

CITY OF OAKLAND
AGENDA REPORT

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TO: Office of the City Administrator
ATTN: Dan Lindheim
FROM: Office of the City Administrator – Equal Access Division
DATE: June 9, 2009

RE: **Status Report On the Implementation of the Equal Access to Services Ordinance and Recommendations for Improving Language Access to City Services for Oakland's Limited English Speaking Population for the Period July 1, 2008 Through June 30, 2009**

SUMMARY

This report provides the City Council with the annual compliance report for implementation of the Equal Access to Services Ordinance (Ordinance No. 12324 C.M.S.) for the period July 1, 2008 through June 30, 2009.

FISCAL IMPACT

Since this report is informational only, no fiscal impacts are included.

BACKGROUND

The Equal Access to Services Ordinance (Ordinance) requires that the City Administrator submit to the City Council an annual compliance plan containing the following information:

- (1) The number and languages of the Limited English Speaking Group
- (2) The number of Public Contact Positions (PCP) in each Department covered by this Ordinance, listed by job title
- (3) The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak (Bilingual Employee is defined in the Ordinance as a City employee who is proficient in the English language and a language other than English that is spoken by not less than 10,000 Limited English Speaking Persons who are Oakland residents)
- (4) A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 *Equal Access to Services* (Departments comply with their obligations under this Section if they provide the same level of service to members of the Substantial Number of Limited English Speaking Persons Group(s) as they provide English speakers.
- (5) If assessments indicate a need for additional Bilingual Employees in Public Contact Positions to meet the requirements of Section 2.30.030, a description of each Department's plan for filling the positions, including the estimated number of vacancies

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in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills

- (6) A list of all Public Contact Positions filled during the fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicant pool lists for each position filled, identifying whether each applicant had bilingual capabilities
- (7) A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures
- (8) The name, address, telephone number and contact person of each recruitment firm used to search for qualified applicants for City employment positions
- (9) For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment
- (10) A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Positions in each of the Concentrated Number of Limited English Speaking Persons Group(s)
- (11) If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance
- (12) A list of each Department's written materials required to be translated under this Article [the Equal Access Ordinance], the languages into which they have been translated, and the persons who have reviewed the translated material for accuracy and appropriateness
- (13) A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article [the Equal Access Ordinance]
- (14) A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s)
- (15) A report regarding the adequacy of service to members of the Limited English Speaking Persons Group(s)
- (16) Any other information requested by City Council necessary for the implementation of this Article [the Equal Access Ordinance].

KEY ISSUES AND IMPACTS

All City Agencies completed a compliance report for FY2008-09 and submitted it to the Equal Access Office (*Attachment A*). In addition, the Equal Access Office Director and a representative from the City Administrator's Office met with each Agency Director, key Agency staff and each Agency's language access coordinator to discuss Agency compliance in detail, review every

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budgeted position in the Agency to determine PCP and bilingual status and to make updates to the list of translated materials and multilingual phone lines for the Agency. The results of these compliance efforts are presented in the tables below.

1. Number and Languages of the Limited English Speaking Group

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

For the current fiscal year, the City Administrator, based on 2000 U.S. Census and 2006 American Community Survey data, deems the citywide Spanish LEP population to be 12.4% and the Chinese LEP population to be 4.5%.¹ These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

For offices providing local services to one or more neighborhoods in the City, a range of the LEP Spanish and Chinese populations was calculated using 2000 U.S. Census and 2006 American Community Survey data and by mapping population regions through the use of the City of Oakland’s geographic information system (GIS). Each local office target percentage of bilingual PCPs was determined by calculating a range of the LEP populations in the area served by the office.

2. Number of Public Contact Positions in Each Department Covered by this Ordinance, Listed by Job Title

The Ordinance defines a PCP as “a position, whether of a clerical, service, professional or sworn nature, that emphasizes greeting, meeting, contact, or provision of information and/or services to the public in the performance of the duties of that position.” In each of the meetings with the City Agency Directors and the language access staff, every funded position in the Agency was discussed in detail to determine whether or not it is a PCP based on the definition provided in the

¹ The 12.4% Spanish LEP population is based on data from the 2000 U.S. Census and 2006 American Community Survey, where persons have identified themselves as Spanish speakers at home and speak English less than “very well.” The 4.5% Chinese LEP population is based on the same data, where persons have identified themselves as Chinese speakers at home and speak English less than “very well.”

Ordinance. Going forward, this process will be completed every year to ensure accurate information is presented in each annual compliance report in June.

The tables below show every position budgeted in FY2008-09 in the City that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public. Currently the City has 2401.00 FTE in Public Contact Positions.

City Administrator's Office & Divisions

Job Title (Classification)	FTE	Function
Admin Asst II	0.50	Special Permits front desk reception
Administrative Analyst I	1.00	Special Permits Administrative Support
Asst to the City Administrator	1.00	Equal Access Director
Asst to the City Administrator	1.00	Measure Y
Asst to the City Administrator	1.00	Nuisance Abatement
City Administrator Analyst	1.00	Equal Access staff
Complaint Investigator II	3.00	CPRB complaint investigation
Exec Assistant	1.00	CPRB
Mayor's PSE, PT	1.00	CAO Admin front desk reception
Program Analyst I	2.00	Equal Access staff
Program Analyst I & III	2.00	NSD City-County Neighborhood Initiative
Program Analyst I, II, III	1.50	Marketing, Public Art & Cultural Funding
Total PCP:	16.00	

City Attorney's Office

Job Title (Classification)	FTE	Function
Agency Administrative Manager	1.00	Neighborhood Law Corp Program Manager
Claims Investigator II & III	2.00	Investigation of claims with includes responding to a variety of questions from claimants either by phone or walk-in.
Deputy City Attorney II	3.00	Misdemeanor Prosecution Attorneys meet with community members, business leaders to support efforts to criminally prosecute misdemeanors and infractions. Also, interacts with defendants in these actions.
Exec Asst to City Attorney	1.00	City Attorney's reception desk and liaison to community for the City Attorney
Exempt Limited Duration Employee	3.00	Neighborhood Law Corps Attorneys meets with community members and business leaders to support civil actions filed that address quality of

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		life issues facing the City of Oakland. Also, interacts with defendants in these actions.
Legal Communications Officer	1.00	City Attorney's PIO
Public Service Representative	3.00	City Attorney's reception desk
Receptionist to the City Attorney	1.00	City Attorney's Office reception desk

Total PCP: 15.00

City Auditor's Office

Job Title (Classification)	FTE	Function
Exec Asst to the City Auditor	1.00	City Auditor's reception desk and liaison to community for the City Auditor
Receptionist to the City Auditor	1.00	City Auditor's reception desk

Total PCP: 2.00

City Clerk's Office

Job Title (Classification)	FTE	Function
Office Assistant II	1.00	Front desk reception areas, 1 st Floor
Public Service Rep.	1.00	Front desk reception areas, 2 nd Floor

Total PCP: 2.00

City Council Office

Job Title (Classification)	FTE	Function
City Council Admin Asst	4.50	Council District & front desk reception
City Councilmember's Asst	16.00	Council District constituent affairs
Exec Asst to the City Council	1.00	Front desk reception

Total PCP: 21.50

Community & Economic Development Agency

Job Title (Classification)	FTE	Function
Account Clerk II	2.00	Provides customer services and performs cashiering functions
Administrative Analyst I	1.00	Provides customer services and participates in public information projects.
Administrative Asst I and II	17.50	Receives and screens visitors and telephone calls. Provides information and refers callers to appropriate persons. Responds to customer service inquiries.
Administrative Services Mgr II	1.00	Provides customer services and participates in public information projects.

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Community Dev Prgm Coordinator	3.00	Assists with the management and coordination of Community Development Block Grant funded activities; provides technical assistance to CD Boards at the monthly meetings; completes monitoring site visits on contracted project; examines supporting documents submitted with payment requests to establish proper authorization and conformance with agreements, contracts and grant regulations.
Construction Inspector Sup (Field & Office)	4.00	Performs inspection of major public works construction projects and associated tasks. Responds to and resolves complaints from the public relating to assigned projects.
Employment Services Supervisor	1.00	Provides Enterprise Zone Program information to Businesses and the general public.
Engineer, Assistant II (Office)	4.00	Interprets codes and regulations in the performance of plan check activities. Investigates routine complaints regarding existing conditions of buildings and public works facilities.
Engineer, Civil (Office)	10.00	Plans and design streets, storm, sewer and other public works facilities. Reviews and approves subdivision and land development proposals for compliance with engineering standards.
Engineer, Civil Supv (Office)	1.00	Plans, assigns, and supervises the Civil Engineers in designing streets, storm, sewer, and other public works facilities.
Engineer, Transportation (TSD)	3.00	Responds to citizens' complaints about traffic safety.
Engineer, Transportation Supv (TSD)	1.00	Represents the Transportation Services Division in public meetings.
Engineering Intern, PT	0.50	Assists in monitoring contractor's work in the filed for compliance with the project plans and specifications.
Engineering Technician II (Office) (2FTEs/TSD)	4.00	Responds to citizens' complaints about traffic safety.
Hearing Officer	2.00	Plans, organizes and conducts arbitration hearings and renders written decisions regarding tenant and landlord petitions; conducts mediation sessions and prepares written mediation agreements.
Home Management Counselor	1.00	Monitors defaults and delinquencies in mortgage

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III		payments; provides counseling to home owners, landlords, and tenants.
Housing Development Coordinator III & IV	7.00	(III) Coordinates the development and implementation of housing development and emergency housing projects and programs. (IV) Organizes, facilitates and supervises City participation in major housing development, emergency housing, and financing programs and projects.
Loan Servicing Administrator	1.00	Develops and maintains loan accounting and servicing systems, prepares and presents a broad range of informative accounting and loan portfolio management reports for loans.
Loan Servicing Specialist	2.00	Provides loan servicing services on residential and rental property mortgages and home repair loans held by the City of Oakland.
Manager, Zoning	1.00	Supervises project planners
Monitoring & Evaluation Supervisor	1.00	Coordinates, monitors, and evaluates Community Development Block Grant and redevelopment programs. Develops and implements monitoring and evaluation systems to ensure contract compliance on housing projects.
Mortgage Advisor	2.00	Processes and approves housing rehabilitation loans; reviews legislation of new programs. Assembles loan packages for submission to lenders; interprets federal housing laws for the public; writes applications for rehabilitation programs.
Mortgage Loan Supervisor	1.00	Processes and approves housing rehabilitation loans; reviews legislation of new programs. Processes and approves housing rehabilitation loans; reviews legislation of new programs.
Office Assistant II	7.00	Front desk reception; sets appointments and answers telephones
Permit Technician II	2.00	Primary public contact at building counter.
Planner I, II, III and IV	37.00	Daily public contact in reviewing development projects.
Principal Inspection Supv	4.00	First line supervision of building inspectors.
Process Coordinator II & III	5.00	Daily public contact in helping projects get built.
Program Analyst II & III	3.00	Manages Rent Adjustment cases. Writes administrative decisions in Rent Adjustment

		cases. Answers public inquiries in person and by phone. Processes applications to remove units from rental housing market. Drafts program forms.
Public Service Representative & PPT	14.00	Front desk reception; answers telephones.
Rehabilitation Advisor III	4.00	Inspects buildings offered for rehabilitation; prepares a list of deficiencies; assist home owners in the planning for rehabilitation and provide assistance in the planning stage; selection of contractor, and construction phase.
Rehabilitation Paint Technician	1.00	Provides technical support for the paint program; inspects residential properties, analyzes needs, determines amount of material and supplies required; advises homeowners and conducts training classes.
Specialty Combination Inspector Senior	6.00	Provides supervision to the Specialty Combo Inspector.
Specialty Combination Inspector	46.00	Reviews plans, issues permits, and makes field inspections on new and existing residential buildings and on minor commercial buildings.

Total PCP: 200.00

Contracting & Purchasing

Job Title (Classification)	FTE	Function
Administrative Asst II	2.00	Front desk reception/assist vendors with iSupplier applications
Contract Compliance Field Tech	1.00	Project site visits and interviews workers for collection of information
Contract Compliance Office Asst	1.00	Supports efforts to conduct site visits and interview when investigating non-compliance in prevailing wage and living wage
Employment Services Supervisor	1.00	Works with Oakland residents employed on construction jobs or seeking employment opportunities and pre-apprenticeship training.
Job Developer	1.00	Works with businesses and potential workers seeking employment opportunities and pre-apprenticeship training
Office Asst II	1.00	Works with contractors to complete transactions at Contract Administration front desk

Total PCP: 7.00

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Finance & Management Agency

Job Title (Classification)	FTE	Function
Collections Officer	7.00	Pursue collection of City receivables, i.e., outstanding fees owed, unpaid balances, etc.
Public Service Representative & PT	19.50	Provides customer service to prospective employees or Parking Citation Center customers.
Revenue Asst	13.00	Provides tax information to City residents and businesses who are obligated to pay City taxes.
Tax Auditor II	7.00	Performs field audits to determine liability for business licenses and other taxes.
Tax Enforcement Officer II	13.00	Collects taxes and fees owed to the City; provides taxpayer assistance; and conducts compliance investigations.
Tax Representative II	8.00	Collects taxes and fees owed to the City; provides taxpayer assistance; and conducts compliance investigations.

Total PCP: 67.50

Fire Department

Job Title (Classification)	FTE	Function
Admin Asst I and II	5.00	Communicate with walk-in "customers", who seek services such as request a fire investigation report, schedule for inspection, pay fire plan review, etc.
Captain of Fire Dept.	54.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Emergency Planning Coordinator & Sr.	7.00	Provide emergency training and planning within the city and to the public (e.g., Citizens of Oakland Response to Emergency – CORE)
Engineer of Fire Dept.	83.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Exec Asst to Agency Director	1.00	Respond to phone calls, walk-in "customers" regarding fire services and fire department administration, public relations, etc.
Fire Communications Dispatcher & Sr.	22.00	Answer all 9-1-1 calls regarding the emergency service from the public
Fire Communications Supervisor	1.00	Answer all 9-1-1 calls regarding the emergency service from the public

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Fire Fighter	187.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Fire Fighter Paramedic	93.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Fire Investigator	4.00	Provide investigation in identifying the cause of fire; they may have to interview witnesses
Fire Marshall, Assistant	1.00	Provide investigation in identifying the cause of fire; they may have to interview witnesses; occasionally discuss issues about Fire Codes with the citizens
Fire Prevention Bureau Inspector, Civil	9.00	Inspect buildings per the Fire Code; work with building owners/tenants to resolve complications
Fire Protection Engineer	2.00	Review and approve fire plans and discuss with the customers regarding the plan
Fire Safety Education Coordinator	2.00	Provide planning and training to the public, especially to the school age children; they conduct fire prevention activities and education
Fire Suppression District Inspector	6.00	Inspect properties and mitigation non-compliance vegetation problems
Hazardous Materials Inspector II and Sr.	3.00	Inspect businesses and mitigate haz mat non-compliance problems
Lieutenant of Fire Dept.	67.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Management Assistant	1.00	Communicate with walk-in "customers", who seek for services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.
Management Intern	1.00	Mainly providing CORE services to the public and outreach for public education
Manager, Emergency Services	1.00	Planning for emergency service, manage and direct Emergency Operating Center (EOC) activities during the major disasters
Office Asst II	4.00	Mainly in-take phone calls from the public regarding fire services

Total PCP: 553.00

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Human Services

Job Title (Classification)	FTE	Function
Admin Asst I	3.00	Senior Center reception staff
Case Manager I and II	11.00	Linkages and Multipurpose Senior Services staff – serves Oakland clients to live independently
Early Childhood Instructor	60.80	Head Start Instructors
Family Advocate	11.70	Head Start advocates for Head Start families
Food Program Monitor	5.00	Year round lunch program staff provide free lunch to children and youth
Headstart Program Coordinator	8.00	Supervises Headstart Center Directors and oversees interaction with Head Start families
Info & Referral Specialist	0.53	Provides information and referral via telephone and walk-in to the public
Nurse Case Manager	3.00	Multipurpose Senior Services staff – serves Oakland clients to live independently
Office Asst I & II	1.60	Admin reception & Senior Center staff
Outreach Worker	1.07	Provides information and referral via telephone and walk-in to the public
Senior Aide	1.59	Admin reception or participants in a federal employment training program and placed in private business/Community Based Organizations (CBOs)
Senior Center Director	4.00	Interacts with Senior Center members to ensure comprehensive programs for seniors
Senior Services Prgm Asst	1.00	Provides support to the Senior Aide Employment program and its participants
Senior Services Supervisor	2.00	Coordinates volunteers and works with Senior Aides
Temp Contract Services Employee, PT	9.00	Safe Walk to School monitors ensure children travel to and from school safely.

Total PCP: 115.17

Library

Job Title (Classification)	FTE	Function
Administrative Librarian	1.00	Plans, organizes, directs, and reviews the operations and activities of a division in the Department of Library Services; Develops new programs and concepts; to interact with library patrons and the public.
Associate Director, Library	1.00	Provides support to, act on behalf of the Library Director. Provides direction re: policies,

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		operations, facilities and system-wide issues.
Chief Curator of History	1.00	AAMLO Curator; plans, organizes, manages and directs the work of the Oakland Public Library's Historical Archives and reference collections; manages the Museum's history collection; participates in developing and implementing all aspects of history exhibitions, programs and publications; coordinates special projects.
Director of Library Services	1.00	Library Director
Executive Asst	1.00	Frontline reception and assistance to Director
Librarian I & II, including PT and PPT	59.54	Librarians at Main, Branches and Technical Services. Performs specialized and general reference, readers advisory, materials selection, program planning, and cataloging.
Library Aide & PT & PPT	52.09	Performs a wide variety of general library and clerical tasks in support of library operations and services. Provides directional assistance and circulation assistance to patrons.
Library Assistant & PT & PPT	37.90	Performs a variety of library duties including assisting in the operation of a branch library or specialized program or service within a library department. Provides directional assistance, general reference assistance, and circulation assistance to patrons.
Literacy Asst & PT	1.50	Performs a variety of duties in the library's literacy programs for adult students and children; teaches students and volunteers; and provides support in the training and directing of volunteer tutors.
Management Asst	1.00	Provides employment assistance and direction to the general public.
Museum Collections Coordinator (Archivist)	1.00	Provides collection management and archival processing for the African American Museum & Library; coordinates collection management functions, including curatorial, registration and conservation; responsible for special projects.
Museum Guard, PT	4.00	Provides assistance toward ensuring that the Library is a safe and accommodating place for the public and staff. Guards are not expected to do this alone. Instead they are expected to work cooperatively with all library staff to maintain the

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		security of the building and the safety of those using it.
Museum Project Coordinator	1.00	Plans, produces and evaluates a variety of special projects including program development, contract administration and budget development and administration.
Program Analyst I, PT	0.20	Assists in program planning, research, analysis and development; drafts grant proposals and reports; assists in the implementation of programs; provides assistance to community organizations, district boards and citizen advisory bodies.
Senior Librarian & PT	8.38	Performs specialized reference, readers' advisory, library needs assessment, coordination of material selection; and to perform as working supervisor to professional, paraprofessional & clerical staff.
Senior Library Assistant	7.00	Implements library programs and directs paraprofessionals and other support staff; assists in the operation of a branch library or library department or be in charge of the daily operations of a library unit. Provides directional assistance, general reference assistance, and circulation assistance to patrons.
Senior Literacy Asst	2.00	Assists in the daily operation of the Library's literacy program; performs a variety of duties in the library's literacy programs for adult students and children; teaches students and volunteers; and provides support in the training and directing of volunteer tutors.
Student Trainee, PT	1.10	Supports the education and physical enrichment of the after-school students. This includes assistance with arts and crafts, interactive games, computer programming, physical activities and distribution of snacks.
Supervising Librarian & PPT	5.80	Directs the operations of the Main Library, Branch Libraries, Technical Services, and special services; trains, and supervises library staff; maintains close liaison with the public; researches problems and make recommendations; implements new library procedures.

Total PCP: 177.10

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Mayor's Office

Job Title (Classification)	FTE	Function
Admin Asst to the Mayor	2.00	Provide information and services to general public
City Administrator Analyst	2.00	Provide information and services to general public
Deputy Director, Prg Planning & Dev	4.00	Provide information and services to general public
Mayor	1.00	Provide information and services to general public
Mayor's PSE 14	12.00	Provide information and services to general public
Mayor's PSE 51	1.00	Provide information and services to general public
Project Manager III	2.00	Provide information and services to general public
Temp Contract Svcs Employee, PT	1.00	Provide information and services to general public

Total PCP: 25.00

Museum

Job Title (Classification)	FTE	Function
Museum Docent Coordinator	1.00	Direct docent programs and provide exhibition/tour information to school groups and public.
Museum Guard & PPT	11.00	Provide the full range of duties to secure the safety of the Museum building, collections, and public visitors. Provide information to visitors, respond to questions and inquiries.
Museum Security Guard IV	1.00	Supervises Museum Guards who provide protection to staff, visitors and the museum collections and secure the building and grounds; respond to inquiries or concerns from the public.

Total PCP: 13.00

Office of Parks and Recreation

Job Title (Classification)	FTE	Function
Administrative Assistant I	1.00	Front Desk Receptionist addressing customer questions.
Assistant to the Director	1.00	Works with the public in the course of managing

		recreation administrative operations.
Data Entry Operator	1.00	Troubleshoots customer online registration issues.
Director of Recreation Services	1.00	Works with the public in managing and overseeing the department.
Executive Assistant	1.00	Communicates with public seeking information from the Director's Unit.
Facility Security Assistant, PPT	0.75	Works at enterprise facilities to assist customers hosting events, ensuring facility and participants remain safe.
Gardner Crew Leader	1.00	Works with public in the field in the course of overseeing field preparation.
Lifeguard, PT	11.28	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Marine and Aquatics Program Supervisor	1.00	Works with the public in the course of supervising marine and aquatic program sites, staff and operations.
Naturalist, Supervising	1.00	Works with the public in the course of supervising naturalist programs, staff and operations.
Office Manager	1.00	Provides public with enterprise facility rental information via, phone, email and in person.
Pool Manager, PT	2.51	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Program Analyst II	1.00	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.
Public Service Representative, PPT	4.00	Provides public with enterprise facility rental information via, phone, email and in person.
Recreation Attendant II, PT	1.39	Works at enterprise facilities to assist customers hosting events.
Recreation Center Director	12.00	Frontline customer service interaction in the field at recreation sites while developing and overseeing multiple site programs and services provided to the public.
Recreation General Supervisor	2.00	Works with the public in the course of supervising recreation program sites, staff and operations.
Recreation Leader II, PPT	16.25	Frontline customer service interaction in the field at recreation sites while providing programs and

		services.
Recreation Program Director	11.00	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.
Recreation Specialist I, PT	1.75	Frontline customer service interaction in the field while providing cultural arts programs and services.
Recreation Specialist II, PPT	5.95	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Recreation Supervisor	9.00	Works with the public in the course of supervising recreation sites, staff and operations.
Water Safety Instructor, PT	3.72	Frontline customer service interaction in the field at recreation sites while providing programs and services
Sports Program Coordinator	2.00	Works with the public while coordinating recreational sporting programs and events.

Total PCP: 93.6

Police Department

Job Title (Classification)	FTE	Function
Admin Analyst II	6.00	Respond to citizen requests for crime statistics and/or investigation status and interact with potential Police Officer Trainee candidates.
Admin Asst I	5.00	Front desk reception and phone responsibilities
Admin Services Manager II	1.00	Crime report inquiries, Public Records requests, sex and drug offender registration inquiries.
Animal Care Attendant, PT	6.00	Place animals with citizens' through adoption program.
Animal Control Officer	12.00	Responds to citizens calls for service.
Animal Control Supervisor	1.00	Responds to customer service issues, caller complaints
Captain of Police	9.00	Attends community service meetings, handles egregious service issues, emergency response
Crossing Guard, PT & PPT	29.13	Assists public across streets.
Director of Animal Services	1.00	Responds to public records requests, service issues, and requests for information.
Exec Asst to Agency Director	1.00	Front desk reception and phone responsibilities for the Chief's Office.
Facility Manager	1.00	Interfaces with vendors and contractors.

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Lieutenant of Police	25.00	Attends community service meetings, handles escalated calls for service, point of contact for community leaders.
Management Asst	1.00	Responds to public inquiry regarding annual report, police interaction with City Council
Neighborhood Services Coordinator	15.00	Coordinates and attends community meetings, provides public with information, recruits civilian volunteers
Police Communications Dispatcher, II, & Sup	74.00	Manage all emergency calls from public
Police Evidence Technician	19.00	Interacts with citizens at crime scenes.
Police Officer	628.00	Respond to civilian calls for police service, maintain peace in City of Oakland
Police Personnel Oper Specialist	1.00	Interacts with potential Police Officer Trainee candidates. Handles requests from outside agencies pertaining to backgrounds.
Police Property Specialist & Sup	10.00	Return seized property to members of public when appropriate.
Police Records Specialist & Sup	50.00	Counter and phone services in response to request for Crime Reports
Police Services Tech II	44.00	Take police reports from citizens.
Ranger	3.00	Responds to all park related service calls from public.
Sergeant of Police	130.00	Respond to police calls, take reports, handle service complaints.
Veterinarian	1.00	Responds to animal emergencies from the public.
Veterinary Technician	2.00	Assists in responding to animal emergencies from the public
Volunteer Program Specialist II	1.00	Supervises and responds to citizen inquiries, questions, complaints associated with the Animal Shelter.

Total PCP: 1078.13

Public Works

Job Title (Classification)	FTE	Function
Clean City Specialist, Sr.	1.00	Coordinates and supports volunteer events for Keep Oakland Clean and Beautiful. Based from 750 – 50 th Avenue.
Clean Community Supervisor	1.00	Supervises illegal dumping reduction education and investigation. Supervises volunteer program for Keep Oakland Clean and Beautiful. Located

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		at 750 – 50 th Avenue.
Environmental Services Intern	1.00	Responds and supports Recycling Hotline
Litter/Nuisance Enforcement Officer	6.00	Investigates illegal dumping incidents. Conducts community outreach to reduce incidents of illegal dumping. Based from 750 – 50 th Avenue.
Public Service Representative	6.00	Four FTE serve as call takers in the PWA Call Center (615-5566) located at 7101 Edgewater Drive. One FTE staffs the Public Works front desk reception (250 Frank H. Ogawa Plaza, 4 th Floor).

Total PCP: 15.00

3. Number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak (Bilingual Employee is defined in the Ordinance as a City employee who is proficient in the English language and a language other than English that is spoken by not less than 10,000 Limited English Speaking Persons who are Oakland residents)

Currently the City has 302.92 FTE bilingual employee working in a Public Contact Position.

City Administrator’s Office & Divisions

Job Title (Classification)	FTE	Function	Location	# Bilingual/ Language
Administrative Analyst I	1.00	Special Permits	City Hall, CPRB, 11 th floor	1.00/Cantonese & Mandarin
Asst to the City Administrator	1.00	Equal Access Director	City Hall, Equal Access, 9 th floor	1.00/Cantonese & Mandarin
Asst to the City Administrator	1.00	Nuisance Abatement	City Hall, Nuisance Abatement, 11 th floor	1.00/Spanish
City Administrator Analyst	1.00	Equal Access staff	City Hall, Equal Access, 9 th floor	1.00/Spanish
Program Analyst I	1.00	Equal Access staff	City Hall, Equal Access, 9 th floor	1.00/Spanish

Total Bilingual PCP: 5.00

City Attorney's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Claims Investigator III	1.00	Investigation of claims with includes responding to a variety of questions from claimants either by phone or walk-in.	City Hall, OCA, 6 th floor	1.00/Spanish
Deputy City Attorney II	3.00	Misdemeanor Prosecution Attorneys meet with community members, business leaders to support efforts to criminally prosecute misdemeanors and infractions. Also, interacts with defendants in these actions.	City Hall, OCA, 6 th floor	1.00/Spanish
Exempt Limited Duration Employee	3.00	Neighborhood Law Corps Attorneys meets with community members and business leaders to support civil actions filed that address quality of life issues facing the City of Oakland. Also, interacts with defendants in these actions.	City Hall, OCA, 6 th floor	1.00/Spanish
Legal Communications Officer	1.00	City Attorney's PIO	City Hall, OCA, 6 th floor	1.00/Spanish

Total Bilingual PCP: 4.00**City Clerk's Office**

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Public Service Rep.	1.00	Front desk reception areas	City Hall, 2 nd floor	1.00/Spanish

Total Bilingual PCP: 1.00**City Council Office**

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
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City Council Admin Asst	4.50	Council District & front desk reception	City Hall, 2 nd floor	0.25/Cantonese & Mandarin 1.00/Spanish
City Councilmember's Asst	12.00	Council District constituent affairs	City Hall, 2 nd floor	2.00/Mandarin 2.50/Spanish
Exec Asst to the City Council	1.00	Front desk reception	City Hall, 2 nd floor	1.00/Spanish

Total Bilingual PCP: 6.75

Community & Economic Development Agency

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Account Clerk II	1.00	Provides customer services and performs cashiering functions	Dalziel Bldg., 2 nd floor	1.00/Mandarin
Administrative Asst I & II	2.00	Receives and screens visitors and telephone calls. Provides information and refers callers to appropriate persons. Responds to customer service inquiries.	Dalziel Bldg., 2 nd floor	2.00/Spanish
Construction Inspector Sr (Office)	2.00	Performs inspection of major public works construction projects and associated tasks. Responds to and resolves complaints from the public relating to assigned projects.	Dalziel Bldg., 2 nd floor	2.00/Spanish
Employment Services Supervisor	1.00	Provides Enterprise Zone Program information to Businesses and the general public.	Dalziel Bldg., 3 rd floor	1.00/Spanish
Engineer, Assistant II (Office)	1.00	Interprets codes and regulations in the performance of plan check activities. Investigates routine complaints regarding existing conditions of buildings and public works facilities.	Dalziel Bldg., 2 nd floor	1.00/Cantonese
Engineer, Civil (Office)	3.00	Plans and design streets, storm, sewer and other public	Dalziel Bldg., 2 nd floor	3.00/Cantonese 1.00/Mandarin

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		works facilities. Reviews and approves subdivision and land development proposals for compliance with engineering standards.		
Engineer, Civil Supv (Office)	1.00	Plans, assigns, and supervises the Civil Engineers in designing streets, storm, sewer, and other public works facilities.	Dalziel Bldg., 2 nd floor	1.00/Cantonese
Engineer, Transportation	1.00	Responds to citizen complaints about traffic safety.	Dalziel Bldg., 4 th floor	1.00/Mandarin
Engineering Technician II (Office)	1.00	Responds to citizen complaints about traffic safety.	Dalziel Bldg., 2 nd floor	1.00/Spanish
Hearing Officer	1.00	Plans, organizes and conducts arbitration hearings and renders written decisions regarding tenant and landlord petitions; conducts mediation sessions and prepares written mediation agreements.	Dalziel Bldg., 5 th floor	1.00/Cantonese
Home Management Counselor III	1.00	Monitors defaults and delinquencies in mortgage payments; provides counseling to home owners, landlords, and tenants.	Dalziel Bldg., 5 th floor	1.00/Spanish
Office Assistant II	1.00	Front desk reception; sets appointments and answers telephones	Dalziel Bldg., 2 nd floor	1.00/Cantonese
Planner I, II, III and IV	6.00	Daily public contact in reviewing development projects.	Dalziel Bldg., 2 nd & 3 rd floor	6.00/Spanish
Process Coordinator II & III	1.00	Daily public contact in helping projects get built	Dalziel Bldg., 2 nd floor	1.00/Spanish
Program Analyst II	1.00	Manages Rent Adjustment cases. Writes administrative decisions in Rent Adjustment cases. Answers public	Dalziel Bldg., 5 th floor	1.00/Spanish

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		inquiries in person and by phone. Processes applications to remove units from rental housing market. Drafts program forms.		
Public Service Representative & PPT	3.00	Front desk reception; answers telephones	Dalziel Bldg., 2 nd floor	2.00/Spanish 1.00/Cantonese
Specialty Combination Inspector Senior	2.00	Provides supervision to the Specialty Combo Inspector.	Dalziel Bldg., 2 nd floor	2.00/Spanish
Specialty Combination Inspector	8.00	Reviews plans, issues permits, and makes field inspections on new and existing residential buildings and on minor commercial buildings.	Dalziel Bldg., 2 nd floor	7.00/Spanish

Total Bilingual PCP: 37.00

Contracting & Purchasing

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Office Asst II	1.00	Works with contractors to complete transactions at the Contract Administration front desk	Dalziel Bldg., 3 rd floor	1.00/Spanish

Total Bilingual PCP: 1.00

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<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Public Service Representative	19.50	Provides customer service to prospective employees or Parking Citation Center customers.	Wilson Bldg., 2 nd floor; Dalziel Bldg., 1 st floor & 6 th floor	2.00 Cantonese 1.00/Cantonese & Mandarin 4.00/Spanish
Revenue Asst	13.00	Provides tax information to City residents and businesses who are obligated to pay City taxes.	Wilson Bldg., 5 th floor	1.00/Spanish
Tax Auditor II	7.00	Performs field audits to determine liability for business	Wilson Bldg., 5 th floor	1.00/Cantonese

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		licenses and other taxes.		
Tax Enforcement Officer II	13.00	Collects taxes and fees owed to the City; provides taxpayer assistance; and conducts compliance investigations.	Wilson Bldg., 5 th floor	1.00/Spanish
Tax Representative II	8.00	Collects taxes and fees owed to the City; provides taxpayer assistance; and conducts compliance investigations.	Wilson Bldg., 5 th floor & Dalziel Bldg., 1 st floor	1.00/Cantonese 1.00/Cantonese & Mandarin 1.00/Spanish

Total Bilingual PCP: 13.00

Fire Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Admin Asst I and II	6.00	Communicate with walk-in "customers", who seek for services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.	EMS, 47 Clay Street	1.00/Spanish
Captain of Fire Dept.	55.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 18A	1.00/Spanish
Engineer of Fire Dept.	83.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 21B; RTE A; RTE C	2.00/Spanish 1.00/Cantonese
Fire Communications Dispatcher & Sr.	22.00	Answer all 9-1-1 calls regarding the emergency service from the public	OES	1.00/Spanish
Fire Fighter	186.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Batt 03A; Station 03A, 03B, 03C, 04A, 04B, 04C, 08A, 08C, 13A, 13C, 15A, 17A, 18A,	2.00/Mandarin 22.00/Spanish

			18B, 18C, 21A, 22B, 23B	
Fire Fighter Paramedic	93.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 01A, 08C, 13A, 13B, 17A, 18A, 19A, 24B, 24C, 29A Batt 04A	2.00/Cantonese 11.00/Spanish
Fire Prevention Bureau Inspector	9.00	Inspect buildings per the Fire Code; work with building owners/tenants to resolve complications	Dalziel Bldg., 3 rd floor	2.00/Spanish
Lieutenant of Fire Dept.	67.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 04C, 10B, 18A, 18C, 28B,	7.00/Spanish 1.00/Cantonese
Management Assistant	1.00	Communicate with walk-in "customers", who seek for services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.	Dalziel Bldg., 3 rd floor	1.00/Spanish
Management Intern	1.00	Mainly providing CORE services to the public and outreach for public education	OES, 1605 MLK Jr. Way	1.00/Cantonese
Manager, Emergency Services	1.00	Planning for emergency service, manage and direct Emergency Operating Center (EOC) activities during the major disasters	OES, 1605 MLK Jr. Way	1.00/Spanish
Temp Contract Svcs Employee, PT	1.00	Mainly providing CORE services to the public and outreach for public education	OES, 1605 MLK Jr. Way	1.00/Spanish

Total Bilingual PCP: 56.00

Human Services

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Case Manager I	11.00	Linkages and Multipurpose	Wilson Bldg.,	1.00/Cantonese

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and II		Senior Services staff – serves Oakland clients to live independently	4 th floor	1.60/Spanish
Early Childhood Instructor	60.80	Head Start Instructors	1010 E. 15 th St., 274 12 th St., 6818 Lion Way, 1050 7 th St., 1058 W. Grand Ave., 1266 26 th Ave., 1701 E. 19 th St., 2228 E. 15 th St., 2563 International Blvd., 2701 22 nd Ave., 4335 Virginia Ave., 7200 Bancroft Ave., 7701 Krause Ave., 8501 International Blvd., 9202 International Blvd., 9600 Edes Ave.	4.00/Cantonese 6.00/Mandarin 18.00/Spanish
Family Advocate	11.70	Head Start advocates for Head Start families	2228 E. 15 th St., 2701 22 nd Ave., 6818 Lion Way, 7200 Bancroft, 8501 International	4.40/Spanish
Nurse Case Manager	3.00	Multipurpose Senior Services staff – serves Oakland clients to live independently	Wilson Bldg., 4 th floor	1.00/Cantonese

Total Bilingual PCP: 39.66

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Library

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Assistant Director	1.00	Provides information and services to general public on behalf of Library Director	Main	1.00/Spanish
Director of Library Services	1.00	Library Director	Main	1.00/Spanish
Executive Asst	1.00	Frontline reception for Director	Main	1.00/Spanish
Librarian I & II, including PT and PPT	59.54	Librarians at Main, Branches and Technical Services. Performs specialized and general reference, readers advisory, materials selection, program planning, and cataloging;	Various, Asian Branch; Main; MLK Jr. Branch; W. Oakland Branch; Temescal Branch; Latin American Branch; Melrose Branch	1.44/Cantonese 2.04/Mandarin 8.69/Spanish
Senior Librarian & PT	8.38	Performs specialized reference, readers' advisory, library needs assessment, coordination of material selection; and to perform as working supervisor to professional, paraprofessional and clerical staff.	Asian; Main	1.00/Mandarin 1.00/Spanish
Supervising Librarian & PPT	5.80	Directs the operations of the Main Library, Branch libraries, Technical Services, and special services; trains, and supervises library staff; maintains close liaison with the public; researches problems and make recommendations; implements new library procedures.	Main	1.00/Mandarin 1.00/Spanish
Library Aide & PT & PPT	52.09	Performs a wide variety of general library and clerical	Various; Asian Branch;	2.29/Cantonese 4.91/Spanish

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		tasks in support of library operations and services. Provides directional assistance and circulation assistance to patrons.	Main; Melrose Branch; Latin American Branch; West Oakland Branch	
Library Assistant PT & PPT	37.90	Performs a variety of library duties including assisting in the operation of a branch library or specialized program or service within a library department. Provides directional assistance, general reference assistance, and circulation assistance to patrons.	Various; Main; Asian; Brookfield Village; Elmhurst Branch; Latin American Branch; Melrose Branch	2.42/Cantonese 0.10/Mandarin 6.87/Spanish
Senior Library Assistant	7.00	Implements library programs and directs paraprofessionals and other support staff. Assists in the operation of a branch library or library department or be in charge of the daily operations of a library unit. Provides directional assistance, general reference assistance, and circulation assistance to patrons.	Asian	1.00/Cantonese
Program Analyst I, PT	0.20	Assists in program planning, research, analysis and development; drafts grant proposals and reports; assists in the implementation of programs; provides assistance to community organizations, district boards and citizen advisory bodies;	Main	0.20/Spanish

Total Bilingual PCP: 34.87

Mayor's Office

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
City Administrator Analyst	2.00	Provide information and services to general public	3 rd floor, City Hall	1.00/Spanish
Deputy Director, Prg Planning & Dev	4.00	Provide information and services to general public	3 rd floor, City Hall and 9 th floor, City Hall	1.00/Spanish
Mayor's PSE 14	12.00	Provide information and services to general public	OAC, 1 st floor, City Hall and 3 rd floor, City Hall	2.00/Spanish 1.00/Cantonese & Mandarin

Total Bilingual PCP: 5.00**Museum**

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Museum Guard & PPT	11.00	Provide the full range of duties to secure the safety of the Museum building, collections, and public visitors. Provide information to visitors, respond to questions and inquiries.	1000 Oak St.	0.06/Spanish 0.12/Cantonese & Mandarin

Total Bilingual PCP: 0.18**Parks and Recreation**

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Lifeguard, PT	11.28	Frontline customer service interaction in the field at recreation sites while providing programs and services.	POOLS: defremery, Fremont, Lions, Live Oak, Temescal	2.36/Chinese 1.69/Spanish
Program Analyst II	1.00	Frontline customer service interaction in the field at recreation sites while developing and providing	Discovery, 2521 High St.	1.00/Spanish

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		programs and services to the public.		
Public Service Representative, PPT	4.00	Provides public with enterprise facility rental information via, phone, email and in person.	Dalziel Bldg., 3 rd floor	1.00/Spanish
Recreation Center Director	12.00	Frontline customer service interaction in the field at recreation sites while developing and overseeing multiple site programs and services provided to the public.	Lincoln Square	1.00/Chinese
Recreation Leader II, PPT	16.25	Frontline customer service interaction in the field at recreation sites while providing programs and services.	Redwood Heights	0.75/Spanish
Recreation Program Director	11.00	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.	Carmen Flores San Antonio, Allendale Boating	4.00/Spanish
Recreation Supervisor	9.00	Works with the public in the course of supervising recreation sites, staff and operations.	Manzanita	1.00/Spanish
Water Safety Instructor, PT	3.72	Frontline customer service interaction in the field at recreation sites while providing programs and services	Pools: defremery, Fremont, Lions, Live Oak, Temescal	2.32/Chinese 1.42/Spanish

Total Bilingual PCP: 16.54

Police Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Admin Analyst II	4.00	Respond to citizen requests for crime statistics and/or investigation status and	Dalziel Bldg., Suite D	1.00/Cantonese & Mandarin

		interact with potential Police Officer Trainee candidates.		
Admin Asst I	4.00	Front desk reception and phone responsibilities		1.00/Spanish 1.00/Cantonese
Animal Control Attendant, PT	6.00	Place animals with citizens' through adoption program.	Animal Shelter, Field	0.43/Spanish
Animal Control Officer	10.00	Responds to citizen calls for service.	Animal Shelter, Field	1.00/Cantonese & Mandarin
Captain of Police	10.00	Attends community meetings, handles egregious service issues, emergency response	Eastmont Substation, Police Admin Bldg, Field	1.00/Cantonese 1.00/Spanish
Lieutenant of Police	28.00	Attends community meetings, handles escalated calls for service, point of contact for community leaders.	Eastmont Substation, Police Admin Bldg, Field	1.00/Cantonese
Neighborhood Services Coordinator	15.00	Coordinates and attends community meetings, provides public with information, recruits civilian volunteers	Dalziel Bldg., 6 th floor	5.00/Spanish 2.00/Cantonese & Mandarin
Police Comm Dispatcher	64.00	Manage all emergency calls from public	7101 Edgewater	5.00/Spanish
Police Officer	628.00	Respond to civilian calls for police service, maintain peace in City of Oakland	Eastmont Substation, Police Admin Bldg, Field	6.00/Cantonese 1.00/Mandarin 44.00/Spanish
Police Records Specialist & Sup	56.00	Counter and phone services in response to request for Crime Reports	Police Admin Bldg., Eastmont Substation	3.00/Cantonese 2.00/Spanish
Police Services Tech II	45.00	Take police reports from citizens.	Eastmont Substation, Police Admin Bldg, Field	1.00/Cantonese 1.00/Spanish
Sergeant of Police	134.00	Respond to police calls, take reports, handle service complaints.	PAB; Field; Ranger Station, Eastmont Substation	3.00/Cantonese 3.00/Spanish

Total Bilingual PCP: 84.43

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Public Works

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Public Service Representative	2.00	PWA Call Center call taker	7101 Edgewater Drive	1.00/Spanish 1.00/Mandarin & Cantonese
Clean Community Supervisor	1.00	Supervises illegal dumping reduction education and investigation. Supervises volunteer program for Keep Oakland Clean and Beautiful. Located at 750 – 50 th Avenue.	MSC, 750 50 th Ave.	1.00/Spanish

Total Bilingual PCP: 3.00

4. Numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 Equal Access to Services (Departments comply with their obligations under this Section if they provide the same level of service to members of the Substantial Number of Limited English Speaking Persons Group(s) as they provide English speakers.

