3%-6%	0.08	(0.01)
502315 - Fremont Aquatics	4550 Bancroft Blvd		0.00	16.95	1.52						
OPR/Aquatics		Recreation Center Director		1.00							
504320 - Malonga Casquelourd Center	1428 Alice St			1.80	0.00	12.8%	0.13	0.00	5.4%	0.05	0.05
OPR/Administration & City-Wide Programs (1428 Alice St)		Marine & Aquatics Prgm Supervisor		1.00	0.00	12.8%	0.13	0.00	5.4%	0.05	0.05
502310 - Aquatics Supervision	568 Bellevue Ave	Pool Manager, PT		0.90							
502310 - Aquatics Supervision	568 Bellevue Ave	Recreation Specialist II, PPT		0.56	0.56						
502310 - Aquatics Supervision	568 Bellevue Ave	Recreation Supervisor		1.00							
502310 - Aquatics Supervision	568 Bellevue Ave		1.56	2.66	0.00	12.8%	0.13	0.33	5.4%	0.05	0.14
502350 - Boating	568 Bellevue Ave	Recreation Program Director		1.00	0.00	12.8%	0.00	0.00	5.4%	0.00	0.05
OPR/Administration & City-Wide Programs (568 Bellevue Ave)		Naturalist, Supervising		3.56	0.00	12.8%	0.13	0.46	5.4%	0.05	0.19
502260 - Rotary Nature Center	666 Bellevue Ave			1.00							
502260 - Rotary Nature Center	666 Bellevue Ave	Recreation Leader II, PPT		0.75							
502330 - City-Wide Sports	666 Bellevue Ave	Youth Sports Program Coordinator		1.00							
502330 - City-Wide Sports	666 Bellevue Ave			1.75	0.00	12.8%	0.22	0.00	5.4%	0.09	0.09
502380 - Community Gardens	666 Bellevue Ave	Recreation Specialist II, PPT		1.00							
502380 - Community Gardens	666 Bellevue Ave			1.00	0.00	12.8%	0.13	0.00	5.4%	0.05	0.05
502360 - Feather River Camp	666 Bellevue Ave			0.00							
OPR/Administration & City-Wide Programs (666 Bellevue Ave)		Executive Assistant		3.75	0.00	12.8%	0.48	0.00	5.4%	0.20	0.20
501110 - Directors Unit	250 Frank Ogawa Plz			1.00							
501110 - Directors Unit	250 Frank Ogawa Plz	Administrative Assistant I		1.00	0.00	12.8%	0.13	0.00	5.4%	0.05	0.05
501120 - OPR Administrative Services	250 Frank Ogawa Plz	Assistant to the Director		1.00							
501120 - OPR Administrative Services	250 Frank Ogawa Plz			2.00	0.00	12.8%	0.26	0.00	5.4%	0.11	0.11
501210 - Budget and Fiscal	250 Frank Ogawa Plz			0.00							
501220 - Accounting Unit	250 Frank Ogawa Plz			0.00							
501230 - OPR Personnel Unit	250 Frank Ogawa Plz			0.00							
501240 - Central Reservations	250 Frank H. Ogawa Plz	Facility Security Assistant, PPT		0.75							
501240 - Central Reservations	250 Frank H. Ogawa Plz	Office Manager		1.00							
501240 - Central Reservations	250 Frank H. Ogawa Plz	Public Service Rep, PPT		1.00							
501240 - Central Reservations	250 Frank H. Ogawa Plz	Public Service Representative		3.00	1.00						
501240 - Central Reservations	250 Frank H. Ogawa Plz	Recreation Attendant II, PT		1.40							
501240 - Central Reservations	250 Frank Ogawa Plz	Recreation General Supervisor		0.75	1.15	12.8%	0.82	0.08	5.4%	0.35	0.39
509110 - Area 3 Administration	250 Frank Ogawa Plz			1.00	0.00	12.8%	0.13	0.00	5.4%	0.05	0.05
OPR/Administration & City-Wide Programs (250 Frank Ogawa Plz)				1.15	1.00	12.8%	1.33	0.43	5.4%	0.56	0.50
501260 - Zoo	4777 Golf Links Rd			0.00							
OPR/Administration & City-Wide Programs (4777 Golf Links Rd)		Recreation Specialist II, PPT		0.75							
502370 - Area One Special Sports Programs	11450 Golf Links Rd			0.00	0.00	12.8%	0.10	0.00	5.4%	0.04	0.04
502370 - Area One Special Sports Programs	11450 Golf Links Rd			0.75	0.00	12.8%	0.10	0.00	5.4%	0.04	0.04
OPR/Administration & City-Wide Programs (11450 Golf Links Rd)		Recreation Leader II, PPT		0.75	0.00	12.8%	0.10	0.00	5.4%	0.04	0.04
509234 - Discovery	2521 High St			1.00							
509234 - Discovery	2521 High St	Recreation Specialist II, PPT		0.75							

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502324 - Discovery	2521 High St		0.00	1.75	0.00	12.8%	0.22	0.00	5.4%	0.09
OPR/Administration & City Wide Programs (2521 High St)			0.00	1.75	0.00	12.8%	0.22	0.00	5.4%	0.09
502320 - Tennis	198 Oak Road	Recreation Program Director	0.00	1.00	0.00	12.8%	0.13	0.00	5.4%	0.05
OPR/Administration & City Wide Programs (198 Oak Road)			0.00	1.00	0.00	12.8%	0.13	0.00	5.4%	0.05
501270 - Dunsuir Hillman Estate	2960 Paralta Oaks Court	Recreation Supervisor	1.00	1.00	0.00	12.8%	0.00	0.13	5.4%	0.05
OPR/Administration & City Wide Programs (2960 Paralta Oaks Court)			1.00	1.00	0.00	12.8%	0.00	0.13	5.4%	0.05
504330 - Studio One	365 45th St	Recreation Center Director	1.00	1.00	0.00	12.8%	0.00	0.13	5.4%	0.05
OPR/Administration & City Wide Programs (365 45th St)			1.00	1.00	0.00	12.8%	0.00	0.13	5.4%	0.05
504330 - Studio One	365 45th St	Recreation Leader II, PPT	0.75	0.75	0.00	12.8%	0.35	0.00	5.4%	0.15
OPR/Administration & City Wide Programs (365 45th St)			0.75	0.75	0.00	12.8%	0.35	0.00	5.4%	0.15
501250 - Special Programs	7701 Krause Ave	Recreation Supervisor	1.00	1.00	0.00	12.8%	0.13	0.13	5.4%	0.05
OPR/Administration & City Wide Programs (7701 Krause Ave)			1.00	1.00	0.00	12.8%	0.13	0.13	5.4%	0.05
502330 - Area 1 Rec Center Supervision	Field	Recreation Program Director	0.50	0.50	0.00	12.8%	0.00	0.06	5.4%	0.03
OPR/Administration & City Wide Programs (Area 1 Rec Center Supervision)			0.50	0.50	0.00	12.8%	0.00	0.06	5.4%	0.03
502331 - Girls Sports	Field	Recreation Leader II, PPT	1.00	1.00	0.00	12.8%	0.26	0.00	5.4%	0.11
OPR/Administration & City Wide Programs (Girls Sports)			1.00	1.00	0.00	12.8%	0.26	0.00	5.4%	0.11
504410 - City Wide Programs Unit	Field	Recreation Leader II, PPT	0.75	0.75	0.00	12.8%	0.22	0.35	5.4%	0.15
OPR/Administration & City Wide Programs (City Wide Programs Unit)			0.75	0.75	0.00	12.8%	0.22	0.35	5.4%	0.15
505810 - Radical Roving Recreation	Field	Recreation Program Director	1.00	1.00	0.00	12.8%	0.10	0.22	5.4%	0.09
OPR/Administration & City Wide Programs (Radical Roving Recreation)			1.00	1.00	0.00	12.8%	0.10	0.22	5.4%	0.09
505290 - Ball Fields Maintenance	Field	Gardener Crew Leader	1.00	1.00	0.00	12.8%	0.13	0.13	5.4%	0.05
OPR/Administration & City Wide Programs (Ball Fields Maintenance)			1.00	1.00	0.00	12.8%	0.13	0.13	5.4%	0.05
509330 - At-Risk Youth	Field	Recreation Supervisor	0.75	0.75	0.00	12.8%	0.22	0.00	5.4%	0.09
OPR/Administration & City Wide Programs (At-Risk Youth)			0.75	0.75	0.00	12.8%	0.22	0.00	5.4%	0.09
502325 - Surveying	7101 Edgewater Dr	Public Service Representative	1.00	4.00	1.00	12.8%	0.38	0.49	5.4%	0.16
OPR/Administration & City Wide Programs (Surveying)			1.00	4.00	1.00	12.8%	0.38	0.49	5.4%	0.16
30211 - Engineering and Construction - Administration	250 Frank Ogawa Plz		0.00	0.00	0.00	12.8%	0.36	0.49	5.4%	0.16
30231 - Project Delivery - Administration	250 Frank Ogawa Plz		0.00	0.00	0.00	12.8%	0.36	0.49	5.4%	0.16
30232 - Construction Management and Material Testing	250 Frank Ogawa Plz		0.00	0.00	0.00	12.8%	0.36	0.49	5.4%	0.16
30233 - Project Management	250 Frank Ogawa Plz		0.00	0.00	0.00	12.8%	0.36	0.49	5.4%	0.16
30234 - Facilities Planning and Development	250 Frank Ogawa Plz		0.00	0.00	0.00	12.8%	0.36	0.49	5.4%	0.16
30235 - Surveying	250 Frank Ogawa Plz		0.00	0.00	0.00	12.8%	0.36	0.49	5.4%	0.16
30241 - Engineering Design and ROW - Administration	250 Frank Ogawa Plz		0.00	0.00	0.00	12.8%	0.36	0.49	5.4%	0.16
30242 - Streets and Structures	250 Frank Ogawa Plz		0.00	0.00	0.00	12.8%	0.36	0.49	5.4%	0.16
30243 - Right of Way Management	250 Frank Ogawa Plz		0.00	0.00	0.00	12.8%	0.36	0.49	5.4%	0.16
30244 - Sanitary Sewer Design	250 Frank Ogawa Plz		0.00	0.00	0.00	12.8%	0.36	0.49	5.4%	0.16
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plz		0.00	0.00	0.00	12.8%	0.36	0.49	5.4%	0.16
30248 - Pavement Management	250 Frank Ogawa Plz		0.00	0.00	0.00	12.8%	0.36	0.49	5.4%	0.16
30261 - Transportation Services - Administration	250 Frank Ogawa Plz	Administrative Assistant II	1.00	1.00	0.00	12.8%	0.26	0.26	5.4%	0.11
30261 - Transportation Services - Administration	250 Frank Ogawa Plz	Office Assistant II	0.00	2.00	0.00	12.8%	0.26	0.26	5.4%	0.11
30262 - Transportation Planning	250 Frank Ogawa Plz		0.00	0.00	0.00	12.8%	0.26	0.26	5.4%	0.11
30264 - Traffic Capital Projects	250 Frank Ogawa Plz		0.00	0.00	0.00	12.8%	0.26	0.26	5.4%	0.11
30265 - Traffic Safety Program	250 Frank Ogawa Plz		0.00	0.00	0.00	12.8%	0.26	0.26	5.4%	0.11
30265 - Traffic Safety Program	250 Frank Ogawa Plz		0.00	0.00	0.00	12.8%	0.26	0.26	5.4%	0.11
30112 - Human Resources	250 Frank Ogawa Plz	Public Service Representative	1.00	1.00	0.00	12.8%	0.26	0.26	5.4%	0.11
OPR/Administration & City Wide Programs (Human Resources)			1.00	1.00	0.00	12.8%	0.26	0.26	5.4%	0.11