Critical areas for selective language certification to fill vacancies as they arise:

City Administrator’s Office and Divisions

- Citizens Police Review Board (3.00 PCP) needs 0.38 FTE Spanish and 0.14 FTE Chinese
- ADA Programs (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Public Art (0.50 PCP) needs 0.07 FTE Spanish and 0.03 FTE Chinese
- Cultural Funding (0.50 PCP) needs 0.07 FTE Spanish and 0.03 FTE Chinese
- Marketing (0.50 PCP) needs 0.07 FTE Spanish and 0.03 FTE Chinese

City Attorney’s Office

- Administration Excluded Claims (7.00 PCP) needs 0.32 FTE Chinese
- Claims (2.00 PCP) needs 0.09 FTE Chinese
- Litigation (3.00 PCP) needs 0.14 FTE Chinese
- Advisory (3.00 PCP) needs 0.14 FTE Chinese

City Auditor’s Office

- City Auditor’s Office (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese

City Clerk’s Office

- City Clerk’s Office (2.00 PCP) needs 0.09 FTE Chinese

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City Council's Office

- Reception Desk (1.50 PCP) needs 0.07 FTE Chinese
- District 1 (2.50 PCP) needs 0.12 FTE Chinese
- District 2 (2.50 PCP) needs 0.31 FTE Spanish
- District 3 (2.50 PCP) needs 0.31 FTE Spanish
- District 4 (2.50 PCP) needs 0.12 FTE Chinese
- District 5 (2.50 PCP) needs 0.12 FTE Chinese
- District 6 (2.50 PCP) needs 0.31 FTE Spanish and 0.12 FTE Chinese
- District 7 (2.50 PCP) needs 0.31 FTE Spanish and 0.12 FTE Chinese
- At Large (2.50 PCP) needs 0.31 FTE Spanish and 0.12 FTE Chinese

Community & Economic Development Agency

- Major Projects (12.00 PCP) needs 0.54 FTE Chinese
- Zoning (22.00 PCP) needs 0.99 FTE Chinese
- City Planning - Other (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Engineering and Construction - Administration (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Project Delivery - Administration (1.00 PCP) needs 0.05 FTE Chinese
- Construction Management and Material Testing (0.50 PCP) needs 0.07 FTE Spanish and 0.03 FTE Chinese
- Project Management (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Engineering Design and ROW – Administration (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Transportation Services - Administration (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Traffic Safety Program (6.00 PCP) needs 0.75 FTE Spanish
- Inspection Services Administration – Other (3.00 PCP) needs 0.38 FTE Spanish and 0.14 FTE Chinese
- Inspection Services – Other (11 PCP) needs 0.37 FTE Spanish
- Building Inspection – Residential – Other (8.00 PCP) needs 1.00 FTE Spanish
- Engineering Services (5.00 PCP) needs 0.23 FTE Chinese
- Building Inspection – Commercial – Other (37.00 PCP) needs 1.67 FTE Chinese
- District 2 (4.00 PCP) needs 0.18 FTE Chinese
- District 3 (8.50 PCP) needs 0.39 FTE Chinese
- District 4 (16.00 PCP) needs 0.72 FTE Chinese
- Building Codes – Residential – Other (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Building Services – Other (5.00 PCP) needs 0.62 FTE Spanish
- Workforce Development (1.00 PCP) needs 0.05 FTE Chinese

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- Redevelopment Center (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- HOC Support Staff (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Housing Development (8.00 PCP) needs 1.00 FTE Spanish and 0.36 FTE Chinese
- Municipal Lending (14.00 PCP) needs 1.74 FTE Spanish and 0.64 FTE Chinese
- CDBG Coordination (5.00 PCP) needs 0.62 FTE Spanish and 0.23 FTE Chinese
- Home Ownership Programs (3.00 PCP) needs 0.14 FTE Chinese

Contracting and Purchasing

- Contract Compliance and Employment (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
- Purchasing (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Contract Administration (1.00 PCP) needs 0.05 FTE Chinese

Finance and Management

- Parking Enforcement (1.50 PCP) needs 0.19 FTE Spanish and 0.07 FTE Chinese
- Business License Tax (10.00 PCP) needs 0.24 FTE Spanish and 0.45 FTE Chinese
- Litter Fee Ordinance Admin (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Rent Adjustment (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Revenue Audit (9.00 PCP) needs 1.12 FTE Spanish
- Revenue Collections (10.00) needs 1.24 FTE Spanish and 0.45 FTE Chinese
- Employment and Classification (3.00 PCP) needs 0.38 FTE Spanish

Fire Department

- Inspectional Services (9.00 PCP) needs 0.41 FTE Chinese
- Fire Communications (5.00 PCP) needs 0.62 FTE Spanish and 0.23 FTE Chinese
- Communications Emergency Dispatch (18.00 PCP) needs 1.24 FTE Spanish and 0.81 FTE Chinese
- Emergency Service/Suppression (459.00 PCP) needs 15.90 FTE Spanish and 15.64 FTE Chinese
- Airport (23.00 PCP) needs 0.86 FTE Spanish and 1.04 FTE Chinese
- Fire Chief (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Fire Marshals Office (5.00 PCP) needs 0.23 FTE Chinese
- Certified Unified Program Agency (5.00 PCP) needs 0.62 FTE Spanish and 0.23 FTE Chinese
- Arson Investigation (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
- Engineering (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Vegetation Management (7.00 PCP) needs 0.87 FTE Spanish and 0.32 FTE Chinese
- Budget and Planning Admin (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Education and Training (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Fire Support and Services (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Measure N – Paramedic (1.00 PCP) needs 0.05 FTE Chinese

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Human Services

- Administration (5.10 PCP) needs 0.14 FTE Spanish and 0.23 FTE Chinese
- Senior Center – Citywide (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
- West Oakland Senior Center (1.00 PCP) needs 0.04 FTE Spanish and 0.03 FTE Chinese
- North Oakland Senior Center (1.00 PCP) needs 0.04 FTE Spanish
- Downtown Oakland Senior Center (1.00 PCP) needs 0.04 FTE Spanish
- East Oakland Senior Center (1.00 PCP) needs 0.16 FTE Spanish
- Head Start Citywide (19.12 PCP) needs 0.80 FTE Chinese
- Franklin Head Start (0.80 PCP) needs 0.08 FTE Spanish
- 1266 26th Ave Head Start (2.50 PCP) needs 0.08 FTE Chinese
- San Antonio CDC Head Start (3.30 PCP) needs 0.33 FTE Chinese
- Sungate Head Start (3.20 PCP) needs 0.13 FTE Chinese
- Manzanita Head Start (1.60 PCP) needs 0.10 FTE Chinese
- Linkages Program (4.00 PCP) needs 0.18 FTE Chinese
- Senior Companion Program (1.50 PCP) needs 0.19 FTE Spanish
- Outreach Program (1.06 PCP) needs 0.16 FTE Spanish and 0.05 FTE Chinese
- Oakland Paratransit for the Elderly and Disabled (2.59 PCP) needs 0.33 FTE Spanish and 0.12 FTE Chinese
- Senior Aide Program (2.00 PCP) needs 0.09 FTE Chinese

Library

- Administrative Unit (1.00 PCP) needs 0.14 FTE Chinese
- Main Library Administration (1.00 PCP) needs 0.14 FTE Chinese
- Art/History/Literature (1.00 PCP) needs 1.20 FTE Chinese
- Magazines and Newspapers (4.84 PCP) needs 0.60 FTE Chinese
- Science Business and Sociology (9.56 PCP) needs 1.34 FTE Chinese
- Childrens Room (7.12 PCP) needs 0.79 FTE Chinese
- Circulation/Automation (7.46 PCP) needs 0.05 FTE Chinese
- Dimond Branch (9.20 PCP) needs 0.28 FTE Chinese
- Temescal Branch (7.10 PCP) needs 0.08 FTE Chinese
- Bookmobile (1.56 PCP) needs 0.07 FTE Spanish and 0.05 FTE Chinese
- Lakeview Branch (4.60 PCP) needs 0.19 FTE Spanish and 0.46 FTE Chinese
- Latin American Branch (6.42 PCP) needs 0.20 FTE Chinese
- West Oakland Branch (4.87 PCP) needs 0.20 FTE Spanish and 0.15 FTE Chinese
- African-American Museum and Library (5.40 PCP) needs 0.54 FTE Chinese
- Director Unit (4.20 PCP) needs 0.19 FTE Chinese
- Financial and Administrative Services Office (5.00 PCP) needs 0.62 FTE Spanish and 0.23 FTE Chinese

- Computer Services (0.50 PCP) needs 0.07 FTE Spanish and 0.03 FTE Chinese
- Community Relations (0.60 PCP) needs 0.08 FTE Spanish and 0.03 FTE Chinese
- On-Call Public Services (5.69 PCP) needs 0.59 FTE Spanish
- Literacy (4.08 PCP) needs 0.59 FTE Spanish and 0.19 FTE Chinese
- Childrens Services (7.76 PCP) needs 0.37 FTE Spanish and 0.35 FTE Chinese

Mayor's Office

- Administration Excluded Reception Desk and OAC (19.00 PCP) needs 0.86 FTE Chinese
- Administration – Reception Desk (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese

Museum

- Museum Security Services and Operation (13.00 PCP) needs 1.56 FTE Spanish and 0.47 FTE Chinese

Parks and Recreation

- Directors Unit (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Administrative Services (3.00 PCP) needs 0.38 FTE Spanish and 0.14 FTE Chinese
- Area 1 Rec. Center (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Aquatics Supervision (3.56 PCP) needs 0.17 FTE Spanish and 0.17 FTE Chinese
- Area 3 Administration (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Bushrod Recreation Center (1.75 PCP) needs 0.07 FTE Spanish
- Golden Gate Recreation (2.00 PCP) needs 0.08 FTE Spanish
- Mosswood Recreation (1.75 PCP) needs 0.07 FTE Spanish and 0.06 FTE Chinese
- Allendale Recreation Center (1.00 PCP) needs 0.06 FTE Chinese
- Dimond Recreation Center (1.75 PCP) needs 0.06 FTE Chinese
- Franklin Recreation Center (1.00 PCP) needs 0.09 FTE Spanish and 0.10 FTE Chinese
- Manzanita Recreation Center (1.75 PCP) needs 0.18 FTE Chinese
- Redwood heights Recreation Center (2.00 PCP) needs 0.12 FTE Chinese
- FM Smith Recreation Center (1.75 PCP) needs 0.07 FTE Spanish and 0.11 FTE Chinese
- San Antonio Recreation Center (1.00 PCP) needs 0.10 FTE Chinese
- Arroyo Recreation Center (1.75 PCP) needs 0.28 FTE Spanish
- Brookdale Recreation Center (1.00 PCP) needs 0.24 FTE Spanish and 0.03 FTE Chinese
- Ira Jinkins Recreation Center (1.75 PCP) needs 0.28 FTE Spanish
- Rainbow Recreation Center (1.75 PCP) needs 0.28 FTE Spanish
- Tassafaranga Recreation Center (1.75 PCP) needs 0.42 FTE Spanish
- Central Reservations (7.14 PCP) needs 0.33 FTE Chinese
- Special Programs (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Rotary Nature Center (1.75 PCP) needs 0.22 FTE Spanish and 0.08 FTE Chinese
- Boating (1.75 PCP) needs 0.08 FTE Chinese

- Tennis (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- City-Wide Sports (1.75 PCP) needs 0.22 FTE Spanish and 0.08 FTE Chinese
- Girls Sports (1.50 PCP) needs 0.19 FTE Spanish and 0.07 FTE Chinese
- Youth and Adult Sports (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Area One Special Sports Program (0.75 PCP) needs 0.10 FTE Spanish and 0.04 FTE Chinese
- Community Gardens (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Malonga Casquelourd Center (1.75 PCP) needs 0.22 FTE Spanish and 0.08 FTE Chinese
- Studio One (2.75 PCP) needs 0.35 FTE Spanish and 0.13 FTE Chinese
- City-Wide Programs Unit (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Radical Roving Recreation (2.75 PCP) needs 0.35 FTE Spanish and 0.13 FTE Chinese
- Discovery Center (1.00 PCP) needs 0.05 FTE Chinese
- Ball Fields Maintenance (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- At-Risk Youth (1.75 PCP) needs 0.22 FTE Spanish and 0.08 FTE Chinese

Police Department

- Internal Affairs (27.00 PCP) needs 2.35 FTE Spanish and 1.22 FTE Chinese
- Police Area 1 (202.00 PCP) needs 19.04 FTE Spanish and 5.10 FTE Chinese
- Police Area 2 (178.00 PCP) needs 9.07 FTE Spanish and 5.01 FTE Chinese
- Police Area 3 (188.00 PCP) needs 7.31 FTE Spanish and 5.46 FTE Chinese
- Special Operations (52.00 PCP) needs 4.45 FTE Spanish and 1.34 FTE Chinese
- Communications Unit (80.00 PCP) needs 4.92 FTE Spanish and 3.60 FTE Chinese
- Records Unit (3.00 PCP) needs 0.38 FTE Spanish and 0.14 FTE Chinese
- Records and Warrants (29.00 PCP) needs 2.60 FTE Spanish
- Traffic BFO (86.13 PCP) needs 5.68 FTE Spanish and 1.88 FTE Chinese
- Animal Shelter (27.00 PCP) needs 2.92 FTE Spanish and 0.22 FTE Chinese
- Property/Theft (16.00 PCP) needs 0.99 FTE Spanish and 0.80 FTE Chinese
- Youth and Family Services (60.00 PCP) needs 4.44 FTE Spanish and 2.70 FTE Chinese
- Assault (23.00 PCP) needs 2.86 FTE Spanish and 1.04 FTE Chinese
- Office of the Chief – Administration (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
- Bureau of Investigations Admin (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Property and “Evidence (10.00 PCP) needs 1.24 FTE Spanish and 0.45 FTE Chinese
- Identifications Sections (6.00 PCP) needs 0.75 FTE Spanish and 0.27 FTE Chinese
- Criminal Investigations (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
- Homicides (14.00 PCP) needs 0.74 FTE Spanish and 0.63 FTE Chinese
- CID Targeted Enforcement Task Force (7.00 PCP) needs 0.32 FTE Chinese
- Robbery (14.00 PCP) needs 0.75 FTE Spanish and 0.63 FTE Chinese
- Bureau of Services – Administrations (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese

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- Research, Planning and Crime Analysis (5.00 PCP) needs 0.62 FTE Spanish and 0.23 FTE Chinese
- Bureau of Administrations (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Police Personnel (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Police Information Technology (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
- Bureau of Field Operations – Administrations (3.00 PCP) needs 0.38 FTE Spanish and 0.14 FTE Chinese

Public Works

- Human Resources (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Clean Oakland Program (2.00 PCP) needs 0.09 FTE Chinese
- Litter Enforcement (6.00 PCP) needs 0.75 FTE Spanish and 0.27 FTE Chinese
- Environmental Services Recycling and Solid (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese

5. *If assessments indicate a need for additional Bilingual Employees in Public Contact Positions to meet the requirements of Section 2.30.030, a description of each Department's plan for filling the positions, including the estimated number of vacancies*

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, Agencies will fill the positions using a selective language certification process for each public contact position.

6. *List of all Public Contact Positions filled during the fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities*

There were 75.09 FTE hired in PCP positions and 15.49 FTE were bilingual in Spanish or Chinese (Cantonese/Mandarin) in FY 2008-09. **Attachment B.**

Qualified applicants pool list and data provided by the City of Oakland Finance and Management Agency, Office of Personnel and Resource Management. **Attachment C.**

PCP Filled

City Administrator's Office & Divisions

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Administrative Analyst I	1.00	1.00/Cantonese & Mandarin

PCP New Hire Total:

1.00

Bilingual PCP New Hire Total: 1.00

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City Auditor's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Exec Asst to the City Auditor	1.00	
Receptionist to the City Auditor	1.00	
PCP New Hire Total:	2.00	Bilingual PCP New Hire Total: 0.00

City Council's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
City Council Admin Assistant	1.00	
City Councilmember's Assistant	4.00	1.00/Mandarin 1.00/Spanish
PCP New Hire Total:	5.00	Bilingual PCP New Hire Total: 2.00

Community & Economic Development Agency

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Administrative Assistant I	2.00	1.00/Spanish
Mortgage Advisor	1.00	
Specialty Combination Inspector	1.00	
PCP New Hire Total:	4.00	Bilingual PCP New Hire Total: 1.00

Finance & Management Agency

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Public Service Representative	1.00	1.00/Cantonese
PCP New Hire Total:	1.00	Bilingual PCP New Hire Total: 1.00

Fire Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Temp Contract Svcs Employee, PT	1.00	1.00/Spanish
Fire Fighter Trainee	18.00	1.00/Spanish
PCP New Hire Total:	19.00	Bilingual PCP New Hire Total: 1.00

Human Services

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Case Manager I, PPT	1.60	1.60/Spanish
Head Start Program Coordinator	1.00	1.00/Spanish
PCP New Hire Total:	2.60	Bilingual PCP New Hire Total: 2.60

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Library

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Librarian I, PT	0.15	0.05/Spanish
Librarian II	1.00	1.00/Mandarin
Librarian II, PT	0.14	
Library Aide, PT	3.97	0.55/Spanish; 0.21/Cantonese
Library Assistant, PT	0.72	0.33/Spanish
Library Asst, PPT	0.50	

PCP New Hire Total: 6.48 Bilingual PCP New Hire Total: 2.14

Mayor

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Deputy Director, Prg Planning & Dev	1.00	
Temp Contract Svcs Employee, PT	1.00	

PCP New Hire Total: 2.00 Bilingual PCP New Hire Total: 0.00

Parks and Recreation

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Recreation Leader II, PPT	1.00	
Recreation Program Director	1.00	
Recreation Specialist II, PPT	5.25	0.75/Spanish

PCP New Hire Total: 7.25 Bilingual PCP New Hire Total: 0.75

Police Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Administrative Services Manager II	1.00	
Animal Care Attendant, PT	2.29	
Crossing Guard (PT)	0.47	
Police Communications Dispatcher	4.00	
Police Evidence Technician	1.00	
Police Officer	9.00	1.00/Spanish
Police Property Specialist	1.00	
Police Records Specialist	1.00	
Police Services Technician II	1.00	1.00/Spanish

PCP New Hire Total: 21.76 Bilingual PCP New Hire Total: 2.00

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Public Works

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Public Service Representative (employee laid off and working as temporary in PWA Call Center)	1.00	1.00/Mandarin & Cantonese
Public Service Representative (employee bumped into position as a result of October 2008 reductions)	1.00	1.00/Spanish
Clean City Specialist, Sr.	1.00	

PCP New Hire Total: 3.00 Bilingual PCP New Hire Total: 2.00

7. Narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures

Each Agency and Department has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). If these positions are not PCPs, Agencies 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. City employees are encouraged to take the test required to receive bilingual pay as an incentive to provide these services to the public.

Currently, many Departments contact the Equal Access Office if there is a need for a Cantonese, Mandarin, or Spanish speaking interpreter. Equal Access staff assist when available or schedule an interpreter. Additionally, bilingual staff from Departments have been identified and are utilized when needed. Staff also have access to over-the-phone interpretation services to communicate with limited English speaking persons who speak other languages when bilingual staff are not available.

8. Name, address, telephone number and contact person of each recruitment firm used to search for qualified applicants for City employment positions

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Office of Personnel Resource Management was used to conduct these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment

Not applicable.

10. Narrative assessing the adequacy of each firm to recruit applicants for Public Contact Positions in each of the Concentrated Number of Limited English Speaking Persons Group(s)

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance

Not applicable.

12. List of each Department's written materials required to be translated under this Article [the Equal Access Ordinance], the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness

The tables below show vital documents that each department is using to provide vital information to the Public about the Department's services or programs regularly. The translated documents have been reviewed by staff. Staff will also ensure the documents not marked with "X" will be translated and available to the public.

City Administrator's Office & Divisions

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
ADA			
ADA Program Brochure	X	X	
Citizens' Police Review Board			
CPRB Program Brochure	X	X	Vietnamese
Community Outreach Flyer	X	X	
Cultural Arts & Marketing			
Artisan Market Place Application	X	X	
Artisan Handbook	X	X	
Equal Access			
Equal Access Ordinance	X	X	
Equal Access Complaint Form	X	X	Vietnamese

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City Attorney's Office

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
AR-M5 - 2007 Letter			Korean
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 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

Community & Economic Development Agency

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Bicycle Program Newsletters	X	X	Vietnamese
CEDA Newsletters	X	X	Vietnamese
CityRacks Bike Rack Request Form	X	X	Vietnamese
Building Services			
Inspection Services Brochures:			
Blight Abatement Brochure	X	X	
Dogs in Oakland	X	X	
Keep Oakland Beautiful, Clean and Green	X	X	
Permit Counter Brochures:			
Home Occupation	X	X	
How to Reach Us	X	X	
MJ Residential Additions and Alterations	X	X	
Plot Plan	X	X	
Services and Permits	X	X	

Single Family Dwellings	X	X	
What is a Variance?	X	X	
Report of Building Record			
Records Request			
Plan and Permit Retrieval Request			
Housing & Community Development Division			
First Time Home Buyer Program:			
Down Payment Assistance Program Brochure	X	X	
First Time Home Buyer Program Brochure	X	X	
Housing:			
Down Payment Assistant Program (DAP) Brochure	X	X	
Foreclosure Brochure	X	X	
Homeownership Loan Programs (Cover/Shell/Folder with Pockets)	X	X	
Homeownership Loan Programs Brochure	X	X	
Income Limits & Partners (Insert)	X	X	
Mortgage Assistance Program (MAP) Brochure	X	X	
Short Letter to Accompany the Foreclosure Brochures When Mailed	X	X	
Housing Development:			
Summary of Restrictions for Affordable Homeownership Development	X	X	
Rent Adjustment Section:			
Informational Brochure	X	X	
Just Cause Information	X	X	
Just Cause Ordinance	X	X	
Notice to Tenants	X	X	
Outreach Postcard	X	X	
Rent Adjustment Ordinance Brochure	X	X	
Planning and Zoning			
How to Contact Us	X	X	
Important Additions and Alterations for Residents	X	X	
Site Plans	X	X	

City Council's Office

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
District 5			
Welcome letter on Web Page	X	X	Vietnamese

Contracting & Purchasing

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

Finance & Management Agency

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

Fire Department

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

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
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

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

<u>Document Name</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Oaklanders' Assistance Center			
Helpful Phone Numbers	X	X	Vietnamese

Museum

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Exhibition and Programs	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 2009 Brochure (64 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			
(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	

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(TF-3107) Annoyance 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	
Property Section			
ALCO Sheriff Info. Form	X	X	
OPD Bicycle Unit Release Form	X	X	
OPD Property Section Release Form	X	X	
YFSD			
(TF-869) Resource Card for Vic. Of Violent Crimes	X	X	
(TF-3206) Domestic Violence Brochure* <i>*Currently in process of updating the document</i>	X	X	
Records Division			
(TF-2093) Vehicle Release Information Form with Map	X	X	
(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	
Animal Services Section			
About the Oakland Animal Services	X	X	
Cat Adoption Questionnaire	X	X	
Cats and Scratching Form			
Children and Dogs Info. Form			
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	
Home Quarantine Agreement	X	X	
Introducing Cats to Cats Info. Form			
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			
List of Veterinary Clinics	X	X	
Multiplication Chart for Breeding Cats Info.	X		
Municipal Code Changes for Animals Info.	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			
Property Inspection Requirement Form	X	X	
Puppy House Training Info. Form			
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)			
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>
Battery Recycling: Safe and Legal in Oakland	X	X	Vietnamese
Environmentally Sensitive Vegetation Management	X	X	Vietnamese

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Greenware Ordinance	X	X	Vietnamese
Guide for Oakland Food Vendors	X	X	Vietnamese
Public Works Agency Brochure/Services/Organizational Chart/Useful Telephone Number	X	X	Vietnamese
Recycling Guide	X	X	Vietnamese
Volunteer Safety Sheet	X	X	Vietnamese

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article [the Equal Access Ordinance]

Each Agency accepts complaints through their main phone lines and main reception counters. If they were to receive language access complaints, they would forward them to the Equal Access Office for resolution.

14. Description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s)

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. Report regarding the adequacy of service to members of the Limited English Speaking Persons Group(s)

In order to provide service to the Limited English Speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the City, as outlined above. All City Agencies are committed to providing information and services to this population and to ensuring that non-PCP staff members are available to assist constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, Agencies have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by City Council necessary for the implementation of this Article [the Equal Access Ordinance].

Language Access Coordination With Departments

During the process all City Agencies completed a compliance report and submitted it to the Equal Access Office. The Equal Access Office Director and a representative from the City Administrator's Office then met with each Agency Director, key Agency staff and each Agency's language access coordinator to discuss Agency compliance in detail, review every budgeted position in the Agency to determine PCP and bilingual status, and made updates to the list of translated materials and multilingual phone lines for each Agency.

Each Department's Language Access Coordinator's responsibility is to provide information to the Equal Access Office on the language access plan, update the position control report regularly and provide the status to the Equal Access Office, ensure that posted information is available in the languages spoken by the substantial number of limited English speaking persons groups SEC.2.30.020 (d), ensure Department staff have access to the over-the-phone interpretation services when no bilingual PCP or non-PCP staff is available, and ensure each Department's vital documents have been or will be translated, as well as the Department's main telephone number voicemail messages are available in the necessary languages.

The table below lists the Agency Director and the appointed Language Access Coordinator including job title, email and phone number for each City Agency.

Tier 1 and Tier 2 Public Contact Departments

<u>Department</u>	<u>Agency Head</u>	<u>Language Access Coordinator (LAC)</u>	<u>LAC's Title</u>	<u>LAC's Email @ oaklandnet.com</u>	<u>LAC's Phone @238-</u>
City Administrator	Dan Lindheim	Michelle Taylor-Lloyd	Executive Assistant	mtaylorlloyd	3487
City Attorney	John Russo	Rosemarie Sanchez	Legal Administrative Services Manager	rmsanchez@oaklandcityattorney.org	3827
City Clerk	LaTonda Simmons	Fendy Guan	Management Assistant	fguan	7979
City Council	Jane Brunner	Susan Sanchez	Executive to the Oakland City Council	sasanchez	3266
Community & Economic Development	Walter Cohen	Sarah Schlenk	Administrative Manager	sschlenk	3982
Contracting & Purchasing	Deborah Barnes	Mary Mayberry	Administrative Services Manager	mmayberry	7324

			I		
Finance & Management	Joseph Yew	Kip Walsh	Administrative Services Manager II	kwalsh	7494
Fire	Gerald Simon	Jacqueline Curtis	Asst. to the Director / Personnel Manager / Legislative Coordinator	jdcurtis	5228
Human Services	Andrea Youngdahl	Dana Perez	Projects Coordinator	dperez	3247
Library	Carmen Martinez	Crystal Ramie-Adams	Human Resources Manager	cramie	6716
Mayor	Ron Dellums	Cheryal Kidd	Office Manager	ckidd	3460
Parks & Recreation	Audree Jones-Taylor	Dana Riley	Assistant to the Director	driley	6495
		Jason Mitchell	Administrative & Fiscal Manager	jwmitchell	3926
Police	Howard Jordan	David Downing	Captain	ddowning	7048
Public Works	Raul Godinez II	Stephanie Hom	Agency Administrative Manager	shom	2908

Non Tier 1 or Tier 2 Public Contact Departments

<u>Department</u>	<u>Agency Head</u>	<u>Language Access Coordinator (LAC)</u>	<u>LAC's Title</u>	<u>LAC's Email @ oaklandnet.com</u>	<u>LAC's Phone @238-</u>
City Auditor	Courtney Ruby	Erica Harrold	Executive Assistant	eharrold	3379
Information Technology	Bob Glaze	Esther Frazier	Administrative Analyst II	efrazier	2186
Museum	Lori Fogarty	Sandy Wong	Management Assistant	swong	6709

Recorded Telephonic Messages

Not included in any of the required sections of this compliance plan, but of importance to note, the tables below show the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*.

The recorded telephonic messages in Franklin and Lincoln Square Recreation Center, and Live Oak Pool have been recorded in English, Cantonese and Mandarin. The messages in Arroyo, Brookdale, Carmen Flores, Ira Jenkins, Rainbow, and San Antonio Recreation Center, and Fremont Pool have been recorded in English and Spanish. The Police Non-Emergency message has been recorded in English, Spanish and TDD for the deaf, Cantonese and Mandarin messages will be added. The OPD's drug hot line has been recorded in English, Spanish, Cantonese, Mandarin, Vietnamese and Cambodian. The remaining telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

City Administrator's Office & Divisions

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Citizens Police Review Board	x3159	In Progress
City Administrator's Office - Front Desk	x3031	Complete
Cultural Arts Hotline	x2103	Complete
Equal Access	x6813	Complete
Special Business Permits	x6914	Complete
Special Business Permits (for taxi)	X8527	Complete

City Attorney's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Attorney - Front Desk	x3601	In Progress
Claims Division	x6337	In Progress

City Auditor's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Auditor - Front Desk	x3378	Complete

City Clerk's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Clerk - Front Desk	x3226	In Progress
Records Division	x3612	In Progress

City Council's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Council - Front Desk	x3266	Complete

Community & Economic Development Agency

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Blight Hotline	x3381	Complete
Building Services - Billing Appeals	x3452	In Progress
Building Services - Cashier	x4774	In Progress
Construction Management	x3051	Complete
Economic Development	x3344	In Progress
Planning & Zoning - Appointment Scheduling	x3940	In Progress
CEDA - General	x3941	In Progress
Planning & Zoning - Zoning	x3911	In Progress
Real Estate	x3541	Complete
Redevelopment & Housing	x3015	Complete
Rent Adjustment	x3721	Complete

Contracting & Purchasing

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Contracting & Purchasing - General	x3970	In Progress

Finance & Management Agency

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Parking Citation Center	451-0456	In Progress
Parking Citation	800-500-6484	In Progress
Office of Personnel	x3112	In Progress
Business Tax	x3704	In Progress

Fire Department

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Administration	x3856	In Progress
Arson	x4031	In Progress
CORE	x3938	In Progress
EMS Division	x6957	In Progress

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Fire Prevention	x3851	In Progress
Fire Report / Complaint	x1955	In Progress
Office of Emergence Services	x6351	In Progress
Vegetation Management	x7388	In Progress

Human Services

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Administration	x3121	In Progress
Head Start	x3165	In Progress

Information Technology

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
DIT Cable Complain (City Auditor's Office)	238-3567	In Progress

Library

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Asian branch	x3400	Complete (EN/CH)
Cesar Chavez Library	535-5620	Complete (EN/SP)
Main Library	x3134	In Progress (EN/SP/CH)
Melrose Library	535-5623	In Progress (EN/SP)

Mayor

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Mayor's Front Desk	x3141	Complete
Mayor's Toy Drive Hotline	777-8697	Complete
Oaklanders' Assistance Center	444-2489	Complete

Museum

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Museum Front Desk	x2200	Complete

Parks and Recreation

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
General information	x7275	In Progress
Reservations	x3187	In Progress

Arroyo Recreation Center	510-615-5755	Complete (EN/SP)
Brookdale Recreation Center	510-535-5632	Complete (EN/SP)
Carmen Flores Recreation Center	510-535-5631	Complete (EN/SP)
Franklin Recreation Center	510-238-7741	Complete (EN/CH)
Fremont Pool	510-535-5614	Complete (EN/SP)
Ira Jinkins Recreation Center	510-615-5959	Complete (EN/SP)
Lincoln Square Recreation Center	510-238-7738	Complete (EN/CH)
Live Oak Pool	510-238-2292	Complete (EN/CH)
Manzanita Recreation Center	510-535-5625	Complete (EN/SP)
Rainbow Recreation Center	510-615-5751	Complete (EN/SP)
San Antonio Recreation Center	510-535-5608	Complete (EN/SP)
Tassafaronga Recreation Center	510-615-5764	Complete (EN/SP)

Police Department

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Animal Services	535-5603	In Progress
Chief of Police	x3365	In Progress
Chinatown Police Resource Center	x7930	In Progress (EN/CH)
Criminal Investigation Division	x3744	In Progress
Drug/Prostitution Hotline	x3784	Complete
Fireworks Hotline	x2373	Complete
Internal Affairs Division	x3161	In Progress
Neighborhood Services	986-2715	Complete
Non Emergency	777-3333	Complete (EN/SP/TDD) In Progress (CH)
Patrol Desk (Information)	x3455	In Progress
Records Division	x3021	In Progress
Traffic Complaint	x3155	In Progress
Traffic Division	x3552	In Progress
Youth Intake Unit	x3641	In Progress

Public Works

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
PWA Call Center	615-5566	In Progress
PWA Front Desk	x3961	In Progress

Recycling Hotline	x7283	In Progress
Volunteer Opportunities	x7630	In Progress

Firefighter FY '07- '08 Recruitment and Hiring Statistics

The recruitment for firefighters was not reflected in the FY '07-'08 Equal Access Ordinance report. The following attached chart documents recruitment and hiring statistics of bilingual firefighters.

Recruitment and Hiring Statistics - Firefighter 2007-08²					
Firefighter Recruitment 2007	Total Number of Applicants	Total # of Applicants with Bi-lingual Skills	Total # of Applicants Interviewed	Total # of Applicants Hired	Total # of Applicants hired w/Bilingual Skills
By the Numbers	1856	Chinese = 41 Spanish = 244	1,104	18, 11 currently left in the academy	1, 1 = Spanish
Advertising & Recruitment Sources	Colleges: Informational Sessions held @ Merritt College on applying for Oakland Fire in the evening	Community: 350 Informational flyers sent to Oakland Community Based Organizations on becoming an Oakland Firefighter. Over 300 letters sent to CBO's requesting opportunity to present info on Oakland Fire.	Advertising: Oakland Tribune, Asian Weekly, Post El Mundo, Chronicle, & Web	Announcements: Sent to other Cities and Counties announcing Firefighter 2007	Hours: OPRM extending hours to pick up applications to 9:00PM in the evenings
Point of Clarification:	**1856 candidates were invited to take the written exam **1703 candidates showed up for the written exam (153 candidates did not appear) **1104 candidates passed the written exam and moved forward to the oral exam ** 596 candidates passed the oral exam ** 555 candidates passed the physical agilities exam **Of the 555 candidates who passed the physical agilities exam 277 candidates passed the Interview: Please Note: 18 candidates moved forward to participate in the Academy, no candidates have been hired to date				

² Table and data provided by the City of Oakland Fire Department and Office of Personnel and Resource Management

Parks and Recreation Hiring Event

In collaboration with Office of Personnel Resource Management (OPRM) and Equal Access Office, the Office of Parks and Recreation (OPR) greatly expanded bilingual recruitment efforts during the 2009 spring hiring process to fill the current vacancies within the Office of Parks and Recreation. OPR's spring hiring event provided announcement materials translated into Spanish, Chinese and Vietnamese and were widely distributed to over 190 community base organizations (CBOs), to include faith based, targeted bilingual cultural and civic organizations. Recruitment efforts took place at Recreation Centers, High Schools, Peralta College System, and CSU Eastbay; with special outreach to targeted ESL Centers. Staff conducted significant outreach to the Chinatown and Fruitvale communities to solicit potential candidates. Hiring announcements appeared in local newspapers including the Oakland Tribune, Sing Tao Daily, El Mundo, Post and ANG Newspaper Groups. Public Service Announcements were posted on KTOP, OaknetNews and the City website, as well as aired on both Chinese Radio and Spanish Radio. Moving forward the City will use many of these recruitment efforts to fill future PCP and non-PCP positions.

The expanded recruitment efforts for the OPR spring hiring events resulted in 1,203 part-time candidates interviewed, of which 893 passed the oral exam qualifying them for the hiring list. Of the 893 applicants, 235 self-certified themselves bilingual; 104 spoke Spanish, 26 Cantonese and 25 Mandarin. The testing of candidate's ability to speak a second language is administered by the OPRM. OPR is in the process of hiring/testing bilingual staff and assigning staff. Recreation Centers listed as deficient in bilingual staff from the latest Equal Access Report will be assigned, *at minimum*, one bilingual staff.

The City's intent is to use the aforementioned recruitment process and potential hires to fill the Public Contact Position vacancies. The Office of Parks and Recreation is working with OPRM to establish mock interviews within the next few weeks to ensure potential candidates have the best opportunity to succeed. The City's efforts to recruit, select and place the most qualified candidates to meet the community program and language requirements will continue to evolve as the ordinance is refined and the collaboration between OPRM and the Equal Access Office matures. In addition, OPR bilingual staff will speak at local College and University systems to target Spanish and Chinese speaking clubs and organizations, as well as students majoring in Recreation, Sociology or Horticultural. The purpose of the visits will be to share with the students the benefits of working for the City of Oakland, and to encourage more minorities into the profession. OPRM has also teamed up with the California Parks & Recreation Minority Association to ensure that collectively, as a state, we enhance the recruitment of bilingual professionals in the field of Parks, Recreation and Conservation.

List of Attachments

- A. Department Compliance Plan
- B. PCP Location Summary
- C. Qualified Application Pool Lists

RECOMMENDATIONS AND RATIONALE

Submitting Annual Compliance Plan with Complete Fiscal Year Data

Equal Access to Services Ordinance SEC.2.30.100 (b) states: "By June 1 of each year, the City Manager (now City Administrator) shall submit to the City Council an annual compliance plan which is the Equal Access Compliance annual report." In order to submit a report with complete data for a particular fiscal year (July 1 to June 30), the report cannot be finished "by June 1."

Staff recommends that the Equal Access to Services Ordinance be revised to change the due date for the annual compliance plan from "By June 1," to "For presentation at the Council's first regularly scheduled Committee meetings in September."

ACTION REQUESTED BY THE CITY COUNCIL

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

Respectfully submitted,



Wendell Pryor
Director of Office of Personnel Resource
Management

Prepared by:
Monique Tsang, Equal Access Director

APPROVED AND FORWARDED TO THE
FINANCE AND MANAGEMENT COMMITTEE:



Office of the City Administrator

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Attachment A
Department Compliance Plan

City Administrator’s Office	A-2 - A-7
City Attorney’s Office	A-3 - A-13
City Auditor’s Office	A-14 - A-18
City Clerk’s Office	A-19 - A-23
City Council’s Office	A-24 - A-28
Community and Economic Development Agency	A-29 - A-40
Contracting and Purchasing	A-41 - A-46
Finance and Management Agency	A-47 - A-52
Fire Department	A-53 - A-61
Human Services	A-62 - A-68
Information Technology	A-69 - A-72
Library	A-73 - A-83
Mayor	A-84 - A-88
Museum	A-89 - A-93
Parks and Recreation	A-94 - A-104
Police Department	A-105 - A-115
Public Works Agency	A-116 - A-121



EQUAL ACCESS TO SERVICES ORDINANCE

LANGUAGE ACCESS PLAN For FY 08-09

OFFICE OF THE CITY ADMINISTRATOR

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY2008-09 in the Office of the City Administrator that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

City Administrator’s Office & Divisions

Job Title (Classification)	FTE	Function
Admin Asst II	0.50	Special Permits front desk reception
Administrative Analyst I	1.00	Special Permits Administrative Support
Asst to the City Administrator	1.00	Equal Access Director
Asst to the City Administrator	1.00	Measure Y
Asst to the City Administrator	1.00	Nuisance Abatement
City Administrator Analyst	1.00	Equal Access staff
Complaint Investigator II	3.00	CPRB complaint investigation
Exec Assistant	1.00	CPRB
Mayor’s PSE, PT	1.00	CAO Admin front desk reception
Program Analyst I	2.00	Equal Access staff
Program Analyst I & III	2.00	NSD City-County Neighborhood Initiative



EQUAL ACCESS TO SERVICES ORDINANCE

Program Analyst I , II, III	1.50	Marketing, Public Art & Cultural Funding
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Total PCP: 16.00

- The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

The Office of the City Administrator has 5 bilingual employees in public contact positions.

City Administrator's Office & Divisions

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Administrative Analyst I	1.00	Special Permits	City Hall, CPRB, 11th floor	1.00/Cantonese & Mandarin
Asst to the City Administrator	1.00	Equal Access Director	City Hall, Equal Access, 9 th floor	1.00/Cantonese & Mandarin
Asst to the City Administrator	1.00	Nuisance Abatement	City Hall, Nuisance Abatement, 11 th floor	1.00/Spanish
City Administrator Analyst	1.00	Equal Access staff	City Hall, Equal Access, 9 th floor	1.00/Spanish
Program Analyst I	1.00	Equal Access staff	City Hall, Equal Access, 9 th floor	1.00/Spanish

Total Bilingual PCP: 5.00

- A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

Critical areas for selective language certification to fill vacancies as they arise:

- Citizens Police Review Board (3.00 PCP) needs 0.38 FTE Spanish and 0.14 FTE Chinese
- ADA Programs (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Public Art (0.50 PCP) needs 0.07 FTE Spanish and 0.03 FTE Chinese
- Cultural Funding (0.50 PCP) needs 0.07 FTE Spanish and 0.03 FTE Chinese
- Marketing (0.50 PCP) needs 0.07 FTE Spanish and 0.03 FTE Chinese

- If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills.



EQUAL ACCESS TO SERVICES ORDINANCE

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, the City Administrator's Office will fill the positions using a selective language certification process for each position. Currently CPRB has two anticipated vacant positions that may be filled in the next fiscal year.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

City Administrator's Office & Divisions

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Administrative Analyst I	1.00	1.00/Cantonese & Mandarin

PCP New Hire Total: 1.00

Bilingual PCP New Hire Total: 1.00

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The City Administrator's Office has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). 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. Currently we contact the Equal Access office if there is a need for a Spanish speaking interpreter and we contact the Special Permits Division if there is a need for a Cantonese/Mandarin interpreter. We also have access to use over-the-phone interpretation services to communicate with limited English speaking persons who speak other languages.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Office of Personnel Resource Management was used to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.



EQUAL ACCESS TO SERVICES ORDINANCE

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The City Administrator's Office coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The tables below show vital documents that the City Administrator's Office is using to provide vital information to the Public about the Department's services or programs regularly.

City Administrator's Office & Divisions

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
ADA			
ADA Program Brochure	X	X	
Citizens' Police Review Board			
CPRB Program Brochure	X	X	Vietnamese
Community Outreach Flyer	X	X	
Cultural Arts & Marketing			
Artisan Market Place Application	X	X	
Artisan Handbook	X	X	
Equal Access			
Equal Access Ordinance	X	X	
Equal Access Complaint Form	X	X	Vietnamese



EQUAL ACCESS TO SERVICES ORDINANCE

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The City of Administrator's Office accepts complaints through their main phone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the City Administrator's Office, as outlined above. The City Administrator's Office is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

CPRB acknowledges its limitations to provide bilingual services to the public and has made hiring future bilingual staff a priority. However during the current fiscal year, the CPRB has provided outreach to members of the limited-English speaking populations of Oakland's Chinatown and Fruitvale-San Antonio districts. These events were held at the Lincoln Square Recreation Center and Fruitvale-San Antonio Senior Center. Each event was interpreted in the audiences' native language through a community volunteer, a bilingual PCP of the Oakland Police Department and a contracted interpreter. Also, translated materials about the complaint process were distributed.

In addition, CPRB has made efforts to diversify their Board by recruiting members with bilingual skills and members of the Spanish and Chinese speaking communities of Oakland. Through the outreach efforts, CPRB has current applicants to the Board who speak both Spanish and Chinese. CPRB hopes to complete interviews and eventual appointments of applicants possessing these bilingual skills.



EQUAL ACCESS TO SERVICES ORDINANCE

Although no new positions were filled during the current fiscal year, CPRB has recruited and employs a student intern who is bilingual in Spanish. CPRB student intern only comes to the office once a week, but is available for basic translation services to the public. Equal Access Office also recruited four volunteering bilingual interns who come to the office on Friday only. Among the four Equal Access interns, one speaks Cantonese and Vietnamese, two speak Cantonese and Mandarin, and one speaks Spanish. They have been assigned for two-hour shifts helping out at the Parking Citation Center by provide language assistance to limited speaking constituents, as well as proofing translated materials confirming accuracy.

CPRB plans to continue to actively recruit bilingual Board applicants and outreach to the limited-English speaking population through community outreach events. These efforts will continue in addition to the CPRB's current efforts to hire qualified bilingual staff.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

City Administrator's Office & Divisions

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Citizens Police Review Board	x3159	In Progress
City Administrator's Office - Front Desk	x3301	Complete
Cultural Arts Hotline	x2103	Complete
Equal Access	x6813	Complete
Special Permits	x6914	Complete

Plan Information

Agency Director: Dan Lindheim
 Language Access Coordinator: Michelle Taylor-Lloyd
 Title: Executive Assistant
 Telephone Number: (510) 238-4756
 E-mail Address: mtaylorlloyd@oaklandnet.com



EQUAL ACCESS TO SERVICES ORDINANCE

LANGUAGE ACCESS PLAN For FY 08-09

OFFICE OF THE CITY ATTORNEY

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY2008-09 in the Office of the City Attorney that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

City Attorney’s Office

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>
Agency Administrative Manager	1.00	Neighborhood Law Corp Program Manager (see above)
Claims Investigator II & III	2.00	Investigation of claims with includes responding to a variety of questions from claimants either by phone or walk-in.
Deputy City Attorney II	3.00	Misdemeanor Prosecution Attorneys meet with community members, business leaders to support efforts to criminally prosecute misdemeanors and infractions. Also, interacts with defendants in these actions.
Exec Asst to City Attorney	1.00	City Attorney’s reception desk and liaison to community for the City Attorney.



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Exempt Limited Duration Employee	3.00	Neighborhood Law Corps Attorneys meets with community members and business leaders to support civil actions filed that address quality of life issues facing the City of Oakland. Also, interacts with defendants in these actions.
Legal Communications Officer	1.00	City Attorney's PIO
Public Service Representative	3.00	City Attorney's reception desk
Receptionist to the City Attorney	1.00	City Attorney's Office reception desk

Total PCP: 15.00

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

City Attorney's Office

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Claims Investigator III	1.00	Investigation of claims with includes responding to a variety of questions from claimants either by phone or walk-in.	City Hall, OCA, 6 th floor	1.0/Spanish
Deputy City Attorney II	3.00	Misdemeanor Prosecution Attorneys meet with community members, business leaders to support efforts to criminally prosecute misdemeanors and infractions. Also, interacts with defendants in these actions.	City Hall, OCA, 6 th floor	1.0/Spanish
Exempt Limited Duration Employee	3.00	Neighborhood Law Corps Attorneys meets with community members and business leaders to support civil actions filed that address quality of life issues facing the City of Oakland. Also, interacts with defendants in these actions.	City Hall, OCA, 6 th floor	1.0/Spanish
Legal Communications Officer	1.00	City Attorney's PIO	City Hall, OCA, 6 th floor	1.0/Spanish

Total Bilingual PCP: 4.00

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.



EQUAL ACCESS TO SERVICES ORDINANCE

Critical areas for selective language certification to fill vacancies as they arise:

- Administration Excluded Claims (7.00 PCP) needs 0.32 FTE Chinese. However, we do have a non PCP employee who resides on the same floor as our main reception area who provides Cantonese and Mandarin translation services when the need arises. If this employee is not available we have three other employees who provide Cantonese and Mandarin translation services.
 - Claims (2.00 PCP) needs 0.09 FTE Chinese. However, we do have a non PCP employee who resides on the same floor as our main reception area who provides Cantonese and Mandarin translation services when the need arises. If this employee is not available we have three other employees who provide Cantonese and Mandarin translation services.
 - Litigation (3.00 PCP) needs 0.14 FTE Chinese. However, we do have a non PCP employee who resides on the same floor as our main reception area who provides Cantonese and Mandarin translation services when the need arises. If this employee is not available we have three other employees who provide Cantonese and Mandarin translation services.
 - Advisory (3.00 PCP) needs 0.14 FTE Chinese. However, we do have a non PCP employee who resides on the same floor as our main reception area who provides Cantonese and Mandarin translation services when the need arises. If this employee is not available we have three other employees who provide Cantonese and Mandarin translation services.
5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, Agencies will fill the positions using a selective language certification process for each position. We continue to provide translation services as needed when depositions are scheduled in our office.

We routinely send our office's press releases and editorials to the Spanish and Cantonese/Mandarin media. We have included a Spanish page on our web-site. We plan to develop a Cantonese/Mandarin page as well.



EQUAL ACCESS TO SERVICES ORDINANCE

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

City Attorney's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>

PCP New Hire Total: 0.00

Bilingual PCP New Hire Total: 0.00

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The City Attorney's Office has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). 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.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Office of Personnel Resource Management was used to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.



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Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The City Attorney's Office coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The tables below show vital documents that the City Attorney's Office is using to provide vital information to the Public about the Department's services or programs regularly.

City Attorney's Office

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
AR-M5 - 2007 Letter			Korean
Claims Procedures	X	X	Vietnamese
Foreclosure/Lending Flyers	X	X	Vietnamese
Neighborhood Law Corps Material	X	X	Vietnamese
Newspaper Editorials & Press Releases	X		
Oakland Ice Center Waiver	X		
Open Government Guide	X	X	Vietnamese
Pages on Web-site with Key Telephone Numbers, Where to Go	X		

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The City of Attorney's Office accepts complaints through their main telephone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to



EQUAL ACCESS TO SERVICES ORDINANCE

jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the City Attorney’s Office, as outlined above. The City Attorney’s Office is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Attorney - Front Desk	x3601	In Progress
Claims Division	x6337	In Progress

Plan Information

Agency Director: John Russo
 Language Access Coordinator: Rosemarie Sanchez
 Title: Legal Administrative Services Manager
 Telephone Number: (510) 238-3827
 E-mail Address: rmsanchez@oaklandcityattorney.org



EQUAL ACCESS TO SERVICES ORDINANCE

**LANGUAGE ACCESS PLAN
For
FY 08-09**

OFFICE OF THE CITY AUDITOR

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The Office of the City Auditor has less than 15 FTE’s; therefore it is not considered a Tier 1 or Tier 2 department and is not subject to section 2.30.040 and section 2.30.050.

City Auditor’s Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Exec Asst to the City Auditor	1.00	City Auditor’s reception desk and liaison to community for the City Auditor
Receptionist to the City Auditor	1.00	City Auditor’s reception desk

Total PCP: 2.00

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

City Auditor’s Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>

Total Bilingual PCP: 0.00



EQUAL ACCESS TO SERVICES ORDINANCE

Also, it is important to note that within the ten (10) person office for the City Auditor there is a Mandarin-speaker and a Spanish-speaker; however, neither of these employees are PCPs.

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

Critical areas for selective language certification to fill vacancies as they arise:

- City Auditor's Office (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**

City Auditor's Office has made hiring future bilingual staff to fill public contact position a consideration.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

City Auditor's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Exec Asst to the City Auditor	1.00	
Receptionist to the City Auditor	1.00	

PCP New Hire Total: 2.00 Bilingual PCP New Hire Total: 0.00

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The City Auditor's Office has identified key bilingual staff to communication with members of the public who are Limited English speakers. 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.



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During a recent audit of the Residential Parking Permits we had the survey available in English, Spanish and Chinese. In addition, we have posted access points on our website to a translated home page in both Spanish and Chinese.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. We chose to use internet sites and The Office of Personnel Resource Management to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The City Auditor's Office coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required language formats. We have access points on our website to translations of home page in both Spanish and Chinese.



EQUAL ACCESS TO SERVICES ORDINANCE

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The City Auditor's Office accepts complaints through their main telephone lines and main reception counters. If they were to receive a complaint, we utilize the language interpretation service through the 800 number and our client ID or we forward it to the Equal Access Office for resolution.

The Office of the City Auditor has an intake complaint process where all complaints are recorded and tracked for resolution. No complaints of an alleged violation of this article were received in FY 08-09.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the City Auditor's Office, as outlined above. The City Auditor's Office is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.



EQUAL ACCESS TO SERVICES ORDINANCE

Per the ordinance, the Office of the City Auditor must meet the recorded Telephonic Message requirement which we have currently completed.

City Auditor's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Auditor - Front Desk	x3378	Complete

Plan Information

Agency Director: Oakland City Auditor, Courtney Ruby CPA
Language Access Coordinator: Erica Harrold
Title: Executive Assistant to City Auditor
Telephone Number: (510) 238-3379
E-mail Address: eharrold@oaklandnet.com



EQUAL ACCESS TO SERVICES ORDINANCE

LANGUAGE ACCESS PLAN For FY 08-09

OFFICE OF THE CITY CLERK

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY2008-09 in the Office of the City Clerk that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

City Clerk’s Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Office Assistant II	1.00	Front desk reception areas, 1 st Floor
Public Service Rep.	1.00	Front desk reception areas, 2 nd Floor

Total PCP: 2.00

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.



EQUAL ACCESS TO SERVICES ORDINANCE

City Clerk's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/Language</u>
Public Service Rep.	1.00	Front desk reception areas	City Hall, 2 nd floor	1.00/Spanish

Total Bilingual PCP: 1.00

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

Critical areas for selective language certification to fill vacancies as they arise:

- City Clerk's Office (2.00 PCP) needs 0.09 FTE Chinese (currently, a management staff is providing service to Cantonese / Mandarin citizens to meet the Equal Access to Service Ordinance.)

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, Agencies will fill the positions using a selective language certification process for each position.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

City Clerk's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>

PCP New Hire Total: 0.00

Bilingual PCP New Hire Total: 0.00

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.



EQUAL ACCESS TO SERVICES ORDINANCE

The Office of the City Clerk has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). 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.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Office of Personnel Resource Management was used to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Office of the City Clerk coordinated with the Equal Access Office for all the necessary updated materials translation and provides general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.



EQUAL ACCESS TO SERVICES ORDINANCE

The tables below show vital documents that the Office of the City Clerk is using to provide vital information to the Public about the Department’s services or programs regularly.

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

13. A description of each Department’s procedures for accepting and resolving complaints of an alleged violation of this Article.

The City Clerk’s Office accepts complaints by phone or by main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney’s Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the City Clerk’s Office, as outlined above. The City Clerk’s Office is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.



EQUAL ACCESS TO SERVICES ORDINANCE

1) As we stated in the FY07-08 Language Access Plan, it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

City Clerk's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Clerk - Front Desk	x3226	In Progress
Records Division	x3612	In Progress

2) The City Clerk's office is not able to staff any Cantonese/Mandarin PCP due to budgetary constraints. However, we do have a management staff that is available in providing the translation in Cantonese/Mandarin languages to meet the Equal Access to Services Ordinance.

Plan Information

Agency Director: LaTonda Simmons
Language Access Coordinator: Fendy Guan
Title: Management Assistant
Telephone Number: (510) 238-7979
E-mail Address: fguan@oaklandnet.com



EQUAL ACCESS TO SERVICES ORDINANCE

LANGUAGE ACCESS PLAN For FY 08-09

OFFICE OF THE CITY COUNCIL

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY2008-09 in the Office of the City Council that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

City Council Office

Job Title (Classification)	FTE	Function
City Council Admin Asst	4.50	Council District & front desk reception
City Councilmember’s Asst	16.00	Council District constituent affairs
Exec Asst to the City Council	1.00	Front desk reception

Total PCP: 21.50

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.



EQUAL ACCESS TO SERVICES ORDINANCE

City Council Office

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
City Council Admin Asst	4.50	Council District & front desk reception	City Hall, 2 nd floor	0.25/Cantonese & Mandarin 1.00/Spanish
City Councilmember's Asst	12.00	Council District constituent affairs	City Hall, 2 nd floor	2.00/Mandarin 2.50/Spanish
Exec Asst to the City Council	1.00	Front desk reception	City Hall, 2 nd floor	1.00/Spanish

Total Bilingual PCP: 6.75

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

Critical areas for selective language certification to fill vacancies as they arise:

- Reception Desk (1.50 PCP) needs 0.07 FTE Chinese
- District 1 (2.50 PCP) needs 0.12 FTE Chinese
- District 2 (2.50 PCP) needs 0.31 FTE Spanish
- District 3 (2.50 PCP) needs 0.31 FTE Spanish
- District 4 (2.50 PCP) needs 0.12 FTE Chinese
- District 5 (2.50 PCP) needs 0.12 FTE Chinese
- District 6 (2.50 PCP) needs 0.31 FTE Spanish and 0.12 FTE Chinese
- District 7 (2.50 PCP) needs 0.31 FTE Spanish and 0.12 FTE Chinese
- At Large (2.50 PCP) needs 0.31 FTE Spanish and 0.12 FTE Chinese

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, Agencies will fill the positions using a selective language certification process for each position.



EQUAL ACCESS TO SERVICES ORDINANCE

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

City Council's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
City Council Admin Assistant	1.00	
City Councilmember's Assistant	4.00	1.00/Mandarin; 1.00/Spanish

PCP New Hire Total: 5.00 Bilingual PCP New Hire Total: 2.00

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Office of the City Council has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). 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.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.



EQUAL ACCESS TO SERVICES ORDINANCE

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Office of the City Council coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The tables below show vital documents that the Office of the City Council is using to provide vital information to the Public about the Department's services or programs regularly.

City Council's Office

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
District 5			
Welcome letter on Web Page	X	X	Vietnamese

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Office of the City Council accepts complaints through their main telephone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).



EQUAL ACCESS TO SERVICES ORDINANCE

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the City Council's Office, as outlined above. The City Council's Office is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

City Council's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Council - Front Desk	x3266	Complete

Plan Information

<p>Council President: Jane Brunner Language Access Coordinator: Susan A. Sanchez Title: Executive to the Oakland City Council Telephone Number: (510) 238-6917 E-mail Address: sasanchez@oaklandnet.com</p>



EQUAL ACCESS TO SERVICES ORDINANCE

**LANGUAGE ACCESS PLAN
For
FY 08-09**

COMMUNITY AND ECONOMIC DEVELOPMENT AGENCY

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The table below shows every position budgeted in FY2008-09 in the Community and Economic Development Agency that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Community & Economic Development Agency

Job Title (Classification)	FTE	Function
Account Clerk II	2.00	Provides customer services and performs cashiering functions
Administrative Analyst I	1.00	Provides customer services and participates in public information projects.
Administrative Asst I and II	17.50	Receives and screens visitors and telephone calls. Provides information and refers callers to appropriate persons. Responds to customer service inquiries.
Administrative Services Mgr II	1.00	Provides customer services and participates in public information projects.
Community Dev Prgm	3.00	Assists with the management and coordination of



EQUAL ACCESS TO SERVICES ORDINANCE

Coordinator		Community Development Block Grant funded activities; provides technical assistance to CD Boards at the monthly meetings; completes monitoring site visits on contracted project; examines supporting documents submitted with payment requests to establish proper authorization and conformance with agreements, contracts and grant regulations.
Construction Inspector Sup (Field & Office)	4.00	Performs inspection of major public works construction projects and associated tasks. Responds to and resolves complaints from the public relating to assigned projects.
Employment Services Supervisor	1.00	Provides Enterprise Zone Program information to Businesses and the general public.
Engineer, Assistant II (Office)	4.00	Interprets codes and regulations in the performance of plan check activities. Investigates routine complaints regarding existing conditions of buildings and public works facilities.
Engineer, Civil (Office)	10.00	Plans and design streets, storm, sewer and other public works facilities. Reviews and approves subdivision and land development proposals for compliance with engineering standards.
Engineer, Civil Supv (Office)	1.00	Plans, assigns, and supervises the Civil Engineers in designing streets, storm, sewer, and other public works facilities.
Engineer, Transportation (TSD)	3.00	Responds to citizen complaints about traffic safety.
Engineer, Transportation Supv (TSD)	1.00	Represents the Transportation Services Division in public meetings.
Engineering Intern, PT	0.50	Assists in monitoring contractor's work in the filed for compliance with the project plans and specifications.
Engineering Technician II (Office) (2FTEs/TSD)	4.00	Responds to citizen complaints about traffic safety.
Hearing Officer	2.00	Plans, organizes and conducts arbitration hearings and renders written decisions regarding tenant and landlord petitions; conducts mediation sessions and prepares written mediation agreements.
Home Management Counselor III	1.00	Monitors defaults and delinquencies in mortgage payments; provides counseling to home owners, landlords, and tenants.
Housing Development	7.00	(III) Coordinates the development and



EQUAL ACCESS TO SERVICES ORDINANCE

Coordinator III & IV		implementation of housing development and emergency housing projects and programs. (IV) Organizes, facilitates and supervises City participation in major housing development, emergency housing, and financing programs and projects.
Loan Servicing Administrator	1.00	Develops and maintains loan accounting and servicing systems, prepares and presents a broad range of informative accounting and loan portfolio management reports for loans.
Loan Servicing Specialist	2.00	Provides loan servicing services on residential and rental property mortgages and home repair loans held by the City of Oakland.
Manager, Zoning	1.00	Supervises project planners
Monitoring & Evaluation Supervisor	1.00	Coordinates, monitors, and evaluates Community Development Block Grant and redevelopment programs. Develops and implements monitoring and evaluation systems to ensure contract compliance on housing projects.
Mortgage Advisor	2.00	Processes and approves housing rehabilitation loans; reviews legislation of new programs. Assembles loan packages for submission to lenders; interprets federal housing laws for the public; writes applications for rehabilitation programs.
Mortgage Loan Supervisor	1.00	Processes and approves housing rehabilitation loans; reviews legislation of new programs. Processes and approves housing rehabilitation loans; reviews legislation of new programs.
Office Assistant II	7.00	Front desk reception; sets appointments and answers telephones
Permit Technician II	2.00	Primary public contact at building counter.
Planner I, II, III and IV	37.00	Daily public contact in reviewing development projects.
Principal Inspection Supv	4.00	First line supervision of building inspectors.
Process Coordinator II & III	5.00	Daily public contact in helping projects get built
Program Analyst II & III	3.00	Manages Rent Adjustment cases. Writes administrative decisions in Rent Adjustment cases. Answers public inquiries in person and by phone. Processes applications to remove units from rental housing market. Drafts program forms.



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Public Service Representative & PPT	14.00	Front desk reception; answers telephones
Rehabilitation Advisor III	4.00	Inspects buildings offered for rehabilitation; prepares a list of deficiencies; assist home owners in the planning for rehabilitation and provide assistance in the planning stage; selection of contractor, and construction phase.
Rehabilitation Paint Technician	1.00	Provides technical support for the paint program; inspects residential properties, analyzes needs, determines amount of material and supplies required; advises homeowners and conducts training classes.
Specialty Combination Inspector Senior	6.00	Provides supervision to the Specialty Combo Inspector.
Specialty Combination Inspector	46.00	Reviews plans, issues permits, and makes field inspections on new and existing residential buildings and on minor commercial buildings.

Total PCP: 200.00

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Community & Economic Development Agency

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/</u> <u>Language</u>
Account Clerk II	1.00	Provides customer services and performs cashiering functions	Dalziel Bldg., 2 nd floor	1.00/Mandarin
Administrative Asst I & II	2.00	Receives and screens visitors and telephone calls. Provides information and refers callers to appropriate persons. Responds to customer service inquiries.	Dalziel Bldg., 2 nd floor	2.00/Spanish
Construction Inspector Sr (Office)	2.00	Performs inspection of major public works construction projects and associated tasks. Responds to and resolves complaints from the public relating to assigned projects.	Dalziel Bldg., 2 nd floor	2.00/Spanish
Employment	1.00	Provides Enterprise Zone	Dalziel Bldg.,	1.00/Spanish



EQUAL ACCESS TO SERVICES ORDINANCE

Services Supervisor		Program information to Businesses and the general public.	3 rd floor	
Engineer, Assistant II (Office)	1.00	Interprets codes and regulations in the performance of plan check activities. Investigates routine complaints regarding existing conditions of buildings and public works facilities.	Dalziel Bldg., 2 nd floor	1.00/Cantonese
Engineer, Civil (Office)	3.00	Plans and design streets, storm, sewer and other public works facilities. Reviews and approves subdivision and land development proposals for compliance with engineering standards.	Dalziel Bldg., 2 nd floor	3.00/Cantonese 1.00/Mandarin
Engineer, Civil Supv (Office)	1.00	Plans, assigns, and supervises the Civil Engineers in designing streets, storm, sewer, and other public works facilities.	Dalziel Bldg., 2 nd floor	1.00/Cantonese
Engineer, Transportation	1.00	Responds to citizen complaints about traffic safety.	Dalziel Bldg., 4 th floor	1.00/Mandarin
Engineering Technician II (Office)	1.00	Responds to citizen complaints about traffic safety.	Dalziel Bldg., 2 nd floor	1.00/Spanish
Hearing Officer	1.00	Plans, organizes and conducts arbitration hearings and renders written decisions regarding tenant and landlord petitions; conducts mediation sessions and prepares written mediation agreements.	Dalziel Bldg., 5 th floor	1.00/Cantonese
Home Management Counselor III	1.00	Monitors defaults and delinquencies in mortgage payments; provides counseling to home owners, landlords, and tenants.	Dalziel Bldg., 5 th floor	1.00/Spanish
Office Assistant II	1.00	Front desk reception; sets appointments and answers	Dalziel Bldg., 2 nd floor	1.00/Cantonese



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		telephones		
Planner I, II, III and IV	6.00	Daily public contact in reviewing development projects.	Dalziel Bldg., 2 nd & 3 rd floor	6.00/Spanish
Process Coordinator II & III	1.00	Daily public contact in helping projects get built	Dalziel Bldg., 2 nd floor	1.00/Spanish
Program Analyst II	1.00	Manages Rent Adjustment cases. Writes administrative decisions in Rent Adjustment cases. Answers public inquiries in person and by phone. Processes applications to remove units from rental housing market. Drafts program forms.	Dalziel Bldg., 5 th floor	1.00/Spanish
Public Service Representative & PPT	3.00	Front desk reception; answers telephones	Dalziel Bldg., 2 nd floor	2.00/Spanish 1.00/Cantonese
Specialty Combination Inspector Senior	2.00	Provides supervision to the Specialty Combo Inspector.	Dalziel Bldg., 2 nd floor	2.00/Spanish
Specialty Combination Inspector	8.00	Reviews plans, issues permits, and makes field inspections on new and existing residential buildings and on minor commercial buildings.	Dalziel Bldg., 2 nd floor	7.00/Spanish

Total Bilingual PCP: 37.00

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

As an Agency, CEDA exceeds the standard for bilingual employees in public contact positions.

Critical areas for selective language certification to fill vacancies as they arise:

- Major Projects (12.00 PCP) needs 0.54 FTE Chinese
- Zoning (22.00 PCP) needs 0.99 FTE Chinese
- City Planning - Other (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Engineering and Construction - Administration (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Project Delivery - Administration (1.00 PCP) needs 0.05 FTE Chinese



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- Construction Management and Material Testing (0.50 PCP) needs 0.07 FTE Spanish and 0.03 FTE Chinese
 - Project Management (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
 - Engineering Design and ROW – Administration (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
 - Transportation Services - Administration (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
 - Traffic Safety Program (6.00 PCP) needs 0.75 FTE Spanish
 - Inspection Services Administration – Other (3.00 PCP) needs 0.38 FTE Spanish and 0.14 FTE Chinese
 - Inspection Services – Other (11 PCP) needs 0.37 FTE Spanish
 - Building Inspection – Residential – Other (8.00 PCP) needs 1.00 FTE Spanish
 - Engineering Services (5.00 PCP) needs 0.23 FTE Chinese
 - Building Inspection – Commercial – Other (37.00 PCP) needs 1.67 FTE Chinese
 - District 2 (4.00 PCP) needs 0.18 FTE Chinese
 - District 3 (8.50 PCP) needs 0.39 FTE Chinese
 - District 4 (16.00 PCP) needs 0.72 FTE Chinese
 - Building Codes – Residential – Other (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
 - Building Services – Other (5.00 PCP) needs 0.62 FTE Spanish
 - Workforce Development (1.00 PCP) needs 0.05 FTE Chinese
 - Redevelopment Center (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
 - HOC Support Staff (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
 - Housing Development (8.00 PCP) needs 1.00 FTE Spanish and 0.36 FTE Chinese
 - Municipal Lending (14.00 PCP) needs 1.74 FTE Spanish and 0.64 FTE Chinese
 - CDBG Coordination (5.00 PCP) needs 0.62 FTE Spanish and 0.23 FTE Chinese
 - Home Ownership Programs (3.00 PCP) needs 0.14 FTE Chinese
5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department’s plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**

Currently 25 vacant PCPs exist in CEDA, however due to budgetary constraints, hiring freezes and lay-offs these positions may not be recruited for in the near future; many are proposed for elimination for budget balancing purposes. However, when recruitment does proceed, the



EQUAL ACCESS TO SERVICES ORDINANCE

Community and Economic Development Agency will fill the positions using a selective language certification process for each position.

- 6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

Community & Economic Development Agency

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Administrative Assistant I	2.00	1.00/Spanish
Mortgage Advisor	1.00	
Specialty Combination Inspector	1.00	

PCP New Hire Total: 4.00 Bilingual PCP New Hire Total: 1.00

- 7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

Counter staff notifies a bilingual employee to assist with the communications and translations. Also the Building Services Division has counter staff that speak bilingual languages.

Whenever staff assists customers with limited English, another staff person who is on the bilingual pay list is called upon to assist in communicating and servicing the needs of the customer.

CEDA provides interpreters for hearings. We use Language Line Services for telephone contacts in foreign languages not spoken in-house. The present staff handles calls in Cantonese and Spanish. The procedures are adequate.

The Community and Economic Development Agency has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). 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 Spanish, Cantonese and Mandarin upon demand.

- 8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.



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CEDA relies on the Personnel Department to advertise in a variety of mediums that include bilingual newspapers and organizations. The Personnel Department handled all searches for CEDA during FY 2008-09.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Community and Economic Development Agency coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The table below show vital documents that the Community and Economic Development Agency is using to provide vital information to the Public about the Department's services or programs regularly.

Community & Economic Development Agency

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Bicycle Program Newsletters	X	X	Vietnamese
CEDA Newsletters	X	X	Vietnamese



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CityRacks Bike Rack Request Form	X	X	Vietnamese
Building Services			
Inspection Services Brochures:			
Blight Abatement Brochure	X	X	
Dogs in Oakland	X	X	
Keep Oakland Beautiful, Clean and Green	X	X	
Permit Counter Brochures:			
Home Occupation	X	X	
How to Reach Us	X	X	
MJ Residential Additions and Alterations	X	X	
Plot Plan	X	X	
Services and Permits	X	X	
Single Family Dwellings	X	X	
What is a Variance?	X	X	
Report of Building Record			
Records Request			
Plan and Permit Retrieval Request			
Housing & Community Development Division			
First Time Home Buyer Program:			
Down Payment Assistance Program Brochure	X	X	
First Time Home Buyer Program Brochure	X	X	
Housing:			
Down Payment Assistant Program (DAP) Brochure	X	X	
Foreclosure Brochure	X	X	
Homeownership Loan Programs (Cover/Shell/Folder with Pockets)	X	X	
Homeownership Loan Programs Brochure	X	X	
Income Limits & Partners (Insert)	X	X	
Mortgage Assistance Program (MAP) Brochure	X	X	
Short Letter to Accompany the Foreclosure Brochures When Mailed	X	X	
Housing Development:			
Summary of Restrictions for Affordable Homeownership Development	X	X	
Rent Adjustment Section:			
Informational Brochure	X	X	



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Just Cause Information	X	X	
Just Cause Ordinance	X	X	
Notice to Tenants	X	X	
Outreach Postcard	X	X	
Rent Adjustment Ordinance Brochure	X	X	
Planning and Zoning			
How to Contact Us	X	X	
Important Additions and Alterations for Residents	X	X	
Site Plans	X	X	

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Community and Economic Development Agency accepts complaints through their main telephone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of Community and Economic Development Agency, as outlined above. The Community and Economic Development Agency is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, the over-the-phone interpretation services are utilized when necessary.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.