ORG NUMBER 4 NAME	STREET ADDRESS	JOE CLASSIFICATION TITLE	VACANT PCP	PCP	SP	SP PCP Goal	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Goal	CH PCP Need
30112 - Human Resources	250 Frank Ogawa Plz		0.00	1.00	0.00	12.8%	0.13	0.13	0.00	5.4%	0.06	0.05
30675 - Clean Oakland Program	750 50th Ave	Clean City Specialist, Senior		1.00								
30675 - Clean Oakland Program	750 50th Ave	Clean Community Supervisor		1.00	1.00							
30675 - Clean Oakland Program	760 50th Ave		0.00	2.00	1.00	12.8%	0.26	(0.74)	0.00	5.4%	0.11	0.11
30676 - Litter Enforcement	750 50th Ave			0.00								
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plz			0.00								
<b>PWA Divisions</b>			<b>0.00</b>	<b>3.00</b>	<b>1.00</b>	<b>12.8%</b>	<b>0.38</b>	<b>(0.62)</b>	<b>0.00</b>	<b>5.4%</b>	<b>0.16</b>	<b>0.16</b>
30111 - Director and Human Resources Unit	250 Frank Ogawa Plz			0.00								
30121 - PWA Fiscal Services	260 Frank Ogawa Plz			0.00								
30181 - Management Information Systems Unit	250 Frank Ogawa Plz			0.00								
30611 - Infrastructure & Ops Asst Director's Office	7101 Edgewater Dr			0.00								
30622 - Electrical Maintenance	7101 Edgewater Dr			0.00								
30627 - Electrical Engineering	7101 Edgewater Dr			0.00								
30628 - Electrical Projects	7101 Edgewater Dr			0.00								
30631 - Infrastructure Maint Admin	7101 Edgewater Dr			0.00								
30632 - Storm Drain Maintenance	7101 Edgewater Dr			0.00								
30633 - Sewer System Maintenance	7101 Edgewater Dr			0.00								
30634 - Street & Sidewalk Maintenance	7101 Edgewater Dr			0.00								
30635 - Tree Services	7101 Edgewater Dr			0.00								
30641 - Equipment Services Administration	7101 Edgewater Dr			0.00								
30611 - Facilities & Environ Asst. Director's Office	7101 Edgewater Dr			0.00								
30631 - Facility Services Admin	250 Frank Ogawa Plz			0.00								
30632 - Civic Center Complex	250 Frank Ogawa Plz			0.00								
30633 - Hall of Justice Complex	250 Frank Ogawa Plz			0.00								
30634 - Plant Operations	250 Frank Ogawa Plz			0.00								
30635 - Roving Custodial	260 Frank Ogawa Plz			0.00								
30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr			0.00								
30662 - Landscape Maintenance	7101 Edgewater Dr			0.00								
30663 - Special Services	260 Frank Ogawa Plz			0.00								
30666 - Bldgs Electrical & Painting	7101 Edgewater Dr			0.00								
30666 - Bldgs Plumbing & Area Maint	7101 Edgewater Dr			0.00								
30668 - Bldgs Structural	7101 Edgewater Dr			0.00								
30671 - SCGA Admin	750 50th Ave			0.00								
30672 - Street Cleaning	760 50th Ave			0.00								
30673 - Graffiti Abatement & Rapid Response	750 50th Ave			0.00								
30674 - Illegal Dumping	750 50th Ave			0.00								
30681 - Environmental Services Admin	250 Frank Ogawa Plz			0.00								
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plz			0.00								
30684 - Env Svcs Sustainability	250 Frank Ogawa Plz			0.00								
30685 - Env Svcs Watershed Program	250 Frank Ogawa Plz			0.00								
30689 - Env Svcs Energy Group	250 Frank Ogawa Plz			0.00								
<b>RWA Divisions</b>			<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>12.8%</b>	<b>1.02</b>	<b>(0.85)</b>	<b>1.00</b>	<b>5.4%</b>	<b>0.43</b>	<b>(0.61)</b>
<b>PUBLIC WORKS AGENCY</b>			<b>1.00</b>	<b>9.00</b>	<b>2.00</b>	<b>12.8%</b>	<b>1.02</b>	<b>(0.85)</b>	<b>1.00</b>	<b>5.4%</b>	<b>0.43</b>	<b>(0.61)</b>
<b>Non-Public Safety Citywide - TOTALS</b>			<b>63.12</b>	<b>673.52</b>	<b>116.66</b>	<b>12.8%</b>	<b>78.13</b>	<b>(30.35)</b>	<b>49.65</b>	<b>6.4%</b>	<b>32.96</b>	<b>(13.28)</b>
20241 - Fire Communications Unit	1605 MLK Jr Way	Fire Communications Dispatcher, Sr	2.00	4.00								
20241 - Fire Communications Unit	1605 MLK Jr Way	Fire Communications Supervisor		1.00								
20241 - Fire Communications Unit	1606 MLK Jr Way		2.00	5.00	0.00	12.8%	0.38	0.64	0.00	5.4%	0.16	0.27
20251 - Communications Emergency Dispatch Unit	1605 MLK Jr Way	Fire Communications Dispatcher	1.00	18.00	1.00	12.8%	2.18	1.30	1.00	5.4%	0.92	(0.03)
20251 - Communications Emergency Dispatch Unit	1605 MLK Jr Way		1.00	18.00	1.00	12.8%	2.18	1.30	1.00	5.4%	0.92	(0.03)
<b>DFD 911 Dispatch</b>			<b>3.00</b>	<b>23.00</b>	<b>1.00</b>	<b>12.8%</b>	<b>2.56</b>	<b>1.94</b>	<b>1.00</b>	<b>5.4%</b>	<b>1.08</b>	<b>0.24</b>
20411 - Emergency Service/Suppression		Captain of Fire Department	8.00	49.00	1.00							
20411 - Emergency Service/Suppression		Engineer of Fire Department	14.00	84.00	2.00				1.00			
20411 - Emergency Service/Suppression		Fire Fighter	12.00	168.00	21.00				2.00			
20411 - Emergency Service/Suppression		Fire Fighter Paramedic	20.00	93.00	11.00				1.00			
20411 - Emergency Service/Suppression		Lieutenant of Fire Department	5.00	68.00	9.00				1.00			
20411 - Emergency Service/Suppression	Multiple Location		69.00	462.00	44.00	12.8%	51.68	16.14	6.00	6.4%	21.76	19.96
20814 - Airport	751 Air Cargo Way	Captain of Fire Department		4.00								

ORG NUMBER & NAME	STREET/ADDRESS	JOB CLASSIFICATION/TITLE	VACANT PCP	PCP	SP	SP PCP Goal	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Goal	CH PCP Need
20814 - Airport	751 Air Cargo Way	Fire Fighter	10.00	19.00								
20814 - Airport	751 Air Cargo Way		10.00	23.00	0.00	12.8%	1.66	2.94	0.00	5.4%	0.70	1.24
OFD Fire Suppression/Field Operations			69.00	485.00	44.00	12.8%	63.20	118.08	5.00	5.4%	22.46	21.19
20521 - Budget Unit	150 Frank Ogawa Plz			0.00								
20531 - Accounts Payable Unit	150 Frank Ogawa Plz			0.00								
20541 - Payroll Unit	150 Frank Ogawa Plz			0.00								
20551 - Time and Attendance Unit	150 Frank Ogawa Plz			0.00								
20631 - In-Service Training Unit	260 Victory Ct			0.00								
20811 - Human Resources	150 Frank Ogawa Plz			0.00								
20813 - Fire Boat				0.00								
20815 - U.S.A.R	6550 Coliseum Way	Fire Fighter	1.00	1.00								
20815 - Urban Search-And-Rescue (U.S.A.R)	6660 Coliseum Way		1.00	1.00	0.00	12.8%	0.00	0.13	0.00	5.4%	0.00	0.05
20913 - EMS Training	47 Clay St			0.00								
OFD Divisions			1.00	1.00	0.00	12.8%	0.00	0.13	0.00	5.4%	0.00	0.05
20110 - Fire Chief Unit	160 Frank Ogawa Plz			0.00								
20311 - Fire Marshals Office Unit	250 Frank Ogawa Plz	Administrative Assistant I		1.00								
20311 - Fire Marshals Office Unit	250 Frank Ogawa Plz	Fire Safety Education Coordinator		2.00								
20311 - Fire Marshals Office Unit	250 Frank Ogawa Plz	Management Assistant		1.00	1.00							
20311 - Fire Marshals Office Unit	250 Frank Ogawa Plz	Office Assistant II	0.00	1.00								
20311 - Fire Marshals Office Unit	250 Frank Ogawa Plz		0.00	5.00	1.00	12.8%	0.64	(0.36)	0.00	5.4%	0.27	0.27
20321 - Certified Unified Program Agency (CUPA)	250 Frank Ogawa Plz	Assistant Fire Marshal-Non Sworn		1.00								
20321 - Certified Unified Program Agency (CUPA)	250 Frank Ogawa Plz	Hazardous Materials Inspect. Senior	1.00	1.00								
20321 - Certified Unified Program Agency (CUPA)	250 Frank Ogawa Plz	Hazardous Materials Inspector II		2.00								
20321 - Certified Unified Program Agency (CUPA)	250 Frank Ogawa Plz	Office Assistant II		1.00								
20321 - Certified Unified Program Agency (CUPA)	250 Frank Ogawa Plz		1.00	5.00	0.00	12.8%	0.51	0.64	0.00	5.4%	0.22	0.27
20341 - Arson Investigation Unit	250 Frank Ogawa Plz	Fire Investigator		3.00								
20341 - Arson Investigation Unit	250 Frank Ogawa Plz		0.00	3.00	0.00	12.8%	0.38	0.38	0.00	5.4%	0.16	0.16
20351 - Engineering Unit	250 Frank Ogawa Plz	Fire Protection Engineer		1.00								
20351 - Engineering Unit	250 Frank Ogawa Plz		0.00	1.00	0.00	12.8%	0.13	0.13	0.00	5.4%	0.05	0.05
20371 - Vegetation Management Unit	250 Frank Ogawa Plz	Fire Suppression District Inspector		5.00								
20371 - Vegetation Management Unit	250 Frank Ogawa Plz		0.00	5.00	0.00	12.8%	0.64	0.64	0.00	5.4%	0.27	0.27
20511 - Budget and Planning Administration	150 Frank Ogawa Plz			0.00								
20611 - Education and Training Administration Unit	150 Frank Ogawa Plz			0.00								
20816 - Fire - Support 4 Services Unit	3459 Champion St	Captain of Fire Department		1.00								
20816 - Fire - Support & Services Unit	3459 Champion St		0.00	1.00	0.00	12.8%	0.13	0.13	0.00	5.4%	0.05	0.05
20912 - Measure N - Paramedic	47 Clay St			0.00								
OFD Divisions			1.00	20.00	1.00	12.8%	2.43	1.66	0.00	5.4%	1.00	1.08
20711 - Emergency Services Program Unit	1605 MLK Jr Way	Emergency Planning Coordinator		2.00								
20711 - Emergency Services Program Unit	1605 MLK Jr Way	Emergency Planning Coordinator, PPT	0.50	0.50								
20711 - Emergency Services Program Unit	1605 MLK Jr Way	Engineer of Fire Department		1.00								
20711 - Emergency Services Program Unit	1605 MLK Jr Way	Management Intern, PT		1.00					1.00			
20711 - Emergency Services Program Unit	1605 MLK Jr Way	Manager, Emergency Services		1.00	1.00							
20711 - Emergency Services Program Unit	1605 MLK Jr Way		0.60	6.60	1.00	12.8%	0.64	(0.28)	1.00	5.4%	0.27	(0.70)
OFD Emergency Services Program			0.60	6.60	1.00	12.8%	0.64	(0.28)	1.00	5.4%	0.27	(0.70)
20331 - Inspectional Services Unit	250 Frank Ogawa Plz	Fire Prevent Bureau Inspect. Civil		7.00	2.00							
20331 - Inspectional Services Unit	250 Frank Ogawa Plz		0.00	7.00	2.00	12.8%	0.90	(1.10)	0.00	5.4%	0.38	0.38
OFD Inspectional Services			0.00	7.00	2.00	12.8%	0.90	(1.10)	0.00	5.4%	0.38	0.38
OAKLAND FIRE DEPARTMENT			74.60	541.60	49.60	12.8%	69.78	20.32	7.00	5.4%	25.22	22.25
101110 - Office of Chief - Administration	455 7th St	Administrative Assistant I		1.00								
101110 - Office of Chief - Administration	455 7th St	Agency Director, Police Services		1.00								
101110 - Office of Chief - Administration	455 7th St	Assistant to the Director		1.00								
101110 - Office of Chief - Administration	455 7th St	Chief of Police		1.00								
101110 - Office of Chief - Administration	455 7th St	Chief of Police, Assistant		1.00								
101110 - Office of Chief - Administration	455 7th St	Exec Asst to Agency Director		1.00								
101110 - Office of Chief - Administration	455 7th St	Police Records Specialist		1.00								
101110 - Office of Chief - Administration	455 7th St	Sergeant of Police (PERS)		1.00								
101110 - Office of Chief - Administration	455 7th St		0.00	8.00	0.00	12.8%	1.02	1.02	0.00	5.4%	0.43	0.43
101112 - Public Information Unit	455 7th St	Police Officer (PERS)		1.00								
101113 - Public Information Unit	455 7th St		0.00	1.00	0.00	12.8%	0.13	0.13	0.00	5.4%	0.05	0.05



ORG NUMBER & NAME	STREET ADDRESS	JOB CLASSIFICATION TITLE	VACANT PCP	PCP	SP	SP PCP Goal	SR PCR Goal	SP PCP Need	CH	CH PCP Goal	CH PCR Goal	CH PCP Need
101120 - Internal Affairs	250 Frank Ogawa Plz	Administrative Assistant I		1.00								
101120 - Internal Affairs	250 Frank Ogawa Plz	Captain of Police (PERS)		1.00								
101120 - Internal Affairs	250 Frank Ogawa Plz	Lieutenant of Police (PERS)		2.00								
101120 - Internal Affairs	250 Frank Ogawa Plz	Performance Audit Manager		1.00								
101120 - Internal Affairs	250 Frank Ogawa Plz	Police Officer (PERS)	2.00	12.00	2.00							
101120 - Internal Affairs	250 Frank Ogawa Plz	Police Records Specialist		3.00	1.00				1.00			
101120 - Internal Affairs	250 Frank Ogawa Plz	Sergeant of Police (PERS)		15.00	1.00				1.00			
101120 - Internal Affairs	250 Frank Ogawa Plz		2.00	35.00	4.00	12.8%	4.22	0.48	2.00	5.4%	1.78	(0.11)
101130 - Office of the Inspector General	455 7th St	Administrative Analyst II	2.00	4.00								
101130 - Office of the Inspector General	455 7th St	Captain of Police (PERS)		1.00								
101130 - Office of the Inspector General	455 7th St	Lieutenant of Police (PERS)		2.00								
101130 - Office of the Inspector General	455 7th St	Police Pgrm & Performance Auditor		1.00								
101130 - Office of the Inspector General	455 7th St	Police Records Specialist		2.00								
101130 - Office of the Inspector General	455 7th St	Sergeant of Police (PERS)		1.00								
101130 - Office of the Inspector General	455 7th St	Technical Communications Specialist		1.00								
101130 - Office of the Inspector General	455 7th St		2.00	12.00	0.00	12.8%	1.28	1.64	0.00	5.4%	0.54	0.65
101140 - Intelligence	455 7th St	Police Officer (PERS)	1.00	5.00					1.00			
101140 - Intelligence	455 7th St	Sergeant of Police (PERS)		1.00								
101140 - Intelligence	455 7th St		1.00	6.00	0.00	12.8%	0.64	0.77	1.00	5.4%	0.27	(0.88)
102110 - Bureau of Investigations Administration	455 7th St	Administrative Analyst II	1.00	4.00								
102110 - Bureau of Investigations Administration	455 7th St	Captain of Police (PERS)		1.00								
102110 - Bureau of Investigations Administration	455 7th St	Deputy Chief of Police (PERS)		1.00								
102110 - Bureau of Investigations Administration	455 7th St	Sergeant of Police (PERS)		1.00								
102110 - Bureau of Investigations Administration	455 7th St		1.00	7.00	0.00	12.8%	0.77	0.90	0.00	5.4%	0.32	0.38
<b>OPB Office of the Chief (including Rtsk Mgt Bureau)</b>			<b>6.00</b>	<b>69.00</b>	<b>4.00</b>	<b>12.8%</b>	<b>8.06</b>	<b>4.83</b>	<b>3.00</b>	<b>6.4%</b>	<b>3.40</b>	<b>0.73</b>
102130 - Identification Section	455 7th St	Police Services Technician II	1.00	4.00								
102130 - Identification Section	455 7th St		1.00	4.00	0.00	12.8%	0.38	0.51	0.00	5.4%	0.16	0.22
102310 - Criminal Investigations	455 7th St	Administrative Analyst II		1.00								
102310 - Criminal Investigations	455 7th St	Administrative Assistant I		1.00								
102310 - Criminal Investigations	455 7th St	Captain of Police (PERS)		1.00								
102310 - Criminal Investigations	455 7th St		0.00	3.00	0.00	12.8%	0.38	0.38	0.00	5.4%	0.16	0.16
102320 - Homicide	455 7th St	Lieutenant of Police (PERS)		1.00								
102320 - Homicide	455 7th St	Police Officer (PERS)		2.00	1.00							
102320 - Homicide	455 7th St	Police Records Specialist		1.00								
102320 - Homicide	455 7th St	Sergeant of Police (PERS)		10.00	2.00							
102320 - Homicide	455 7th St		0.00	14.00	3.00	12.8%	1.79	(1.21)	0.00	5.4%	0.76	0.76
102325 - CID - Gangs & Guns	455 7th St	Police Officer (PERS)		7.00	2.00							
102325 - CID - Gangs & Guns	455 7th St	Police Records Specialist		1.00								
102325 - CID - Gangs & Guns	455 7th St	Sergeant of Police (PERS)		1.00	1.00							
102326 - CID - Gangs & Guns	455 7th St		0.00	9.00	3.00	12.8%	1.15	(1.85)	0.00	5.4%	0.49	0.49
102350 - Youth & Family Services	455 7th St	Captain of Police (PERS)		1.00								
102350 - Youth & Family Services	455 7th St	Lieutenant of Police (PERS)		2.00								
102350 - Youth & Family Services	455 7th St	Police Officer (PERS)	4.00	34.00	2.00							
102350 - Youth & Family Services	455 7th St	Police Records Specialist		2.00								
102350 - Youth & Family Services	455 7th St	Police Services Technician II	1.00	5.00								
102350 - Youth & Family Services	455 7th St	Sergeant of Police (PERS)	1.00	5.00								
102360 - Youth & Family Services	455 7th St		6.00	49.00	2.00	12.8%	6.50	4.27	0.00	6.4%	2.32	2.65
102510 - Assault	455 7th St	Police Officer (PERS)	2.00	10.00	3.00							
102510 - Assault	455 7th St	Sergeant of Police (PERS)	1.00	2.00								
102510 - Assault	466 7th St		3.00	12.00	3.00	12.8%	1.15	(1.46)	0.00	5.4%	0.49	0.65
<b>OPD Criminal Investigation</b>			<b>10.00</b>	<b>91.00</b>	<b>11.00</b>	<b>12.8%</b>	<b>10.37</b>	<b>0.65</b>	<b>0.00</b>	<b>5.4%</b>	<b>4.37</b>	<b>4.91</b>
103130 - Animal Shelter	1101 29th Ave	Animal Care Attendant, PT		2.00	1.00				1.00			
103130 - Animal Shelter	1101 29th Ave	Animal Control Officer	4.00	12.00	1.00				2.00			
103130 - Animal Shelter	1101 29th Ave	Animal Control Officer, PPT	1.00	1.00								
103130 - Animal Shelter	1101 29th Ave	Animal Control Supervisor	1.00	1.00								
103130 - Animal Shelter	1101 29th Ave	Director of Animal Services		1.00								
103130 - Animal Shelter	1101 29th Ave	Police Records Specialist		3.00								
103130 - Animal Shelter	1101 29th Ave	Vetehinary Technician	1.00	2.00								
103130 - Animal Shelter	1101 29th Ave	Volunteer Program Specialist II		1.00								

ORG NUMBER & NAME	STREET ADDRESS	JOB CLASSIFICATION/TITLE	VACANT PCP	PCP	SP	SP PCP Goal	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Goal	CH PCP Need
103130 - Animal Shelter	1101 29th Ave		7.00	23.00	2.00	12.8%	2.05	0.94	3.00	5.4%	0.86	(1.76)
103430 - Training Unit	455 7th St	Police Cadet, PT		6.33								
103430 - Training Unit	455 7th St	Police Officer (PERS)		1.00								
103430 - Training Unit	455 7th St		0.00	7.33	0.00	12.8%	0.94	0.94	0.00	5.4%	0.40	0.40
<b>OPD Training Unit (including Animal Services Section)</b>			<b>7.00</b>	<b>30.33</b>	<b>2.00</b>	<b>12.8%</b>	<b>2.99</b>	<b>1.88</b>	<b>3.00</b>	<b>5.4%</b>	<b>1.26</b>	<b>(1.36)</b>
103310 - Communications Unit	7101 Edgewater Dr	Lieutenant of Police (PERS)		1.00								
103310 - Communications Unit	7101 Edgewater Dr	Police Communications Dispatcher	3.00	70.00	6.00				3.00			
103310 - Communications Unit	7101 Edgewater Dr	Police Communications Supervisor		4.00								
103310 - Communications Unit	7101 Edgewater Dr	Sergeant of Police (PERS)	1.00	4.00								
103310 - Communications Unit	7101 Edgewater Dr		4.00	79.00	6.00	12.8%	9.60	4.11	3.00	5.4%	4.05	1.27
103240 - Records Unit	455 7th St			0.00								
103242 - Records S Warrants	455 7th St	Police Records Specialist	3.00	25.00	2.00				2.00			
103242 - Records S Warrants	455 7th St	Police Records Supervisor	1.00	3.00								
103242 - Records & Warrants	455 7th St		4.00	28.00	2.00	12.8%	3.07	1.58	2.00	5.4%	1.30	(0.49)
103110 - Bureau of Services - Administration Unit	455 7th St			0.00								
106210 - Police Personnel	455 7th St	Police Records Specialist		2.00								
106210 - Police Personnel	455 7th St		0.00	2.00	0.00	12.8%	0.26	0.26	0.00	5.4%	0.11	0.11
106410 - Police Information Technology	455 7th St	Police Officer (PERS)		2.00								
106410 - Police Information Technology	455 7th St	Police Services Technician II		1.00								
106410 - Police Information Technology	455 7th St		0.00	3.00	0.00	12.8%	0.38	0.38	0.00	6.4%	0.16	0.16
106510 - Fiscal Services	455 7th St	Administrative Analyst II		1.00								
106510 - Fiscal Services	455 7th St		0.00	1.00	0.00	12.8%	0.13	0.13	0.00	5.4%	0.05	0.05
106610 - Background & Recruiting	250 Frank Ogawa Plz	Administrative Analyst II		1.00					1.00			
106610 - Background & Recruiting	250 Frank Ogawa Plz	Police Officer (PERS)		1.00								
106610 - Background & Recruiting	250 Frank Ogawa Plz	Police Personnel Oper Specialist		1.00								
106610 - Background & Recruiting	250 Frank Ogawa Plz	Sergeant of Police (PERS)		1.00								
106610 - Background & Recruiting	250 Frank Ogawa Plz		0.00	4.00	0.00	12.8%	0.51	0.51	1.00	5.4%	0.22	(0.78)
<b>OPD Bureau of Services</b>			<b>8.00</b>	<b>117.00</b>	<b>8.00</b>	<b>12.8%</b>	<b>13.95</b>	<b>6.98</b>	<b>6.00</b>	<b>5.4%</b>	<b>5.69</b>	<b>0.32</b>
102120 - Property and Evidence	455 7th St	Police Property Specialist	1.00	6.00	1.00							
102120 - Property and Evidence	455 7th St	Police Property Supervisor		1.00								
102120 - Property and Evidence	455 7th St		1.00	7.00	1.00	12.8%	0.77	(0.10)	0.00	5.4%	0.32	0.38
102330 - Robbery	455 7th St	Police Officer (PERS)		6.00	1.00							
102330 - Robbery	455 7th St	Police Records Specialist		1.00								
102330 - Robbery	455 7th St	Sergeant of Police (PERS)	4.00	6.00								
102330 - Robbery	455 7th St	Lieutenant of Police (PERS)		1.00								
102330 - Robbery	455 7th St	Police Officer (PERS)		1.00								
102330 - Robbery	455 7th St	Sergeant of Police (PERS)		1.00								
102330 - Robbery	455 7th St		4.00	16.00	1.00	12.8%	1.54	1.05	0.00	5.4%	0.65	0.86
102340 - Property & Field Support	455 7th St	Lieutenant of Police (PERS)		1.00								
102340 - Property & Field Support	455 7th St	Police Officer (PERS)	1.00	11.00	3.00							
102340 - Property & Field Support	455 7th St	Police Records Specialist		2.00								
102340 - Property & Field Support	455 7th St	Police Services Technician II		1.00								
102340 - Property & Field Support	455 7th St	Sergeant of Police (PERS)	1.00	5.00								
102340 - Property & Field Support	455 7th St		2.00	20.00	3.00	12.8%	2.30	(0.44)	0.00	6.4%	0.97	1.08
102610 - Criminalistics Unit	455 7th St	Office Assistant II		1.00								
102610 - Criminalistics Unit	455 7th St		0.00	1.00	0.00	12.8%	0.13	0.13	0.00	6.4%	0.06	0.05
107010 - Bureau of Field Operations-Admin	455 7th St	Captain of Police (PERS)		1.00					1.00			
107010 - Bureau of Field Operations-Admin	455 7th St	Deputy Chief of Police (PERS)		1.00								
107010 - Bureau of Field Operations-Admin	455 7th St	Police Officer (PERS)		1.00								
107010 - Bureau of Field Operations-Admin	455 7th St	Sergeant of Police (PERS)		2.00								
107010 - Bureau of Field Operations-Admin	455 7th St		0.00	5.00	0.00	12.8%	0.64	0.64	1.00	6.4%	0.27	(0.73)
107110 - Police Area 1		Captain of Police (PERS)		1.00								
107110 - Police Area 1	Field	Lieutenant of Police (PERS)	2.00	4.00					1.00			
107110 - Police Area 1	Field	Police Evidence Technician	1.00	5.00								
107110 - Police Area 1	Field	Police Officer (PERS)	16.00	148.00	11.00				6.00			
107110 - Police Area 1	Field	Police Records Specialist		1.00								
107110 - Police Area 1	Field	Police Services Technician II		6.00								
107110 - Police Area 1	Field	Sergeant of Police (PERS)		23.00	1.00				2.00			
107110 - Police Area 1	Field		19.00	188.00	12.00	12.8%	21.63	12.06	5.00	5.4%	9.13	1.16

ORG NUMBER & NAME	STREET ADDRESS	JOB CLASSIFICATION TITLE	VACANT PCP	PCP	SP	SP PCR Goal	SP PCP Goal	SP PCP Need	CH	CH PCP Goal	CH PCP Goal	CH PCP Need
107210 - Police Area 2	Field	Captain of Police (PERS)		1.00								
107210 - Police Area 2	Field	Lieutenant of Police (PERS)	1.00	5.00	1.00							
107210 - Police Area 2	Field	Police Evidence Technician	1.00	3.00								
107210 - Police Area 2	Field	Police Officer (PERS)	8.00	135.00	17.00				3.00			
107210 - Police Area 2	Field	Police Services Technician II		3.00								
107210 - Police Area 2	Field	Sergeant of Police (PERS)	1.00	19.00								
107210 - Police Area 2	Field		11.00	166.00	18.00	12.8%	19.84	3.26	3.00	5.4%	8.37	6.96
107310 - Police Area 3	Field	Captain of Police (PERS)		1.00								
107310 - Police Area 3	Field	Lieutenant of Police (PERS)		5.00	1.00							
107310 - Police Area 3	Field	Police Evidence Technician	1.00	5.00								
107310 - Police Area 3	Field	Police Officer (PERS)	15.00	137.00	17.00				1.00			
107310 - Police Area 3	Field	Police Records Specialist		1.00								
107310 - Police Area 3	Field	Police Services Technician II		3.00								
107310 - Police Area 3	Field	Sergeant Of Police		1.00								
107310 - Police Area 3	Field	Sergeant of Police (PERS)	1.00	20.00	2.00				1.00			
107310 - Police Area 3	Field		17.00	173.00	20.00	12.8%	19.97	2.14	2.00	5.4%	8.42	7.34
107410 - Support Operations	250 Frank Ogawa Plz	Neighborhood Services Coordinator	3.00	13.00	2.00				1.00			
107410 - Support Operations	250 Frank Ogawa Plz	Police Services Technician II	1.00	4.00	1.00							
107410 - Support Operations	250 Frank Ogawa Plz	Program Analyst III	1.00	2.00								
107410 - Support Operations	250 Frank Ogawa Plz		5.00	19.00	3.00	12.8%	1.79	(0.57)	1.00	6.4%	0.76	0.03
107510 - Traffic BFO		Crossing Guard, PPT	4.00	6.00								
107510 - Traffic BFO		Crossing Guard, PT		28.13								
107510 - Traffic BFO		Lieutenant of Police (PERS)		1.00								
107510 - Traffic BFO		Police Officer (PERS)		18.00	3.00				1.00			
107510 - Traffic BFO		Police Records Specialist		3.00					1.00			
107510 - Traffic BFO		Police Services Technician II	3.00	15.00								
107510 - Traffic BFO		Sergeant of Police (PERS)	1.00	4.00								
107610 - Traffic BFO	Field		8.00	75.13	3.00	12.8%	8.59	6.62	2.00	8.4%	3.63	2.06
107710 - Special Operations		Captain of Police (PERS)		1.00								
107710 - Special Operations		Lieutenant of Police (PERS)		1.00								
107710 - Special Operations		Management Assistant		1.00								
107710 - Special Operations		Police Officer (PERS)	3.00	10.00								
107710 - Special Operations		Police Records Specialist		1.00								
107710 - Special Operations		Police Services Technician II		8.00					1.00			
107710 - Special Operations		Sergeant of Police (PERS)		3.00								
107710 - Special Operations -	Field		-3.00	20.00	0.00	12.8%	2.18	2.56	1.00	8.4%	0.92	0.08
ORD Bureau of Field Operations, 11&12 (West & East)			70.00	690.13	61.00	12.8%	579.38	27.34	19.00	5.4%	33.49	18.27
OAKLAND POLICE DEPARTMENT			101.00	897.46	88.00	12.8%	114.75	41.68	31.00	5.4%	48.41	22.86
Public Safety Citywide TOTALs			176.60	1539.06	135.00		174.52	62.00	38.00		73.63	45.11
Non-Public Safety Citywide TOTALs			33.12	673.52	116.56		78.13	50.85	49.66		32.96	13.28
CITYWIDE TOTAL			238.72	2212.58	251.56		252.65	31.65	87.66		106.59	31.83