EQUAL ACCESS TO SERVICES ORDINANCE

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

Community & Economic Development Agency

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Blight Hotline	x3381	Complete
Building Services - Billing Appeals	x3452	In Progress
Building Services - Cashier	x4774	In Progress
Construction Management	x3051	Complete
Economic Development	x3344	In Progress
Planning & Zoning - Appointment Scheduling	x3940	In Progress
CEDA - General	x3941	In Progress
Planning & Zoning - Zoning	x3911	In Progress
Real Estate	x3541	Complete
Redevelopment & Housing	x3015	Complete
Rent Adjustment	x3721	Complete

Plan Information

Agency Director: Walter Cohen
Language Access Coordinator: Sarah Schlenk
Title: Administrative Manager
Telephone Number: (510) 238-3982
E-mail Address: schlenk@oaklandnet.com



EQUAL ACCESS TO SERVICES ORDINANCE

**LANGUAGE ACCESS PLAN
For
FY 08-09**

DEPARTMENT OF CONTRACTING AND PURCHASING

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY2008-09 in the Department of Contracting and Purchasing that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Contracting and Purchasing

Job Title (Classification)	FTE	Function
Administrative Asst II	2.00	Front desk reception/assist vendors with iSupplier applications
Contract Compliance Field Tech	1.00	Project site visits and interviews workers for collection of information
Contract Compliance Office Asst	1.00	Supports efforts to conduct site visits and interview when investigating non-compliance in prevailing wage and living wage
Employment Services Supervisor	1.00	Works with Oakland residents employed on construction jobs or seeking employment opportunities and pre-apprenticeship training.
Job Developer	1.00	Works with businesses and potential workers



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		seeking employment opportunities and pre-apprenticeship training
Office Asst II	1.00	Works with contractors to complete transactions at Contract Administration front desk

Total PCP: 7.00

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Contracting and Purchasing

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>		
Office Asst II	1.00	Works with contractors to complete transactions at the Contract Administration front desk	Dalziel Bldg., 3 rd floor	1.00/Spanish

Total Bilingual PCP: 1.00

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

Critical areas for selective language certification to fill vacancies as they arise:

- Contract Compliance and Employment (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
- Purchasing (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Contract Administration (1.00 PCP) needs 0.05 FTE Chinese

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, Agencies will fill the positions using a selective language certification process for each position. In order to ensure hiring of persons from SNLESP groups, should our financial/personnel situation change in the future, we will commit to:



EQUAL ACCESS TO SERVICES ORDINANCE

- advertisement of vacancies in newspapers and other media widely circulated in the communities where the languages required are spoken.
 - Make recruitment of certain language speaking persons a priority when drafting job announcements
 - Solicit assistance in identifying potential candidates from organizations in the communities where the language sought is spoken (e.g. Chambers of Commerce, Community Business Organizations, Professional Associations, etc)
6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

Department of Contracting and Purchasing

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>

PCP New Hire Total: 0.00

Bilingual PCP New Hire Total: 0.00

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Department of Contracting and Purchasing uses interpreters when necessary to facilitate communication with clients who are members of SNLESP groups. We work closely with the City's Equal Access Office to engage interpreters for outreach activities and events the Department holds in the community. When clients who are members of SNLESP groups come into the Department to transact business, we engage one of our staff members who speak the language to either assist the client directly or if needed, interpret for an English speaking staff person. In emergency situations, where an interpreter is needed right away, we will engage staff from nearby offices to facilitate interpretation. In those cases where possible, we contact Equal Access to provide interpretation services. These methods have proven successful in the past, given that most of the clients who come into the office for assistance speak English.

For staff members doing field work, an interpreter is used to communicate with workers who are members of SNLESP groups.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.



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No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Office of Personnel Resource Management was used to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Department of Contracting and Purchasing coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The tables below show vital documents that the Department of Contracting and Purchasing is using to provide vital information to the Public about the Department's services or programs regularly.

Department of Contracting and Purchasing

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Contract Compliance & Employment Services			
Certification Fact Sheet			



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Doing Business with the City of Oakland Flyer			
LEP/15% Apprenticeship Announcement	X	X	
Local Construction Referral Application			
Prompt Payment	X	X	
Winning Compliance Brochure			
Purchasing			
Vendor Application			
Contract Administration			
Contractor Profile			

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Department of Contracting and Purchasing accepts complaints through their main telephone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the Department of Contracting and Purchasing, as outlined above. The Department of Contracting and Purchasing is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.



EQUAL ACCESS TO SERVICES ORDINANCE

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

Department of Contracting and Purchasing

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Contracting & Purchasing - General	x3970	In Progress

Plan Information

Agency Director: Deborah Barnes
Language Access Coordinator: Mary Mayberry
Title: Administrative Services Manager I
Telephone Number: (510) 238-7324
E-mail Address: mmayberry@oaklandnet.com



EQUAL ACCESS TO SERVICES ORDINANCE

**LANGUAGE ACCESS PLAN
For
FY 08-09**

FINANCE AND MANAGEMENT AGENCY

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY2008-09 in the Finance and Management Agency that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Finance & Management Agency

Job Title (Classification)	FTE	Function
Collections Officer	7.00	Pursue collection of City receivables, i.e., outstanding fees owed, unpaid balances, etc.
Public Service Representative & PT	19.50	Provides customer service to prospective employees or Parking Citation Center customers.
Revenue Asst	13.00	Provides tax information to City residents and businesses who are obligated to pay City taxes.
Tax Auditor II	7.00	Performs field audits to determine liability for business licenses and other taxes.
Tax Enforcement Officer II	13.00	Collects taxes and fees owed to the City; provides taxpayer assistance; and conducts



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		compliance investigations.
Tax Representative II	8.00	Collects taxes and fees owed to the City; provides taxpayer assistance; and conducts compliance investigations.

Total PCP: 67.50

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Finance & Management Agency

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>		
Public Service Representative	19.50	Provides customer service to prospective employees or Parking Citation Center customers.	Wilson Bldg., 2 nd floor; Dalziel Bldg., 1 st floor & 6 th floor	2.00 Cantonese 1.00/Cantonese & Mandarin 4.00/Spanish
Revenue Asst	13.00	Provides tax information to City residents and businesses who are obligated to pay City taxes.	Wilson Bldg., 5 th floor	1.00/Spanish
Tax Auditor II	7.00	Performs field audits to determine liability for business licenses and other taxes.	Wilson Bldg., 5 th floor	1.00/Cantonese
Tax Enforcement Officer II	13.00	Collects taxes and fees owed to the City; provides taxpayer assistance; and conducts compliance investigations.	Wilson Bldg., 5 th floor	1.00/Spanish
Tax Representative II	8.00	Collects taxes and fees owed to the City; provides taxpayer assistance; and conducts compliance investigations.	Wilson Bldg., 5 th floor & Dalziel Bldg., 1 st floor	1.00/Cantonese 1.00/Cantonese & Mandarin 1.00/Spanish

Total Bilingual PCP: 13.00

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

Critical areas for selective language certification to fill vacancies as they arise:

- Parking Enforcement (1.50 PCP) needs 0.19 FTE Spanish and 0.07 FTE Chinese
- Business License Tax (10.00 PCP) needs 0.24 FTE Spanish and 0.45 FTE Chinese
- Litter Fee Ordinance Admin (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Rent Adjustment (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Revenue Audit (9.00 PCP) needs 1.12 FTE Spanish



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- Revenue Collections (10.00) needs 1.24 FTE Spanish and 0.45 FTE Chinese
 - Employment and Classification (3.00 PCP) needs 0.38 FTE Spanish
5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department’s plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, Agencies will fill the positions using a selective language certification process for each position and fill according to the language needs identified..

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

Finance and Management Agency

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Public Service Representative	1.00	1.00/Cantonese (<i>start date 06/01/09</i>)

PCP New Hire Total: 1.00 Bilingual PCP New Hire Total: 1.00

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Finance and Management Agency has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). 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.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Office of Personnel Resource Management was used to handle these searches.



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9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Finance and Management Agency coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The tables below show vital documents that the Finance and Management Agency is using to provide vital information to the Public about the Department's services or programs regularly.

Finance and Management Agency

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



EQUAL ACCESS TO SERVICES ORDINANCE

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Finance and Management Agency accepts complaints through their main phone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the Finance and Management Agency and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the Finance and Management Agency, as outlined above. The Finance and Management Agency is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

Finance and Management Agency

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Parking Citation Center	451-0456	In Progress
Parking Citation	800-500-6484	In Progress



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Office of Personnel	x3112	In Progress
Business Tax	x3704	In Progress

Plan Information

Agency Director: Joseph Yew
Language Access Coordinator: Kip Walsh
Title: Administrative Services Manager II
Telephone Number: (510) 238-7494
E-mail Address: kwalsh@oaklandnet.com



EQUAL ACCESS TO SERVICES ORDINANCE

**LANGUAGE ACCESS PLAN
For
FY 08-09**

OAKLAND FIRE DEPARTMENT

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY2008-09 in the Oakland Fire Department that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Fire Department

Job Title (Classification)	FTE	Function
Admin Asst I and II	5.00	Communicate with walk-in “customers”, who seek services such as request a fire investigation report, schedule for inspection, pay fire plan review, etc.
Captain of Fire Dept.	54.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Emergency Planning Coordinator & Sr.	7.00	Provide emergency training and planning within the city and to the public (e.g., Citizens of Oakland Response to Emergency – CORE)
Engineer of Fire Dept.	83.00	Provide emergency and rescue services to



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		residents, community service, public education, vegetation management inspection, etc.
Exec Asst to Agency Director	1.00	Respond to phone calls, walk-in "customers" regarding fire services and fire department administration, public relations, etc.
Fire Communications Dispatcher & Sr.	22.00	Answer all 9-1-1 calls regarding the emergency service from the public
Fire Communications Supervisor	1.00	Answer all 9-1-1 calls regarding the emergency service from the public
Fire Fighter	187.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Fire Fighter Paramedic	93.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Fire Investigator	4.00	Provide investigation in identifying the cause of fire; they may have to interview witnesses
Fire Marshall, Assistant	1.00	Provide investigation in identifying the cause of fire; they may have to interview witnesses; occasionally discuss issues about Fire Codes with the citizens
Fire Prevention Bureau Inspector, Civil	9.00	Inspect buildings per the Fire Code; work with building owners/tenants to resolve complications
Fire Protection Engineer	2.00	Review and approve fire plans and discuss with the customers regarding the plan
Fire Safety Education Coordinator	2.00	Provide planning and training to the public, especially to the school age children; they conduct fire prevention activities and education
Fire Suppression District Inspector	6.00	Inspect properties and mitigation non-compliance vegetation problems
Hazardous Materials Inspector II and Sr.	3.00	Inspect businesses and mitigate haz mat non-compliance problems
Lieutenant of Fire Dept.	67.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Management Assistant	1.00	Communicate with walk-in "customers", who seek for services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.
Management Intern	1.00	Mainly providing CORE services to the public and outreach for public education
Manager, Emergency Services	1.00	Planning for emergency service, manage and



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		direct Emergency Operating Center (EOC) activities during the major disasters
Office Asst II	4.00	Mainly in-take phone calls from the public regarding fire services

Total PCP: 553.00

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Fire Department

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Admin Asst I and II	6.00	Communicate with walk-in "customers", who seek for services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.	EMS, 47 Clay Street	1.00/Spanish
Captain of Fire Dept.	55.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 18A	1.00/Spanish
Engineer of Fire Dept.	83.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 21B; RTE A; RTE C	2.00/Spanish 1.00/Cantonese
Fire Communications Dispatcher & Sr.	22.00	Answer all 9-1-1 calls regarding the emergency service from the public	OES	1.00/Spanish
Fire Fighter	186.00	Provide emergency and rescue services to residents, community service, public	Batt 03A; Station 03A, 03B, 03C, 04A, 04B, 04C, 08A,	2.00/Mandarin; 22.00/Spanish



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		education, vegetation management inspection, etc.	08C, 13A, 13C, 15A, 17A, 18A, 18B, 18C, 21A, 22B, 23B	
Fire Fighter Paramedic	93.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 01A, 08C, 13A, 13B, 17A, 18A, 19A, 24B, 24C, 29A Batt 04A	1.00/Cantonese 11.00/Spanish
Fire Prevention Bureau Inspector	9.00	Inspect buildings per the Fire Code; work with building owners/tenants to resolve complications	Dalziel Bldg., 3 rd floor	2.00/Spanish
Lieutenant of Fire Dept.	67.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 04C, 10B, 18A, 18C, 28B,	7.00/Spanish 1.00/Cantonese
Management Assistant	1.00	Communicate with walk-in "customers", who seek for services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.	Dalziel Bldg., 3 rd floor	1.00/Spanish
Management Intern	1.00	Mainly providing CORE services to the public and outreach for public education	OES, 1605 MLK Jr. Way	1.00/Cantonese
Manager, Emergency Services	1.00	Planning for emergency service, manage and direct Emergency Operating Center (EOC) activities during the major disasters	OES, 1605 MLK Jr. Way	1.00/Spanish



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Temp Contract Svcs Employee, PT	1.00	Mainly providing CORE services to the public and outreach for public education	OES, 1605 MLK Jr. Way	1.00/Spanish
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Total Bilingual PCP: 56.00

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

Critical areas for selective language certification to fill vacancies as they arise:

- Inspectional Services (9.00 PCP) needs 0.41 FTE Chinese
- Fire Communications (5.00 PCP) needs 0.62 FTE Spanish and 0.23 FTE Chinese
- Communications Emergency Dispatch (18.00 PCP) needs 1.24 FTE Spanish and 0.81 FTE Chinese
- Emergency Service/Suppression (459.00 PCP) needs 15.90 FTE Spanish and 15.64 FTE Chinese
- Airport (23.00 PCP) needs 0.86 FTE Spanish and 1.04 FTE Chinese
- Fire Chief (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Fire Marshals Office (5.00 PCP) needs 0.23 FTE Chinese
- Certified Unified Program Agency (5.00 PCP) needs 0.62 FTE Spanish and 0.23 FTE Chinese
- Arson Investigation (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
- Engineering (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Vegetation Management (7.00 PCP) needs 0.87 FTE Spanish and 0.32 FTE Chinese
- Budget and Planning Admin (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Education and Training (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Fire Support and Services (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Measure N – Paramedic (1.00 PCP) needs 0.05 FTE Chinese

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department’s plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**

The Fire Department currently has approximately 43 estimated vacancies. Hiring methods and processes are those used by the City of Oakland’s Office of Personnel Resource Management (OPRM). If the Department has need of additional bilingual employees in public contact positions we would seek assistance from OPRM to utilize the language skills process the City of



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Oakland has in place for hiring employees. Promotional hiring, with advancement in position staff is already in place and no language skills selective process would be requested.

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, the Fire Department will fill the positions using a selective language certification process for each position.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

Fire Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Temp Contract Svcs Employee, PT	1.00	1.00/ Spanish
Fire Fighter Trainee	18.00	1.00/Spanish

PCP New Hire Total: 19.00 Bilingual PCP New Hire Total: 1.00

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Oakland Fire Department has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). 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.

The Oakland Fire Department utilizes the bilingual skills of our suppression staff when there are language barriers in the community, in the event that we are unable to communicate with a person that we provided service to we, seek the assistance from the following, 911 dispatch center, OPD or AMR.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Office of Personnel Resource Management was used to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual



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Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

No Firms were used. The Fire Department uses OPRM to handle these searched.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

No outside firms are used. The City of Oakland's OPRM utilized the policies and procedures set up within the City to recruit applicants for the Fire Department.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Oakland Fire Department coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The tables below show vital documents that the Oakland Fire Department is using to provide vital information to the Public about the Department's services or programs regularly.

Fire Department

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
OPRM			
911 Registry	X	X	
911 Registry FAQ	X	X	
CORE Fact Sheet	X	X	
CORE Flyers	X	X	

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.



EQUAL ACCESS TO SERVICES ORDINANCE

The Oakland Fire Department accepts complaints through their main telephone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance. The language needs are met with the assistance of internal employees and volunteers. OFD has no written policies to providing services to members of the substantial number of limited English speaking persons/groups.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of Oakland Fire Department, as outlined above. The Oakland Fire Department is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

Fire Department

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Administration	x3856	In Progress
Arson	x4031	In Progress
CORE	x3938	In Progress



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EMS Division	x6957	In Progress
Fire Prevention	x3851	In Progress
Fire Report / Complaint	x1955	In Progress
Office of Emergence Services	x6351	In Progress
Vegetation Management	x7388	In Progress

Plan Information

Agency Director: Gerald Simon
Language Access Coordinator: Jacqueline Curtis
Title: Asst. to the Director/Personnel Manager/Legislative Coordinator
Telephone Number: (510) 238-5228
E-mail Address: jdcurtis@oaklandnet.com



EQUAL ACCESS TO SERVICES ORDINANCE

**LANGUAGE ACCESS PLAN
For
FY 08-09**

DEPARTMENT OF HUMAN SERVICES

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The table below shows every position budgeted in FY2008-09 in the Department of Human Services that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Human Services

Job Title (Classification)	FTE	Function
Admin Asst I	3.00	Senior Center reception staff
Case Manager I and II	11.00	Linkages and Multipurpose Senior Services staff – serves Oakland clients to live independently
Early Childhood Instructor	60.80	Head Start Instructors
Family Advocate	11.70	Head Start advocates for Head Start families
Food Program Monitor	5.00	Year round lunch program staff provide free lunch to children and youth
Headstart Program Coordinator	8.00	Supervises Headstart Center Directors and oversees interaction with Head Start families
Info & Referral Specialist	0.53	Provides information and referral via telephone and walk-in to the public



EQUAL ACCESS TO SERVICES ORDINANCE

			Blvd., 9202 International Blvd., 9600 Edes Ave.	
Family Advocate	11.70	Head Start advocates for Head Start families	2228 E. 15 th St., 2701 22 nd Ave., 6818 Lion Way, 7200 Bancroft, 8501 International	4.40/Spanish
Nurse Case Manager	3.00	Multipurpose Senior Services staff – serves Oakland clients to live independently	Wilson Bldg., 4 th floor	1.00/Cantonese

Total Bilingual PCP: 39.66

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

Critical areas for selective language certification to fill vacancies as they arise:

- Administration (5.10 PCP) needs 0.14 FTE Spanish and 0.23 FTE Chinese
- Senior Center – Citywide (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
- West Oakland Senior Center (1.00 PCP) needs 0.04 FTE Spanish and 0.03 FTE Chinese
- North Oakland Senior Center (1.00 PCP) needs 0.04 FTE Spanish
- Downtown Oakland Senior Center (1.00 PCP) needs 0.04 FTE Spanish
- East Oakland Senior Center (1.00 PCP) needs 0.16 FTE Spanish
- Head Start Citywide (19.12 PCP) needs 0.80 FTE Chinese
- Franklin Head Start (0.80 PCP) needs 0.08 FTE Spanish
- 1266 26th Ave Head Start (2.50 PCP) needs 0.08 FTE Chinese
- San Antonio CDC Head Start (3.30 PCP) needs 0.33 FTE Chinese
- Sungate Head Start (3.20 PCP) needs 0.13 FTE Chinese
- Manzanita Head Start (1.60 PCP) needs 0.10 FTE Chinese
- Linkages Program (4.00 PCP) needs 0.18 FTE Chinese
- Senior Companion Program (1.50 PCP) needs 0.19 FTE Spanish
- Outreach Program (1.06 PCP) needs 0.16 FTE Spanish and 0.05 FTE Chinese
- Oakland Paratransit for the Elderly and Disabled (2.59 PCP) needs 0.33 FTE Spanish and 0.12 FTE Chinese
- Senior Aide Program (2.00 PCP) needs 0.09 FTE Chinese

*The Department of Human Services partners with Non Profit Organizations (NPO) to operate two additional Sr. Centers located in the heart of the Chinese and Spanish communities; i.e., the Unity Council operates the Fruitvale/San Antonio Sr. Center, located at 3301 E. 12th Street, Suite 201 and the Family Bridges operates Hong Lok Sr. Center located at 75 Seventh Street.



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5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department’s plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, Agencies will fill the positions using a selective language certification process for each public contact position. DHS utilizes ethnically pertinent community mail listings to announce recruitment opportunities. Additionally, DHS is working with Equal Access and the IT Department to create bilingual telephone messages in Spanish, Mandarin and Cantonese for our main telephone lines.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

Human Services

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Case Manager I, PPT	1.60	1.60/Spanish
Head Start Program Coordinator	1.00	1.00/Spanish

PCP New Hire Total: 2.60

Bilingual PCP New Hire Total: 2.60

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Department of Human Services has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). 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 Spanish, Cantonese and Mandarin upon demand.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Office of Personnel Resource Management was used to handle these searches.



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9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Department of Human Services coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The table below show vital documents that the Department of Human Services is using to provide vital information to the Public about the Department's services or programs regularly.

Human Services

Vital Public Documents	Spanish	Chinese	Other Language(s)
ASSETS Program for Employees Brochure	X	X	Vietnamese
ASSETS Program for Employers Brochure	X	X	Vietnamese
Head Start Public Service Announcement	X	X	
Even Start Brochure	X	X	Vietnamese
Head Start Brochure	X	X	Vietnamese



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Head Start Flyers	X	X	Vietnamese
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

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Department of Human Services accepts complaints through their main telephone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of Department of Human Services, as outlined above. The Department of Human Services is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.



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Nurse Case Manager	3.00	Multipurpose Senior Services staff – serves Oakland clients to live independently
Office Asst I & II	1.60	Admin reception & Senior Center staff
Outreach Worker	1.07	Provides information and referral via telephone and walk-in to the public
Senior Aide	1.59	Admin reception or participants in a federal employment training program and placed in private business/Community Based Organizations (CBOs)
Senior Center Director	4.00	Interacts with Senior Center members to ensure comprehensive programs for seniors
Senior Services Prgm Asst	1.00	Provides support to the Senior Aide Employment program and its participants
Senior Services Supervisor	2.00	Coordinates volunteers and works with Senior Aides
Temp Contract Services Employee, PT	9.00	Safe Walk to School monitors ensure children travel to and from school safely.

Total PCP: 115.17

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Human Services

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Case Manager I and II	11.00	Linkages and Multipurpose Senior Services staff – serves Oakland clients to live independently	Wilson Bldg., 4 th floor	1.00/Cantonese 1.60/Spanish
Early Childhood Instructor	60.80	Head Start Instructors	1010 E. 15 th St., 274 12 th St., 6818 Lion Way, 1050 7 th St., 1058 W. Grand Ave., 1266 26 th Ave., 1701 E. 19 th St., 2228 E. 15 th St., 2563 International Blvd., 2701 22 nd Ave., 4335 Virginia Ave., 7200 Bancroft Ave., 7701 Krause Ave., 8501 International	4.00/Cantonese 6.00/Mandarin 18.00/Spanish



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16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

Human Services

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Administration	x3121	In Progress
Head Start	x3165	In Progress

Plan Information

Agency Director: Andrea Youngdahl
Language Access Coordinator: Dana Perez-St. Denis
Title: Projects Coordinator
Telephone Number: (510) 238-3247
E-mail Address: dperez@oaklandnet.com



EQUAL ACCESS TO SERVICES ORDINANCE

LANGUAGE ACCESS PLAN

For
FY 08-09

OFFICE OF INFORMATION TECHNOLOGY

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The Department of Information Technology has 0 public contact positions; therefore it is not considered a Tier 1 or Tier 2 department.

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

N/A - see note above (#2).

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

N/A - see note above (#2).

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department’s plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a



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brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**

Not applicable.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

Not applicable.

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Department of Information Technology has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). 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.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Office of Personnel Resource Management was used to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.



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11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Department of Information Technology coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

We have received no complaints. If we'd receive a complaint, the immediate supervisor would be notified and he or she would take the appropriate actions.

The Department of Information Technology accepts complaints through their main telephone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the Department of Information Technology, as outlined above. The Department of Information Technology is committed to providing information and services to this population



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and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

Per the ordinance, the Department of Information Technology must meet the recorded Telephonic Message requirement which we are currently completed.

Information Technology

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
DIT Cable Complain (City Auditor's Office)	238-3567	In Progress

Plan Information

Agency Director: Bob Glaze
Language Access Coordinator: Esther Frazier
Title: Administrative Analyst II
Telephone Number: (510) 238-2186
E-mail Address: efrazier@oaklandnet.com



EQUAL ACCESS TO SERVICES ORDINANCE

**LANGUAGE ACCESS PLAN
For
FY 08-09**

OAKLAND PUBLIC LIBRARY

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY2008-09 in the Oakland Public Library that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Library

Job Title (Classification)	FTE	Function
Administrative Librarian	1.00	Plans, organizes, directs, and reviews the operations and activities of a division in the Department of Library Services; Develops new programs and concepts; to interact with library patrons and the public.
Associate Director, Library	1.00	Provides support to, act on behalf of the Library Director. Provides direction re: policies, operations, facilities and system-wide issues.
Chief Curator of History	1.00	AAMLO Curator; plans, organizes, manages and directs the work of the Oakland Public Library's Historical Archives and reference



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		collections; manages the Museum's history collection; participates in developing and implementing all aspects of history exhibitions, programs and publications; coordinates special projects.
Director of Library Services	1.00	Library Director
Executive Asst	1.00	Frontline reception and assistance to Director
Librarian I & II, including PT and PPT	59.54	Librarians at Main, Branches and Technical Services. Performs specialized and general reference, readers advisory, materials selection, program planning, and cataloging.
Library Aide & PT & PPT	52.09	Performs a wide variety of general library and clerical tasks in support of library operations and services. Provides directional assistance and circulation assistance to patrons.
Library Assistant & PT & PPT	37.90	Performs a variety of library duties including assisting in the operation of a branch library or specialized program or service within a library department. Provides directional assistance, general reference assistance, and circulation assistance to patrons.
Literacy Asst & PT	1.50	Performs a variety of duties in the library's literacy programs for adult students and children; teaches students and volunteers; and provides support in the training and directing of volunteer tutors.
Management Asst	1.00	Provides employment assistance and direction to the general public.
Museum Collections Coordinator (Archivist)	1.00	Provides collection management and archival processing for the African American Museum & Library; coordinates collection management functions, including curatorial, registration and conservation; responsible for special projects.
Museum Guard, PT	4.00	Provides assistance toward ensuring that the Library is a safe and accommodating place for the public and staff. Guards are not expected to do this alone. Instead they are expected to work cooperatively with all library staff to maintain the security of the building and the safety of those using it.
Museum Project Coordinator	1.00	Plans, produces and evaluates a variety of special projects including program



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		development, contract administration and budget development and administration.
Program Analyst I, PT	0.20	Assists in program planning, research, analysis and development; drafts grant proposals and reports; assists in the implementation of programs; provides assistance to community organizations, district boards and citizen advisory bodies.
Senior Librarian & PT	8.38	Performs specialized reference, readers' advisory, library needs assessment, coordination of material selection; and to perform as working supervisor to professional, paraprofessional and clerical staff.
Senior Library Assistant	7.00	Implements library programs and directs paraprofessionals and other support staff; assists in the operation of a branch library or library department or be in charge of the daily operations of a library unit. Provides directional assistance, general reference assistance, and circulation assistance to patrons.
Senior Literacy Asst	2.00	Assists in the daily operation of the Library's literacy program; performs a variety of duties in the library's literacy programs for adult students and children; teaches students and volunteers; and provides support in the training and directing of volunteer tutors.
Student Trainee, PT	1.10	Supports the education and physical enrichment of the after-school students. This includes assistance with arts and crafts, interactive games, computer programming, physical activities and distribution of snacks.
Supervising Librarian & PPT	5.80	Directs the operations of the Main Library, Branch Libraries, Technical Services, and special services; trains, and supervises library staff; maintains close liaison with the public; researches problems and make recommendations; implements new library procedures.

Total PCP: 177.10

- The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.



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Library

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Assistant Director	1.00	Provides information and services to general public on behalf of Library Director	Main	1.00/Spanish
Director of Library Services	1.00	Library Director	Main	1.00/Spanish
Executive Asst	1.00	Frontline reception for Director	Main	1.00/Spanish
Librarian I & II, including PT and PPT	59.54	Librarians at Main, Branches and Technical Services. Performs specialized and general reference, readers advisory, materials selection, program planning, and cataloging;	Various, Asian Branch; Main; MLK Jr. Branch; W. Oakland Branch; Temescal Branch; Latin American Branch; Melrose Branch	1.44/Cantonese; 2.04/Mandarin; 8.69/Spanish
Senior Librarian & PT	8.38	Performs specialized reference, readers' advisory, library needs assessment, coordination of material selection; and to perform as working supervisor to professional, paraprofessional and clerical staff.	Asian; Main	1.00/Mandarin; 1.00/Spanish
Supervising Librarian & PPT	5.80	Directs the operations of the Main Library, Branch libraries, Technical Services, and special services; trains, and supervises library staff; maintains close	Main	1.00/Mandarin; 1.00/Spanish



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		liaison with the public; researches problems and make recommendations; implements new library procedures.		
Library Aide & PT & PPT	52.09	Performs a wide variety of general library and clerical tasks in support of library operations and services. Provides directional assistance and circulation assistance to patrons.	Various; Asian Branch; Main; Melrose Branch; Latin American Branch; West Oakland Branch	2.29/Cantonese; 4.91/Spanish
Library Assistant PT & PPT	37.90	Performs a variety of library duties including assisting in the operation of a branch library or specialized program or service within a library department. Provides directional assistance, general reference assistance, and circulation assistance to patrons.	Various; Main; Asian; Brookfield Village; Elmhurst Branch; Latin American Branch; Melrose Branch	2.42/Cantonese; 0.10/Mandarin; 6.87/Spanish
Senior Library Assistant	7.00	Implements library programs and directs paraprofessionals and other support staff. Assists in the operation of a branch library or library department or be in charge of the daily operations of a library unit. Provides directional assistance, general reference assistance, and circulation assistance to patrons.	Asian	1.00/Cantonese



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Program Analyst I, PT	0.20	Assists in program planning, research, analysis and development; drafts grant proposals and reports; assists in the implementation of programs; provides assistance to community organizations, district boards and citizen advisory bodies;	Main	0.20/Spanish
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Total Bilingual PCP: 34.87

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

Critical areas for selective language certification to fill vacancies as they arise:

Main Library Local Services:

- Administrative Unit (1.00 PCP) needs 0.14 FTE Chinese
- Main Library Administration (1.00 PCP) needs 0.14 FTE Chinese
- Art/History/Literature (1.00 PCP) needs 1.20 FTE Chinese
- Magazines and Newspapers (4.84 PCP) needs 0.60 FTE Chinese
- Science Business and Sociology (9.56 PCP) needs 1.34 FTE Chinese
- Childrens Room (7.12 PCP) needs 0.79 FTE Chinese
- Circulation/Automation (7.46 PCP) needs 0.05 FTE Chinese
- Dimond Branch (9.20 PCP) needs 0.28 FTE Chinese
- Temescal Branch (7.10 PCP) needs 0.08 FTE Chinese
- Bookmobile (1.56 PCP) needs 0.07 FTE Spanish and 0.05 FTE Chinese
- Lakeview Branch (4.60 PCP) needs 0.19 FTE Spanish and 0.46 FTE Chinese
- Latin American Branch (6.42 PCP) needs 0.20 FTE Chinese
- West Oakland Branch (4.87 PCP) needs 0.20 FTE Spanish and 0.15 FTE Chinese
- African-American Museum and Library (5.40 PCP) needs 0.54 FTE Chinese
- Director Unit (4.20 PCP) needs 0.19 FTE Chinese
- Financial and Administrative Services Office (5.00 PCP) needs 0.62 FTE Spanish and 0.23 FTE Chinese
- Computer Services (0.50 PCP) needs 0.07 FTE Spanish and 0.03 FTE Chinese
- Community Relations (0.60 PCP) needs 0.08 FTE Spanish and 0.03 FTE Chinese
- On-Call Public Services (5.69 PCP) needs 0.59 FTE Spanish

- Literacy (4.08 PCP) needs 0.59 FTE Spanish and 0.19 FTE Chinese
- Childrens Services (7.76 PCP) needs 0.37 FTE Spanish and 0.35 FTE Chinese

Within the Main Library there are sufficient or near-sufficient PCP in the various languages, and where deficient, we will continue seeking the most qualified applicants/candidates who may also be able to provide bilingual services in the needed languages. In addition, the Main Library also has several non PCP bilingual staff who are accessible and could be used to provide bilingual services to our patrons as needed. Finally, in instances where PCP or non-PCP bilingual staff is not available, we are also able to utilize the over-the-phone interpreter service through Language Line Services for assistance.

Branch Library Local Services:

- Dimond Branch – Cantonese/Mandarin-speaking PCP needed
- Temescal Branch – Cantonese/Mandarin -speaking PCP needed
- Bookmobile – Both Spanish-speaking and Cantonese/Mandarin-speaking PCP needed
- Lakeview Branch – Both Spanish-speaking and Cantonese/Mandarin-speaking PCP needed
- Cesar Chavez Branch – Cantonese/Mandarin-speaking PCP needed
- West Oakland Branch – Both Spanish-speaking and Cantonese/Mandarin-speaking PCP needed
- African-American Museum & Library (AAMLO) – Cantonese/Mandarin-speaking PCP needed

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 Language Line Services for assistance.

System-wide Services:

- Director Unit – Cantonese/Mandarin-speaking PCP needed
- Financial & Administrative Services Unit – Both Spanish-speaking and Cantonese/Mandarin-speaking PCP needed
- Computer Services – Both Spanish-speaking and Cantonese/Mandarin-speaking PCP needed
- Community Relations – Both Spanish-speaking and Cantonese/Mandarin-speaking PCP needed
- Literacy – Both Spanish-speaking and Cantonese/Mandarin-speaking PCP needed
- Children Services/Youth – Both Spanish-speaking and Cantonese/Mandarin-speaking PCP needed
- Teen Services Unit – Cantonese/mandarin-speaking PCP needed
- On-Call Public Services – Spanish-speaking-speaking PCP needed

Many of these system-wide divisions are also located in the Main Library and would be able to access the current bilingual staff within the Main Library as needed. In instances where bilingual



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staff is not available, we are also able to utilize the over-the-phone interpreter service through Language Line Services for assistance.

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department’s plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**

Short Term Plan:

At this time, due to budgetary constraints, the existing hiring freeze, and pending lay-offs, no vacant PCPs exist. However, when they become available, Agencies will fill the positions using a selective language certification process for each position. Additionally, with the budgetary constraints within the department, adding additional PCP has financial consequences for which the Library has not budgeted.

Long Term Plan:

Once the City’s budget is more soluble, the Library will discuss the probability of conducting targeted recruitments to meet our need for additional bilingual staff with the Office of Personnel. In addition, when we are able to fill any existing vacancies with current eligible list or for temporary part-time positions, we will continue to recruit for the most qualified candidates, with bilingual skills.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

Library

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Librarian I, PT	0.15	0.05/Spanish
Librarian II	1.00	1.00/Mandarin
Librarian II, PT	0.14	
Library Aide, PT	3.97	0.55/Spanish; 0.21/Cantonese
Library Assistant, PT	0.72	0.33/Spanish
Library Asst, PPT	0.50	

PCP New Hire Total: 6.48

Bilingual PCP New Hire Total: 2.14



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7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Oakland Public Library has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). 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.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Office of Personnel Resource Management was used to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Oakland Public Library coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required



EQUAL ACCESS TO SERVICES ORDINANCE

language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The tables below show vital documents that the Oakland Public Library is using to provide vital information to the Public about the Department's services or programs regularly.

Library

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

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Oakland Public Library accepts complaints through their main telephone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to



EQUAL ACCESS TO SERVICES ORDINANCE

jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of Oakland Public Library, as outlined above. The Oakland Public Library is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services provided through Language Line Services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

Library

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Asian branch	x3400	Complete (EN/CH)
Cesar Chavez Library	535-5620	Complete (EN/SP)
Main Library	x3134	In Progress (EN/SP/CH)
Melrose Library	535-5623	In Progress (EN/SP)

Plan Information

Agency Director: Carmen Martinez Language Access Coordinator: Crystal Ramie-Adams Title: Human Resources Manager Telephone Number: (510) 238-5228 E-mail Address: cramie@oaklandnet.com
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EQUAL ACCESS TO SERVICES ORDINANCE

LANGUAGE ACCESS PLAN For FY 08-09

OFFICE OF THE MAYOR

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY2008-09 in the Office of the Mayor that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Mayor’s Office

Job Title (Classification)	FTE	Function
Admin Asst to the Mayor	2.00	Provide information and services to general public
City Administrator Analyst	2.00	Provide information and services to general public
Deputy Director, Prg Planning & Dev	4.00	Provide information and services to general public
Mayor	1.00	Provide information and services to general public
Mayor’s PSE 14	12.00	Provide information and services to general public
Mayor’s PSE 51	1.00	Provide information and services to general public



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		public
Project Manager III	2.00	Provide information and services to general public
Temp Contract Svcs Employee, PT	1.00	Provide information and services to general public

Total PCP: 25.00

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Mayor's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
City Administrator Analyst	2.00	Provide information and services to general public	3 rd floor, City Hall	1.00/Spanish
Deputy Director, Prg Planning & Dev	4.00	Provide information and services to general public	3 rd floor, City Hall; 9 th floor, City Hall	1.00/Spanish
Mayor's PSE 14	12.00	Provide information and services to general public	OAC, 1 st floor, City Hall and 3 rd floor, City Hall	2.00/Spanish 1.00/Cantonese & Mandarin

Total Bilingual PCP: 5.00

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

Critical areas for selective language certification to fill vacancies as they arise:

- Administration Excluded Reception Desk and OAC (19.00 PCP) needs 0.86 FTE Chinese
- Administration – Reception Desk (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese

OAC is the unit to serve all constituents.

5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**



EQUAL ACCESS TO SERVICES ORDINANCE

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, Agencies will fill the positions using a selective language certification process for each position.

- A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

Mayor's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Deputy Director, Prg Planning & Dev	1.00	
Project Manager III	1.00	

PCP New Hire Total: 2.00 Bilingual PCP New Hire Total: 0.00

- A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Office of the Mayor has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). 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.

- The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Office of Personnel Resource Management was used to handle these searches.

- For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

- A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).