Recorded Telephonic Messages Status FY 10-11

City Administrator's Office & Divisions

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Citizens Police Review Board	238-3159	Completed
City Administrator-Front Desk	238-3301	Completed
Equal Access	238-6813	Completed
KTOP-TV10	238-3566	Completed
Special Business Permit	238-6914	Completed
Special Business Permit for Taxi	777-8527	Completed

City Attorney's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Attorney-Front Desk	238-3601	Completed
Claims Division	238-6337	Completed

City Auditor's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Auditor-Front Desk	238-3378	Completed

City Clerk's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Clerk-Front Desk	238-3226	Completed
Records Division	238-3612	Completed

City Council's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Council-Front Desk	238-3266	Completed

Community and Economic Development Agency

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Blight Hotline	238-3381	Completed
Building Services Division-General	238-3443	In Progress
Building Services Division-Billing Appeals Unit	238-3452	In Progress
Business Assistance Center	238-7952	Completed
CEDA-General	238-3941	Completed
Economic Development	238-3344	In Progress
Planning and Zoning-Intake Scheduling Appointment	238-3940	In Progress
Planning and Zoning-Zoning Division Voicemail	238-3911	In Progress
Real Estate Services Division	238-3541	Completed
Redevelopment and Housing	238-3015	Completed
Rent Adjustment	238-3721	Completed

Contracting and Purchasing

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Contracting and Purchasing-General	238-3970	Completed

Recorded Telephonic Messages Status FY 10-11

Finance and Management Agency

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Business Tax	238-3704	In Progress
Multi Space Parking Meter	238-4954	In Progress
Parking Citation Center	451-0456	In Progress
Parking Citation	800-500-6484	Completed

Fire Department

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Administration	238-3856	Completed
Arson	238-4031	In Progress
EMS Division	238-6957	Completed
Fire Prevention	238-3851	In Progress
Fire Report / Complaint	238-1955	In Progress
Office of Emergency Services	238-6351	Completed
Office of Emergency Services-CORE	238-3938	In Progress
Vegetation Management	238-7388	In Progress

Human Resources Management

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Office of Personnel	238-3112	Completed

Human Services

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Administration	238-3121	Completed
Head Start	238-3165	Completed

Information Technology

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
DIT Cable Complaint	238-3567	Completed

Library

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Asian Branch Library	238-3400	Completed (EN/CH)
Cesar Chavez Library	535-5620	Completed (EN/SP)
Main Library-Information Desk	238-3134	Completed
Main Library-Reference Desk	238-3138	Completed
Melrose Branch Library	535-5623	Completed (EN/CH)
81st Avenue Branch Library	615-5812	Completed (EN/SP)

Mayor's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Mayor-Front Desk	238-3141	Completed
Mayor's Toy Drive Hotline	777-8697	Completed
Oaklanders Assistance Center	444-2489	Completed

Museum

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Museum Front Desk	238-2200	Completed

Recorded Telephonic Messages Status FY 10-11

Parks and Recreations

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Arroyo Recreation Center	615-5755	Completed (EN/SP)
Brookdale Recreation Center	535-5632	Completed (EN/SP)
Carmen Flores Recreation Center	535-5631	Completed (EN/SP)
Franklin Recreation Center	238-7741	Completed (EN/CH)
Fremont Pool	535-5614	Completed (EN/SP)
General Information	238-7275	Completed
Ira Jenkins Recreation Center	615-5959	Completed (EN/SP)
Lincon Square Recreation Center	238-7738	Completed (EN/CH)
Live Oak Pool	238-2292	Completed (EN/CH)
Manzanita Recreation Center	535-5625	Completed (EN/SP)
Rainbow Recreation Center	515-5751	Completed (EN/SP)
Reservations	238-3187	Completed
San Antonio Recreation Center	535-5608	Completed (EN/SP)
Tassafaronga Recreation Center	615-5764	Completed (EN/SP)

Police Department

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Animal Services	535-5603	In Progress
Chief of Police	238-3365	Completed
Chinatown Substation	238-7930	Completed (EN/CH)
Criminal Investigation Division	238-3744	In Progress
Drug/Prostitution Hotline	238-3784	Completed
Emergency	777-3211	Completed
Fireworks Hotline	238-2373	Completed
Internal Affairs Division	238-3161	Completed
Neighborhood Services Division	986-2715	Completed
Non Emergency	777-3333	Completed
Patrol Desk (Information)	238-3455	Completed
Records Division	238-3021	Completed
Sexual Assault Tip Line	637-0298	In Progress
Traffic Complaint	238-3155	In Progress
Traffic Section	238-3552	In Progress

Public Works Agency

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
PWA Call Center	615-5566	Completed
PWA Front Desk	238-3961	Completed
Recycling Hotline	238-7283	Completed
Volunteer Opportunities	238-7630	In Progress

## Vital Public Documents

### City Administrator's Office & Divisions

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
<i>ADA</i>			
ADA Program Brochure	X	X	
<i>Citizens' Police Review Board</i>			
Bias-Based Policing Symposium Flyer	X	X	
CPRB Complaint Form	X	X	Vietnamese
CPRB Program Brochure	X	X	Vietnamese
Evidentiary Hearing Confidentiality Agreement			
<i>Equal Access</i>			
Equal Access Ordinance	X	X	
Equal Access Complaint Form	X	X	Vietnamese

### City Attorney's Office

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Claims Procedures	X	X	Vietnamese
Foreclosure/Lending Flyers	X	X	Vietnamese
Neighborhood Law Corps Material	X	X	Vietnamese
Newspaper Editorials & Press Releases	X		
Open Government Guide	X	X	Vietnamese
Pages on Web-site with Key Telephone Numbers, Where to Go	X		

### City Auditor's Office

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Fraud, Waste+ Abuse Flyer & FAQ			
Website: Home (TAB) - Welcome Message	X	X	
Website: Fraud Waste and Abuse (TAB) - FAQ	X	X	

### City Clerk's Office

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
City Clerk Brochure	X	X	Vietnamese
City Council Meeting Speaker Card	X	X	Vietnamese
Customer Service Survey	X	X	Vietnamese

Domestic Partnership Form	X	X	Vietnamese
Passport Service Flyer	X	X	Vietnamese

**City Council's Office**

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
<b>Administration</b>			
Office Close Notices	X	X	
<b>District 5</b>			
Welcome Letter on Web Page	X	X	Vietnamese

**Community & Economic Development Agency**

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
CEDA Newsletters	X	X	Vietnamese
<b>Building &amp; Planning Services</b>			
<b>Building Inspection Services Brochures:</b>			
Blight Abatement Brochure	X	X	Vietnamese
Keep Oakland Beautiful, Clean and Green	X	X	
Push Cart Food Vending Program	X	X	
Smoke Alarms Installation Pamphlet	X	X	Vietnamese
Vehicular Food Vendor	X	X	
<b>Building Permit Counter Brochures:</b>			
Home Occupation	X	X	
How to Reach Us	X	X	
MJ Residential Additions and Alterations	X	X	
Plan and Permit Retrieval Request			
Plot Plan	X	X	
Records Request			
Report of Building Record			
Services and Permits	X	X	
Single Family Dwellings	X	X	
What is a Variance?	X	X	
<b>Planning and Zoning:</b>			
How to Contact Us	X	X	
Important Additions and Alterations for Residents	X	X	
Site Plans	X	X	
<b>Housing &amp; Community Development Division</b>			
<b>First Time Home Buyer Program:</b>			
First Time Home Buyer Program Brochure	X	X	Vietnamese



Foreclosure Brochure	X	X	Vietnamese
<b>Rent Adjustment Section:</b>			
Informational Brochure	X	X	Vietnamese
Notice to Tenants	X	X	Vietnamese
Outreach Postcard	X	X	Vietnamese
Rent Adjustment Ordinance Brochure	X	X	Vietnamese
<b>Residential Lending Services:</b>			
Rehabilitation Loans and Grants Program Brochure	X	X	Vietnamese

### Contracting & Purchasing

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
<b><i>Contract Administration</i></b>			
Contractor Profile	X	X	
<b><i>Contract Compliance &amp; Employment Services</i></b>			
Certification Fact Sheet	X	X	
Doing Business with the City of Oakland Flyer	X	X	
LEP/15% Apprenticeship Announcement	X	X	
Local Construction Referral Application	X	X	
Prompt Payment	X	X	
Winning Compliance Brochure	X	X	
<b><i>Purchasing</i></b>			
Vendor Application	X	X	

### Finance & Management Agency

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
<b>Parking</b>			
Administrative Review Request Form	X	X	
CALE Meters Decals	X	X	
Letters – Send out to citizens when finding this liable, dismissing tickets and providing			
Notices – Let citizens know about the amount due on the citation and the current collection activity			
Parking Citation Kiosk Decals	X	X	
Parking Citations Promissory Note Procedures (this is the payment plan handout)	X	X	
Parking Information Brochure	X	X	
Parking Ticket Kiosk PSA	X	X	
Permit Placement Instructions	X	X	

Request for a Waiver of Deposit Prior to an Administrative Hearing	X	X	
RPP Application	X	X	
"Tow/Impound" Information	X	X	

**Fire Department**

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
<b>Fire Administration</b>			
OFD Brochure	X	X	
<b>Office of Emergency Services</b>			
911 Registry	X	X	
911 Registry FAQ	X	X	
CORE Fact Sheet	X	X	
CORE Flyers	X	X	

**Human Resources Management**

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
City's Hiring Process Handouts	X	X	Vietnamese

**Human Services**

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
ASSETS Program for Employees Brochure	X	X	Vietnamese
ASSETS Program for Employers Brochure	X	X	Vietnamese
Early Head Start Brochure	X	X	
Early Head Start PSA	X	X	
Even Start Brochure	X	X	Vietnamese
Head Start Brochure	X	X	Vietnamese
Head Start Flyers	X	X	Vietnamese
Head Start Public Service Announcement	X	X	
Homeless Program Brochure	X	X	Vietnamese
Hunger Program Brochure	X	X	Vietnamese
Linkages Brochure	X	X	Vietnamese
Multipurpose Senior Services Program Brochure	X	X	Vietnamese
Oakland Fund for Children & Youth Brochure	X	X	Vietnamese
Oakland Para Transit for Elderly and Disabled Brochure	X	X	Vietnamese
Older Americans Celebration Flyers	X	X	
Older Americans Public Service Announcement	X	X	
Safe Walk to School Brochure	X	X	Vietnamese

Senior Centers Brochure	X	X	Vietnamese
Sr. Companion Foster Grandparent Program Brochure	X	X	Vietnamese
Summer Food Service Program Brochure	X	X	Vietnamese
Summer Food Service Program Menu	X	X	

### Library

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Comment Forms	X	X	
Current Calendar Link (Web) – some events	X	X	
Guidelines for Library Behavior	X	X	
Library Card Registration Form	X	X	Korean, Vietnamese
Library Fines & Fees	X	X	
Library Privacy Policy	X		
Library Services/Extended Library Services to Disabled	X	X	Vietnamese
Main Library Map	X	X	
Web Pages	X	X	
Welcome to Oakland Public Library Brochure	X	X	
Welcome to Oakland Public Library DVD	X	X	Korean, Vietnamese
Your Library Card Handout (borrowing rules, etc.)	X	X	Vietnamese

### Mayor's Office

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
<i>Oaklanders Assistance Center</i>			
Helpful Phone Numbers	X	X	

### Parks and Recreation

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Office of Parks and Recreation 2011 Brochure (70 pg. comprehensive annual program activity guide)	X	X	
OPR Activity/Program Registration Form	X	X	Vietnamese
Facility/Park Use Application	X	X	
OPR Summer Hiring Event Flyers	X	X	Vietnamese
Multiple Recreation Center Program Flyers (Allendale, Arroyo Viejo, Carmen Flores, FM Smith, Lincoln Square, Manzanita, San Antonio, Citywide Sports, Girls Sports)	X	X	

Police Department

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
(TF-862-2) Citizen Additional Report	X	X	
(TF-952) Parking Courtesy Warning	X	X	
(TF-1084) Property Record/Receipt and Release	X	X	
(TF-2096) Notification to Sex Crime Victim	X	X	
(TF-3053) Business Information Record Card	X	X	
(TF-3075) Noise Complaint Notice	X	X	
(TF-3098) Filing a Complaint	X	X	Vietnamese
(TF-3104) Vehicles "For Sale" Parking Warning	X	X	
(TF-3107) Amoyance Call Procedures	X	X	
(TF-3145) Alarm Activation Notice	X	X	
(TF-3168) Identity Theft	X	X	
(TF-3202) Tow Resource Guide	X	X	
(TF-3264) Citizen Notification Card	X	X	
(TF-3267) Identity Theft Summary Report	X	X	
<b>Property Section</b>			
ALCO Sheriff Info. Form	X	X	
OPD Bicycle Unit Release Form	X	X	
OPD Property Section Release Form	X	X	
<b>YFSD</b>			
(TF-869) Resource Card for Vic. Of Violent Crimes	X	X	
<b>Records Division</b>			
(TF-2093) Vehicle Release Fee (stored vehicles)	X	X	
(TF-2093a) Tow Advisement (Sideshow)	X	X	
(TF-2093a) Vehicle Towed and Impounded	X	X	
(TF-2093b) Vehicle Towed in Violation of 14602	X	X	
Impound Fee Ordinance 12649	X	X	
Post Storage Tow Hearing Form	X	X	
Vehicle Release Authorization by Owner	X	X	
<b>Animal Services Section</b>			
About the Oakland Animal Services	X	X	
After Hours Cages Information Card	X	X	
Cat Adoption Questionnaire	X	X	
Cats and Scratching Form	X	X	
Children and Dogs Info. Form	X	X	
Conditions for Keeping a Potential Dangerous Dog	X	X	
Conditions for Keeping a Vicious Dog	X	X	

Did You Know About Rabbits?	X	X	
Dog Adoption Questionnaire	X	X	
Dog Bite Info. Form	X	X	
Dogs in Oakland Flyer	X	X	
Estimate of Fees Form	X	X	
Fowl in Oakland	X	X	
Free Spay and Neuter Surgery for Cats	X	X	
Home Quarantine Agreement	X	X	
Introducing Cats to Cats Info. Form	X	X	
Introducing Cats to Dogs Info. Form	X	X	
Introducing Dogs to Dogs Info. Form	X	X	
Is a Small Dog Right for Me?	X	X	
Kitten Proofing Your Home Info. Form	X	X	
List of Veterinary Clinics	X	X	
Multiplication Chart for Breeding Cats Info.	X	X	
Municipal Code Changes for Animals Info.	X	X	
Myths and Facts about Spaying and Neutering	X	X	
New Fees for Animal Services	X	X	
Pet Adoption Form	X	X	
Potentially Dangerous Dog Permit	X	X	
Preventing Litter Box Problem Info. Form	X	X	
Property Inspection Requirement Form	X	X	
Puppy House Training Info. Form	X	X	
Quarantine Notice	X	X	
Rabbit Adoption Questionnaire	X	X	
Rabies Control Disposition Notice	X	X	
Refusal to Quarantine Biting Animal	X	X	
Request for Hearing (Potentially Dangerous Dog)	X	X	
Six Months Property Inspection Requirement Form	X	X	
Statement of Account	X	X	
Statement of Buyer Form	X	X	
To Adopt You Must	X	X	
Vicious Dog License	X	X	
Volunteer Application	X	X	
When Dogs Bite in Oakland	X	X	
When to Give Your Dog Freedom	X	X	

Public Works

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
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Battery Recycling: Safe and Legal in Oakland	X	X	Vietnamese
Bicycle Program Newsletters	X	X	Vietnamese
CityRacks Bike Rack Request Form	X	X	Vietnamese
Environmentally Sensitive Vegetation Management	X	X	Vietnamese
Greenware Ordinance	X	X	Vietnamese
Guide for Oakland Food Vendors	X	X	Vietnamese
Keep Oakland Beautiful, Clean and Green	X	X	
Public Works Agency Brochure/Services/Organizational Chart/Useful Telephone Number	X	X	Vietnamese
Recycling Guide	X	X	Vietnamese
Volunteer Safety Sheet	X	X	Vietnamese

Applicant Pools FY 10-11

Exam Number	List Date	JOB / TITLE	Applicant's Initials		Bilingual
07-PS100-040	11/26/2007	Animal Control Officer	L	A	SP
07-PS100-040	11/26/2007	Animal Control Officer	C	B	
07-PS100-040	11/26/2007	Animal Control Officer	L	B	SP
07-PS100-040	11/26/2007	Animal Control Officer	A	C	SP
07-PS100-040	11/26/2007	Animal Control Officer	J	D	
07-PS100-040	11/26/2007	Animal Control Officer	F	L	CH
07-PS100-040	11/26/2007	Animal Control Officer	N	L	
07-PS100-040	11/26/2007	Animal Control Officer	V	M	
07-PS100-040	11/26/2007	Animal Control Officer	M	R	
07-PS100-040	11/26/2007	Animal Control Officer	T	S	
07-PS100-040	11/26/2007	Animal Control Officer	T	S	
10-AP146-040	8/10/2010	Complaint Investigator II	K	B	
10-AP146-040	8/10/2010	Complaint Investigator II	R	B	
10-AP146-040	8/10/2010	Complaint Investigator II	R	D	
10-AP146-040	8/10/2010	Complaint Investigator II	W	D	SP
10-AP146-040	8/10/2010	Complaint Investigator II	J	F	German
10-AP146-040	8/10/2010	Complaint Investigator II	M	F	
10-AP146-040	8/10/2010	Complaint Investigator II	D	G	
10-AP146-040	8/10/2010	Complaint Investigator II	R	H	
10-AP146-040	8/10/2010	Complaint Investigator II	W	H	SP
10-AP146-040	8/10/2010	Complaint Investigator II	W	J	
10-AP146-040	8/10/2010	Complaint Investigator II	A	M	
10-AP146-040	8/10/2010	Complaint Investigator II	S	M	SP
10-AP146-040	8/10/2010	Complaint Investigator II	R	O	
10-AP146-040	8/10/2010	Complaint Investigator II	K	P	
10-AP146-040	8/10/2010	Complaint Investigator II	J	S	SP
09-PP114-061	2/2/2010	Early Childhood Instructor	E	A	SP
09-PP114-061	2/2/2010	Early Childhood Instructor	M	B	SP
09-PP114-061	2/2/2010	Early Childhood Instructor	R	B	CH
09-PP114-061	2/2/2010	Early Childhood Instructor	T	B	
09-PP114-061	2/2/2010	Early Childhood Instructor	Z	B	SP
09-PP114-061	2/2/2010	Early Childhood Instructor	B	C	SP
09-PP114-061	2/2/2010	Early Childhood Instructor	L	C	
09-PP114-061	2/2/2010	Early Childhood Instructor	N	C	
09-PP114-061	2/2/2010	Early Childhood Instructor	V	C	SP
09-PP114-061	2/2/2010	Early Childhood Instructor	M	D	Tagalog
09-PP114-061	2/2/2010	Early Childhood Instructor	N	D	
09-PP114-061	2/2/2010	Early Childhood Instructor	C	F	
09-PP114-061	2/2/2010	Early Childhood Instructor	H	G	SP
09-PP114-061	2/2/2010	Early Childhood Instructor	T	G	Tagalog
09-PP114-061	2/2/2010	Early Childhood Instructor	M	H	French
09-PP114-061	2/2/2010	Early Childhood Instructor	G	J	SP
09-PP114-061	2/2/2010	Early Childhood Instructor	I	J	
09-PP114-061	2/2/2010	Early Childhood Instructor	C	L	
09-PP114-061	2/2/2010	Early Childhood Instructor	M	L	CH
09-PP114-061	2/2/2010	Early Childhood Instructor	N	L	CH
09-PP114-061	2/2/2010	Early Childhood Instructor	S	L	
09-PP114-061	2/2/2010	Early Childhood Instructor	K	M	
09-PP114-061	2/2/2010	Early Childhood Instructor	P	P	CH / Vietnamese
09-PP114-061	2/2/2010	Early Childhood Instructor	T	P	
09-PP114-061	2/2/2010	Early Childhood Instructor	L	Q	SP
09-PP114-061	2/2/2010	Early Childhood Instructor	D	R	
09-PP114-061	2/2/2010	Early Childhood Instructor	L	R	

Applicant Pools FY 10-11

Exam Number	List Date	JOB / TITLE	Applicant's Initials		Bilingual
09-PP114-061	2/2/2010	Early Childhood Instructor	L	S	
09-PP114-061	2/2/2010	Early Childhood Instructor	S	S	CH
09-PP114-061	2/2/2010	Early Childhood Instructor	T	T	
09-PP114-061	2/2/2010	Early Childhood Instructor	B	W	
09-PP114-061	2/2/2010	Early Childhood Instructor	S	W	
09-PP114-061	2/2/2010	Early Childhood Instructor	M	Z	SP
09-PP114-061	2/2/2010	Early Childhood Instructor	Y	Z	CH
09-PP114-061	2/2/2010	Early Childhood Instructor	Y	Z	Russian
09-PP123-068	2/19/2010	Family Advocate	J	B	
09-PP123-068	2/19/2010	Family Advocate	M	B	SP
09-PP123-068	2/19/2010	Family Advocate	G	D	SP
09-PP123-068	2/19/2010	Family Advocate	M	D	SP
09-PP123-068	2/19/2010	Family Advocate	D	E	
09-PP123-068	2/19/2010	Family Advocate	A	H	
09-PP123-068	2/19/2010	Family Advocate	K	H	
09-PP123-068	2/19/2010	Family Advocate	R	H	
09-PP123-068	2/19/2010	Family Advocate	S	H	French / German
09-PP123-068	2/19/2010	Family Advocate	H	J	Farsi / Dari
09-PP123-068	2/19/2010	Family Advocate	I	J	
09-PP123-068	2/19/2010	Family Advocate	K	J	SP
09-PP123-068	2/19/2010	Family Advocate	L	K	
09-PP123-068	2/19/2010	Family Advocate	R	K	
09-PP123-068	2/19/2010	Family Advocate	A	L	SP
09-PP123-068	2/19/2010	Family Advocate	B	L	
09-PP123-068	2/19/2010	Family Advocate	D	L	
09-PP123-068	2/19/2010	Family Advocate	H	L	CH / Vietnamese
09-PP123-068	2/19/2010	Family Advocate	J	M	
09-PP123-068	2/19/2010	Family Advocate	N	M	
09-PP123-068	2/19/2010	Family Advocate	R	M	Hindi / Urdu
09-PP123-068	2/19/2010	Family Advocate	S	M	
09-PP123-068	2/19/2010	Family Advocate	K	N	Vietnamese
09-PP123-068	2/19/2010	Family Advocate	C	O	
09-PP123-068	2/19/2010	Family Advocate	R	O	
09-PP123-068	2/19/2010	Family Advocate	K	P	
09-PP123-068	2/19/2010	Family Advocate	A	R	SP
09-PP123-068	2/19/2010	Family Advocate	C	R	SP
09-PP123-068	2/19/2010	Family Advocate	C	R	
09-PP123-068	2/19/2010	Family Advocate	D	R	
09-PP123-068	2/19/2010	Family Advocate	L	R	SP
09-PP123-068	2/19/2010	Family Advocate	L	S	
09-PP123-068	2/19/2010	Family Advocate	P	S	Farsi / Italian
09-PP123-068	2/19/2010	Family Advocate	T	S	
09-PP123-068	2/19/2010	Family Advocate	T	T	Vietnamese
09-PP123-068	2/19/2010	Family Advocate	L	W	
07-AP217-110	6/17/2008	Librarian II	J	B	
07-AP217-110	6/17/2008	Librarian II	K	B	
07-AP217-110	6/17/2008	Librarian II	L	P	
07-AP217-110	6/17/2008	Librarian II	G	T	
07-AP217-110	6/17/2008	Librarian II	S	V	
11-AP217-009	4/20/2011	Librarian II	L	A	
11-AP217-009	4/20/2011	Librarian II	R	A	SP
11-AP217-009	4/20/2011	Librarian II	R	A	SP
11-AP217-009	4/20/2011	Librarian II	C	B	



Applicant Pools FY 10-11

Exam Number	List Date	JOB./TITLE	Applicant's Initials		Bilingual
11-AP217-009	4/20/2011	Librarian II	J	B	CH
11-AP217-009	4/20/2011	Librarian II	L	C	
11-AP217-009	4/20/2011	Librarian II	B	G	SP
11-AP217-009	4/20/2011	Librarian II	B	G	
11-AP217-009	4/20/2011	Librarian II	K	G	
11-AP217-009	4/20/2011	Librarian II	D	K	SP / Hebrew
11-AP217-009	4/20/2011	Librarian II	M	K	SP
11-AP217-009	4/20/2011	Librarian II	A	L	SP
11-AP217-009	4/20/2011	Librarian II	J	M	
11-AP217-009	4/20/2011	Librarian II	S	M	SP
11-AP217-009	4/20/2011	Librarian II	J	O	
11-AP217-009	4/20/2011	Librarian II	A	P	SP
11-AP217-009	4/20/2011	Librarian II	J	P	SP
11-AP217-009	4/20/2011	Librarian II	G	R	
11-AP217-009	4/20/2011	Librarian II	K	R	SP
11-AP217-009	4/20/2011	Librarian II	M	R	
11-AP217-009	4/20/2011	Librarian II	E	S	French
11-AP217-009	4/20/2011	Librarian II	I	S	SP / Portuguese
11-AP217-010	4/20/2011	Librarian II	B	B	
11-AP217-010	4/20/2011	Librarian II	V	C	CH
11-AP217-010	4/20/2011	Librarian II	A	D	Latin
11-AP217-010	4/20/2011	Librarian II	C	J	
11-AP217-010	4/20/2011	Librarian II	D	L	
11-AP217-010	4/20/2011	Librarian II	A	M	SP
11-AP217-010	4/20/2011	Librarian II	S	M	
11-AP217-010	4/20/2011	Librarian II	E	S	SP
11-AP217-010	4/20/2011	Librarian II	C	T	SP / French
11-AP217-010	4/20/2011	Librarian II	K	W	
07-AP221-105	12/18/2007	Library Aide	P	A	SP
07-AP221-105	12/18/2007	Library Aide	T	A	Arabic / French
07-AP221-105	12/18/2007	Library Aide	V	A	SP
07-AP221-105	12/18/2007	Library Aide	Z	A	
07-AP221-105	12/18/2007	Library Aide	A	B	
07-AP221-105	12/18/2007	Library Aide	A	B	
07-AP221-105	12/18/2007	Library Aide	A	B	
07-AP221-105	12/18/2007	Library Aide	C	B	Japanese
07-AP221-105	12/18/2007	Library Aide	C	B	
07-AP221-105	12/18/2007	Library Aide	C	B	
07-AP221-105	12/18/2007	Library Aide	D	B	
07-AP221-105	12/18/2007	Library Aide	D	B	
07-AP221-105	12/18/2007	Library Aide	J	B	SP
07-AP221-105	12/18/2007	Library Aide	K	B	
07-AP221-105	12/18/2007	Library Aide	L	B	
07-AP221-105	12/18/2007	Library Aide	M	B	
07-AP221-105	12/18/2007	Library Aide	R	B	
07-AP221-105	12/18/2007	Library Aide	Z	B	
07-AP221-105	12/18/2007	Library Aide	B	C	SP
07-AP221-105	12/18/2007	Library Aide	B	C	
07-AP221-105	12/18/2007	Library Aide	B	C	
07-AP221-105	12/18/2007	Library Aide	C	C	CH
07-AP221-105	12/18/2007	Library Aide	C	C	CH
07-AP221-105	12/18/2007	Library Aide	C	C	
07-AP221-105	12/18/2007	Library Aide	D	C	CH