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Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Office of the Mayor coordinated with the Equal Access Office for all the necessary updated materials translation and provide general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The tables below show vital documents that the Office of the Mayor is using to provide vital information to the Public about the Department's services or programs regularly.

Mayor's Office

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

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Mayor's Office accepts complaints through their main telephone lines and main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney Office and the Equal Access Office have agreed to jointly



EQUAL ACCESS TO SERVICES ORDINANCE

write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the Mayor's Office, as outlined above. The City Attorney Office is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

Mayor's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Mayor's Front Desk	x3141	Complete
Mayor's Toy Drive Hotline	777-8697	Complete
Oaklanders' Assistance Center	444-2489	Complete

Plan Information

<p>Mayor: Ron Dellums Language Access Coordinator: Cheryal Kidd Title: Office Manager Telephone Number: (510) 238-3460 E-mail Address: ckidd@oaklandnet.com</p>



EQUAL ACCESS TO SERVICES ORDINANCE

**LANGUAGE ACCESS PLAN
For
FY 08-09**

OAKLAND MUSEUM

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY2008-09 in the Oakland Museum that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Museum

Job Title (Classification)	FTE	Function
Museum Docent Coordinator	1.00	Direct docent programs and provide exhibition/tour information to school groups and public.
Museum Guard & PPT	11.00	Provide the full range of duties to secure the safety of the Museum building, collections, and public visitors. Provide information to visitors, respond to questions and inquiries.
Museum Security Guard IV	1.00	Supervises Museum Guards who provide protection to staff, visitors and the museum collections and secure the building and grounds; respond to inquiries or concerns from the public.

Total PCP: 13.00



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3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

The Oakland Museum has one bilingual employee in public contact positions:

Museum

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Museum Guard & PPT	11.00	Provide the full range of duties to secure the safety of the Museum building, collections, and public visitors. Provide information to visitors, respond to questions and inquiries.	1000 Oak St.	0.06/Spanish 0.12/Cantonese & Mandarin

Total Bilingual PCP: 0.18

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

Critical areas for selective language certification to fill vacancies as they arise:

- Museum Security Services and Operation (13.00 PCP) needs 1.56 FTE Spanish and 0.47 FTE Chinese (currently, a management staff is providing service to Cantonese / Mandarin citizens to meet the Equal Access to Service Ordinance.)
5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**

In the short term, we are changing our major signage in the museum to three languages including Chinese, Spanish and English which will significantly assist our visitors in navigating and understanding the museum.

At this time, due to budgetary constraints and lay-offs, no vacant PCPs exist. However, when they become available, the long term plan is that we will fill the positions using a selective language certification process for each position.



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6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

Museum

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>

PCP New Hire Total: 0.00

Bilingual PCP New Hire Total: 0.00

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Oakland Museum has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). 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.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Office of Personnel Resource Management was used to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.



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Not applicable.

12. A list of each Department’s written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Oakland Museum coordinated with the Equal Access Office for all the necessary updated materials translation and provides general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The tables below show vital documents that the Oakland Museum is using to provide vital information to the Public about the Department’s services or programs regularly.

Museum

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Exhibition and Programs	X	X	

13. A description of each Department’s procedures for accepting and resolving complaints of an alleged violation of this Article.

The Oakland Museum accepts complaints by phone or by main reception counters. If they were to receive a complaint, they would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney’s Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the Oakland Museum, as outlined above. The Oakland Museum is committed to providing information and services to this population and ensure that non-PCP staff members are



EQUAL ACCESS TO SERVICES ORDINANCE

available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

As we stated in the FY07-08 Language Access Plan, it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

Museum

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Museum Front Desk	x2200	Complete

Plan Information

Agency Director: Lori Fogarty
Language Access Coordinator: Sandy Wong
Title: Management Assistant
Telephone Number: (510) 238-6709
E-mail Address: swong@oaklandnet.com



EQUAL ACCESS TO SERVICES ORDINANCE

**LANGUAGE ACCESS PLAN
For
FY 08-09**

OFFICE OF PARKS AND RECREATION

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The below tables show every Public Contact Position (PCP) as described by the Ordinance, budgeted for the Office of Parks and Recreation for FY 2009-10. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Office of Parks and Recreation

Job Title (Classification)	FTE	Function
Administrative Assistant I	1.00	Front Desk Receptionist addressing customer questions.
Assistant to the Director	1.00	Works with the public in the course of managing recreation administrative operations.
Data Entry Operator	1.00	Troubleshoots customer online registration issues.
Director of Recreation Services	1.00	Works with the public in managing and overseeing the department.
Executive Assistant	1.00	Communicates with public seeking information from the Director’s Unit.
Facility Security Assistant, PPT	0.75	Works at enterprise facilities to assist customers hosting events, ensuring facility and participants remain safe.



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Gardner Crew Leader	1.00	Works with public in the field in the course of overseeing field preparation.
Lifeguard, PT	11.28	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Marine and Aquatics Program Supervisor	1.00	Works with the public in the course of supervising marine and aquatic program sites, staff and operations.
Naturalist, Supervising	1.00	Works with the public in the course of supervising naturalist programs, staff and operations.
Office Manager	1.00	Provides public with enterprise facility rental information via, phone, email and in person.
Pool Manager, PT	2.51	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Program Analyst II	1.00	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.
Public Service Representative, PPT	4.00	Provides public with enterprise facility rental information via, phone, email and in person.
Recreation Attendant II, PT	1.39	Works at enterprise facilities to assist customers hosting events.
Recreation Center Director	12.00	Frontline customer service interaction in the field at recreation sites while developing and overseeing multiple site programs and services provided to the public.
Recreation General Supervisor	2.00	Works with the public in the course of supervising recreation program sites, staff and operations.
Recreation Leader II, PPT	16.25	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Recreation Program Director	11.00	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.
Recreation Specialist I, PT	1.75	Frontline customer service interaction in the field while providing cultural arts programs and services.
Recreation Specialist II, PPT	5.95	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Recreation Supervisor	9.00	Works with the public in the course of supervising recreation sites, staff and operations.
Water Safety Instructor, PT	3.72	Frontline customer service interaction in the field at



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		recreation sites while providing programs and services
Sports Program Coordinator	2.00	Works with the public while coordinating recreational sporting programs and events.

Total PCP: 93.6

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

The Office of the Parks and Recreation has 28 bilingual employees in public contact positions as listed in Grid A below. Due to the seasonal instability of Parks and Recreation staff and the significant numbers of part-time staff employed, the Department felt it essential to provide information regarding the bilingual capacity through the use of part-time staff as identified in Grid B. Although not identified as PCP, part-time staff is often available to assist in communicating with Limited English Speaking Persons Group(s). Non-PCP bilingual information is captured below.

Bilingual PCP Listing (Grid A)			
Office of Parks and Recreation			
<u>Job Title (Classification)</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual Staff/ Language</u>
Lifeguard, PT	Frontline customer service interaction in the field at recreation sites while providing programs and services.	POOLS: defremery, Fremont, Lions, Live Oak, Temescal	2.36 Chinese 1.69 Spanish
Program Analyst II	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.	Discovery, 2521 High St.	1.00 Spanish
Public Service Representative, PPT	Provides public with enterprise facility rental information via, phone, email and in person.	Dalziel Bldg., 3 rd floor	1.00 Spanish
Recreation Center Director	Frontline customer service interaction in the field at recreation sites while developing and overseeing multiple site programs and services provided to the public.	Lincoln Square	1.00 Chinese
Recreation Leader II, PPT	Frontline customer service interaction in the field at recreation sites while providing programs and	Redwood Heights	0.75 Spanish



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	services.		
Recreation Program Director	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.	Carmen Flores San Antonio, Allendale Boating	4.00 Spanish
Recreation Supervisor	Works with the public in the course of supervising recreation sites, staff and operations.	Manzanita	1.00 Spanish
Water Safety Instructor, PT	Frontline customer service interaction in the field at recreation sites while providing programs and services	Pools: defremery, Fremont, Lions, Live Oak, Temescal	2.32 Chinese 1.42 Spanish

Total Bilingual PCP: 16.54

Bilingual Non-PCP Listing (Grid B)			
Office of Parks and Recreation			
<u>Job Title</u> <u>(Classification)</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual Staff/ Language</u>
Facility Security Assistant, PPT	Works at recreation facilities to assist customers and ensure facility and participants remain safe.	Redwood Heights	1 Spanish
Recreation Aide, PT	Frontline customer service interaction in the field at recreation sites while assisting to provide programs and services.	Carmen Flores Dimond FM Smith Lincoln	1 Chinese 4 Spanish
Recreation Attendant I & II, PT	Frontline customer service interaction in the field at recreation sites and parks while supporting program activities. Provides the public with operational hours, program information and collects fees.	Lions Pool	1 Spanish
Recreation Leader I & II, PT	Frontline customer service interaction in the field at recreation sites while providing programs and services.	Allendale Carmen Flores Dimond FM Smith Franklin Ira Jinkins	15 Chinese 17 Spanish



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		Lincoln Manzanita Redwood Heights Rotary Nature San Antonio	
Recreation Specialist I & II, PT	Frontline customer service interaction in the field at recreation sites while providing programs and services.	Carmen Flores Dimond Redwood Heights	1 Chinese 2 Spanish
Student Trainee	Frontline customer service interaction in the field at recreation sites while assisting to provide programs and services.	Discovery Center	1 Spanish

Total 43

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

Critical areas to fill vacancies with bilingual PCP candidates as they arise include:

- Directors Unit (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Administrative Services (3.00 PCP) needs 0.38 FTE Spanish and 0.14 FTE Chinese
- Area 1 Rec. Center (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Aquatics Supervision (3.56 PCP) needs 0.17 FTE Spanish and 0.17 FTE Chinese
- Area 3 Administration (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Bushrod Recreation Center (1.75 PCP) needs 0.07 FTE Spanish
- Golden Gate Recreation (2.00 PCP) needs 0.08 FTE Spanish
- Mosswood Recreation (1.75 PCP) needs 0.07 FTE Spanish and 0.06 FTE Chinese
- Allendale Recreation Center (1.00 PCP) needs 0.06 FTE Chinese
- Dimond Recreation Center (1.75 PCP) needs 0.06 FTE Chinese
- Franklin Recreation Center (1.00 PCP) needs 0.09 FTE Spanish and 0.10 FTE Chinese
- Manzanita Recreation Center (1.75 PCP) needs 0.18 FTE Chinese
- Redwood heights Recreation Center (2.00 PCP) needs 0.12 FTE Chinese
- FM Smith Recreation Center (1.75 PCP) needs 0.07 FTE Spanish and 0.11 FTE Chinese
- San Antonio Recreation Center (1.00 PCP) needs 0.10 FTE Chinese
- Arroyo Recreation Center (1.75 PCP) needs 0.28 FTE Spanish
- Brookdale Recreation Center (1.00 PCP) needs 0.24 FTE Spanish and 0.03 FTE Chinese
- Ira Jinkins Recreation Center (1.75 PCP) needs 0.28 FTE Spanish
- Rainbow Recreation Center (1.75 PCP) needs 0.28 FTE Spanish
- Tassafaranga Recreation Center (1.75 PCP) needs 0.42 FTE Spanish
- Central Reservations (7.14 PCP) needs 0.33 FTE Chinese



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- Special Programs (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
 - Rotary Nature Center (1.75 PCP) needs 0.22 FTE Spanish and 0.08 FTE Chinese
 - Boating (1.75 PCP) needs 0.08 FTE Chinese
 - Tennis (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
 - City-Wide Sports (1.75 PCP) needs 0.22 FTE Spanish and 0.08 FTE Chinese
 - Girls Sports (1.50 PCP) needs 0.19 FTE Spanish and 0.07 FTE Chinese
 - Youth and Adult Sports (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
 - Area One Special Sports Program (0.75 PCP) needs 0.10 FTE Spanish and 0.04 FTE Chinese
 - Community Gardens (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
 - Malonga Casquelourd Center (1.75 PCP) needs 0.22 FTE Spanish and 0.08 FTE Chinese
 - Studio One (2.75 PCP) needs 0.35 FTE Spanish and 0.13 FTE Chinese
 - City-Wide Programs Unit (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
 - Radical Roving Recreation (2.75 PCP) needs 0.35 FTE Spanish and 0.13 FTE Chinese
 - Discovery Center (1.00 PCP) needs 0.05 FTE Chinese
 - Ball Fields Maintenance (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
 - At-Risk Youth (1.75 PCP) needs 0.22 FTE Spanish and 0.08 FTE Chinese
5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department's plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**

In collaboration with OPRM and Equal Access, OPR greatly expanded bilingual recruitment efforts during the 2009 spring hiring process and to fill the current vacancies within the Office of Parks and Recreation. For OPR's spring hiring event announcement materials were translated into Spanish, Chinese and Vietnamese and were widely distributed to over 190 community base organizations, to include: faith based, targeted bilingual cultural and civic organizations. Recruitment efforts took place at Recreation Centers, High Schools, Peralta College System, and CSU Eastbay with special outreach to targeted ESL Centers. OPR employees conducted significant outreach in Chinatown and Fruitvale communities to get recruit potential candidates. Hiring announcements appeared in local newspapers including Oakland Tribune, Sing Tao Daily, El Mundo, Post and ANG Groups. Public Service Announcements were posted on KTOP, OaknetNews and the City website. As OPR moves forward it will use many of these recruitment efforts to fill our PCP and non-PCP positions.

The expanded recruitment efforts for our spring hiring events resulted in 1,203 part-time candidates interviewed of which 893 passed the oral exam qualifying them for the hiring list. Of



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the 893 applicants, 235 self-certified themselves bilingual. Of the 235 self certified bilingual candidates 104 spoke Spanish, 26 Cantonese and 25 Mandarin. The testing of the candidate's ability to speak a second language is administered by OPRM. The Department is in the process of hiring/testing bilingual staff and assigning staff to communities that require. Recreation Center's listed as deficient in bilingual staff from the latest Equal Access Report will be assigned, *at minimum, one bilingual* staff.

The department's intent is to use the aforementioned recruitment process and potential hires to fill the public contact position vacancies. The Office of Parks & Recreation is working with OPRM is to establish mock interviews within the next 3 weeks to ensure potential candidates have the best opportunity to be successful. The Department efforts to recruit, select and place the most qualified candidates to meet the community program and language requirements will continue to evolve as the ordinance is defined and the collaboration with OPRM and as the Equal Access Office matures. In addition, OPR bilingual staff will speak at local Colleges and University systems targeting Spanish and Chinese speaking clubs and organizations as well as students majoring in Recreation, Sociology or Horticultural. The purpose of the visit will be to share with the students the benefits of working for the City of Oakland, and to encourage more minorities into the profession. OPR has also teamed up with the California Parks & Recreation Minority Association to ensure collectively as a state that we enhance the recruitment of bilingual professionals in the field of Parks, Recreation and Conservation.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

The Department filled only 7.25 PCP position during fiscal year 2008-09.

Parks and Recreation

Job Title (Classification)	FTE	# Bilingual/Language
Recreation Specialist II, PPT	1.00	
Recreation Program Director	1.00	
Recreation Leader II, PPT	5.25	0.75/Spanish

PCP New Hire Total: 7.25 Bilingual PCP New Hire Total: 0.75 FTE

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Office of the Parks and Recreation has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). If these positions are not identified PCP's, the Department adds this task to the job



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duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish upon demand. Additionally, non-PCP part time staff is often available to assist with communication and translation. NetworkOmni language access translation service is another way in which the Department provides information to Limited English Speaking Persons Group(s).

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

Most positions within OPR are part-time or entry level positions. OPR does not hire firms for the recruitment process. The department depends on the expertise and knowledge of OPRM to search and locate the most highly qualified bilingual candidates for all PCP and non-PCP positions. However, the OPR works closely with OPRM to use professional organizations such as the California Parks & Recreation Society, National Parks & Recreation Association, and National Aquatic Association to be a resource for recruitment searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Office of the Parks and Recreation coordinates with the Equal Access Office on an ongoing basis to have materials providing information about the Department's programs and services



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translated to the required language formats. The translation material is reviewed by staff in the Office of Equal Access.

The below table lists vital documents containing information regarding the Department's services and programs which the Office of the Parks and Recreation provides to the public on a regular basis.

Parks and Recreation

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Cantonese/Mandarin</u>	<u>Reviewer</u>	<u>Other Language(s)</u>
Office of Parks and Recreation 2009 Brochure (64 pg. comprehensive annual program activity guide)	X	X	Equal Access	
OPR Activity/Program Registration Form	X	X	Equal Access	Vietnamese
Facility/Park Use Application	X	X	Equal Access	
OPR Summer Hiring Event Flyers	X	X	Equal Access	Vietnamese
Multiple Recreation Center Program Flyers (Allendale, Arroyo Viejo, Carmen Flores, FM Smith, Lincoln Square, Manzanita, San Antonio, Citywide Sports, Girls Sports)	X	X	Equal Access	

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

OPR forwards all complaints to the City Administrator's Office. The City Administrators Office accepts complaints through their main phone lines and reception counter. Once a complaint is received the City Administrators Office would forward it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).



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The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney’s Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

The Office of Parks and Recreation is committed to providing information and services to the Limited English Speaking Persons population and attempt to ensure that a bilingual staff member is available whenever possible to assist constituents. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English and/or Spanish, Cantonese or Mandarin.

Parks and Recreation

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
General information	x7275	In Progress
Reservations	x3187	In Progress
Arroyo Recreation Center	510-615-5755	Complete – Spanish
Brookdale Recreation Center	510-535-5632	Complete – Spanish
Carmen Flores Recreation Center	510-535-5631	Complete – Spanish
Franklin Recreation Center	510-238-7741	Complete – Chinese
Fremont Pool	510-535-5614	Complete – Spanish
Ira Jinkins Recreation Center	510-615-5959	Complete – Spanish
Lincoln Square Recreation Center	510-238-7738	Complete - Chinese
Live Oak Pool	510-238-2292	Complete – Chinese
Manzanita Recreation Center	510-535-5625	Complete – Spanish
Rainbow Recreation Center	510-615-5751	Complete – Spanish
San Antonio Recreation Center	510-535-5608	Complete – Spanish
Tassafaronga Recreation Center	510-615-5764	Complete – Spanish



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Plan Information

Agency Director: Audree Jones-Taylor
Language Access Coordinator: Dana Riley
Title: Assistant to the Director
Telephone Number: (510) 238-6495
E-mail Address: driley@oaklandnet.com



EQUAL ACCESS TO SERVICES ORDINANCE

LANGUAGE ACCESS PLAN For FY 08-09

OAKLAND POLICE DEPARTMENT

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The tables below show every position budgeted in FY2008-09 in the Oakland Police Department that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Police Department

Job Title (Classification)	FTE	Function
Admin Analyst II	6.00	Respond to citizen requests for crime statistics and/or investigation status and interact with potential Police Officer Trainee candidates.
Admin Asst I	5.00	Front desk reception and phone responsibilities
Admin Services Manager II	1.00	Crime report inquiries, Public Records requests, sex and drug offender registration inquiries.
Animal Care Attendant, PT	6.00	Place animals with citizens' through adoption program.
Animal Control Officer	12.00	Responds to citizens calls for service.
Animal Control Supervisor	1.00	Responds to customer service issues, caller



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		complaints
Captain of Police	9.00	Attends community service meetings, handles egregious service issues, emergency response
Crossing Guard, PT & PPT	29.13	Assists public across streets.
Director of Animal Services	1.00	Responds to public records requests, service issues, and requests for information.
Exec Asst to Agency Director	1.00	Front desk reception and phone responsibilities for the Chief's Office.
Facility Manager	1.00	Interfaces with vendors and contractors.
Lieutenant of Police	25.00	Attends community service meetings, handles escalated calls for service, point of contact for community leaders.
Management Asst	1.00	Responds to public inquiry regarding annual report, police interaction with City Council
Neighborhood Services Coordinator	15.00	Coordinates and attends community meetings, provides public with information, recruits civilian volunteers
Police Communications Dispatcher, II, & Sup	74.00	Manage all emergency calls from public
Police Evidence Technician	19.00	Interacts with citizens at crime scenes.
Police Officer	628.00	Respond to civilian calls for police service, maintain peace in City of Oakland
Police Personnel Oper Specialist	1.00	Interacts with potential Police Officer Trainee candidates. Handles requests from outside agencies pertaining to backgrounds.
Police Property Specialist & Sup	10.00	Return seized property to members of public when appropriate.
Police Records Specialist & Sup	50.00	Counter and phone services in response to request for Crime Reports
Police Services Tech II	44.00	Take police reports from citizens.
Ranger	3.00	Responds to all park related service calls from public.
Sergeant of Police	130.00	Respond to police calls, take reports, handle service complaints.
Veterinarian	1.00	Responds to animal emergencies from the public.
Veterinary Technician	2.00	Assists in responding to animal emergencies from the public
Volunteer Program Specialist II	1.00	Supervises and responds to citizen inquiries, questions, complaints associated with the Animal Shelter.

Total PCP: 1078.13



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3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Police Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Admin Analyst II	4.00	Respond to citizen requests for crime statistics and/or investigation status and interact with potential Police Officer Trainee candidates.	Dalziel Bldg., Suite D	1.00/Cantonese & Mandarin
Admin Asst I	4.00	Front desk reception and phone responsibilities		1.00/Spanish 1.00/Cantonese
Animal Control Attendant, PT	6.00	Place animals with citizens' through adoption program.	Animal Shelter, Field	0.43/Spanish
Animal Control Officer	10.00	Responds to citizen calls for service.	Animal Shelter, Field	1.00/Cantonese & Mandarin
Captain of Police	10.00	Attends community meetings, handles egregious service issues, emergency response	Eastmont Substation, Police Admin Bldg, Field	1.00/Cantonese 1.00/Spanish
Lieutenant of Police	28.00	Attends community meetings, handles escalated calls for service, point of contact for community leaders.	Eastmont Substation, Police Admin Bldg, Field	1.00/Cantonese
Neighborhood Services Coordinator	15.00	Coordinates and attends community meetings, provides public with information, recruits civilian volunteers	Dalziel Bldg., 6 th floor	5.00/Spanish 2.00/Cantonese & Mandarin
Police Communications Dispatcher	64.00	Manage all emergency calls from public	7101 Edgewater	5.00/Spanish
Police Officer	628.00	Respond to civilian calls for police service, maintain peace in City of Oakland	Eastmont Substation, Police Admin Bldg, Field	6.00/Cantonese 1.00/Mandarin 44.00/Spanish



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Police Records Specialist & Sup	56.00	Counter and phone services in response to request for Crime Reports	Police Administration Bldg., Eastmont Substation	3.00/Cantonese 2.00/Spanish
Police Services Tech II	45.00	Take police reports from citizens.	Eastmont Substation, Police Admin Bldg, Field	1.00/Cantonese 1.00/Spanish
Sergeant of Police	134.00	Respond to police calls, take reports, handle service complaints.	PAB; Field; Ranger Station, Eastmont Substation	3.00/Cantonese 3.00/Spanish

Total Bilingual PCP: 84.43

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

Critical areas for selective language certification to fill vacancies as they arise:

- Internal Affairs (27.00 PCP) needs 2.35 FTE Spanish and 1.22 FTE Chinese
- Police Area 1 (202.00 PCP) needs 19.04 FTE Spanish and 5.10 FTE Chinese
- Police Area 2 (178.00 PCP) needs 9.07 FTE Spanish and 5.01 FTE Chinese
- Police Area 3 (188.00 PCP) needs 7.31 FTE Spanish and 5.46 FTE Chinese
- Special Operations (52.00 PCP) needs 4.45 FTE Spanish and 1.34 FTE Chinese
- Communications Unit (80.00 PCP) needs 4.92 FTE Spanish and 3.60 FTE Chinese
- Records Unit (3.00 PCP) needs 0.38 FTE Spanish and 0.14 FTE Chinese
- Records and Warrants (29.00 PCP) needs 2.60 FTE Spanish
- Traffic BFO (86.13 PCP) needs 5.68 FTE Spanish and 1.88 FTE Chinese
- Animal Shelter (27.00 PCP) needs 2.92 FTE Spanish and 0.22 FTE Chinese
- Property/Theft (16.00 PCP) needs 0.99 FTE Spanish and 0.80 FTE Chinese
- Youth and Family Services (60.00 PCP) needs 4.44 FTE Spanish and 2.70 FTE Chinese
- Assault (23.00 PCP) needs 2.86 FTE Spanish and 1.04 FTE Chinese
- Office of the Chief – Administration (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
- Bureau of Investigations Admin (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Property and “Evidence (10.00 PCP) needs 1.24 FTE Spanish and 0.45 FTE Chinese
- Identifications Sections (6.00 PCP) needs 0.75 FTE Spanish and 0.27 FTE Chinese
- Criminal Investigations (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
- Homicides (14.00 PCP) needs 0.74 FTE Spanish and 0.63 FTE Chinese
- CID Targeted Enforcement Task Force (7.00 PCP) needs 0.32 FTE Chinese
- Robbery (14.00 PCP) needs 0.75 FTE Spanish and 0.63 FTE Chinese



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- Bureau of Services – Administrations (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
 - Research, Planning and Crime Analysis (5.00 PCP) needs 0.62 FTE Spanish and 0.23 FTE Chinese
 - Bureau of Administrations (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
 - Police Personnel (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
 - Police Information Technology (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
 - Bureau of Field Operations – Administrations (3.00 PCP) needs 0.38 FTE Spanish and 0.14 FTE Chinese
5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department’s plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**

The Oakland Police Department is fully staffed with Police Officers in PCP positions but has ceased recruiting operations due to severe budget shortages. A temporary hiring freeze has also ceased the recruiting and hiring of non-sworn positions within the Department. When recruiting resumes, the Oakland Police Department will continue to advertise, test and select qualified individuals who have multiple language speaking capabilities.

The Oakland Police Department will continue to evaluate the need for sworn members and non-sworn staff to possess specific language capabilities due to their PCP position. However, the Department faces many challenges which inhibit the movement of individuals into specific positions, such as seniority rules based on various Memorandums of Understanding with the respective bargaining units, internal police transfer policies, promotions, prior discipline, and long term recuperation from work related injuries.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

Police Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Administrative Services Manager II	1.00	
Animal Care Attendant, PT	2.29	



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Crossing Guard (PT)	0.47	
Police Communications Dispatcher	4.00	
Police Evidence Technician	1.00	
Police Officer	9.00	1.00/Spanish
Police Property Specialist	1.00	
Police Records Specialist	1.00	
Police Services Technician II	1.00	1.00/Spanish
PCP New Hire Total:	21.76	Bilingual PCP New Hire Total: 2.00

7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.

The Oakland Police Department has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). The Oakland Police Department has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). Examples include a Cantonese speaking officer assigned to the Chinatown Resource Center as well as two foot patrol officers, a foot patrol supervisor and a patrol supervisor who all speak a mix of Cantonese and Vietnamese assigned to Patrol Area One. Patrol Area One consists of the Chinatown area of Oakland.

The Fruitvale area has a Spanish speaking officer assigned to the Fruitvale Resource Center and Spanish speaking officer assigned to foot patrol in the Fruitvale area. In addition, five Spanish speaking officers are assigned as Problem Solving Officers in Patrol Area Two. Patrol Area Two consists of the Fruitvale area of Oakland.

The Patrol Area Commanders with the Bureau of Field Operations continue to utilize their discretion in placing officers in specific assignments due to their contact with the public and their applicable language capabilities.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

No recruitment firms were used to search for qualified applicants for PCPs because it is cost-prohibitive. The Office of Personnel Resource Management was used to handle these searches.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual



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Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.

12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

The Oakland Police Department coordinated with the Equal Access Office for all the necessary updated materials translation and provides general summaries of our services in all required language formats. Therefore, we do not have any written materials that require translation assistance at this time.

The tables below show vital documents that the Oakland Police Department is using to provide vital information to the Public about the Department's services or programs regularly.

Police Department

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
(TF-862-2) Citizen Additional Report			
(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	



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(TF-3107) Annoyance 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	
Equal Access Ordinance Form	X	X	Vietnamese
Property Section			
ALCO Sheriff Info. Form	X	X	
OPD Bicycle Unit Release Form	X	X	
OPD Property Section Release Form	X	X	
YFSD			
(TF-869) Resource Card for Vic. Of Violent Crimes	X	X	
(TF-3206) Domestic Violence Brochure* <i>*Currently in process updating the document</i>	X	X	
Records Division			
(TF-2093) Vehicle Release Information Form with Map	X	X	
(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	
Animal Services Section			
About the Oakland Animal Services	X	X	
Cat Adoption Questionnaire	X	X	
Cats and Scratching Form			
Children and Dogs Info. Form			
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	



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Dogs in Oakland Flyer	X	X	
Estimate of Fees Form	X	X	
Home Quarantine Agreement	X	X	
Introducing Cats to Cats Info. Form			
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			
List of Veterinary Clinics	X	X	
Multiplication Chart for Breeding Cats Info.	X		
Municipal Code Changes for Animals Info.	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			
Property Inspection Requirement Form	X	X	
Puppy House Training Info. Form			
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)			
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	

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Oakland Police Department accepts complaints by telephone and at main reception counters. Telephonic complaints can be made directly to the Internal Affairs Division or to a



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Communications Division dispatcher during non-business hours. Dispatchers can summon a Patrol Supervisor to the location of the complainant to initiate a complaint and forward it directly to the Internal Affairs Division. The Internal Affairs Division can assess the complaint to determine if the complaint should be investigated, forwarded to the Equal Access Office for resolution or both processes conducted jointly.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of the Oakland Police Department, as outlined above. The Oakland Police Department is committed to providing information and services to this population and ensure that civilian and sworn staff who speak certain languages are made available to other OPD personnel who require their assistance for translation. In addition, OPD actively uses over-the-phone interpretation services when other translation capabilities are not available.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

Oakland Police Department has included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

Police Department

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Animal Services	535-5603	In Progress
Chief of Police	x3365	In Progress
Chinatown Substation	x7930	In Progress (EN/CH)
Criminal Investigation Division	x3744	In Progress
Drug/Prostitution Hotline	x3784	Complete



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Fireworks Hotline	x2373	Complete
Internal Affairs Division	x3161	In Progress
Neighborhood Services	986-2715	Complete
Non Emergency	777-3333	In Progress (Currently recorded in English, Spanish and TDD. Chinese will be added)
Patrol Desk (Information)	x3455	In Progress
Records Division	x3021	In Progress
Traffic Complaint	x3155	In Progress
Traffic Division	x3552	In Progress
Youth Intake Unit	x3641	In Progress

Plan Information

Agency Director: Howard Jordan
Language Access Coordinator: David Downing
Title: Captain of Police
Telephone Number: (510) 238-7048
E-mail Address: ddowning@oaklandnet.com



EQUAL ACCESS TO SERVICES ORDINANCE

**LANGUAGE ACCESS PLAN
For
FY 08-09**

PUBLIC WORKS AGENCY

The language access plan must be completed by all organizations.

1. The number and languages of the Limited English Speaking Group.

The Equal Access to Services Ordinance states that by “utilizing sufficient Bilingual Employees in Public Contact Positions, Departments shall provide information and services to the public in each language spoken by the Substantial Number of Limited English Speaking Persons Group(s).” “Substantial Number of Limited English Speaking Persons Group” is defined in the Ordinance as “at least 10,000 limited English speaking City residents who speak a shared language other than English.” According to the 2000 U.S. Census and 2006 American Community Survey, more than 10,000 limited English speaking Oakland residents spoke Spanish and Chinese (Cantonese and Mandarin), so the Equal Access to Services Ordinance shall be enforced for these languages.

2. The number of Public Contact Positions in the Department covered by the Equal Access to Services Ordinance, listed by job title.

The table below shows every position budgeted in FY2008-09 in the Public Works Agency that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

Public Works

Job Title (Classification)	FTE	Function
Clean City Specialist, Sr.	1.00	Coordinates and supports volunteer events for Keep Oakland Clean and Beautiful. Based from 750 – 50 th Avenue.
Clean Community Supervisor	1.00	Supervises illegal dumping reduction education and investigation. Supervises volunteer program for Keep Oakland Clean and Beautiful. Located at 750 – 50 th Avenue.
Environmental Services Intern	1.00	Responds and supports Recycling Hotline
Litter/Nuisance Enforcement Officer	6.00	Investigates illegal dumping incidents. Conducts community outreach to reduce incidents of illegal dumping. Based from 750 – 50 th Avenue.



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Public Service Representative	6.00	Four FTE serve as call takers in the PWA Call Center (615-5566) located at 7101 Edgewater Drive. One FTE staffs the Public Works front desk reception (250 Frank H. Ogawa Plaza, 4 th Floor).
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Total PCP: 15.00

3. The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak.

Public Works

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Public Service Representative	2.00	PWA Call Center call taker	7101 Edgewater Drive	1.00/Spanish 1.00/Mandarin & Cantonese
Clean Community Supervisor	1.00	Supervises illegal dumping reduction education and investigation. Supervises volunteer program for Keep Oakland Clean and Beautiful. Located at 750 – 50 th Avenue.	MSC, 750 50 th Ave.	1.00/Spanish

Total Bilingual PCP: 3.00

4. A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 of this Article.

Public Works Agency operations are such that there are four function areas where the multi-language access is most likely needed, including the PWA Call Center, Volunteer Coordination, Litter Enforcement Officer Program and the Recycling Hotline.

Critical need to retain current bilingual employees is in the PWA Call Center. Anticipated FY 2009-10 budget reductions may impact current staffing.

Critical areas for selective language certification to fill vacancies as they arise:

- Human Resources (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Clean Oakland Program (2.00 PCP) needs 0.09 FTE Chinese
- Litter Enforcement (6.00 PCP) needs 0.75 FTE Spanish and 0.27 FTE Chinese



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- Environmental Services Recycling and Solid (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
5. If assessments indicate a need for additional Bilingual Employees in Public Contact positions to meet the requirements of Section 2.30.030 of the Equal Access to Services Ordinance, a description of the Department’s plan for filling the positions, including the number of estimated vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills. **(Please provide both short term and long term plan.)**

PWA Call Center:

At this time, the PWA Call Center is staffed with employees with bilingual skills including Spanish, Mandarin and Cantonese. This capacity is in jeopardy due to anticipated FY 2009-11 reductions in force that will bump existing employees.

Litter Enforcement Program:

There are currently two vacancies in this area. The program is organized and deployed by geographic area. Currently, there are six (6) Litter Enforcement Officers covering six (6) SDS geographic areas. PWA highly desires to fill vacancies with a well qualified Litter Enforcement Officer who is bilingual in English/Spanish, English/Cantonese or English/Mandarin. Per the City’s hiring policies, PWA will depend on a list of eligible candidates that is provided by the Office of Personnel, in order to select a new hire.

6. A list of all Public Contact Positions filled during the current fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicants pool lists for each position filled, identifying whether each applicant had bilingual capabilities.

Public Works

Job Title (Classification)	FTE	# Bilingual/Language
Public Service Representative (employee laid off and working as temporary in PWA Call Center)	1.00	1.00/Mandarin & Cantonese
Public Service Representative (employee bumped into position as a result of October 2008 reductions)	1.00	1.00Spanish
Clean City Specialist, Sr.	1.00	

PCP New Hire Total: 3.00

Bilingual PCP New Hire Total: 2.00



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7. A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures.
 1. Establishing a pool of bi-lingual speakers for the identified languages. PWA hoped to develop a program whereby we'd soliciting PWA employees to participate in the pool. Participating employees would be required to pass language certification and would be eligible for bilingual premium pay. These participating employees would be available for verbal translation services as called upon by a Public Contact Person or any other Public Works work function that requires translation services. PWA had not been able to garner support for this program. The current used of bilingual premium pay is limited.
 2. PWA requests language translation services from the Equal Access Office when services are necessary.
 3. PWA has available the use of the third-party translation service offered through the Department of Information Technology.
 4. PWA has created a central repository of all translated materials onto one page on the PWA website for more convenient access to the public.

8. The name, address, telephone number, and contact person of each recruitment firm used to search for qualified applicants for City employment positions.

Not applicable. The Office of Personnel conducts all recruitments for classified positions.

9. For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment.

Not applicable.

10. A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Position in each of the Concentrated Number of Limited English Speaking Persons Group(s).

Not applicable.

11. If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance.

Not applicable.



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12. A list of each Department's written materials required to be translated under the Equal Access to Services Ordinance, the languages into which they have been translated, and the persons who have reviewed the translated material for review of accuracy and appropriateness.

These translated written materials are located through the PWA website (www.oaklandpw.com).

PWA also works with contractors who provide services in relationship to their product or contract. For example, Stop Waste.Org. and Waste Management both provide for written material translations and phone access in the Equal Access languages.

Public Works

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Battery Recycling: Safe and Legal in Oakland	X	X	Vietnamese
Environmentally Sensitive Vegetation Management	X	X	Vietnamese
Greenware Ordinance	X	X	Vietnamese
Guide for Oakland Food Vendors	X	X	Vietnamese
Public Works Agency Brochure/Services/Organizational Chart/Useful Telephone Number	X	X	Vietnamese
Recycling Guide	X	X	Vietnamese
Volunteer Safety Sheet	X	X	Vietnamese

13. A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article.

The Public Works Agency accepts complaints primarily through the PWA Call Center (510)-615-5566 and PWA Front Desk. If PWA were to receive a complaint, the complaint would be forwarded it to the Equal Access Office for resolution.

14. A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s).

The Equal Access to Services Ordinance is the only written document that exists detailing how to provide services to members of the Substantial Number of Limited English Speaking Persons Group(s). However, the City Attorney's Office and the Equal Access Office have agreed to



EQUAL ACCESS TO SERVICES ORDINANCE

jointly write a new Administrative Instruction to provide more guidance to Agencies on the implementation of the Ordinance.

15. A report regarding the adequacy of service to members of the Limited English speaking persons Group(s).

In order to provide service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of Public Works Agency, as outlined above. The Public Works Agency is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have the opportunity to use the over-the-phone interpretation services.

16. Any other information requested by the City Council necessary for the implementation of the Equal Access to Services Ordinance.

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. All the telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

Public Works

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
PWA Call Center	615-5566	In Progress
PWA Front Desk	x3961	In Progress
Recycling Hotline	x7283	In Progress
Volunteer Opportunities	x7630	In Progress

Plan Information

Agency Director: Raul Godinez
Language Access Coordinator: Stephanie Hom
Title: Agency Administrative Manager
Telephone Number: (510) 238-2908
E-mail Address: shom@oaklandnet.com

Attachment B
PCP Location Summary

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Definition of Abbreviations

FTE	Full Time Employee
PCP	Public Contact Position
VAC PCP	Vacant Public Contact Position
NEW PCP	New Hire Public Contact Position in FY 08-09
SP PCP	Spanish Speaking Public Contact Position
SP %	Current Spanish Speaking Employee Percentage
CH PCP	Chinese (Cantonese/Mandarin) Speaking Public Contact Position
CH %	Current Chinese (Cantonese/Mandarin) Speaking Employee Percentage
CW SP	Citywide Sufficient Spanish Speaking Employee Goal
GIS SP	Per Global Information System: Local (Neighborhood) Sufficient Spanish Speaking Employee Goal
CW CH	Citywide Sufficient Chinese (Cantonese/Mandarin) Speaking Employee Goal
GIS CH	Per Global Information System: Local (Neighborhood) Sufficient Chinese (Cantonese/Mandarin) Speaking Employee Goal

CITY OF OAKLAND											
Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	CW SP	CH PCP	CH %	CW CH
CITY OF OAKLAND GRAND TOTAL		4362.42	2401.00	185.76	76.09	229.28	9.55%	12.4%	73.64	3.07%	4.5%

City Administrator's Office											
Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	CW SP	CH PCP	CH %	CW CH
Administration	1 Frank Ogawa Plz	22.00	6.50	0.50	1.00	1.00	15.38%	12.4%	1.00	15.38%	4.5%
CAO Administration (Tier 2)		22.00	6.50	0.50	1.00	1.00	15.38%	12.4%	1.00	15.38%	4.5%
Equal Access Unit	1 Frank Ogawa Plz	4.00	4.00	1.00	0.00	2.00	50.00%	12.4%	1.00	25.00%	4.5%
Citizens Police Review Board	1 Frank Ogawa Plz	5.00	3.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Equal Opportunity Programs	150 Frank Ogawa Plz	3.00	0.00								
ADA Programs	1 Frank Ogawa Plz	2.50	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Ethics Unit	1 Frank Ogawa Plz	2.00	0.00								
Budget Office	250 Frank Ogawa Plz	13.50	0.00								
CAO Divisions (Tier 2)		30.00	8.00	1.00	0.00	2.00	25.00%	12.4%	1.00	12.50%	4.5%
Public Art	1 Frank Ogawa Plz	3.00	0.50	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Cultural Funding	1 Frank Ogawa Plz	1.00	0.50	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Marketing	1 Frank Ogawa Plz	6.00	0.50	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Oakland Film Office	1 Frank Ogawa Plz	2.00	0.00								
KTOP Operations	250 Frank Ogawa Plz	12.80	0.00								
CAO Cultural Arts & Marketing (Tier 2)		24.80	1.50	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
City Administrator's Office (Tier 2)		76.80	16.00	1.50	1.00	3.00	18.75%	12.4%	2.00	12.50%	4.5%

City Attorney's Office											
Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	CW SP	CH PCP	CH %	CW CH
Administration Excluded Claims	1 Frank Ogawa Plz	31.00	7.00	0.00	0.00	1.00	14.29%	12.4%	0.00	0.00%	4.5%
Claims	1 Frank Ogawa Plz	2.00	2.00	0.00	0.00	1.00	50.00%	12.4%	0.00	0.00%	4.5%
OCA Administration (Tier 2) + Claims (Tier 1)		33.00	9.00	0.00	0.00	2.00	22.22%	12.4%	0.00	0.00%	4.5%
Litigation	1 Frank Ogawa Plz	17.00	3.00	0.00	0.00	1.00	33.33%	12.4%	0.00	0.00%	4.5%
OCA Litigation (Tier 2)		17.00	3.00	0.00	0.00	1.00	33.33%	12.4%	0.00	0.00%	4.5%
Advisory	1 Frank Ogawa Plz	27.00	3.00	0.00	0.00	1.00	33.33%	12.4%	0.00	0.00%	4.5%
OCA Advisory (Tier 2)		27.00	3.00	0.00	0.00	1.00	33.33%	12.4%	0.00	0.00%	4.5%
City Attorney's Office (Tier 1 & 2)		77.00	15.00	0.00	0.00	4.00	26.67%	12.4%	0.00	0.00%	4.5%

City Auditor's Office

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP%	CW/SP	CH PCP	CH%	CW/CH
City Auditor Unit	1 Frank Ogawa Plz	10.00	2.00	0.00	2.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
<i>City Auditor (Non Tier 1 or 2)</i>		10.00	2.00	0.00	2.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
City Auditor's Office (Non Tier 1 or 2)		10.00	2.00	0.00	2.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%

City Clerk's Office

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP%	CW/SP	CH PCP	CH%	CW/CH
City Clerk (1st Floor)	1 Frank Ogawa Plz	3.00	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
City Clerk (2nd Floor)	1 Frank Ogawa Plz	8.50	1.00	0.00	0.00	1.00	100.00%	12.4%	0.00	0.00%	4.5%
<i>OCC City Clerk (Tier 1)</i>		11.50	2.00	0.00	0.00	1.00	50.00%	12.4%	0.00	0.00%	4.5%
City Clerk's Office (Tier 1)		11.50	2.00	0.00	0.00	1.00	50.00%	12.4%	0.00	0.00%	4.5%

City Council's Office

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP%	CW/SP	CH PCP	CH%	CW/CH
Reception Desk	1 Frank Ogawa Plz	1.50	1.50	0.00	0.00	1.50	100.00%	12.4%	0.00	0.00%	4.5%
<i>Reception Desk (Tier 1)</i>		1.50	1.50	0.00	0.00	1.50	100.00%	12.4%	0.00	0.00%	4.5%
Council Administration	1 Frank Ogawa Plz	6.00	0.00								
District One	1 Frank Ogawa Plz	3.50	2.50	0.00	0.00	0.50	20.00%	12.4%	0.00	0.00%	4.5%
District Two	1 Frank Ogawa Plz	3.50	2.50	0.00	0.00	0.00	0.00%	12.4%	1.25	50.00%	4.5%
District Three	1 Frank Ogawa Plz	3.50	2.50	0.00	1.00	0.00	0.00%	12.4%	1.00	40.00%	4.5%
District Four	1 Frank Ogawa Plz	3.50	2.50	0.00	0.50	0.50	20.00%	12.4%	0.00	0.00%	4.5%
District Five	1 Frank Ogawa Plz	3.50	2.50	0.00	1.00	2.00	80.00%	12.4%	0.00	0.00%	4.5%
District Six	1 Frank Ogawa Plz	3.50	2.50	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
District Seven	1 Frank Ogawa Plz	3.50	2.50	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Council At Large	1 Frank Ogawa Plz	3.50	2.50	0.00	3.50	0.00	0.00%	12.4%	0.00	0.00%	4.5%
<i>Excluded Reception Desk (Tier 2)</i>		34.00	20.00	0.00	6.00	3.00	15.00%	12.4%	2.25	11.25%	4.5%
City Council's Office (Tier 1 & 2)		35.50	21.50	0.00	6.00	4.50	20.93%	12.4%	2.25	10.47%	4.5%

Community and Economic Development Agency

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	CW SP	CH PCP	CH %	CW CH
Agency Operations - Other	250 Frank Ogawa Plz	24.00	0.00								
CEDA Administration		24.00	0.00								
Major Projects	250 Frank Ogawa Plz	15.50	12.00	1.00	0.00	2.00	16.67%	12.4%	0.00	0.00%	4.5%
Zoning	250 Frank Ogawa Plz	24.00	22.00	1.00	1.00	4.00	18.18%	12.4%	0.00	0.00%	4.5%
City Planning - Other	250 Frank Ogawa Plz	5.00	2.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Planning & Zoning		44.50	36.00	2.00	1.00	6.00	16.67%	12.4%	0.00	0.00%	4.5%
Engineering & Construction - Administration	250 Frank Ogawa Plz	7.00	2.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Project Delivery - Administration	250 Frank Ogawa Plz	2.00	1.00	0.00	0.00	1.00	100.00%	12.4%	0.00	0.00%	4.5%
Construction Management & Material Testing	7101 Edgewater Dr / 250 Frank Ogawa Plz	27.70	0.50	0.50	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Project Management	250 Frank Ogawa Plz	7.00	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Facilities Planning & Development	250 Frank Ogawa Plz	6.00	0.00								
Surveying	250 Frank Ogawa Plz	6.00	0.00								
Engineering Design & ROW - Administration	250 Frank Ogawa Plz	2.00	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Streets & Structures	250 Frank Ogawa Plz	15.50	0.00								
Right of Way Management	250 Frank Ogawa Plz	24.00	0.00								
Sanitary Sewer Design	250 Frank Ogawa Plz	14.00	0.00								
Watershed & Stormwater Program	250 Frank Ogawa Plz	5.00	0.00								
Pavement Management	250 Frank Ogawa Plz	2.00	0.00								
Transportation Services - Administration	250 Frank Ogawa Plz	4.00	2.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Transportation Planning	250 Frank Ogawa Plz	7.00	0.00								
Traffic Capital Projects	250 Frank Ogawa Plz	11.50	0.00								
Traffic Safety Program	250 Frank Ogawa Plz	10.00	6.00	0.00	0.00	0.00	0.00%	12.4%	1.00	16.67%	4.5%
Engineering & Design		150.70	13.50	0.50	0.00	1.00	7.41%	12.4%	1.00	7.41%	4.5%
Inspection Services Admin - Other	250 Frank Ogawa Plz	3.00	3.00	1.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Inspection Services - Other	250 Frank Ogawa Plz	12.00	11.00	1.00	0.00	1.00	9.09%	12.4%	2.00	18.18%	4.5%
Building Inspection - Residential - Other	250 Frank Ogawa Plz	9.00	8.00	1.00	0.00	0.00	0.00%	12.4%	4.00	50.00%	4.5%
Engineering Services	250 Frank Ogawa Plz	6.00	5.00	0.00	0.00	1.00	20.00%	12.4%	0.00	0.00%	4.5%
Building Inspection - Commercial -	250 Frank Ogawa Plz	38.00	37.00	8.00	1.00	5.00	13.51%	12.4%	0.00	0.00%	4.5%
District 2	250 Frank Ogawa Plz	4.00	4.00	0.00	0.00	2.00	50.00%	12.4%	0.00	0.00%	4.5%
District 3	250 Frank Ogawa Plz	8.50	8.50	3.00	0.00	2.00	23.53%	12.4%	0.00	0.00%	4.5%
District 4	250 Frank Ogawa Plz	16.00	16.00	1.00	0.00	3.00	18.75%	12.4%	0.00	0.00%	4.5%
Building Codes - Residential - Other	250 Frank Ogawa Plz	1.00	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Building Services - Other	250 Frank Ogawa Plz	7.42	5.00	0.00	0.00	0.00	0.00%	12.4%	2.00	40.00%	4.5%
Inspection Support	250 Frank Ogawa Plz	14.00	12.00	1.00	1.00	2.00	16.67%	12.4%	1.00	8.33%	4.5%
Building Services		118.92	110.50	16.00	2.00	16.00	14.48%	12.4%	9.00	8.14%	4.5%

Community and Economic Development Agency (Continued)

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	CW SP	CH PCP	CH %	CW CH
Economic Development Director	250 Frank Ogawa Plz	3.00	0.00								
Workforce Development	250 Frank Ogawa Plz	5.00	1.00	0.00	0.00	1.00	100.00%	12.4%	0.00	0.00%	4.5%
Business Development	250 Frank Ogawa Plz	14.00	0.00								
One Stop Small Business Center	250 Frank Ogawa Plz	4.00	0.00								
Economic Development		26.00	1.00	0.00	0.00	1.00	100.00%	12.4%	0.00	0.00%	4.5%
Redevelopment Center	250 Frank Ogawa Plz	10.50	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Real Estate	250 Frank Ogawa Plz	10.00	0.00								
Coliseum Redevelopment	250 Frank Ogawa Plz	7.00	0.00								
Redevelopment Projects	250 Frank Ogawa Plz	2.25	0.00								
West Oakland Base Reuse	250 Frank Ogawa Plz	6.50	0.00								
Downtown Development	250 Frank Ogawa Plz	10.75	0.00								
Central City East Redevelopment	250 Frank Ogawa Plz	5.50	0.00								
Redevelopment		52.50	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
HOC Support Staff	250 Frank Ogawa Plz	6.50	1.00	1.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Housing Development	250 Frank Ogawa Plz	10.00	8.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Municipal Lending	250 Frank Ogawa Plz	17.00	14.00	4.00	1.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
CDBG Coordination	250 Frank Ogawa Plz	6.00	5.00	1.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Residential Rent Arbitration	250 Frank Ogawa Plz	8.00	7.00	1.00	0.00	1.00	14.29%	12.4%	1.00	14.29%	4.5%
Home Ownership Programs	250 Frank Ogawa Plz	3.00	3.00	0.00	0.00	1.00	33.33%	12.4%	0.00	0.00%	4.5%
Housing		50.50	38.00	7.00	1.00	2.00	5.26%	12.4%	1.00	2.63%	4.5%
CEDA (Tier 1 & 2)		467.12	200.00	25.50	4.00	26.00	13.00%	12.4%	11.00	5.50%	4.5%

Department of Contracting & Purchasing

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	CW SP	CH PCP	CH %	CW CH
Administration	250 Frank Ogawa Plz	2.00	0.00								
Contract Compliance & Employment	250 Frank Ogawa Plz	10.00	4.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Purchasing	150 Frank Ogawa Plz	8.00	2.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Contract Administration	250 Frank Ogawa Plz	5.00	1.00	0.00	0.00	1.00	100.00%	12.4%	0.00	0.00%	4.5%
Contracting and Purchasing (Tier 2)		25.00	7.00	0.00	0.00	1.00	14.29%	12.4%	0.00	0.00%	4.5%
Contracting and Purchasing (Tier 2)		25.00	7.00	0.00	0.00	1.00	14.29%	12.4%	0.00	0.00%	4.5%

Finance & Management Agency

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	CW SP	CH PCP	CH %	CW CH
Parking Administration	250 Frank Ogawa Plz	4.00	0.00								
Parking Citation Assistance Center	250 Frank Ogawa Plz	16.00	15.00	1.00	1.00	4.00	26.67%	12.4%	2.00	13.33%	4.5%
Meter Operations	Field	18.00	0.00								
Parking Enforcement	250 Frank Ogawa Plz	62.15	1.50	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
FMA Parking Citation (Tier 1)		100.15	16.50	1.00	1.00	4.00	24.24%	12.4%	2.00	12.12%	4.5%
Business License Tax	250 Frank Ogawa Plz	13.00	10.00	0.00	0.00	1.00	10.00%	12.4%	0.00	0.00%	4.5%
Litter Fee Ordinance Admin	250 Frank Ogawa Plz	1.00	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Rent Adjustment	250 Frank Ogawa Plz	2.00	2.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
FMA Business License Tax (Tier 1)		16.00	13.00	0.00	0.00	1.00	7.69%	12.4%	0.00	0.00%	4.5%
Budget & Finance Admin	150 Frank Ogawa Plz	5.00	0.00								
Accounting Administration	150 Frank Ogawa Plz	4.00	0.00								
General Ledger	150 Frank Ogawa Plz	17.00	0.00								
Payables	150 Frank Ogawa Plz	7.00	0.00								
Stores Operations	150 Frank Ogawa Plz	10.00	0.00								
Revenue Administration	150 Frank Ogawa Plz	3.00	0.00								
Revenue Audit	150 Frank Ogawa Plz	10.00	9.00	0.00	0.00	0.00	0.00%	12.4%	2.00	22.22%	4.5%
Revenue Collections	150 Frank Ogawa Plz	11.00	10.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Citywide Liens	150 Frank Ogawa Plz	17.00	16.00	0.00	0.00	2.00	12.50%	12.4%	1.00	6.25%	4.5%
Risk Management	150 Frank Ogawa Plz	7.00	0.00								
Treasury Administration	150 Frank Ogawa Plz	3.00	0.00								
Treasury Operations	150 Frank Ogawa Plz	7.00	0.00								
Treasury Cashiering	150 Frank Ogawa Plz	1.00	0.00								
Treasury Payroll	150 Frank Ogawa Plz	13.00	0.00								
FMA Treasury (Tier 2)		115.00	35.00	0.00	0.00	2.00	5.71%	12.4%	3.00	8.57%	4.5%
Personnel Admin/Human Resource Info Servi	150 Frank Ogawa Plz	6.00	0.00								
Employment and Classification	150 Frank Ogawa Plz	30.00	3.00	1.00	0.00	0.00	0.00%	12.4%	1.00	33.33%	4.5%
Employee Relations	150 Frank Ogawa Plz	7.00	0.00								
Human Resource Development	150 Frank Ogawa Plz	4.00	0.00								
Employee Benefits Services	150 Frank Ogawa Plz	6.00	0.00								
Retirement Administration	150 Frank Ogawa Plz	5.00	0.00								
FMA Personnel (Tier 2)		58.00	3.00	1.00	0.00	0.00	0.00%	12.4%	1.00	33.33%	4.5%
Finance and Management Agency (Tier 1 & 2)		289.15	67.50	2.00	1.00	7.00	10.37%	12.4%	6.00	8.89%	4.5%

Fire Department

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	CW SP	CH PCP	CH %	CW CH
Inspectional Services	250 Frank Ogawa Plz	9.00	9.00	1.00	0.00	2.00	22.22%	12.4%	0.00	0.00%	4.5%
OFD Inspections Unit (Tier 1)		9.00	9.00	1.00	0.00	2.00	22.22%	12.4%	0.00	0.00%	4.5%
Fire Communications	1605 MLK Jr. Way	5.00	5.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Communications Emergency Dispatch	1605 MLK Jr. Way	18.00	18.00	0.00	0.00	1.00	5.56%	12.4%	0.00	0.00%	4.5%
OFD 911 Dispatch (Tier 1)		23.00	23.00	0.00	0.00	1.00	4.35%	12.4%	0.00	0.00%	4.5%
Emergency Service/Suppression	Multiple Location	470.00	459.00	45.00	18.00	41.00	8.93%	12.4%	5.00	1.09%	4.5%
Airport	751 Air Cargo Way	24.00	23.00	7.00	0.00	2.00	8.70%	12.4%	0.00	0.00%	4.5%
OFD Firehouses (Tier 1)		494.00	482.00	52.00	18.00	43.00	8.92%	12.4%	5.00	1.04%	4.5%
Fire Chief	150 Frank Ogawa Plz	3.00	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Fire Marshals Office	250 Frank Ogawa Plz	6.00	5.00	1.00	0.00	1.00	20.00%	12.4%	0.00	0.00%	4.5%
Certified Unified Program Agency	250 Frank Ogawa Plz	6.00	5.00	1.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Arson Investigation	250 Frank Ogawa Plz	4.00	4.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Engineering	250 Frank Ogawa Plz	2.00	2.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Vegetation Management	250 Frank Ogawa Plz	8.00	7.00	2.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Budget and Planning Admin	150 Frank Ogawa Plz	2.00	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Education and Training Admin	250 Victory Ct	5.00	2.00	1.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Fire Support & Services	2459 Champion St	2.00	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Measure N - Paramedic	47 Clay St	7.00	1.00	0.00	0.00	1.00	100.00%	12.4%	0.00	0.00%	4.5%
OFD Divisions (Tier 2)		45.00	29.00	5.00	0.00	2.00	6.90%	12.4%	0.00	0.00%	4.5%
Emergency Services Program	1605 MLK Jr. Way	18.00	10.00	3.00	1.00	2.00	20.00%	12.4%	1.00	10.00%	4.5%
OFD Emergency Services Program (Tier 2)		18.00	10.00	3.00	1.00	2.00	20.00%	12.4%	1.00	10.00%	4.5%
Budget	150 Frank Ogawa Plz	2.00	0.00								
Accounts Payable	150 Frank Ogawa Plz	1.00	0.00								
Payroll	150 Frank Ogawa Plz	1.00	0.00								
Time and Attendance	150 Frank Ogawa Plz	1.00	0.00								
In-Service Training	250 Victory Ct	1.00	0.00								
Human Resources	150 Frank Ogawa Plz	3.00	0.00								
Fire Boat		2.00	0.00								
Urban Search-And-Rescue (U.S.A.R.)	6550 Coliseum Way	4.75	0.00								
EMS Training	47 Clay St	1.00	0.00								
OFD Divisions (Non-Tier 1 or 2)		16.75	0.00								
Fire Department (Tier 1 & 2)		605.75	553.00	61.00	19.00	50.00	9.04%	12.4%	6.00	1.08%	4.5%

Department of Human Services

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	GIS SP	CH PCP	CH %	GIS CH
Administration	150 Frank Ogawa Plz	37.60	5.10	0.60	0.00	0.50	9.80%	12.4%	0.00	0.00%	4.5%
DHS Administration (Tier 1)		37.60	5.10	0.60	0.00	0.50	9.80%	12.4%	0.00	0.00%	4.5%
Senior Center (Citywide)	150 Frank Ogawa Plz	11.02	4.00	2.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
West Oakland Senior Center	1724 Adeline St	1.00	1.00	0.00	0.00	0.00	0.00%	4%-8%	0.00	0.00%	3%-6%
North Oakland Senior Center	5714 MLK Jr. Way	1.00	1.00	0.00	0.00	0.00	0.00%	4%-8%	0.00	0.00%	0%-2%
Downtown Oakland Senior Center	200 Grand Ave	1.00	1.00	0.00	0.00	0.00	0.00%	4%-8%	0.00	0.00%	0%-2%
East Oakland Senior Center	9255 Edes Ave	1.00	1.00	0.00	0.00	0.00	0.00%	16%-23%	0.00	0.00%	0%-2%
DHS Senior Centers (Tier 1)		15.02	8.00	2.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Head Start Citywide	150 Frank Ogawa Plz	60.48	19.12	0.00	0.00	3.30	17.26%	12.4%	0.06	0.31%	4.5%
Frank G. Mar Head Start	247 12th St	1.60	0.80	0.00	0.00	0.00	0.00%	0%-4%	0.80	100.00%	21%-47%
Fannie Wall Head Start	647 55th St	3.50	2.70	0.00	0.00	0.00	0.00%	0%-4%	0.00	0.00%	0%-2%
Tassafaronga Head Start	975 85th Ave	0.80	0.80	0.00	0.00	0.80	100.00%	24%-39%	0.00	0.00%	0%-2%
Franklin Head Start	1010 E. 15th St	0.80	0.80	0.00	0.00	0.00	0.00%	9%-16%	0.80	100.00%	10%-21%
City Towers Head Start	1050 7th St	5.30	4.40	0.00	0.00	1.70	38.64%	4%-8%	0.00	0.00%	0%-2%
West Grand Head Start	1058 West Grand Ave	3.40	3.40	0.00	0.00	0.90	26.47%	7%-10%	0.00	0.00%	0%-2%
(1266 26th Ave) Head Start	1266 26th Ave	2.50	2.50	0.00	0.00	0.80	32.00%	24%-39%	0.00	0.00%	3%-6%
San Antonio Park Head Start	1701 E. 19th St	4.90	4.10	0.00	0.00	0.80	19.51%	16%-23%	0.80	19.51%	10%-21%
San Antonio CDC Head Start	2228 E. 15th St	3.30	3.30	0.00	0.00	0.80	24.24%	16%-23%	0.00	0.00%	10%-21%
Sungate Head Start	2563 Int'l Blvd	4.10	3.20	0.00	0.00	1.60	50.00%	24%-39%	0.00	0.00%	4%-8%
Manzanita Head Start	2701 22nd Ave	2.40	1.60	0.00	0.00	1.60	100.00%	9%-16%	0.00	0.00%	6%-10%
Virginia Head Start	4335 Virginia Ave	4.00	4.00	0.00	0.00	0.80	20.00%	9%-16%	0.00	0.00%	0%-2%
Seminary Head Start	5818 Int'l Blvd	0.00	0.00								
(6818 Lion Way) Head Start	6818 Lion Way	4.10	4.10	0.00	0.00	1.60	39.02%	9%-16%	1.60	39.02%	6%-10%
Eastmont Mall Head Start	7200 Bancroft Ave	7.60	6.80	0.00	0.00	2.60	38.24%	16%-23%	0.80	11.76%	0%-2%
Arroyo Viejo Head Start	7701 Krause Ave	2.40	2.40	0.00	0.00	0.80	33.33%	16%-23%	0.00	0.00%	0%-2%
85th Avenue Head Start	8501 Int'l Blvd	6.30	6.30	0.00	0.00	2.70	42.86%	24%-39%	1.80	28.57%	0%-2%
92nd Avenue Head Start	9202 Int'l Blvd	6.40	5.60	0.00	0.00	1.60	28.57%	24%-39%	0.00	0.00%	0%-2%
Brookfield Head Start	9600 Edes Ave	4.00	4.00	0.00	0.00	1.60	40.00%	16%-23%	0.00	0.00%	0%-2%
Early Childhood & Family Services - Head Start (Tier 1)		127.88	79.92	0.00	0.00	24.00	30.03%	12.4%	6.66	8.33%	4.5%
Linkages Program	150 Frank Ogawa Plz	5.00	4.00	0.00	0.00	1.00	25.00%	12.4%	0.00	0.00%	4.5%
Multipurpose Senior Service Program	150 Frank Ogawa Plz	18.13	11.00	0.00	0.00	3.00	27.27%	12.4%	3.00	27.27%	4.5%
Senior Companion Program	150 Frank Ogawa Plz	3.56	1.50	0.00	0.00	0.00	0.00%	12.4%	0.50	33.33%	4.5%
Outreach Program	150 Frank Ogawa Plz	1.06	1.06	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Oakland Paratransit for the Elderly and Disabled	150 Frank Ogawa Plz	5.59	2.59	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Senior Aide Program	150 Frank Ogawa Plz	66.80	2.00	0.00	0.00	1.00	50.00%	12.4%	0.00	0.00%	4.5%
Ageing & Adult Services (Tier 2)		100.14	22.15	0.00	0.00	5.00	22.57%	12.4%	3.50	15.80%	4.5%
Youth Services Administration	150 Frank Ogawa Plz	1.00	0.00								
Year Round Lunch Program	150 Frank Ogawa Plz	6.50	0.00								
Youth Services	150 Frank Ogawa Plz	7.00	0.00								
Children & Youth Services and Policy & Planning (Tier 2)		14.50	0.00								
Department of Human Services (Tier 1 & 2)		295.14	115.17	2.60	2.60	29.50	25.61%	12.4%	10.16	8.82%	4.5%

Department of Information Technology											
Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	CW SP	CH PCP	CH %	CW CH
Administrative Services	150 Frank Ogawa Plz	3.00	0.00								
Reprographic Services	150 Frank Ogawa Plz	6.00	0.00								
Customer Support	150 Frank Ogawa Plz	6.00	0.00								
Planning & Coordination	150 Frank Ogawa Plz	1.00	0.00								
Technology Installation Services	150 Frank Ogawa Plz	4.00	0.00								
Network Engineering & Maintenance	150 Frank Ogawa Plz	11.00	0.00								
Desktop Support	150 Frank Ogawa Plz	24.00	0.00								
Server maintenance & Support	150 Frank Ogawa Plz	6.00	0.00								
Project Planning & Coordination	150 Frank Ogawa Plz	2.00	0.00								
Systems & Database Admin	150 Frank Ogawa Plz	4.00	0.00								
Systems Operations	150 Frank Ogawa Plz	5.00	0.00								
Application Development	150 Frank Ogawa Plz	11.00	0.00								
Geographical Information Systems	150 Frank Ogawa Plz	3.00	0.00								
Department of Information Technology		86.00	0.00								
DIT (Non Tier 1 or 2)		86.00	0.00								

Library											
Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	GIS SP	CH PCP	CH %	GIS CH
Administrative Unit	125 14th St	2.00	1.00	0.00	0.00	1.00	100.00%	0%-4%	0.00	0.00%	14%-29%
Main Library Administration	125 14th St	1.00	1.00	0.00	0.00	0.00	0.00%	0%-4%	0.00	0.00%	14%-29%
Art/History/Literature	125 14th St	8.42	8.42	0.80	0.00	1.60	19.00%	0%-4%	0.00	0.00%	14%-29%
Magazines and Newspapers	125 14th St	4.84	4.84	1.04	0.00	0.00	0.00%	0%-4%	0.00	0.00%	14%-29%
Science Business and Sociology	125 14th St	10.56	9.56	3.01	0.00	2.00	20.92%	0%-4%	0.00	0.00%	14%-29%
Childrens Room	125 14th St	7.12	7.12	0.60	0.00	0.19	0.00%	0%-4%	0.21	0.00%	14%-29%
Circulation/Automation	125 14th St	7.46	7.46	0.00	0.00	2.42	32.44%	0%-4%	1.00	13.40%	14%-29%
Main Library Local Services		41.40	39.40	5.45	0.00	7.21	18.30%	12.4%	1.21	3.07%	4.5%

Library (Continued)

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	GIS SP	CH PCP	CH %	GIS CH
Branch Administration	125 14th St	2.00	2.00	0.00	0.00	1.00	50.00%	0%-4%	1.00	50.00%	14%-29%
Brookfield Village Branch	9255 Edes Ave	4.60	4.60	0.00	0.00	1.40	30.43%	16%-23%	0.00	0.00%	0%-3%
Dimond Branch	3565 Fruitvale Ave	9.20	9.20	2.00	0.00	0.00	0.00%	0%-4%	0.00	0.00%	3%-6%
Eastmont Branch	7200 Bancroft	5.80	5.04	0.24	0.00	1.36	26.98%	16%-23%	0.00	0.00%	0%-3%
Elmhurst Branch	1427 88th Ave	4.60	4.60	1.20	0.00	1.00	21.74%	16%-23%	0.00	0.00%	0%-3%
MLK Jr Branch	6833 Int'l Blvd	4.80	4.80	1.60	0.00	1.60	33.33%	16%-23%	0.00	0.00%	0%-3%
Montclair Branch	1687 Mountain Blvd	5.40	5.40	1.00	0.00	0.00	0.00%	0%-4%	0.00	0.00%	0%-3%
Rockridge Branch	5366 College Ave	11.00	11.00	1.40	0.00	0.00	0.00%	0%-4%	0.00	0.00%	0%-3%
Temescal Branch	5205 Telegraph Ave	7.10	7.10	0.00	0.00	1.00	14.08%	2%-6%	0.00	0.00%	1%-4%
Asian Branch	388 9th St	9.80	9.80	1.00	0.00	0.00	0.00%	0%-4%	6.75	68.88%	21%-47%
Bookmobile	1801 Adeline St	1.56	1.56	0.60	0.00	0.00	0.00%	4%-8%	0.00	0.00%	3%-6%
Golden Gate Branch	5606 San Pablo Ave	4.20	4.20	1.00	0.00	0.00	0.00%	0%-4%	0.00	0.00%	0%-3%
Lakeview Branch	550 El Embarcadero	4.60	4.60	1.36	0.00	0.00	0.00%	4%-8%	0.00	0.00%	10%-21%
Latin American Branch	3301 E. 12th St	6.42	6.42	1.60	0.00	2.97	46.26%	4%-8%	0.00	0.00%	3%-6%
Melrose Branch	4805 Foothill Blvd	4.48	4.48	1.20	0.00	1.48	33.04%	24%-39%	0.00	0.00%	0%-3%
Piedmont Branch	160 41st St	5.60	5.60	1.60	0.00	0.00	0.00%	0%-4%	0.00	0.00%	0%-3%
West Oakland Branch	1801 Adeline St	4.87	4.87	0.40	0.00	0.00	0.00%	4%-8%	0.00	0.00%	3%-6%
African-American Museum & Library	659 14th St	5.40	5.40	1.00	0.00	1.00	18.52%	0%-4%	0.00	0.00%	10%-21%
Branch Library Local Services		101.43	100.67	17.20	0.00	12.81	12.72%	12.4%	7.75	7.70%	4.5%
Director Unit	125 14th St	4.20	4.20	0.00	0.00	2.20	52.38%	12.4%	0.00	0.00%	4.5%
Financial & Administrative Services	125 14th St	13.00	5.00	4.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Computer Services	125 14th St	4.10	0.50	0.18	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Cataloging/Processing	125 14th St	14.18	0.00								
Community Relations	125 14th St	1.40	0.60	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Acquisitions	125 14th St	8.40	0.00								
On-Call Public Services	System-wide Placement	5.83	5.69	0.00	0.00	0.12	2.11%	12.4%	0.37	6.50%	4.5%
Literacy	1801 Adeline St	6.08	4.08	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Childrens Services	125 14th St	7.76	7.76	1.00	0.00	0.60	7.73%	12.4%	0.00	0.00%	4.5%
Teen Services	125 14th St	9.70	9.20	2.00	0.00	1.60	17.39%	12.4%	1.00	10.87%	4.5%
OPL Systemwide Services		74.65	37.03	7.18	0.00	4.52	12.21%	12.4%	1.37	3.70%	4.5%
Department of Public Library (Tier 1)		217.48	177.10	29.83	6.48	24.54	13.86%	12.4%	10.33	5.83%	4.5%

Mayor's Office											
Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	CW SP	CH PCP	CH %	CW CH
Administration Excluded Reception Desk & OAC	1 Frank Ogawa Plz	19.00	19.00	2.00	2.00	3.00	15.79%	12.4%	0.00	0.00%	4.5%
Administration - Reception Desk	1 Frank Ogawa Plz	1.00	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Administration - OAC	1 Frank Ogawa Plz	5.00	5.00	0.00	0.00	1.00	20.00%	12.4%	1.00	20.00%	4.5%
Mayor's Administration (Tier 2)		25.00	25.00	2.00	2.00	4.00	16.00%	12.4%	1.00	4.00%	4.5%
Office of the Mayor (Tier 1 & 2)		25.00	25.00	2.00	2.00	4.00	16.00%	12.4%	1.00	4.00%	4.5%

Museum											
Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	CW SP	CH PCP	CH %	CW CH
Administration Unit	1000 Oak St	2.00	0.00								
Museum Services Security & Operation	1000 Oak St	2.00	0.00								
Museum Security Services	1000 Oak St	12.00	13.00	2.00	0.00	0.06	0.46%	12.4%	0.12	0.92%	4.5%
Museum Custodial Services	1000 Oak St	3.42	0.00								
Museum Landscape Services	1000 Oak St	2.00	0.00								
Curatorial Services Unit	1000 Oak St	18.90	0.00								
Education Unit	1000 Oak St	4.63	0.00								
Museum Service (Non Tier 1 or 2)		44.95	13.00	2.00	0.00	0.06	0.46%	12.4%	0.12	0.92%	4.5%
Oakland Museum (Non Tier 1 or 2)		44.95	13.00	2.00	0.00	0.06	0.46%	12.4%	0.12	0.92%	4.5%

Office of Parks & Recreation											
Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	GIS SP	CH PCP	CH %	GIS CH
Directors Unit	250 Frank Ogawa Plz	7.54	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Administrative Services	250 Frank Ogawa Plz	5.50	3.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Budget and Fiscal	250 Frank Ogawa Plz	1.00	0.00								
Accounting Unit	250 Frank Ogawa Plz	3.00	0.00								
Personnel Unit	250 Frank Ogawa Plz	2.15	0.00								
Area 1 Rec. Center Supervision	250 Frank Ogawa Plz	1.00	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Aquatics Supervision	568 Bellevue Ave	4.28	3.56	2.00	0.00	0.28	7.87%	12.4%	0.00	0.00%	4.5%
Area 3 Administration	250 Frank Ogawa Plz	1.00	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
OPR Administration (Tier 2)		25.47	9.56	2.00	0.00	0.28	2.93%	12.4%	0.00	0.00%	4.5%

Office of Parks & Recreation (Continued)

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	GIS SP	CH PCP	CH %	GIS CH
Bushrod Recreation Center	560 59th St	3.37	1.75	0.00	0.00	0.00	0.00%	4%-8%	0.00	0.00%	0%-2%
Defremery Recreation Center	1651 Adeline St	4.36	1.75	0.00	0.00	0.00	0.00%	0%-4%	0.00	0.00%	0%-2%
Golden Gate Recreation Center	1075 62nd St	3.33	2.00	0.00	0.00	0.00	0.00%	4%-8%	0.00	0.00%	0%-2%
Lincoln Recreation Center	250 10th St	6.30	1.70	0.00	0.00	0.00	0.00%	0%-4%	1.00	58.82%	20%-45%
Montclair Recreation Center	6300 Moraga Ave	9.96	3.75	0.00	0.00	0.00	0.00%	0%-4%	0.00	0.00%	0%-2%
Mosswood Recreation Center	3612 Webster St	4.18	1.75	0.00	0.00	0.00	0.00%	4%-8%	0.00	0.00%	3%-5%
Poplar Recreation Center	3131 Union St	2.92	1.75	0.00	0.00	0.00	0.00%	0%-4%	0.00	0.00%	0%-2%
Allendale Recreation Center	3711 Suter St	2.24	1.00	0.00	0.00	1.00	100.00%	9%-16%	0.00	0.00%	6%-9%
Dimond Recreation Center	3860 Hamly Rd	8.51	1.75	0.00	0.00	0.00	0.00%	0%-4%	0.00	0.00%	3%-5%
Franklin Recreation Center	1010 E 15th St	2.32	1.00	0.00	0.00	0.00	0.00%	9%-16%	0.00	0.00%	10%-19%
Manzanita Recreation Center	1701 22nd Ave	3.37	1.75	0.00	0.00	1.00	57.14%	9%-16%	0.00	0.00%	10%-19%
Redwood Heights Recreation Center	3883 Aliso Ave	13.73	2.00	0.00	0.00	1.00	50.00%	4%-8%	0.00	0.00%	6%-9%
FM Smith Recreation Center	1969 Park Blvd	2.80	1.75	0.00	0.00	0.00	0.00%	4%-8%	0.00	0.00%	6%-9%
San Antonio Recreation Center	1701 E 19th St	1.73	1.00	0.00	0.00	1.00	100.00%	16%-23%	0.00	0.00%	10%-19%
Carmen Flores Recreation Center	1637 Fruitvale Ave	1.99	1.00	0.00	0.00	1.00	100.00%	24%-39%	0.00	0.00%	0%-2%
Arroyo Recreation Center	7701 Krause Ave	3.71	1.75	1.00	0.00	0.00	0.00%	16%-23%	0.00	0.00%	0%-2%
Brookdale Recreation Center	2535 High St	2.08	1.00	0.00	0.00	0.00	0.00%	24%-39%	0.00	0.00%	3%-5%
Ira Jinkins Recreation Center	9175 Edes Ave	6.05	1.75	1.00	0.00	0.00	0.00%	16%-23%	0.00	0.00%	0%-2%
Rainbow Recreation Center	5800 International Blvd	4.20	1.75	0.00	0.00	0.00	0.00%	16%-39%	0.00	0.00%	0%-2%
Tassafaranga Recreation Center	975 85th Ave	3.09	1.75	0.00	0.00	0.00	0.00%	24%-39%	0.00	0.00%	0%-2%
Sheffield Village Recreation Center	247 Marlow Dr	3.55	1.75	0.00	0.00	0.00	0.00%	0%-4%	0.00	0.00%	0%-2%
OPR Recreation Centers (Tier 1)		93.79	35.45	2.00	0.00	5.00	14.10%	12.4%	1.00	2.82%	4.5%
Live Oak Aquatics	1055 MacArthur Blvd	2.79	2.56	0.00	0.00	0.00	0.00%	0%-4%	1.07	41.80%	15%-22%
Dimond Aquatics (Lions Pool)	3860 Hamly Rd	5.18	4.84	0.00	0.00	0.15	3.10%	0%-4%	0.26	5.37%	3%-10%
Defremery Aquatics	1269 18th St	2.48	2.09	0.33	0.00	0.00	0.00%	0%-4%	0.06	2.87%	0%-2%
Temescal Aquatics	371 45th St	5.12	4.87	0.00	0.00	0.34	6.98%	0%-4%	0.19	3.90%	0%-2%
Fremont Aquatics	4550 Foothill Blvd	3.02	2.59	0.00	0.00	0.48	18.53%	24%-39%	0.20	7.72%	3%-6%
Castlemont Pool (CLOSED)	8601 MacArthur Blvd	0.00	0.00					9%-23%			0%-4%
McClymonds Pool (CLOSED)	2607 Myrtle St	0.00	0.00					9%-15%			0%-4%
Aquatics Unit (Tier 2)		18.59	16.95	0.33	0.00	0.97	5.72%	12.4%	1.78	10.50%	4.5%