Applicant Pools FY 10-11

Exam Number	List Date	JOB / TITLE	Applicant's Initials		Bilingual
07-AP221-105	12/18/2007	Library Aide	G	C	
07-AP221-105	12/18/2007	Library Aide	J	C	CH
07-AP221-105	12/18/2007	Library Aide	J	C	CH
07-AP221-105	12/18/2007	Library Aide	J	C	
07-AP221-105	12/18/2007	Library Aide	J	C	
07-AP221-105	12/18/2007	Library Aide	J	C	
07-AP221-105	12/18/2007	Library Aide	L	C	CH
07-AP221-105	12/18/2007	Library Aide	L	C	
07-AP221-105	12/18/2007	Library Aide	M	C	
07-AP221-105	12/18/2007	Library Aide	N	C	
07-AP221-105	12/18/2007	Library Aide	S	C	SP
07-AP221-105	12/18/2007	Library Aide	C	D	Filipino
07-AP221-105	12/18/2007	Library Aide	C	D	
07-AP221-105	12/18/2007	Library Aide	F	D	SP
07-AP221-105	12/18/2007	Library Aide	G	D	Tagalog
07-AP221-105	12/18/2007	Library Aide	L	D	
07-AP221-105	12/18/2007	Library Aide	Y	D	SP
07-AP221-105	12/18/2007	Library Aide	G	F	SP
07-AP221-105	12/18/2007	Library Aide	H	F	
07-AP221-105	12/18/2007	Library Aide	J	F	
07-AP221-105	12/18/2007	Library Aide	K	F	
07-AP221-105	12/18/2007	Library Aide	N	F	
07-AP221-105	12/18/2007	Library Aide	S	F	
07-AP221-105	12/18/2007	Library Aide	A	G	
07-AP221-105	12/18/2007	Library Aide	A	G	
07-AP221-105	12/18/2007	Library Aide	E	G	
07-AP221-105	12/18/2007	Library Aide	J	G	
07-AP221-105	12/18/2007	Library Aide	K	G	
07-AP221-105	12/18/2007	Library Aide	L	G	
07-AP221-105	12/18/2007	Library Aide	M	G	CH
07-AP221-105	12/18/2007	Library Aide	W	G	
07-AP221-105	12/18/2007	Library Aide	A	H	SP
07-AP221-105	12/18/2007	Library Aide	B	H	
07-AP221-105	12/18/2007	Library Aide	B	H	
07-AP221-105	12/18/2007	Library Aide	C	H	SP
07-AP221-105	12/18/2007	Library Aide	C	H	
07-AP221-105	12/18/2007	Library Aide	D	H	French
07-AP221-105	12/18/2007	Library Aide	E	H	ASL
07-AP221-105	12/18/2007	Library Aide	E	H	
07-AP221-105	12/18/2007	Library Aide	J	H	
07-AP221-105	12/18/2007	Library Aide	K	H	Vietnamese
07-AP221-105	12/18/2007	Library Aide	M	H	SP
07-AP221-105	12/18/2007	Library Aide	M	H	
07-AP221-105	12/18/2007	Library Aide	R	H	
07-AP221-105	12/18/2007	Library Aide	S	H	CH
07-AP221-105	12/18/2007	Library Aide	Y	H	
07-AP221-105	12/18/2007	Library Aide	M	J	
07-AP221-105	12/18/2007	Library Aide	O	J	SP
07-AP221-105	12/18/2007	Library Aide	W	J	
07-AP221-105	12/18/2007	Library Aide	Y	J	
07-AP221-105	12/18/2007	Library Aide	C	K	Laotian
07-AP221-105	12/18/2007	Library Aide	D	K	
07-AP221-105	12/18/2007	Library Aide	H	K	CH

Applicant Pools FY 10-11

Exam Number	List Date	JOB / TITLE	Applicant's Initials		Bilingual
07-AP221-105	12/18/2007	Library Aide	M	K	
07-AP221-105	12/18/2007	Library Aide	M	K	
07-AP221-105	12/18/2007	Library Aide	B	L	
07-AP221-105	12/18/2007	Library Aide	C	L	CH
07-AP221-105	12/18/2007	Library Aide	G	L	
07-AP221-105	12/18/2007	Library Aide	G	L	
07-AP221-105	12/18/2007	Library Aide	J	L	SP
07-AP221-105	12/18/2007	Library Aide	J	L	
07-AP221-105	12/18/2007	Library Aide	M	L	CH / Vietnamese
07-AP221-105	12/18/2007	Library Aide	M	L	
07-AP221-105	12/18/2007	Library Aide	O	L	CH
07-AP221-105	12/18/2007	Library Aide	S	L	CH
07-AP221-105	12/18/2007	Library Aide	Y	L	CH
07-AP221-105	12/18/2007	Library Aide	A	M	
07-AP221-105	12/18/2007	Library Aide	A	M	
07-AP221-105	12/18/2007	Library Aide	B	M	
07-AP221-105	12/18/2007	Library Aide	C	M	
07-AP221-105	12/18/2007	Library Aide	C	M	
07-AP221-105	12/18/2007	Library Aide	D	M	
07-AP221-105	12/18/2007	Library Aide	G	M	SP
07-AP221-105	12/18/2007	Library Aide	G	M	
07-AP221-105	12/18/2007	Library Aide	J	M	
07-AP221-105	12/18/2007	Library Aide	K	M	
07-AP221-105	12/18/2007	Library Aide	L	M	CH
07-AP221-105	12/18/2007	Library Aide	L	M	
07-AP221-105	12/18/2007	Library Aide	L	M	
07-AP221-105	12/18/2007	Library Aide	M	M	SP
07-AP221-105	12/18/2007	Library Aide	M	M	SP
07-AP221-105	12/18/2007	Library Aide	M	M	SP
07-AP221-105	12/18/2007	Library Aide	M	M	SP
07-AP221-105	12/18/2007	Library Aide	P	M	
07-AP221-105	12/18/2007	Library Aide	R	M	
07-AP221-105	12/18/2007	Library Aide	S	M	
07-AP221-105	12/18/2007	Library Aide	J	N	Japanese
07-AP221-105	12/18/2007	Library Aide	M	N	
07-AP221-105	12/18/2007	Library Aide	B	P	
07-AP221-105	12/18/2007	Library Aide	C	P	
07-AP221-105	12/18/2007	Library Aide	J	P	SP
07-AP221-105	12/18/2007	Library Aide	J	P	
07-AP221-105	12/18/2007	Library Aide	J	P	
07-AP221-105	12/18/2007	Library Aide	M	P	
07-AP221-105	12/18/2007	Library Aide	P	P	SP
07-AP221-105	12/18/2007	Library Aide	T	P	Vietnamese
07-AP221-105	12/18/2007	Library Aide	K	Q	SP
07-AP221-105	12/18/2007	Library Aide	B	R	
07-AP221-105	12/18/2007	Library Aide	D	R	
07-AP221-105	12/18/2007	Library Aide	E	R	SP
07-AP221-105	12/18/2007	Library Aide	I	R	SP
07-AP221-105	12/18/2007	Library Aide	J	R	SP
07-AP221-105	12/18/2007	Library Aide	M	R	SP / Portuguese
07-AP221-105	12/18/2007	Library Aide	M	R	
07-AP221-105	12/18/2007	Library Aide	M	R	
07-AP221-105	12/18/2007	Library Aide	N	R	German

Applicant Pools FY 10-11

Exam Number	List Date	JOB / TITLE	Applicant's Initials		Bilingual
07-AP221-105	12/18/2007	Library Aide	A	S	
07-AP221-105	12/18/2007	Library Aide	B	S	
07-AP221-105	12/18/2007	Library Aide	C	S	
07-AP221-105	12/18/2007	Library Aide	D	S	
07-AP221-105	12/18/2007	Library Aide	G	S	SP
07-AP221-105	12/18/2007	Library Aide	K	S	
07-AP221-105	12/18/2007	Library Aide	L	S	SP
07-AP221-105	12/18/2007	Library Aide	M	S	
07-AP221-105	12/18/2007	Library Aide	P	S	
07-AP221-105	12/18/2007	Library Aide	S	S	
07-AP221-105	12/18/2007	Library Aide	S	S	
07-AP221-105	12/18/2007	Library Aide	T	S	
07-AP221-105	12/18/2007	Library Aide	Y	S	
07-AP221-105	12/18/2007	Library Aide	B	T	SP / Hindi
07-AP221-105	12/18/2007	Library Aide	B	T	
07-AP221-105	12/18/2007	Library Aide	H	T	Vietnamese
07-AP221-105	12/18/2007	Library Aide	J	T	SP / Greek
07-AP221-105	12/18/2007	Library Aide	N	T	CH / Vietnamese
07-AP221-105	12/18/2007	Library Aide	T	T	CH
07-AP221-105	12/18/2007	Library Aide	W	T	
07-AP221-105	12/18/2007	Library Aide	W	U	
07-AP221-105	12/18/2007	Library Aide	C	V	Vietnamese
07-AP221-105	12/18/2007	Library Aide	K	V	CH
07-AP221-105	12/18/2007	Library Aide	D	W	
07-AP221-105	12/18/2007	Library Aide	E	W	
07-AP221-105	12/18/2007	Library Aide	J	W	
07-AP221-105	12/18/2007	Library Aide	J	W	
07-AP221-105	12/18/2007	Library Aide	J	W	
07-AP221-105	12/18/2007	Library Aide	J	W	
07-AP221-105	12/18/2007	Library Aide	K	W	SP
07-AP221-105	12/18/2007	Library Aide	L	W	
07-AP221-105	12/18/2007	Library Aide	M	W	Japanese
07-AP221-105	12/18/2007	Library Aide	S	W	
07-AP221-105	12/18/2007	Library Aide	S	W	
07-AP221-105	12/18/2007	Library Aide	A	Y	
07-AP221-105	12/18/2007	Library Aide	C	Y	CH
07-AP221-105	12/18/2007	Library Aide	D	Y	
07-AP221-105	12/18/2007	Library Aide	E	Y	CH
07-AP221-105	12/18/2007	Library Aide	A	Z	CH
07-AP221-105	12/18/2007	Library Aide	A	Z	SP
07-AP221-105	12/18/2007	Library Aide	C	Z	CH
07-AP221-105	12/18/2007	Library Aide	Y	Z	
11-AP230-019	4/18/2011	Lifeguard, PT	G	A	
11-AP230-019	4/18/2011	Lifeguard, PT	T	B	
11-AP230-019	4/18/2011	Lifeguard, PT	T	B	
11-AP230-019	4/18/2011	Lifeguard, PT	Y	B	
11-AP230-019	4/18/2011	Lifeguard, PT	J	C	CH
11-AP230-019	4/18/2011	Lifeguard, PT	J	D	SP
11-AP230-019	4/18/2011	Lifeguard, PT	K	D	
11-AP230-019	4/18/2011	Lifeguard, PT	I	M	
11-AP230-019	4/18/2011	Lifeguard, PT	A	R	Japanese
11-AP230-019	4/18/2011	Lifeguard, PT	E	R	
11-AP230-019	4/18/2011	Lifeguard, PT	J	R	