Office of Parks & Recreation (Continued)

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	GIS SP	CH PCP	CH %	GIS CH
Central Reservations	250 Frank Ogawa Plz	11.04	7.14	0.00	0.00	1.00	14.01%	12.4%	0.00	0.00%	4.5%
Special Programs	250 Frank Ogawa Plz	2.44	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Zoo	4777 Golf Links Rd	1.00	0.00								
Rotary Nature Center	666 Bellevue Ave	8.65	1.75	1.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Boating	568 Bellevue Ave	7.95	1.75	0.00	0.00	1.00	57.14%	12.4%	0.00	0.00%	4.5%
Tennis	666 Bellevue Ave	2.03	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
City-Wide Sports	666 Bellevue Ave / 250 Frank Ogawa Plz	18.65	1.75	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Girls Sports	Field	2.77	1.50	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Youth & Adult Sports	666 Bellevue Ave	5.58	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Area One Special Sports Programs	666 Bellevue Ave	1.14	0.75	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Community Gardens	666 Bellevue Ave	1.38	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Feather River Camp	666 Bellevue Ave	1.00	0.00								
Malonga Casquelourd Center	1428 Alice St	3.41	1.75	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Studio One	365 45th St	7.07	2.75	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
City-Wide Programs Unit	Field	5.30	2.00	1.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Radical Roving Recreation	250 Frank Ogawa Plz	5.95	2.75	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Discovery Center	2521 High St	1.44	1.00	0.00	0.00	1.00	100.00%	12.4%	0.00	0.00%	4.5%
Ball Fields Maintenance	Field	8.10	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
At-Risk Youth	Field	6.94	1.75	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
OPR City Wide Programs (Tier 2)		101.84	31.64	2.00	0.00	3.00	9.48%	12.4%	0.00	0.00%	4.5%
Office of Parks and Recreation (Tier 1 & 2)		239.69	93.60	6.33	7.25	9.25	9.88%	12.4%	2.78	2.97%	4.5%

Police Department

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	CW SP	CH PCP	CH %	CW CH
Internal Affairs	250 Frank Ogawa Plz	27.00	27.00	2.00	1.00	1.00	3.70%	12.4%	0.00	0.00%	4.5%
OPD Interanl Affairs (Tier 1)		27.00	27.00	2.00	1.00	1.00	3.70%	12.4%	0.00	0.00%	4.5%
Police Area 1	Field	202.00	202.00	7.00	1.00	6.00	2.97%	12.4%	4.00	1.98%	4.5%
Police Area 2	Field	178.00	178.00	2.00	1.00	13.00	7.30%	12.4%	3.00	1.69%	4.5%
Police Area 3	Field	188.00	188.00	5.00	1.00	16.00	8.51%	12.4%	3.00	1.60%	4.5%
OPD Patrol (Tier 1)		568.00	568.00	14.00	3.00	35.00	6.16%	12.4%	10.00	1.76%	4.5%
Special Operations	Various	52.00	52.00	4.00	1.00	2.00	3.85%	12.4%	1.00	1.92%	4.5%
Abandoned Car Removal (Tier 1)		52.00	52.00	4.00	1.00	2.00	3.85%	12.4%	1.00	1.92%	4.5%
Support Operations	Field	24.00	24.00	1.00	1.00	6.00	25.00%	12.4%	4.00	16.67%	4.5%
Neighborhood Services (Tier 1)		24.00	24.00	1.00	1.00	6.00	25.00%	12.4%	4.00	16.67%	4.5%
Communications Unit	7101 Edgewater Dr	80.00	80.00	7.00	4.00	5.00	6.25%	12.4%	0.00	0.00%	4.5%
OPD 911 Dispatch (Tier 1)		80.00	80.00	7.00	4.00	5.00	6.25%	12.4%	0.00	0.00%	4.5%
Records Unit	455 7th St	3.00	3.00	0.00	1.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Records & Warrants	455 7th St	29.00	29.00	1.00	0.00	1.00	3.45%	12.4%	2.00	6.90%	4.5%
OPD Records Division (Tier 1)		32.00	32.00	1.00	1.00	1.00	3.13%	12.4%	2.00	6.25%	4.5%
Traffic BFO	Field	86.13	86.13	5.00	0.47	5.00	5.81%	12.4%	2.00	2.32%	4.5%
OPD Traffic Division (Tier 1)		86.13	86.13	5.00	0.47	5.00	5.81%	12.4%	2.00	2.32%	4.5%
Animal Shelter	1101 23th Ave	27.00	27.00	4.00	2.29	0.43	1.59%	12.4%	1.00	3.70%	4.5%
OPD Animal Control (Tier 1)		27.00	27.00	4.00	2.29	0.43	1.59%	12.4%	1.00	3.70%	4.5%
Property/Theft	455 7th St	16.00	16.00	1.00	0.00	1.00	6.25%	12.4%	0.00	0.00%	4.5%
OPD Property/Theft (Tier 2)		16.00	16.00	1.00	0.00	1.00	6.25%	12.4%	0.00	0.00%	4.5%
Youth & Family Services	455 7th St	60.00	60.00	2.00	5.00	3.00	5.00%	12.4%	0.00	0.00%	4.5%
OPD Youth & Family Services (Tier 2)		60.00	60.00	2.00	5.00	3.00	5.00%	12.4%	0.00	0.00%	4.5%
Assault	455 7th St	23.00	23.00	0.00	2.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
OPD Assault (Tier 2)		23.00	23.00	0.00	2.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Office of the Chief - Administration	455 7th St	6.00	4.00	1.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Bureau of Investigations Admin	455 7th St	2.00	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Property and Evidence	455 7th St	10.00	10.00	4.00	1.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Identifications Sections	455 7th St	6.00	6.00	1.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Criminal Investigations	455 7th St	4.00	4.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Homicides	455 7th St	14.00	14.00	0.00	0.00	1.00	7.14%	12.4%	0.00	0.00%	4.5%
CID Targeted Enforcement Task Force	455 7th St	7.00	7.00	1.00	0.00	1.00	14.29%	12.4%	0.00	0.00%	4.5%
Robbery	455 7th St	14.00	14.00	0.00	0.00	1.00	7.14%	12.4%	0.00	0.00%	4.5%
Bureau of Services - Administrations	455 7th St	2.00	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Research, Planning & Crime Analysis	455 7th St	6.00	5.00	1.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Bureau of Administrations	455 7th St	14.00	2.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Police Personnel	455 7th St	9.00	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Police Information Technology	455 7th St	4.00	4.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Backgroud & Recruiting	250 Frank Ogawa Plz	10.00	7.00	1.00	0.00	1.00	14.29%	12.4%	1.00	14.29%	4.5%
Bureau of Field Operations-Admin	455 7th St	11.00	3.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
OPD Divisions (Tier 2)		119.00	83.00	9.00	1.00	4.00	4.82%	12.4%	1.00	1.20%	4.5%

Police Department (Continued)

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	CW SP	CH PCP	CH %	CW CH
Public Information	455 7th St	1.00	0.00								
Office of the Inspector General	455 7th St	12.00	0.00								
Special Investigations Internal (Intelligence Division)	455 7th St	7.00	0.00								
Criminalistics	455 7th St	24.00	0.00								
Training Unit	455 7th St	33.00	0.00								
Fiscal Services	455 7th St	17.00	0.00								
OPD Division (Non Tier 1 or 2)		94.00	0.00								
Oakland Police Department		1208.13	1078.13	50.00	21.76	63.43	5.88%	12.4%	21.00	1.95%	4.5%

Public Works Agency

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	CW SP	CH PCP	CH %	CW CH
Human Resources	250 Frank Ogawa Plz	13.00	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Public Works Call Center	7101 Edgewater Dr / 250 Frank Ogawa Plz	5.00	5.00	0.00	2.00	1.00	20.00%	12.4%	1.00	20.00%	4.5%
Clean Oakland Program	750 50th Ave	2.00	2.00	1.00	1.00	1.00	50.00%	12.4%	0.00	0.00%	4.5%
Litter Enforcement	750 50th Ave	6.00	6.00	2.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plz	8.00	1.00	0.00	0.00	0.00	0.00%	12.4%	0.00	0.00%	4.5%
PWA Divisions (Tier 1)		34.00	15.00	3.00	3.00	2.00	13.33%	12.4%	1.00	6.67%	4.5%

Public Works Agency (Continued)

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP PCP	SP %	CW SP	CH PCP	CH %	CW CH
Director and Human Resources Unit	250 Frank Ogawa Plz	3.00	0.00								
PWA Fiscal Services	250 Frank Ogawa Plz	10.00	0.00								
Management Info Systems Unit	250 Frank Ogawa Plz	1.00	0.00								
Infrastructure & Ops Asst Director's	7101 Edgewater Dr	3.00	0.00								
Electrical Services Admin	7101 Edgewater Dr	2.00	0.00								
Electrical Maintenance	7101 Edgewater Dr	10.00	0.00								
Electrical Traffic Maintenance	7101 Edgewater Dr	24.00	0.00								
Electrical Engineering	7101 Edgewater Dr	1.00	0.00								
Electrical Projects	7101 Edgewater Dr	13.00	0.00								
Infrastructure Maint Admin	7101 Edgewater Dr	3.00	0.00								
Storm Drain Maintenance	7101 Edgewater Dr	23.00	0.00								
Sewer System Maintenance	7101 Edgewater Dr	49.00	0.00								
Street & Sidewalk Maintenance	7101 Edgewater Dr	57.00	0.00								
Tree Services	7101 Edgewater Dr	19.18	0.00								
Equipment Services Administration	7101 Edgewater Dr	60.00	0.00								
Facilities & Environ Asst. Director's	7101 Edgewater Dr	5.00	0.00								
Facility Services Admin	250 Frank Ogawa Plz	5.00	0.00								
Civic Center Complex	250 Frank Ogawa Plz	26.89	0.00								
Hall of Justice Complex	250 Frank Ogawa Plz	16.50	0.00								
Plant Operations	250 Frank Ogawa Plz	8.00	0.00								
Roving Custodial	250 Frank Ogawa Plz	37.69	0.00								
Project Design	7101 Edgewater Dr	6.00	0.00								
Parks/Bldg Maint Admin	7101 Edgewater Dr	5.00	0.00								
Landscape Maintenance	7101 Edgewater Dr	79.45	0.00								
Special Services	250 Frank Ogawa Plz	11.00	0.00								
Bldgs Electrical & Plainting	7101 Edgewater Dr	5.00	0.00								
Bldgs Plumbing & Area Maint	7101 Edgewater Dr	12.00	0.00								
Bldgs Structural	7101 Edgewater Dr	9.00	0.00								
SCGA Admin	750 50th Ave	3.00	0.00								
Street Cleaning	750 50th Ave	46.50	0.00								
Graffiti Abatement & Rapid Response	750 50th Ave	12.00	0.00								
Illegal Dumping	750 50th Ave	35.00	0.00								
Environmental Services Admin	250 Frank Ogawa Plz	3.00	0.00								
Env Svcs Environmental Remediation	250 Frank Ogawa Plz	4.00	0.00								
Env Svcs Sustainability	250 Frank Ogawa Plz	1.00	0.00								
Env Svcs Watershed Program	250 Frank Ogawa Plz	2.00	0.00								
Env Svcs Engergy Group	250 Frank Ogawa Plz	3.00	0.00								
PWA Divisions (Non Tier 1 or 2)		614.21	0.00								
Public Works Agency		648.21	15.00	3.00	3.00	2.00	13.33%	12.40%	1.00	6.67%	4.46%

ATTACHMENT C
Qualified Applicants Pool List

Exam Number	List Date	Title	Applicant's	Bilingual
08-AP103-061	October 29 2008	Administrative Analyst I	E C	CH
08-AP103-061	October 29 2008	Administrative Analyst I	A L	CH
08-AP103-061	October 29 2008	Administrative Analyst I	Y L	CH
08-AP103-061	October 29 2008	Administrative Analyst I	X L	CH
08-AP103-061	October 29 2008	Administrative Analyst I	M L	CH
08-AP103-061	October 29 2008	Administrative Analyst I	K M	CH
08-AP103-061	October 29 2008	Administrative Analyst I	F M	CH
08-AP103-061	October 29 2008	Administrative Analyst I	N G	SP
08-AP103-061	October 29 2008	Administrative Analyst I	T M	SP
08-AP103-061	October 29 2008	Administrative Analyst I	E M	SP
08-AP103-061	October 29 2008	Administrative Analyst I	R P	SP
08-AP103-061	October 29 2008	Administrative Analyst I	E R	SP
08-AP103-061	October 29 2008	Administrative Analyst I	L S	SP
08-AP103-061	October 29 2008	Administrative Analyst I	R T	SP
08-AP103-061	October 29 2008	Administrative Analyst I	N T	SP
08-AP103-061	October 29 2008	Administrative Analyst I	S A	
08-AP103-061	October 29 2008	Administrative Analyst I	K A	
08-AP103-061	October 29 2008	Administrative Analyst I	A A	
08-AP103-061	October 29 2008	Administrative Analyst I	A C	
08-AP103-061	October 29 2008	Administrative Analyst I	V C	
08-AP103-061	October 29 2008	Administrative Analyst I	M C	
08-AP103-061	October 29 2008	Administrative Analyst I	C C	
08-AP103-061	October 29 2008	Administrative Analyst I	W C	
08-AP103-061	October 29 2008	Administrative Analyst I	T E	
08-AP103-061	October 29 2008	Administrative Analyst I	G F	
08-AP103-061	October 29 2008	Administrative Analyst I	Y G	
08-AP103-061	October 29 2008	Administrative Analyst I	T G	
08-AP103-061	October 29 2008	Administrative Analyst I	A H	
08-AP103-061	October 29 2008	Administrative Analyst I	H H	

Exam Number	List Date	Title	Applicant's	Bilingual
08-AP103-061	October 29 2008	Administrative Analyst I	L H	
08-AP103-061	October 29 2008	Administrative Analyst I	A H	
08-AP103-061	October 29 2008	Administrative Analyst I	T K	
08-AP103-061	October 29 2008	Administrative Analyst I	H L	
08-AP103-061	October 29 2008	Administrative Analyst I	C M	
08-AP103-061	October 29 2008	Administrative Analyst I	C M	
08-AP103-061	October 29 2008	Administrative Analyst I	P M	
08-AP103-061	October 29 2008	Administrative Analyst I	R N	
08-AP103-061	October 29 2008	Administrative Analyst I	T N	
08-AP103-061	October 29 2008	Administrative Analyst I	P P	
08-AP103-061	October 29 2008	Administrative Analyst I	C P	
08-AP103-061	October 29 2008	Administrative Analyst I	A S	
08-AP103-061	October 29 2008	Administrative Analyst I	J S	
08-AP103-061	October 29 2008	Administrative Analyst I	C S	
08-AP103-061	October 29 2008	Administrative Analyst I	N S	
08-AP103-061	October 29 2008	Administrative Analyst I	A T	
08-AP103-061	October 29 2008	Administrative Analyst I	M W	
08-AP103-061	October 29 2008	Administrative Analyst I	D W	
08-AP103-061	October 29 2008	Administrative Analyst I	P Y	
08-AP106-063	October 29 2008	Administrative Analyst II	M C	CH
08-AP106-063	October 29 2008	Administrative Analyst II	A L	CH
08-AP106-063	October 29 2008	Administrative Analyst II	M L	CH
08-AP106-063	October 29 2008	Administrative Analyst II	K M	CH
08-AP106-063	October 29 2008	Administrative Analyst II	F M	CH
08-AP106-063	October 29 2008	Administrative Analyst II	J W	CH
08-AP106-063	October 29 2008	Administrative Analyst II	A A	SP
08-AP106-063	October 29 2008	Administrative Analyst II	N G	SP
08-AP106-063	October 29 2008	Administrative Analyst II	T M	SP
08-AP106-063	October 29 2008	Administrative Analyst II	R P	SP

Exam Number	List Date	Title	Applicant's	Bilingual
08-AP106-063	October 29 2008	Administrative Analyst II	R T	SP
08-AP106-063	October 29 2008	Administrative Analyst II	S A	
08-AP106-063	October 29 2008	Administrative Analyst II	V C	
08-AP106-063	October 29 2008	Administrative Analyst II	M C	
08-AP106-063	October 29 2008	Administrative Analyst II	C C	
08-AP106-063	October 29 2008	Administrative Analyst II	S C	
08-AP106-063	October 29 2008	Administrative Analyst II	G F	
08-AP106-063	October 29 2008	Administrative Analyst II	H H	
08-AP106-063	October 29 2008	Administrative Analyst II	L H	
08-AP106-063	October 29 2008	Administrative Analyst II	A H	
08-AP106-063	October 29 2008	Administrative Analyst II	T K	
08-AP106-063	October 29 2008	Administrative Analyst II	Y M	
08-AP106-063	October 29 2008	Administrative Analyst II	C M	
08-AP106-063	October 29 2008	Administrative Analyst II	E M	
08-AP106-063	October 29 2008	Administrative Analyst II	T N	
08-AP106-063	October 29 2008	Administrative Analyst II	P P	
08-AP106-063	October 29 2008	Administrative Analyst II	C P	
08-AP106-063	October 29 2008	Administrative Analyst II	N P	
08-AP106-063	October 29 2008	Administrative Analyst II	A S	
08-AP106-063	October 29 2008	Administrative Analyst II	J S	
08-AP106-063	October 29 2008	Administrative Analyst II	C S	
08-AP106-063	October 29 2008	Administrative Analyst II	M W	
08-AP106-063	October 29 2008	Administrative Analyst II	D W	
08-AP106-063	October 29 2008	Administrative Analyst II	N W	
08-EM100-051	July 10 2008	Administrative Services Manager II (FMA)	I A	
08-EM100-051	July 10 2008	Administrative Services Manager II (FMA)	D E	
08-EM100-051	July 10 2008	Administrative Services Manager II (FMA)	A F	
08-EM100-051	July 10 2008	Administrative Services Manager II (FMA)	R H	
08-EM100-051	July 10 2008	Administrative Services Manager II (FMA)	K N	

Exam Number	List Date	Title	Applicant's	Bilingual
08-EM100-051	July 10 2008	Administrative Services Manager II (FMA)	D S	
08-EM100-051	July 10 2008	Administrative Services Manager II (FMA)	R T	
08-EM100-051	July 10 2008	Administrative Services Manager II (FMA)	K W	
08-PS107-095	November 14 2008	Captain of Police	D A	
08-PS107-095	November 14 2008	Captain of Police	A B	
08-PS107-095	November 14 2008	Captain of Police	E J	
08-PS107-095	November 14 2008	Captain of Police	C M	
08-PS107-095	November 14 2008	Captain of Police	K P	
08-PS107-095	November 14 2008	Captain of Police	S W	
08-PS107-095	November 14 2008	Captain of Police	S W	
07-AP406-134	August 06 2008	Case Manager I, PPT (Sel. Cert.)	S L	CH
07-AP406-134	August 06 2008	Case Manager I, PPT (Sel. Cert.)	D L	CH / SP
07-AP406-134	August 06 2008	Case Manager I, PPT (Sel. Cert.)	M B	SP
07-AP406-134	August 06 2008	Case Manager I, PPT (Sel. Cert.)	L H	SP
07-AP406-134	August 06 2008	Case Manager I, PPT (Sel. Cert.)	M F	
07-AP406-134	August 06 2008	Case Manager I, PPT (Sel. Cert.)	J M	
07-AP406-134	August 06 2008	Case Manager I, PPT (Sel. Cert.)	T T	
08-SC125-036	July 10 2008	Construction Inspection Supervisor	H A	SP
08-SC125-036	July 10 2008	Construction Inspection Supervisor	F O	SP
08-SC125-036	July 10 2008	Construction Inspection Supervisor	A R	SP
08-SC125-036	July 10 2008	Construction Inspection Supervisor	F L	
08-SC125-036	July 10 2008	Construction Inspection Supervisor	G P	
08-SC125-036	July 10 2008	Construction Inspection Supervisor	A W	
08-SC125-036	July 10 2008	Construction Inspection Supervisor	L W	
08-PS118-069	October 01 2008	Engineer of Fire (Promotional)	L J	CH
08-PS118-069	October 01 2008	Engineer of Fire (Promotional)	Z D	SP
08-PS118-069	October 01 2008	Engineer of Fire (Promotional)	N R	SP
08-PS118-069	October 01 2008	Engineer of Fire (Promotional)	F B	
08-PS118-069	October 01 2008	Engineer of Fire (Promotional)	R G	

Exam Number	List Date	Title	Applicant's	Bilingual
08-PS118-069	October 01 2008	Engineer of Fire (Promotional)	J N	
08-PS118-069	October 01 2008	Engineer of Fire (Promotional)	B T	
08-PS118-069	October 01 2008	Engineer of Fire (Promotional)	E W	
08-PP123-099	December 05 2008	Family Advocate	B L	CH
08-PP123-099	December 05 2008	Family Advocate	E H	SP
08-PP123-099	December 05 2008	Family Advocate	J L	SP
08-PP123-099	December 05 2008	Family Advocate	J T	SP
08-PP123-099	December 05 2008	Family Advocate	S W	SP
08-PP123-099	December 05 2008	Family Advocate	M B	
08-PP123-099	December 05 2008	Family Advocate	R H	
08-PP123-099	December 05 2008	Family Advocate	I I	
08-PP123-099	December 05 2008	Family Advocate	A N	
08-IS112-001	March 12 2009	Fire Suppression District Inspector	H C	SP
08-IS112-001	March 12 2009	Fire Suppression District Inspector	R L	SP
08-IS112-001	March 12 2009	Fire Suppression District Inspector	D D	
08-IS112-001	March 12 2009	Fire Suppression District Inspector	R H	
08-IS112-001	March 12 2009	Fire Suppression District Inspector	K J	
08-IS112-001	March 12 2009	Fire Suppression District Inspector	E M	
08-IS112-001	March 12 2009	Fire Suppression District Inspector	D M	
08-IS112-001	March 12 2009	Fire Suppression District Inspector	E O	
08-IS112-001	March 12 2009	Fire Suppression District Inspector	A P	
08-IS112-001	March 12 2009	Fire Suppression District Inspector	W R	
08-IS112-001	March 12 2009	Fire Suppression District Inspector	C W	
08-RE-IS112	July 23 2008	Fire Suppression District Inspector (RE-EMPLOYMENT)	D D	
09-AP230-014	April 28 2009	Lifeguard, PT	J C	CH
09-AP230-014	April 28 2009	Lifeguard, PT	Q L	CH
09-AP230-014	April 28 2009	Lifeguard, PT	D B	SP
09-AP230-014	April 28 2009	Lifeguard, PT	S D	SP
09-AP230-014	April 28 2009	Lifeguard, PT	N E	SP

Exam Number	List Date	Title	Applicant's	Bilingual
09-AP230-014	April 28 2009	Lifeguard, PT	M O	SP
09-AP230-014	April 28 2009	Lifeguard, PT	J A	
09-AP230-014	April 28 2009	Lifeguard, PT	C B	
09-AP230-014	April 28 2009	Lifeguard, PT	K C	
09-AP230-014	April 28 2009	Lifeguard, PT	K D	
09-AP230-014	April 28 2009	Lifeguard, PT	T F	
09-AP230-014	April 28 2009	Lifeguard, PT	A G	
09-AP230-014	April 28 2009	Lifeguard, PT	A G	
09-AP230-014	April 28 2009	Lifeguard, PT	N G	
09-AP230-014	April 28 2009	Lifeguard, PT	J J	
09-AP230-014	April 28 2009	Lifeguard, PT	A K	
09-AP230-014	April 28 2009	Lifeguard, PT	A M	
09-AP230-014	April 28 2009	Lifeguard, PT	Z M	
09-AP230-014	April 28 2009	Lifeguard, PT	S P	
09-AP230-014	April 28 2009	Lifeguard, PT	S P	
09-AP230-014	April 28 2009	Lifeguard, PT	A R	
09-AP230-014	April 28 2009	Lifeguard, PT	Z R	
09-AP230-014	April 28 2009	Lifeguard, PT	M S	
09-AP230-014	April 28 2009	Lifeguard, PT	M S	
09-AP230-014	April 28 2009	Lifeguard, PT	F T	
09-AP230-014	April 28 2009	Lifeguard, PT	D T	
09-AP230-014	April 28 2009	Lifeguard, PT	C W	
09-AP230-014	April 28 2009	Lifeguard, PT	I W	
09-AP230-014	April 28 2009	Lifeguard, PT	L Z	
09-AP263-002	April 17 2009	Nurse Case Manager	Y A	
09-AP263-002	April 17 2009	Nurse Case Manager	A F	
09-AP263-002	April 17 2009	Nurse Case Manager	S H	
09-AP263-002	April 17 2009	Nurse Case Manager	E H	
09-AP263-002	April 17 2009	Nurse Case Manager	T N	

Exam Number	List Date	Title	Applicant's	Bilingual
09-AP263-002	April 17 2009	Nurse Case Manager	J R	
08-AP263-077	October 20 2008	Nurse Case Manager	M A	
08-AP263-077	October 20 2008	Nurse Case Manager	M L	
08-AP274-075	October 23 2008	Planner III (Open)	J L	CH
08-AP274-075	October 23 2008	Planner III (Open)	D K	SP
08-AP274-075	October 23 2008	Planner III (Open)	B B	
08-AP274-075	October 23 2008	Planner III (Open)	C F	
08-AP274-075	October 23 2008	Planner III (Open)	C H	
08-AP274-075	October 23 2008	Planner III (Open)	R P	
08-AP274-075	October 23 2008	Planner III (Open)	R P	
08-AP274-075	October 23 2008	Planner III (Open)	B S	
08-AP274-075	October 23 2008	Planner III (Open)	T Y	
08-AP274-076	October 23 2008	Planner III (Restricted)	M H	
08-AP274-076	October 23 2008	Planner III (Restricted)	U J	
08-AP274-076	October 23 2008	Planner III (Restricted)	L K	
08-AP274-076	October 23 2008	Planner III (Restricted)	A P	
08-AP274-076	October 23 2008	Planner III (Restricted)	C Q	
08-AP274-076	October 23 2008	Planner III (Restricted)	D R	
08-AP274-076	October 23 2008	Planner III (Restricted)	A R	
08-AP274-076	October 23 2008	Planner III (Restricted)	D V	
08-PS164-101	February 20 2009	Police Communications Supervisor (Restricted)	F L	SP
08-PS164-101	February 20 2009	Police Communications Supervisor (Restricted)	J H	
08-PS164-101	February 20 2009	Police Communications Supervisor (Restricted)	E O	
08-PS164-101	February 20 2009	Police Communications Supervisor (Restricted)	G P	
08-PS164-101	February 20 2009	Police Communications Supervisor (Restricted)	A S	
08-PS164-101	February 20 2009	Police Communications Supervisor (Restricted)	V V	
08-PS168-114	January 30 2009	Police Officer (Lateral)	S C	
08-PS168-027	November 06 2008	Police Officer (Lateral)	N A	SP
08-PS168-027	November 06 2008	Police Officer (Lateral)	R G	SP

Exam Number	List Date	Title	Applicant's	Bilingual
08-PS168-027	November 06 2008	Police Officer (Lateral)	M M	SP
08-PS168-027	November 06 2008	Police Officer (Lateral)	J R	SP
08-PS168-027	November 06 2008	Police Officer (Lateral)	C A	
08-PS168-027	November 06 2008	Police Officer (Lateral)	B A	
08-PS168-027	November 06 2008	Police Officer (Lateral)	D B	
08-PS168-027	November 06 2008	Police Officer (Lateral)	R C	
08-PS168-027	November 06 2008	Police Officer (Lateral)	A C	
08-PS168-027	November 06 2008	Police Officer (Lateral)	M D	
08-PS168-027	November 06 2008	Police Officer (Lateral)	R D	
08-PS168-027	November 06 2008	Police Officer (Lateral)	J D	
08-PS168-027	November 06 2008	Police Officer (Lateral)	G F	
08-PS168-027	November 06 2008	Police Officer (Lateral)	J H	
08-PS168-027	November 06 2008	Police Officer (Lateral)	A H	
08-PS168-027	November 06 2008	Police Officer (Lateral)	R H	
08-PS168-027	November 06 2008	Police Officer (Lateral)	J J	
08-PS168-027	November 06 2008	Police Officer (Lateral)	J J	
08-PS168-027	November 06 2008	Police Officer (Lateral)	W K	
08-PS168-027	November 06 2008	Police Officer (Lateral)	M K	
08-PS168-027	November 06 2008	Police Officer (Lateral)	D L	
08-PS168-027	November 06 2008	Police Officer (Lateral)	B M	
08-PS168-027	November 06 2008	Police Officer (Lateral)	F M	
08-PS168-027	November 06 2008	Police Officer (Lateral)	N N	
08-PS168-027	November 06 2008	Police Officer (Lateral)	R N	
08-PS168-027	November 06 2008	Police Officer (Lateral)	S O	
08-PS168-027	November 06 2008	Police Officer (Lateral)	A P	
08-PS168-027	November 06 2008	Police Officer (Lateral)	W S	
08-PS168-027	November 06 2008	Police Officer (Lateral)	M S	
08-PS168-027	November 06 2008	Police Officer (Lateral)	K S	
08-PS168-027	November 06 2008	Police Officer (Lateral)	E S	

Exam Number	List Date	Title	Applicant's	Bilingual
08-PS168-027	November 06 2008	Police Officer (Lateral)	B S	
08-PS168-027	November 06 2008	Police Officer (Lateral)	J S	
08-PS168-027	November 06 2008	Police Officer (Lateral)	J S	
08-PS168-027	November 06 2008	Police Officer (Lateral)	A S	
08-PS168-027	November 06 2008	Police Officer (Lateral)	C T	
08-PS168-027	November 06 2008	Police Officer (Lateral)	J T	
08-PS168-027	November 06 2008	Police Officer (Lateral)	J W	
08-PS168-027	November 06 2008	Police Officer (Lateral)	J W	
08-PS168-027	November 06 2008	Police Officer (Lateral)	J W	
08-PS168-027	November 06 2008	Police Officer (Lateral)	S W	
08-PS168-027	November 06 2008	Police Officer (Lateral)	S W	
08-PS168-027	November 06 2008	Police Officer (Lateral)	K W	
09-PS168-001	May 05 2009	Police Officer Lateral	J W	SP
09-PS168-001	May 05 2009	Police Officer Lateral	T B	
09-PS168-001	May 05 2009	Police Officer Lateral	J B	
09-PS168-001	May 05 2009	Police Officer Lateral	D D	
09-PS168-001	May 05 2009	Police Officer Lateral	J H	
09-PS168-001	May 05 2009	Police Officer Lateral	L O	
09-PS168-001	May 05 2009	Police Officer Lateral	K S	
09-PS168-001	May 05 2009	Police Officer Lateral	C T	
09-PS168-001	May 05 2009	Police Officer Lateral	A W	
8-Sep	December 04 2008	Police Officer Trainee	J A	
8-Sep	December 04 2008	Police Officer Trainee	J A	
8-Sep	December 04 2008	Police Officer Trainee	J B	
8-Sep	December 04 2008	Police Officer Trainee	R B	
8-Sep	December 04 2008	Police Officer Trainee	J B	
8-Sep	December 04 2008	Police Officer Trainee	M B	
8-Sep	December 04 2008	Police Officer Trainee	S B	
8-Sep	December 04 2008	Police Officer Trainee	S B	

Exam Number	List Date	Title	Applicant's	Bilingual
8-Sep	December 04 2008	Police Officer Trainee	R B	
8-Sep	December 04 2008	Police Officer Trainee	T B	
8-Sep	December 04 2008	Police Officer Trainee	J B	
8-Sep	December 04 2008	Police Officer Trainee	J B	
8-Sep	December 04 2008	Police Officer Trainee	M C	
8-Sep	December 04 2008	Police Officer Trainee	A C	
8-Sep	December 04 2008	Police Officer Trainee	C C	
8-Sep	December 04 2008	Police Officer Trainee	A C	
8-Sep	December 04 2008	Police Officer Trainee	M C	
8-Sep	December 04 2008	Police Officer Trainee	M C	
8-Sep	December 04 2008	Police Officer Trainee	C C	
8-Sep	December 04 2008	Police Officer Trainee	A C	
8-Sep	December 04 2008	Police Officer Trainee	S C	
8-Sep	December 04 2008	Police Officer Trainee	J D	
8-Sep	December 04 2008	Police Officer Trainee	R D	
8-Sep	December 04 2008	Police Officer Trainee	J D	
8-Sep	December 04 2008	Police Officer Trainee	S D	
8-Sep	December 04 2008	Police Officer Trainee	M D	
8-Sep	December 04 2008	Police Officer Trainee	F E	
8-Sep	December 04 2008	Police Officer Trainee	B E	
8-Sep	December 04 2008	Police Officer Trainee	J F	
8-Sep	December 04 2008	Police Officer Trainee	A F	
8-Sep	December 04 2008	Police Officer Trainee	C F	
8-Sep	December 04 2008	Police Officer Trainee	J F	
8-Sep	December 04 2008	Police Officer Trainee	A G	
8-Sep	December 04 2008	Police Officer Trainee	J G	
8-Sep	December 04 2008	Police Officer Trainee	R H	
8-Sep	December 04 2008	Police Officer Trainee	M H	
8-Sep	December 04 2008	Police Officer Trainee	J H	

Exam Number	List Date	Title	Applicant's	Bilingual
8-Sep	December 04 2008	Police Officer Trainee	D J	
8-Sep	December 04 2008	Police Officer Trainee	J K	
8-Sep	December 04 2008	Police Officer Trainee	S L	
8-Sep	December 04 2008	Police Officer Trainee	C L	
8-Sep	December 04 2008	Police Officer Trainee	J M	
8-Sep	December 04 2008	Police Officer Trainee	J M	
8-Sep	December 04 2008	Police Officer Trainee	D M	
8-Sep	December 04 2008	Police Officer Trainee	J M	
8-Sep	December 04 2008	Police Officer Trainee	J N	
8-Sep	December 04 2008	Police Officer Trainee	D P	
8-Sep	December 04 2008	Police Officer Trainee	S P	
8-Sep	December 04 2008	Police Officer Trainee	S R	
8-Sep	December 04 2008	Police Officer Trainee	J R	
8-Sep	December 04 2008	Police Officer Trainee	M S	
8-Sep	December 04 2008	Police Officer Trainee	J S	
8-Sep	December 04 2008	Police Officer Trainee	O S	
8-Sep	December 04 2008	Police Officer Trainee	K S	
8-Sep	December 04 2008	Police Officer Trainee	M V	
8-Sep	December 04 2008	Police Officer Trainee	R W	
8-Sep	December 04 2008	Police Officer Trainee	J W	
8-Sep	December 04 2008	Police Officer Trainee	D W	
8-Sep	December 04 2008	Police Officer Trainee	J W	
8-Sep	December 04 2008	Police Officer Trainee	K X	
8-Sep	December 04 2008	Police Officer Trainee	E Y	
8-Sep	December 04 2008	Police Officer Trainee	R Z	
APR08M	July 02 2008	Police Officer Trainee	H O	
APR08M	July 02 2008	Police Officer Trainee	E S	
8-May	July 28 2008	Police Officer Trainee	D A	
8-May	July 28 2008	Police Officer Trainee	L A	

Exam Number	List Date	Title	Applicant's	Bilingual
8-May	July 28 2008	Police Officer Trainee	O A	
8-May	July 28 2008	Police Officer Trainee	J A	
8-May	July 28 2008	Police Officer Trainee	R B	
8-May	July 28 2008	Police Officer Trainee	L B	
8-May	July 28 2008	Police Officer Trainee	J B	
8-May	July 28 2008	Police Officer Trainee	P B	
8-May	July 28 2008	Police Officer Trainee	C B	
8-May	July 28 2008	Police Officer Trainee	A B	
8-May	July 28 2008	Police Officer Trainee	S B	
8-May	July 28 2008	Police Officer Trainee	M B	
8-May	July 28 2008	Police Officer Trainee	B B	
8-May	July 28 2008	Police Officer Trainee	B B	
8-May	July 28 2008	Police Officer Trainee	J C	
8-May	July 28 2008	Police Officer Trainee	N C	
8-May	July 28 2008	Police Officer Trainee	J C	
8-May	July 28 2008	Police Officer Trainee	N C	
8-May	July 28 2008	Police Officer Trainee	R D	
8-May	July 28 2008	Police Officer Trainee	A D	
8-May	July 28 2008	Police Officer Trainee	R D	
8-May	July 28 2008	Police Officer Trainee	D D	
8-May	July 28 2008	Police Officer Trainee	B E	
8-May	July 28 2008	Police Officer Trainee	M E	
8-May	July 28 2008	Police Officer Trainee	C F	
8-May	July 28 2008	Police Officer Trainee	C F	
8-May	July 28 2008	Police Officer Trainee	P F	
8-May	July 28 2008	Police Officer Trainee	B F	
8-May	July 28 2008	Police Officer Trainee	C F	
8-May	July 28 2008	Police Officer Trainee	I G	
8-May	July 28 2008	Police Officer Trainee	L G	