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Exam Number	List Date	JOB / TITLE	Applicant's Initials		Bilingual
11-AP230-019	4/18/2011	Lifeguard, PT	M	R	
11-AP230-019	4/18/2011	Lifeguard, PT	M	R	
11-AP230-019	4/18/2011	Lifeguard, PT	A	S	
11-AP230-019	4/18/2011	Lifeguard, PT	S	S	
11-AP230-019	4/18/2011	Lifeguard, PT	A	W	
11-AP230-019	4/18/2011	Lifeguard, PT	N	W	
11-AP230-019	4/18/2011	Lifeguard, PT	M	Z	
11-RE-PS162	1/1/2011	Police Communications Dispatcher	J	W	
10-PS162-052	8/27/2010	Police Communications Dispatcher	C	A	CH
10-PS162-052	8/27/2010	Police Communications Dispatcher	C	A	
10-PS162-052	8/27/2010	Police Communications Dispatcher	M	A	Amhahc
10-PS162-052	8/27/2010	Police Communications Dispatcher	M	A	
10-PS162-052	8/27/2010	Police Communications Dispatcher	N	A	SP / Portuguese
10-PS162-052	8/27/2010	Police Communications Dispatcher	R	A	
10-PS162-052	8/27/2010	Police Communications Dispatcher	A	B	
10-PS162-052	8/27/2010	Police Communications Dispatcher	T	B	
10-PS162-052	8/27/2010	Police Communications Dispatcher	G	E	SP
10-PS152-052	8/27/2010	Police Communications Dispatcher	S	E	
10-PS152-052	8/27/2010	Police Communications Dispatcher	N	F	
10-PS162-052	8/27/2010	Police Communications Dispatcher	T	G	
10-PS152-052	8/27/2010	Police Communications Dispatcher	A	H	
10-PS162-052	8/27/2010	Police Communications Dispatcher	A	H	
10-PS162-052	8/27/2010	Police Communications Dispatcher	S	H	CH
10-PS162-052	8/27/2010	Police Communications Dispatcher	D	J	
10-PS162-052	8/27/2010	Police Communications Dispatcher	H	K	Hindi / Punjabi
10-PS162-052	8/27/2010	Police Communications Dispatcher	M	K	
10-PS162-052	8/27/2010	Police Communications Dispatcher	L	L	
10-PS162-052	8/27/2010	Police Communications Dispatcher	A	M	SP
10-PS162-052	8/27/2010	Police Communications Dispatcher	R	M	
10-PS162-052	8/27/2010	Police Communications Dispatcher	T	M	Tongan
10-PS162-052	8/27/2010	Police Communications Dispatcher	E	O	
10-PS162-052	8/27/2010	Police Communications Dispatcher	C	R	SP
10-PS162-052	8/27/2010	Police Communications Dispatcher	R	R	
10-PS162-052	8/27/2010	Police Communications Dispatcher	C	S	
10-PS162-052	8/27/2010	Police Communications Dispatcher	D	S	
10-PS162-052	8/27/2010	Police Communications Dispatcher	D	S	
10-PS162-052	8/27/2010	Police Communications Dispatcher	S	S	
10-PS162-052	8/27/2010	Police Communications Dispatcher	E	V	SP
10-PS162-052	8/27/2010	Police Communications Dispatcher	D	W	
10-PS162-052	8/27/2010	Police Communications Dispatcher	G	W	CH
10-PS162-052	8/27/2010	Police Communications Dispatcher	M	W	
10-PS162-052	8/27/2010	Police Communications Dispatcher	N	W	
10-PS162-052	8/27/2010	Police Communications Dispatcher	T	W	
10-PS162-052	8/27/2010	Police Communications Dispatcher	J	Y	CH
09-Ap293-035	12/15/2009	Program Analyst II	B	B	
09-Ap293-035	12/15/2009	Program Analyst II	G	C	
09-Ap293-035	12/15/2009	Program Analyst II	S	D	
09-Ap293-035	12/15/2009	Program Analyst II	S	F	
09-Ap293-035	12/15/2009	Program Analyst II	J	L	SP
09-Ap293-035	12/15/2009	Program Analyst II	V	R	SP
09-Ap293-035	12/15/2009	Program Analyst II	D	S	
09-Ap293-035	12/15/2009	Program Analyst II	J	S	
09-Ap293-035	12/15/2009	Program Analyst II	P	U	

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Exam Number	List Date	JOB / TITLE	Applicant's Initials		Bilingual
09-Ap293-035	12/15/2009	Program Analyst II	C	W	
10-SS169-009	5/7/2010	Public Service Representative	K	A	
10-SS169-009	5/7/2010	Public Service Representative	N	A	SP
10-SS169-009	5/7/2010	Public Service Representative	R	A	SP
10-SS169-009	5/7/2010	Public Service Representative	R	B	
10-SS169-009	5/7/2010	Public Service Representative	A	C	SP
10-SS169-009	5/7/2010	Public Service Representative	A	C	SP
10-SS169-009	5/7/2010	Public Service Representative	D	C	CH
10-SS169-009	5/7/2010	Public Service Representative	K	C	CH
10-SS169-009	5/7/2010	Public Service Representative	K	C	CH
10-SS169-009	5/7/2010	Public Service Representative	L	C	CH
10-SS169-009	5/7/2010	Public Service Representative	L	C	SP / CH
10-SS169-009	5/7/2010	Public Service Representative	M	C	SP
10-SS169-009	5/7/2010	Public Service Representative	O	C	SP
10-SS169-009	5/7/2010	Public Service Representative	R	C	CH
10-SS169-009	5/7/2010	Public Service Representative	S	C	CH
10-SS169-009	5/7/2010	Public Service Representative	Z	C	CH
10-SS169-009	5/7/2010	Public Service Representative	I	D	
10-SS169-009	5/7/2010	Public Service Representative	M	D	SP
10-SS169-009	5/7/2010	Public Service Representative	R	D	SP
10-SS169-009	5/7/2010	Public Service Representative	R	D	Tagalog
10-SS169-009	5/7/2010	Public Service Representative	A	F	SP
10-SS169-009	5/7/2010	Public Service Representative	C	F	CH
10-SS169-009	5/7/2010	Public Service Representative	E	F	CH
10-SS169-009	5/7/2010	Public Service Representative	G	G	SP
10-SS169-009	5/7/2010	Public Service Representative	G	G	
10-SS169-009	5/7/2010	Public Service Representative	L	G	CH
10-SS169-009	5/7/2010	Public Service Representative	B	H	SP
10-SS169-009	5/7/2010	Public Service Representative	K	H	CH
10-SS169-009	5/7/2010	Public Service Representative	M	H	CH
10-SS169-009	5/7/2010	Public Service Representative	M	H	CH
10-SS169-009	5/7/2010	Public Service Representative	M	H	Vietnamese
10-SS169-009	5/7/2010	Public Service Representative	S	H	SP
10-SS169-009	5/7/2010	Public Service Representative	T	H	Vietnamese
10-SS169-009	5/7/2010	Public Service Representative	X	H	CH
10-SS169-009	5/7/2010	Public Service Representative	Y	H	CH
10-SS169-009	5/7/2010	Public Service Representative	B	I	SP
10-SS169-009	5/7/2010	Public Service Representative	B	J	
10-SS169-009	5/7/2010	Public Service Representative	N	J	
10-SS169-009	5/7/2010	Public Service Representative	S	J	
10-SS169-009	5/7/2010	Public Service Representative	X	J	SP
10-SS169-009	5/7/2010	Public Service Representative	H	K	SP
10-SS169-009	5/7/2010	Public Service Representative	K	K	
10-SS169-009	5/7/2010	Public Service Representative	L	K	
10-SS169-009	5/7/2010	Public Service Representative	S	K	CH
10-SS169-009	5/7/2010	Public Service Representative	A	L	CH
10-SS169-009	5/7/2010	Public Service Representative	A	L	
10-SS169-009	5/7/2010	Public Service Representative	C	L	CH
10-SS169-009	5/7/2010	Public Service Representative	E	L	CH
10-SS169-009	5/7/2010	Public Service Representative	J	L	CH / Vietnamese
10-SS169-009	5/7/2010	Public Service Representative	J	L	CH
10-SS169-009	5/7/2010	Public Service Representative	J	L	CH
10-SS169-009	5/7/2010	Public Service Representative	J	L	CH

Applicant Pools FY 10-11

Exam Number	List Date	JOB / TITLE	Applicant's Initials		Bilingual
10-SS169-009	5/7/2010	Public Service Representative	J	L	CH
10-SS169-009	5/7/2010	Public Service Representative	J	L	SP
10-SS169-009	5/7/2010	Public Service Representative	K	L	
10-SS169-009	5/7/2010	Public Service Representative	L	L	CH
10-SS169-009	5/7/2010	Public Service Representative	M	L	CH
10-SS169-009	5/7/2010	Public Service Representative	M	L	CH
10-SS169-009	5/7/2010	Public Service Representative	N	L	Vietnamese
10-SS169-009	5/7/2010	Public Service Representative	S	L	CH
10-SS169-009	5/7/2010	Public Service Representative	S	L	CH
10-SS169-009	5/7/2010	Public Service Representative	T	L	CH
10-SS169-009	5/7/2010	Public Service Representative	Y	L	CH
10-SS169-009	5/7/2010	Public Service Representative	E	M	SP / Portuguese
10-SS169-009	5/7/2010	Public Service Representative	K	M	CH
10-SS169-009	5/7/2010	Public Service Representative	L	M	CH
10-SS169-009	5/7/2010	Public Service Representative	R	M	
10-SS169-009	5/7/2010	Public Service Representative	V	M	
10-SS169-009	5/7/2010	Public Service Representative	A	O	SP
10-SS169-009	5/7/2010	Public Service Representative	G	P	Vietnamese
10-SS169-009	5/7/2010	Public Service Representative	J	P	CH / Vietnamese
10-SS169-009	5/7/2010	Public Service Representative	R	P	SP
10-SS169-009	5/7/2010	Public Service Representative	S	P	CH
10-SS169-009	5/7/2010	Public Service Representative	S	P	CH
10-SS169-009	5/7/2010	Public Service Representative	S	P	
10-SS169-009	5/7/2010	Public Service Representative	R	Q	SP
10-SS169-009	5/7/2010	Public Service Representative	R	Q	
10-SS169-009	5/7/2010	Public Service Representative	L	R	SP
10-SS169-009	5/7/2010	Public Service Representative	L	R	
10-SS169-009	5/7/2010	Public Service Representative	S	R	SP
10-SS169-009	5/7/2010	Public Service Representative	D	S	
10-SS169-009	5/7/2010	Public Service Representative	J	S	SP
10-SS169-009	5/7/2010	Public Service Representative	H	T	CH
10-SS169-009	5/7/2010	Public Service Representative	J	T	
10-SS169-009	5/7/2010	Public Service Representative	M	T	SP
10-SS169-009	5/7/2010	Public Service Representative	S	U	CH
10-SS169-009	5/7/2010	Public Service Representative	A	W	CH
10-SS169-009	5/7/2010	Public Service Representative	D	W	CH
10-SS169-009	5/7/2010	Public Service Representative	J	W	CH
10-SS169-009	5/7/2010	Public Service Representative	L	W	
10-SS169-009	5/7/2010	Public Service Representative	P	W	CH
10-SS169-009	5/7/2010	Public Service Representative	P	W	CH
10-SS169-009	5/7/2010	Public Service Representative	W	W	CH
10-SS169-009	5/7/2010	Public Service Representative	F	Y	CH
10-SS169-009	5/7/2010	Public Service Representative	R	Y	SP / CH
10-PP135-041	9/28/2010	Recreation Program Director	L	A	
10-PP135-041	9/28/2010	Recreation Program Director	R	H	
10-PP135-041	9/28/2010	Recreation Program Director	M	W	
10-PP138-034	7/28/2010	Recreation Specialist II, PPT	A	A	SP / French
10-PP138-034	7/28/2010	Recreation Specialist II, PPT	S	A	
10-PP138-034	7/28/2010	Recreation Specialist II, PPT	P	C	SP
10-PP138-034	7/28/2010	Recreation Specialist II, PPT	T	C	SP
10-PP138-034	7/28/2010	Recreation Specialist II, PPT	M	E	
10-PP138-034	7/28/2010	Recreation Specialist II, PPT	E	H	Turkish
10-PP138-034	7/28/2010	Recreation Specialist II, PPT	J	S	

Applicant Pools FY 10-11

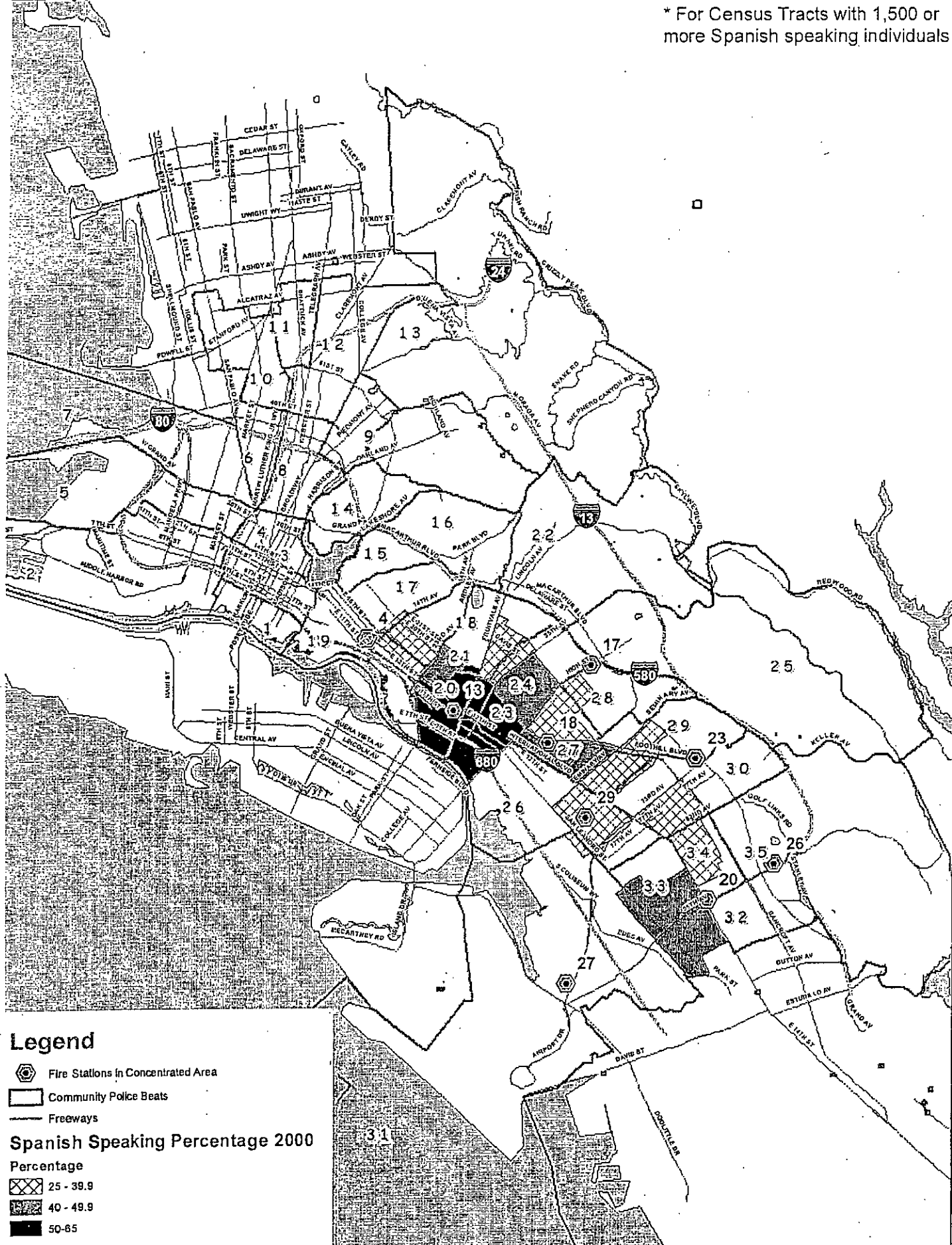
Exam Number	List Date	DOB / TITLE	Applicant's Initials		Bilingual
10-PP138-034	7/28/2010	Recreation Specialist II, PPT	R	S	
10-AP220-035	11/9/2010	Senior Librarian	S	B	SP
10-AP220-035	11/9/2010	Senior Librarian	K	C	CH
10-AP220-035	11/9/2010	Senior Librarian	L	J	
10-AP220-035	11/9/2010	Senior Librarian	A	K	SP
10-AP220-035	11/9/2010	Senior Librarian	P	S	
10-AP220-035	11/9/2010	Senior Librarian	P	V	SP
10-AP220-035	11/9/2010	Senior Librarian	S	Y	CH
10-AF022-077	1/21/2011	Tax Auditor II	A	C	Tagalog
10-AF022-077	1/21/2011	Tax Auditor II	J	C	CH
10-AF022-077	1/21/2011	Tax Auditor II	J	D	SP / Portuguese
10-AF022-077	1/21/2011	Tax Auditor II	A	L	CH
10-AF022-077	1/21/2011	Tax Auditor II	F	L	CH
10-AF022-077	1/21/2011	Tax Auditor II	H	L	Vietnamese
10-AF022-077	1/21/2011	Tax Auditor II	C	M	
09-AP353-064	4/20/2010	Volunteer Program Specialist II	D	C	SP
09-AP353-064	4/20/2010	Volunteer Program Specialist II	M	C	SP
09-AP353-064	4/20/2010	Volunteer Program Specialist II	A	D	SP
09-AP353-064	4/20/2010	Volunteer Program Specialist II	M	D	
09-AP353-064	4/20/2010	Volunteer Program Specialist II	A	J	
09-AP353-064	4/20/2010	Volunteer Program Specialist II	L	R	SP
09-AP353-064	4/20/2010	Volunteer Program Specialist II	M	S	








# Spanish Language Population Concentration\*: City of Oakland 2000




\* For Census Tracts with 1,500 or more Spanish speaking individuals



## Legend

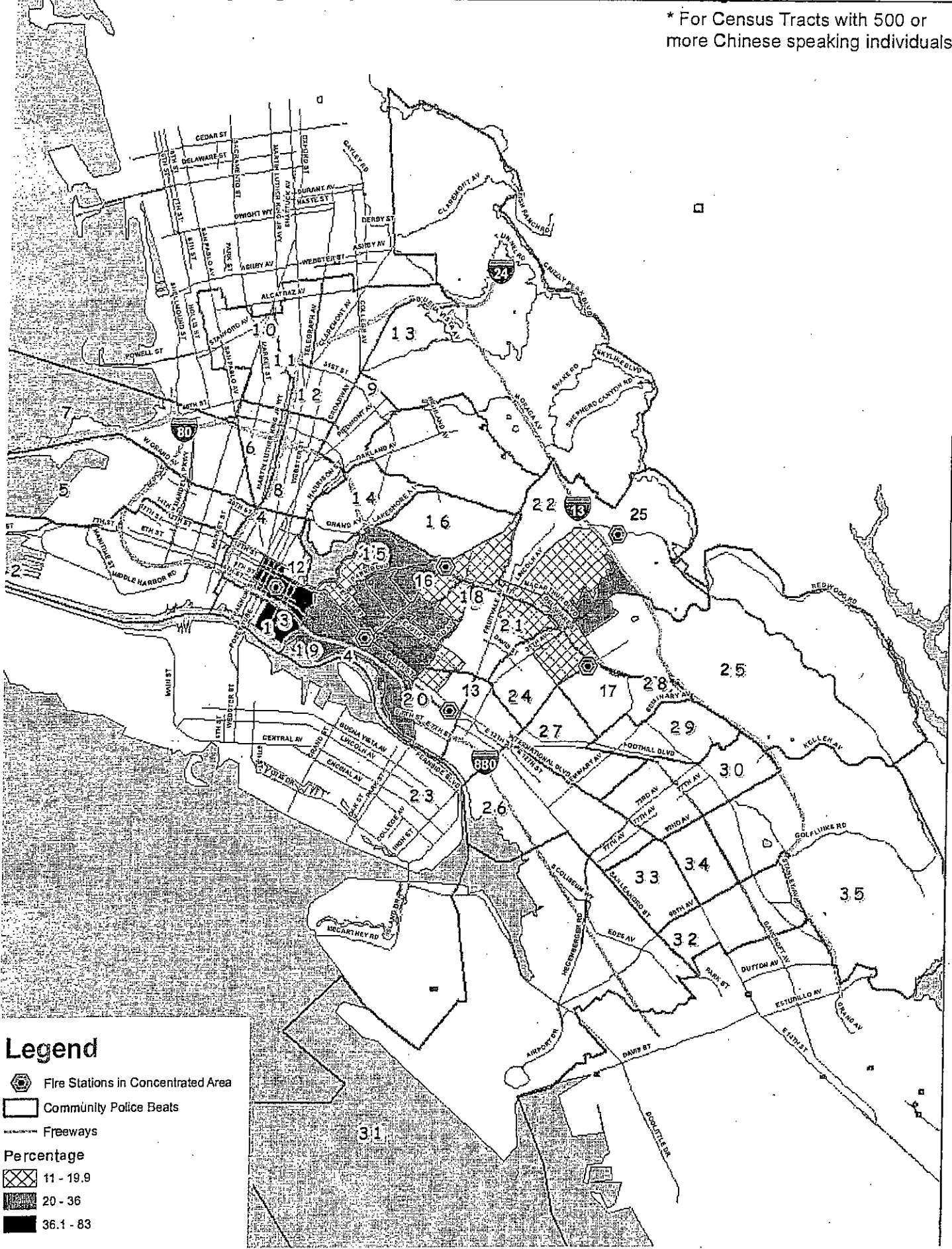
-  Fire Stations in Concentrated Area
-  Community Police Beats
-  Freeways

## Spanish Speaking Percentage 2000

- Percentage
-  25 - 39.9
  -  40 - 49.9
  -  50-65

# Chinese Language Population Concentration\*: City of Oakland 2000

\* For Census Tracts with 500 or more Chinese speaking individuals



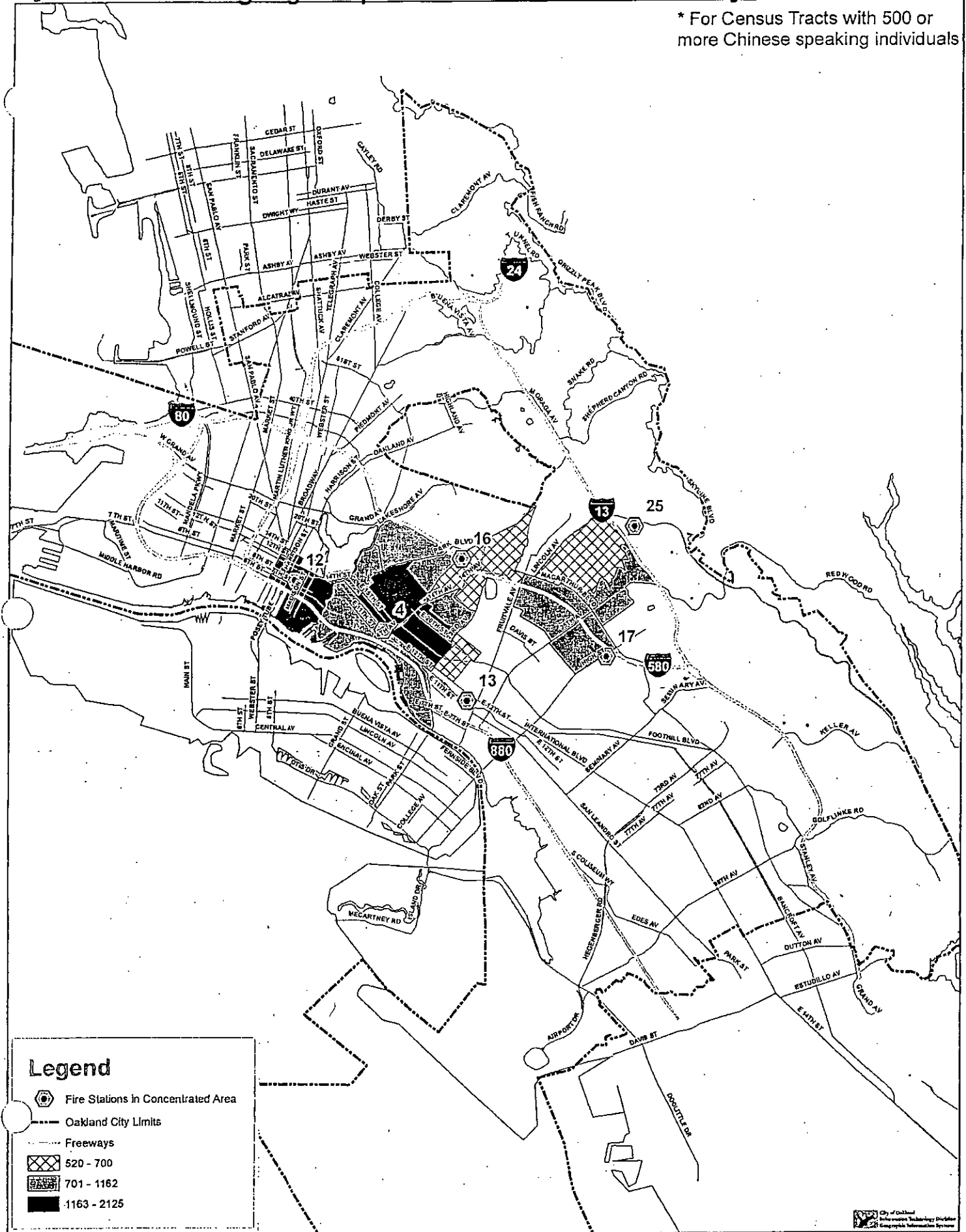
## Legend

- Fire Stations in Concentrated Area
- Community Police Beats
- Freeways
- Percentage**
- 11 - 19.9
- 20 - 36
- 36.1 - 83



# Chinese Language Population Concentration\*: City of Oakland 2000

\* For Census Tracts with 500 or more Chinese speaking individuals



## Legend

- Fire Stations in Concentrated Area
- Oakland City Limits
- Freeways
- 520 - 700
- 701 - 1162
- 1163 - 2125

**Attachment J: Language Access Line Calls for FY 10-11**

	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11
Spanish	593	633	752	674	667	666	714	570	657	679	650	712
Cantonese	58	69	50	57	62	49	68	44	52	38	40	75
Mandarin	10	15	15	20	12	16	17	19	15	8	20	37
Toishanese	0	0	1	1	1	1	0	0	0	0	0	0
Amharic	0	2	1	1	0	0	1	0	1	2	0	0
Arabic	1	0	1	2	0	4	3	3	0	1	2	0
Bosnian	0	0	0	0	0	0	0	0	0	2	0	0
Burmese	0	2	0	0	0	1	0	0	0	1	1	0
Cambodian	7	5	4	0	4	5	0	2	0	3	2	5
Farsi	0	0	0	0	0	0	0	1	0	0	0	1
French	0	1	0	0	0	1	1	1	0	1	0	2
Greek	0	0	0	0	0	0	0	0	1	0	1	0
Hindi	0	0	0	1	1	0	1	1	0	0	0	0
Hmong	2	2	0	1	0	2	0	0	1	0	0	0
Indonesian	1	0	0	0	0	0	0	0	0	0	0	0
Karen	0	0	0	0	0	0	1	0	0	0	0	0
Korean	3	5	5	4	2	1	2	8	5	4	2	5
Laotian	0	2	1	1	0	0	0	0	0	1	0	1
Malayalam	0	1	0	0	0	0	0	0	0	0	0	0
Mongolian	0	0	0	2	1	2	0	0	0	3	1	0
Nepali	0	0	0	1	1	0	0	0	0	0	0	0
Polish	0	0	0	0	1	0	0	0	0	0	0	0
Portuguese	0	0	0	0	0	0	0	0	0	1	0	0
Punjabi	0	1	0	0	0	1	0	3	2	0	1	0
Russian	0	0	2	1	0	3	0	0	0	1	0	0
Swahili	0	1	0	0	0	0	0	0	0	0	0	0
Tagalog	0	2	0	0	0	4	2	1	1	2	2	1
Tamil	1	5	1	0	0	0	0	0	0	0	0	0
Thai	0	0	0	0	0	0	0	0	0	0	0	1
Tigrinya	0	0	0	0	0	0	0	0	1	1	0	0
Ukrainian	0	0	0	0	0	1	0	0	0	0	0	0
Urdu	0	0	0	0	0	0	0	0	0	1	0	0
Vietnamese	17	19	15	26	22	18	8	20	10	20	22	19