Exam Number	List Date	Title	Applicant's	Bilingual
8-May	July 28 2008	Police Officer Trainee	B G	
8-May	July 28 2008	Police Officer Trainee	F G	
8-May	July 28 2008	Police Officer Trainee	L H	
8-May	July 28 2008	Police Officer Trainee	J H	
8-May	July 28 2008	Police Officer Trainee	B H	
8-May	July 28 2008	Police Officer Trainee	J H	
8-May	July 28 2008	Police Officer Trainee	A H	
8-May	July 28 2008	Police Officer Trainee	D H	
8-May	July 28 2008	Police Officer Trainee	S I	
8-May	July 28 2008	Police Officer Trainee	C J	
8-May	July 28 2008	Police Officer Trainee	C J	
8-May	July 28 2008	Police Officer Trainee	K J	
8-May	July 28 2008	Police Officer Trainee	P K	
8-May	July 28 2008	Police Officer Trainee	B K	
8-May	July 28 2008	Police Officer Trainee	O L	
8-May	July 28 2008	Police Officer Trainee	J L	
8-May	July 28 2008	Police Officer Trainee	P L	
8-May	July 28 2008	Police Officer Trainee	E L	
8-May	July 28 2008	Police Officer Trainee	J L	
8-May	July 28 2008	Police Officer Trainee	I L	
8-May	July 28 2008	Police Officer Trainee	A M	
8-May	July 28 2008	Police Officer Trainee	M M	
8-May	July 28 2008	Police Officer Trainee	K M	
8-May	July 28 2008	Police Officer Trainee	T M	
8-May	July 28 2008	Police Officer Trainee	T M	
8-May	July 28 2008	Police Officer Trainee	P M	
8-May	July 28 2008	Police Officer Trainee	J M	
8-May	July 28 2008	Police Officer Trainee	J M	
8-May	July 28 2008	Police Officer Trainee	M M	

Exam Number	List Date	Title	Applicant's	Bilingual
8-May	July 28 2008	Police Officer Trainee	M M	
8-May	July 28 2008	Police Officer Trainee	L N	
8-May	July 28 2008	Police Officer Trainee	H N	
8-May	July 28 2008	Police Officer Trainee	B P	
8-May	July 28 2008	Police Officer Trainee	G P	
8-May	July 28 2008	Police Officer Trainee	J P	
8-May	July 28 2008	Police Officer Trainee	S P	
8-May	July 28 2008	Police Officer Trainee	E P	
8-May	July 28 2008	Police Officer Trainee	K P	
8-May	July 28 2008	Police Officer Trainee	K P	
8-May	July 28 2008	Police Officer Trainee	L P	
8-May	July 28 2008	Police Officer Trainee	M R	
8-May	July 28 2008	Police Officer Trainee	E R	
8-May	July 28 2008	Police Officer Trainee	J R	
8-May	July 28 2008	Police Officer Trainee	H R	
8-May	July 28 2008	Police Officer Trainee	J R	
8-May	July 28 2008	Police Officer Trainee	R R	
8-May	July 28 2008	Police Officer Trainee	A S	
8-May	July 28 2008	Police Officer Trainee	S S	
8-May	July 28 2008	Police Officer Trainee	T S	
8-May	July 28 2008	Police Officer Trainee	N S	
8-May	July 28 2008	Police Officer Trainee	A S	
8-May	July 28 2008	Police Officer Trainee	V S	
8-May	July 28 2008	Police Officer Trainee	T S	
8-May	July 28 2008	Police Officer Trainee	G S	
8-May	July 28 2008	Police Officer Trainee	K S	
8-May	July 28 2008	Police Officer Trainee	G S	
8-May	July 28 2008	Police Officer Trainee	T S	
8-May	July 28 2008	Police Officer Trainee	M S	

Exam Number	List Date	Title	Applicant's	Bilingual
8-May	July 28 2008	Police Officer Trainee	E T	
8-May	July 28 2008	Police Officer Trainee	J T	
8-May	July 28 2008	Police Officer Trainee	D T	
8-May	July 28 2008	Police Officer Trainee	S U	
8-May	July 28 2008	Police Officer Trainee	C V	
8-May	July 28 2008	Police Officer Trainee	A V	
8-May	July 28 2008	Police Officer Trainee	M V	
8-May	July 28 2008	Police Officer Trainee	D W	
8-May	July 28 2008	Police Officer Trainee	J W	
8-May	July 28 2008	Police Officer Trainee	B W	
8-May	July 28 2008	Police Officer Trainee	C W	
8-Aug	November 19 2008	Police Officer Trainee	C A	
8-Aug	November 19 2008	Police Officer Trainee	M A	
8-Aug	November 19 2008	Police Officer Trainee	N A	
8-Aug	November 19 2008	Police Officer Trainee	A B	
8-Aug	November 19 2008	Police Officer Trainee	J B	
8-Aug	November 19 2008	Police Officer Trainee	T B	
8-Aug	November 19 2008	Police Officer Trainee	J B	
8-Aug	November 19 2008	Police Officer Trainee	T B	
8-Aug	November 19 2008	Police Officer Trainee	D B	
8-Aug	November 19 2008	Police Officer Trainee	M B	
8-Aug	November 19 2008	Police Officer Trainee	S C	
8-Aug	November 19 2008	Police Officer Trainee	J C	
8-Aug	November 19 2008	Police Officer Trainee	I C	
8-Aug	November 19 2008	Police Officer Trainee	M C	
8-Aug	November 19 2008	Police Officer Trainee	E C	
8-Aug	November 19 2008	Police Officer Trainee	J C	
8-Aug	November 19 2008	Police Officer Trainee	J C	
8-Aug	November 19 2008	Police Officer Trainee	J C	

Exam Number	List Date	Title	Applicant's	Bilingual
8-Aug	November 19 2008	Police Officer Trainee	E D	
8-Aug	November 19 2008	Police Officer Trainee	J D	
8-Aug	November 19 2008	Police Officer Trainee	J D	
8-Aug	November 19 2008	Police Officer Trainee	C D	
8-Aug	November 19 2008	Police Officer Trainee	D D	
8-Aug	November 19 2008	Police Officer Trainee	E D	
8-Aug	November 19 2008	Police Officer Trainee	B D	
8-Aug	November 19 2008	Police Officer Trainee	M E	
8-Aug	November 19 2008	Police Officer Trainee	H F	
8-Aug	November 19 2008	Police Officer Trainee	A F	
8-Aug	November 19 2008	Police Officer Trainee	J F	
8-Aug	November 19 2008	Police Officer Trainee	B F	
8-Aug	November 19 2008	Police Officer Trainee	S F	
8-Aug	November 19 2008	Police Officer Trainee	K F	
8-Aug	November 19 2008	Police Officer Trainee	M F	
8-Aug	November 19 2008	Police Officer Trainee	S G	
8-Aug	November 19 2008	Police Officer Trainee	C G	
8-Aug	November 19 2008	Police Officer Trainee	G G	
8-Aug	November 19 2008	Police Officer Trainee	M G	
8-Aug	November 19 2008	Police Officer Trainee	M G	
8-Aug	November 19 2008	Police Officer Trainee	S G	
8-Aug	November 19 2008	Police Officer Trainee	F G	
8-Aug	November 19 2008	Police Officer Trainee	K G	
8-Aug	November 19 2008	Police Officer Trainee	M H	
8-Aug	November 19 2008	Police Officer Trainee	R H	
8-Aug	November 19 2008	Police Officer Trainee	C H	
8-Aug	November 19 2008	Police Officer Trainee	S H	
8-Aug	November 19 2008	Police Officer Trainee	I H	
8-Aug	November 19 2008	Police Officer Trainee	E H	

Exam Number	List Date	Title	Applicant's	Bilingual
8-Aug	November 19 2008	Police Officer Trainee	A H	
8-Aug	November 19 2008	Police Officer Trainee	B H	
8-Aug	November 19 2008	Police Officer Trainee	B H	
8-Aug	November 19 2008	Police Officer Trainee	J H	
8-Aug	November 19 2008	Police Officer Trainee	S H	
8-Aug	November 19 2008	Police Officer Trainee	M I	
8-Aug	November 19 2008	Police Officer Trainee	D J	
8-Aug	November 19 2008	Police Officer Trainee	W K	
8-Aug	November 19 2008	Police Officer Trainee	M K	
8-Aug	November 19 2008	Police Officer Trainee	C K	
8-Aug	November 19 2008	Police Officer Trainee	J K	
8-Aug	November 19 2008	Police Officer Trainee	A L	
8-Aug	November 19 2008	Police Officer Trainee	R L	
8-Aug	November 19 2008	Police Officer Trainee	R L	
8-Aug	November 19 2008	Police Officer Trainee	L L	
8-Aug	November 19 2008	Police Officer Trainee	A L	
8-Aug	November 19 2008	Police Officer Trainee	S L	
8-Aug	November 19 2008	Police Officer Trainee	D L	
8-Aug	November 19 2008	Police Officer Trainee	N L	
8-Aug	November 19 2008	Police Officer Trainee	R L	
8-Aug	November 19 2008	Police Officer Trainee	M M	
8-Aug	November 19 2008	Police Officer Trainee	D M	
8-Aug	November 19 2008	Police Officer Trainee	M M	
8-Aug	November 19 2008	Police Officer Trainee	D M	
8-Aug	November 19 2008	Police Officer Trainee	K M	
8-Aug	November 19 2008	Police Officer Trainee	B M	
8-Aug	November 19 2008	Police Officer Trainee	T M	
8-Aug	November 19 2008	Police Officer Trainee	C M	
8-Aug	November 19 2008	Police Officer Trainee	M M	

Exam Number	List Date	Title	Applicant's	Bilingual
8-Aug	November 19 2008	Police Officer Trainee	R M	
8-Aug	November 19 2008	Police Officer Trainee	A M	
8-Aug	November 19 2008	Police Officer Trainee	L M	
8-Aug	November 19 2008	Police Officer Trainee	C N	
8-Aug	November 19 2008	Police Officer Trainee	J N	
8-Aug	November 19 2008	Police Officer Trainee	V O	
8-Aug	November 19 2008	Police Officer Trainee	M O	
8-Aug	November 19 2008	Police Officer Trainee	J P	
8-Aug	November 19 2008	Police Officer Trainee	A P	
8-Aug	November 19 2008	Police Officer Trainee	J P	
8-Aug	November 19 2008	Police Officer Trainee	Z P	
8-Aug	November 19 2008	Police Officer Trainee	A P	
8-Aug	November 19 2008	Police Officer Trainee	G P	
8-Aug	November 19 2008	Police Officer Trainee	R R	
8-Aug	November 19 2008	Police Officer Trainee	M R	
8-Aug	November 19 2008	Police Officer Trainee	A R	
8-Aug	November 19 2008	Police Officer Trainee	B R	
8-Aug	November 19 2008	Police Officer Trainee	J R	
8-Aug	November 19 2008	Police Officer Trainee	R R	
8-Aug	November 19 2008	Police Officer Trainee	A S	
8-Aug	November 19 2008	Police Officer Trainee	J S	
8-Aug	November 19 2008	Police Officer Trainee	W S	
8-Aug	November 19 2008	Police Officer Trainee	D S	
8-Aug	November 19 2008	Police Officer Trainee	D S	
8-Aug	November 19 2008	Police Officer Trainee	M S	
8-Aug	November 19 2008	Police Officer Trainee	B S	
8-Aug	November 19 2008	Police Officer Trainee	S S	
8-Aug	November 19 2008	Police Officer Trainee	J S	
8-Aug	November 19 2008	Police Officer Trainee	D S	

Exam Number	List Date	Title	Applicant's	Bilingual
8-Aug	November 19 2008	Police Officer Trainee	N S	
8-Aug	November 19 2008	Police Officer Trainee	K S	
8-Aug	November 19 2008	Police Officer Trainee	S S	
8-Aug	November 19 2008	Police Officer Trainee	P T	
8-Aug	November 19 2008	Police Officer Trainee	R T	
8-Aug	November 19 2008	Police Officer Trainee	V T	
8-Aug	November 19 2008	Police Officer Trainee	S T	
8-Aug	November 19 2008	Police Officer Trainee	T V	
8-Aug	November 19 2008	Police Officer Trainee	J V	
8-Aug	November 19 2008	Police Officer Trainee	E V	
8-Aug	November 19 2008	Police Officer Trainee	G W	
8-Aug	November 19 2008	Police Officer Trainee	D W	
8-Aug	November 19 2008	Police Officer Trainee	J W	
8-Aug	November 19 2008	Police Officer Trainee	M W	
8-Aug	November 19 2008	Police Officer Trainee	A W	
8-Aug	November 19 2008	Police Officer Trainee	C W	
8-Aug	November 19 2008	Police Officer Trainee	J W	
8-Aug	November 19 2008	Police Officer Trainee	K W	
8-Aug	November 19 2008	Police Officer Trainee	D W	
8-Aug	November 19 2008	Police Officer Trainee	T W	
8-Aug	November 19 2008	Police Officer Trainee	H W	
8-Aug	November 19 2008	Police Officer Trainee	A Z	
8-Jul	October 28 2008	Police Officer Trainee	B A	
8-Jul	October 28 2008	Police Officer Trainee	M A	
8-Jul	October 28 2008	Police Officer Trainee	J A	
8-Jul	October 28 2008	Police Officer Trainee	E A	
8-Jul	October 28 2008	Police Officer Trainee	D A	
8-Jul	October 28 2008	Police Officer Trainee	T A	
8-Jul	October 28 2008	Police Officer Trainee	D A	

Exam Number	List Date	Title	Applicant's	Bilingual
8-Jul	October 28 2008	Police Officer Trainee	A A	
8-Jul	October 28 2008	Police Officer Trainee	L B	
8-Jul	October 28 2008	Police Officer Trainee	J B	
8-Jul	October 28 2008	Police Officer Trainee	G B	
8-Jul	October 28 2008	Police Officer Trainee	C B	
8-Jul	October 28 2008	Police Officer Trainee	A B	
8-Jul	October 28 2008	Police Officer Trainee	D B	
8-Jul	October 28 2008	Police Officer Trainee	R B	
8-Jul	October 28 2008	Police Officer Trainee	J B	
8-Jul	October 28 2008	Police Officer Trainee	H B	
8-Jul	October 28 2008	Police Officer Trainee	J C	
8-Jul	October 28 2008	Police Officer Trainee	A C	
8-Jul	October 28 2008	Police Officer Trainee	P C	
8-Jul	October 28 2008	Police Officer Trainee	D C	
8-Jul	October 28 2008	Police Officer Trainee	C C	
8-Jul	October 28 2008	Police Officer Trainee	T C	
8-Jul	October 28 2008	Police Officer Trainee	J C	
8-Jul	October 28 2008	Police Officer Trainee	B C	
8-Jul	October 28 2008	Police Officer Trainee	A D	
8-Jul	October 28 2008	Police Officer Trainee	L D	
8-Jul	October 28 2008	Police Officer Trainee	N D	
8-Jul	October 28 2008	Police Officer Trainee	A D	
8-Jul	October 28 2008	Police Officer Trainee	R E	
8-Jul	October 28 2008	Police Officer Trainee	A F	
8-Jul	October 28 2008	Police Officer Trainee	D F	
8-Jul	October 28 2008	Police Officer Trainee	P F	
8-Jul	October 28 2008	Police Officer Trainee	J F	
8-Jul	October 28 2008	Police Officer Trainee	J F	
8-Jul	October 28 2008	Police Officer Trainee	M F	

Exam Number	List Date	Title	Applicant's	Bilingual
8-Jul	October 28 2008	Police Officer Trainee	K F	
8-Jul	October 28 2008	Police Officer Trainee	R G	
8-Jul	October 28 2008	Police Officer Trainee	M G	
8-Jul	October 28 2008	Police Officer Trainee	J G	
8-Jul	October 28 2008	Police Officer Trainee	J G	
8-Jul	October 28 2008	Police Officer Trainee	W G	
8-Jul	October 28 2008	Police Officer Trainee	D G	
8-Jul	October 28 2008	Police Officer Trainee	D H	
8-Jul	October 28 2008	Police Officer Trainee	R H	
8-Jul	October 28 2008	Police Officer Trainee	S K	
8-Jul	October 28 2008	Police Officer Trainee	B K	
8-Jul	October 28 2008	Police Officer Trainee	A K	
8-Jul	October 28 2008	Police Officer Trainee	M K	
8-Jul	October 28 2008	Police Officer Trainee	N L	
8-Jul	October 28 2008	Police Officer Trainee	J L	
8-Jul	October 28 2008	Police Officer Trainee	J L	
8-Jul	October 28 2008	Police Officer Trainee	R L	
8-Jul	October 28 2008	Police Officer Trainee	N M	
8-Jul	October 28 2008	Police Officer Trainee	P M	
8-Jul	October 28 2008	Police Officer Trainee	R M	
8-Jul	October 28 2008	Police Officer Trainee	R M	
8-Jul	October 28 2008	Police Officer Trainee	P M	
8-Jul	October 28 2008	Police Officer Trainee	J M	
8-Jul	October 28 2008	Police Officer Trainee	A M	
8-Jul	October 28 2008	Police Officer Trainee	N M	
8-Jul	October 28 2008	Police Officer Trainee	J M	
8-Jul	October 28 2008	Police Officer Trainee	H N	
8-Jul	October 28 2008	Police Officer Trainee	T N	
8-Jul	October 28 2008	Police Officer Trainee	A N	

Exam Number	List Date	Title	Applicant's	Bilingual
8-Jul	October 28 2008	Police Officer Trainee	J O	
8-Jul	October 28 2008	Police Officer Trainee	C O	
8-Jul	October 28 2008	Police Officer Trainee	K O	
8-Jul	October 28 2008	Police Officer Trainee	G P	
8-Jul	October 28 2008	Police Officer Trainee	A P	
8-Jul	October 28 2008	Police Officer Trainee	J P	
8-Jul	October 28 2008	Police Officer Trainee	J P	
8-Jul	October 28 2008	Police Officer Trainee	J P	
8-Jul	October 28 2008	Police Officer Trainee	R P	
8-Jul	October 28 2008	Police Officer Trainee	B Q	
8-Jul	October 28 2008	Police Officer Trainee	J R	
8-Jul	October 28 2008	Police Officer Trainee	J R	
8-Jul	October 28 2008	Police Officer Trainee	J R	
8-Jul	October 28 2008	Police Officer Trainee	S R	
8-Jul	October 28 2008	Police Officer Trainee	J R	
8-Jul	October 28 2008	Police Officer Trainee	D R	
8-Jul	October 28 2008	Police Officer Trainee	A R	
8-Jul	October 28 2008	Police Officer Trainee	F R	
8-Jul	October 28 2008	Police Officer Trainee	J S	
8-Jul	October 28 2008	Police Officer Trainee	E S	
8-Jul	October 28 2008	Police Officer Trainee	J S	
8-Jul	October 28 2008	Police Officer Trainee	D S	
8-Jul	October 28 2008	Police Officer Trainee	C S	
8-Jul	October 28 2008	Police Officer Trainee	M S	
8-Jul	October 28 2008	Police Officer Trainee	A S	
8-Jul	October 28 2008	Police Officer Trainee	D S	
8-Jul	October 28 2008	Police Officer Trainee	J T	
8-Jul	October 28 2008	Police Officer Trainee	B T	
8-Jul	October 28 2008	Police Officer Trainee	J T	

Exam Number	List Date	Title	Applicant's	Bilingual
8-Jul	October 28 2008	Police Officer Trainee	A T	
8-Jul	October 28 2008	Police Officer Trainee	I V	
8-Jul	October 28 2008	Police Officer Trainee	R W	
8-Jul	October 28 2008	Police Officer Trainee	K W	
8-Jul	October 28 2008	Police Officer Trainee	J W	
8-Jul	October 28 2008	Police Officer Trainee	N W	
8-Jul	October 28 2008	Police Officer Trainee	R W	
8-Jul	October 28 2008	Police Officer Trainee	A W	
8-Jul	October 28 2008	Police Officer Trainee	O W	
8-Jun	September 11 2008	Police Officer Trainee	N A	
8-Jun	September 11 2008	Police Officer Trainee	R A	
8-Jun	September 11 2008	Police Officer Trainee	C A	
8-Jun	September 11 2008	Police Officer Trainee	F A	
8-Jun	September 11 2008	Police Officer Trainee	M A	
8-Jun	September 11 2008	Police Officer Trainee	T B	
8-Jun	September 11 2008	Police Officer Trainee	R B	
8-Jun	September 11 2008	Police Officer Trainee	W B	
8-Jun	September 11 2008	Police Officer Trainee	S B	
8-Jun	September 11 2008	Police Officer Trainee	R B	
8-Jun	September 11 2008	Police Officer Trainee	S B	
8-Jun	September 11 2008	Police Officer Trainee	S B	
8-Jun	September 11 2008	Police Officer Trainee	R B	
8-Jun	September 11 2008	Police Officer Trainee	F B	
8-Jun	September 11 2008	Police Officer Trainee	G B	
8-Jun	September 11 2008	Police Officer Trainee	C B	
8-Jun	September 11 2008	Police Officer Trainee	J B	
8-Jun	September 11 2008	Police Officer Trainee	J B	
8-Jun	September 11 2008	Police Officer Trainee	D C	
8-Jun	September 11 2008	Police Officer Trainee	N C	

Exam Number	List Date	Title	Applicant's	Bilingual
8-Jun	September 11 2008	Police Officer Trainee	C C	
8-Jun	September 11 2008	Police Officer Trainee	L C	
8-Jun	September 11 2008	Police Officer Trainee	J C	
8-Jun	September 11 2008	Police Officer Trainee	T C	
8-Jun	September 11 2008	Police Officer Trainee	A C	
8-Jun	September 11 2008	Police Officer Trainee	J C	
8-Jun	September 11 2008	Police Officer Trainee	B C	
8-Jun	September 11 2008	Police Officer Trainee	M C	
8-Jun	September 11 2008	Police Officer Trainee	G C	
8-Jun	September 11 2008	Police Officer Trainee	C C	
8-Jun	September 11 2008	Police Officer Trainee	R C	
8-Jun	September 11 2008	Police Officer Trainee	J C	
8-Jun	September 11 2008	Police Officer Trainee	J C	
8-Jun	September 11 2008	Police Officer Trainee	R C	
8-Jun	September 11 2008	Police Officer Trainee	A C	
8-Jun	September 11 2008	Police Officer Trainee	A D	
8-Jun	September 11 2008	Police Officer Trainee	E D	
8-Jun	September 11 2008	Police Officer Trainee	D D	
8-Jun	September 11 2008	Police Officer Trainee	B D	
8-Jun	September 11 2008	Police Officer Trainee	J D	
8-Jun	September 11 2008	Police Officer Trainee	T D	
8-Jun	September 11 2008	Police Officer Trainee	A D	
8-Jun	September 11 2008	Police Officer Trainee	L D	
8-Jun	September 11 2008	Police Officer Trainee	J E	
8-Jun	September 11 2008	Police Officer Trainee	E E	
8-Jun	September 11 2008	Police Officer Trainee	M F	
8-Jun	September 11 2008	Police Officer Trainee	C F	
8-Jun	September 11 2008	Police Officer Trainee	J F	
8-Jun	September 11 2008	Police Officer Trainee	A F	

Exam Number	List Date	Title	Applicant's	Bilingual
8-Jun	September 11 2008	Police Officer Trainee	D F	
8-Jun	September 11 2008	Police Officer Trainee	R F	
8-Jun	September 11 2008	Police Officer Trainee	J F	
8-Jun	September 11 2008	Police Officer Trainee	C F	
8-Jun	September 11 2008	Police Officer Trainee	D F	
8-Jun	September 11 2008	Police Officer Trainee	A F	
8-Jun	September 11 2008	Police Officer Trainee	G F	
8-Jun	September 11 2008	Police Officer Trainee	G F	
8-Jun	September 11 2008	Police Officer Trainee	J G	
8-Jun	September 11 2008	Police Officer Trainee	G G	
8-Jun	September 11 2008	Police Officer Trainee	C G	
8-Jun	September 11 2008	Police Officer Trainee	L G	
8-Jun	September 11 2008	Police Officer Trainee	P G	
8-Jun	September 11 2008	Police Officer Trainee	R G	
8-Jun	September 11 2008	Police Officer Trainee	C G	
8-Jun	September 11 2008	Police Officer Trainee	D G	
8-Jun	September 11 2008	Police Officer Trainee	R G	
8-Jun	September 11 2008	Police Officer Trainee	C G	
8-Jun	September 11 2008	Police Officer Trainee	J G	
8-Jun	September 11 2008	Police Officer Trainee	A H	
8-Jun	September 11 2008	Police Officer Trainee	D H	
8-Jun	September 11 2008	Police Officer Trainee	X H	
8-Jun	September 11 2008	Police Officer Trainee	C H	
8-Jun	September 11 2008	Police Officer Trainee	B H	
8-Jun	September 11 2008	Police Officer Trainee	M H	
8-Jun	September 11 2008	Police Officer Trainee	D H	
8-Jun	September 11 2008	Police Officer Trainee	H H	
8-Jun	September 11 2008	Police Officer Trainee	M H	
8-Jun	September 11 2008	Police Officer Trainee	B H	

Exam Number	List Date	Title	Applicant's	Bilingual
8-Jun	September 11 2008	Police Officer Trainee	T H	
8-Jun	September 11 2008	Police Officer Trainee	A H	
8-Jun	September 11 2008	Police Officer Trainee	M H	
8-Jun	September 11 2008	Police Officer Trainee	S H	
8-Jun	September 11 2008	Police Officer Trainee	D J	
8-Jun	September 11 2008	Police Officer Trainee	M J	
8-Jun	September 11 2008	Police Officer Trainee	J J	
8-Jun	September 11 2008	Police Officer Trainee	P J	
8-Jun	September 11 2008	Police Officer Trainee	L K	
8-Jun	September 11 2008	Police Officer Trainee	A K	
8-Jun	September 11 2008	Police Officer Trainee	K K	
8-Jun	September 11 2008	Police Officer Trainee	N K	
8-Jun	September 11 2008	Police Officer Trainee	B K	
8-Jun	September 11 2008	Police Officer Trainee	J K	
8-Jun	September 11 2008	Police Officer Trainee	J K	
8-Jun	September 11 2008	Police Officer Trainee	J K	
8-Jun	September 11 2008	Police Officer Trainee	P K	
8-Jun	September 11 2008	Police Officer Trainee	A K	
8-Jun	September 11 2008	Police Officer Trainee	J L	
8-Jun	September 11 2008	Police Officer Trainee	A L	
8-Jun	September 11 2008	Police Officer Trainee	E L	
8-Jun	September 11 2008	Police Officer Trainee	D L	
8-Jun	September 11 2008	Police Officer Trainee	K L	
8-Jun	September 11 2008	Police Officer Trainee	B L	
8-Jun	September 11 2008	Police Officer Trainee	J L	
8-Jun	September 11 2008	Police Officer Trainee	J L	
8-Jun	September 11 2008	Police Officer Trainee	S L	
8-Jun	September 11 2008	Police Officer Trainee	E L	
8-Jun	September 11 2008	Police Officer Trainee	E M	

Exam Number	List Date	Title	Applicant's	Bilingual
8-Jun	September 11 2008	Police Officer Trainee	M M	
8-Jun	September 11 2008	Police Officer Trainee	J M	
8-Jun	September 11 2008	Police Officer Trainee	J M	
8-Jun	September 11 2008	Police Officer Trainee	R M	
8-Jun	September 11 2008	Police Officer Trainee	T M	
8-Jun	September 11 2008	Police Officer Trainee	E M	
8-Jun	September 11 2008	Police Officer Trainee	D M	
8-Jun	September 11 2008	Police Officer Trainee	B M	
8-Jun	September 11 2008	Police Officer Trainee	T M	
8-Jun	September 11 2008	Police Officer Trainee	H M	
8-Jun	September 11 2008	Police Officer Trainee	M M	
8-Jun	September 11 2008	Police Officer Trainee	R M	
8-Jun	September 11 2008	Police Officer Trainee	J N	
8-Jun	September 11 2008	Police Officer Trainee	C N	
8-Jun	September 11 2008	Police Officer Trainee	F N	
8-Jun	September 11 2008	Police Officer Trainee	M N	
8-Jun	September 11 2008	Police Officer Trainee	R N	
8-Jun	September 11 2008	Police Officer Trainee	T N	
8-Jun	September 11 2008	Police Officer Trainee	A N	
8-Jun	September 11 2008	Police Officer Trainee	M O	
8-Jun	September 11 2008	Police Officer Trainee	A P	
8-Jun	September 11 2008	Police Officer Trainee	G P	
8-Jun	September 11 2008	Police Officer Trainee	L P	
8-Jun	September 11 2008	Police Officer Trainee	D P	
8-Jun	September 11 2008	Police Officer Trainee	S P	
8-Jun	September 11 2008	Police Officer Trainee	B P	
8-Jun	September 11 2008	Police Officer Trainee	J P	
8-Jun	September 11 2008	Police Officer Trainee	M P	
8-Jun	September 11 2008	Police Officer Trainee	K P	

Exam Number	List Date	Title	Applicant's	Bilingual
8-Jun	September 11 2008	Police Officer Trainee	A R	
8-Jun	September 11 2008	Police Officer Trainee	H R	
8-Jun	September 11 2008	Police Officer Trainee	S R	
8-Jun	September 11 2008	Police Officer Trainee	S R	
8-Jun	September 11 2008	Police Officer Trainee	A R	
8-Jun	September 11 2008	Police Officer Trainee	R R	
8-Jun	September 11 2008	Police Officer Trainee	A R	
8-Jun	September 11 2008	Police Officer Trainee	A R	
8-Jun	September 11 2008	Police Officer Trainee	D R	
8-Jun	September 11 2008	Police Officer Trainee	P S	
8-Jun	September 11 2008	Police Officer Trainee	I S	
8-Jun	September 11 2008	Police Officer Trainee	E S	
8-Jun	September 11 2008	Police Officer Trainee	E S	
8-Jun	September 11 2008	Police Officer Trainee	T S	
8-Jun	September 11 2008	Police Officer Trainee	J S	
8-Jun	September 11 2008	Police Officer Trainee	S S	
8-Jun	September 11 2008	Police Officer Trainee	M S	
8-Jun	September 11 2008	Police Officer Trainee	H S	
8-Jun	September 11 2008	Police Officer Trainee	S S	
8-Jun	September 11 2008	Police Officer Trainee	D S	
8-Jun	September 11 2008	Police Officer Trainee	R S	
8-Jun	September 11 2008	Police Officer Trainee	B S	
8-Jun	September 11 2008	Police Officer Trainee	J S	
8-Jun	September 11 2008	Police Officer Trainee	D S	
8-Jun	September 11 2008	Police Officer Trainee	D S	
8-Jun	September 11 2008	Police Officer Trainee	M S	
8-Jun	September 11 2008	Police Officer Trainee	T S	
8-Jun	September 11 2008	Police Officer Trainee	R S	
8-Jun	September 11 2008	Police Officer Trainee	G S	

Exam Number	List Date	Title	Applicant's	Bilingual
8-Jun	September 11 2008	Police Officer Trainee	K S	
8-Jun	September 11 2008	Police Officer Trainee	E T	
8-Jun	September 11 2008	Police Officer Trainee	D T	
8-Jun	September 11 2008	Police Officer Trainee	B T	
8-Jun	September 11 2008	Police Officer Trainee	J T	
8-Jun	September 11 2008	Police Officer Trainee	R T	
8-Jun	September 11 2008	Police Officer Trainee	E T	
8-Jun	September 11 2008	Police Officer Trainee	E T	
8-Jun	September 11 2008	Police Officer Trainee	D U	
8-Jun	September 11 2008	Police Officer Trainee	J U	
8-Jun	September 11 2008	Police Officer Trainee	J V	
8-Jun	September 11 2008	Police Officer Trainee	R V	
8-Jun	September 11 2008	Police Officer Trainee	O V	
8-Jun	September 11 2008	Police Officer Trainee	M V	
8-Jun	September 11 2008	Police Officer Trainee	V V	
8-Jun	September 11 2008	Police Officer Trainee	J V	
8-Jun	September 11 2008	Police Officer Trainee	N V	
8-Jun	September 11 2008	Police Officer Trainee	S W	
8-Jun	September 11 2008	Police Officer Trainee	C W	
8-Jun	September 11 2008	Police Officer Trainee	J W	
8-Jun	September 11 2008	Police Officer Trainee	D W	
8-Jun	September 11 2008	Police Officer Trainee	M W	
8-Jun	September 11 2008	Police Officer Trainee	F W	
8-Jun	September 11 2008	Police Officer Trainee	J W	
8-Jun	September 11 2008	Police Officer Trainee	A W	
8-Jun	September 11 2008	Police Officer Trainee	K Y	
8-Jun	September 11 2008	Police Officer Trainee	M Y	
8-Jun	September 11 2008	Police Officer Trainee	L Z	
8-Jun	September 11 2008	Police Officer Trainee	O Z	

Exam Number	List Date	Title	Applicant's	Bilingual
JUL08E	August 07 2008	Police Officer Trainee (Expedited)	J B	
JUL08E	August 07 2008	Police Officer Trainee (Expedited)	S C	
JUL08E	August 07 2008	Police Officer Trainee (Expedited)	T D	
JUL08E	August 07 2008	Police Officer Trainee (Expedited)	F D	
JUL08E	August 07 2008	Police Officer Trainee (Expedited)	S D	
JUL08E	August 07 2008	Police Officer Trainee (Expedited)	D L	
JUL08E	August 07 2008	Police Officer Trainee (Expedited)	J M	
JUL08E	August 07 2008	Police Officer Trainee (Expedited)	M N	
JUL08E	August 07 2008	Police Officer Trainee (Expedited)	N P	
JUL08E	August 07 2008	Police Officer Trainee (Expedited)	M R	
JUL08E	August 07 2008	Police Officer Trainee (Expedited)	R Z	
JUN08E	July 02 2008	Police Officer Trainee (Expedited)	T M	
JUN08E	July 02 2008	Police Officer Trainee (Expedited)	D P	
JUN08E	July 02 2008	Police Officer Trainee (Expedited)	D V	
AUG08E	September 22 2008	Police Officer Trainee (Expedited)	T A	
AUG08E	September 22 2008	Police Officer Trainee (Expedited)	K B	
AUG08E	September 22 2008	Police Officer Trainee (Expedited)	P D	
AUG08E	September 22 2008	Police Officer Trainee (Expedited)	R G	
AUG08E	September 22 2008	Police Officer Trainee (Expedited)	J S	
AUG08E	September 22 2008	Police Officer Trainee (Expedited)	G W	
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	M A	
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	M B	
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	S B	
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	N D	
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	M D	
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	M F	
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	J F	
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	J G	
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	B H	

Exam Number	List Date	Title	Applicant's	Bilingual
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	D J	
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	S J	
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	J J	
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	K K	
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	J L	
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	T M	
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	M P	
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	K R	
MAY08M	July 02 2008	Police Officer Trainee (MILITARY)	G W	
OCT08M	November 10 2008	Police Officer Trainee (MILITARY)	C C	
AUG08M	September 22 2008	Police Officer Trainee (MILITARY)	M A	
AUG08M	September 22 2008	Police Officer Trainee (MILITARY)	T H	
AUG08M	September 22 2008	Police Officer Trainee (MILITARY)	W L	
AUG08M	September 22 2008	Police Officer Trainee (MILITARY)	R P	
AUG08M	September 22 2008	Police Officer Trainee (MILITARY)	B P	
AUG08M	September 22 2008	Police Officer Trainee (MILITARY)	A S	
08-PS182-096	November 25 2008	Police Property Supervisor	R G	SP
08-PS182-096	November 25 2008	Police Property Supervisor	S B	
08-PS182-096	November 25 2008	Police Property Supervisor	C R	
08-PS182-096	November 25 2008	Police Property Supervisor	K S	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	I C	CH
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	A D	CH
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	R P	SP
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	A W	SP
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	S A	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	K A	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	N A	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	Y B	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	T B	

Exam Number	List Date	Title	Applicant's	Bilingual
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	A C	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	J C	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	J D	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	C E	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	H G	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	R H	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	L H	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	R J	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	E K	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	O K	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	J K	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	B L	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	K M	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	S M	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	C N	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	R O	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	D P	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	W R	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	M R	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	T S	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	G T	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	L W	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	N W	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	M W	
08-AP292-028	September 03 2008	Program Analyst I (Selective Certification)	A W	
08-AP292-081	February 23 2009	Program Analyst I (Youth Leadership Development)	Z A	SP
08-AP292-081	February 23 2009	Program Analyst I (Youth Leadership Development)	M M	SP
08-AP292-081	February 23 2009	Program Analyst I (Youth Leadership Development)	C R	SP
08-AP292-081	February 23 2009	Program Analyst I (Youth Leadership Development)	D R	SP

Exam Number	List Date	Title	Applicant's	Bilingual
08-AP292-081	February 23 2009	Program Analyst I (Youth Leadership Development)	L G	
08-AP292-081	February 23 2009	Program Analyst I (Youth Leadership Development)	D H	
08-AP292-081	February 23 2009	Program Analyst I (Youth Leadership Development)	T J	
08-AP292-081	February 23 2009	Program Analyst I (Youth Leadership Development)	S M	
08-AP292-081	February 23 2009	Program Analyst I (Youth Leadership Development)	L M	
08-AP292-081	February 23 2009	Program Analyst I (Youth Leadership Development)	T N	
08-AP292-081	February 23 2009	Program Analyst I (Youth Leadership Development)	S S	
08-AP292-081	February 23 2009	Program Analyst I (Youth Leadership Development)	A T	
08-AP293-067	January 13 2009	Program Analyst II (Sel. Cert.)	K S	SP
08-AP293-067	January 13 2009	Program Analyst II (Sel. Cert.)	R L	
08-AP293-067	January 13 2009	Program Analyst II (Sel. Cert.)	K M	
08-AP293-067	January 13 2009	Program Analyst II (Sel. Cert.)	S S	
08-AP293-067	January 13 2009	Program Analyst II (Sel. Cert.)	B S	
08-AP293-104	April 13 2009	Program Analyst II (Workforce Development)	N J	SP
08-AP293-104	April 13 2009	Program Analyst II (Workforce Development)	R M	SP
08-AP293-104	April 13 2009	Program Analyst II (Workforce Development)	K A	
08-AP293-104	April 13 2009	Program Analyst II (Workforce Development)	E C	
08-AP293-104	April 13 2009	Program Analyst II (Workforce Development)	T E	
08-AP293-104	April 13 2009	Program Analyst II (Workforce Development)	J F	
08-AP293-104	April 13 2009	Program Analyst II (Workforce Development)	W G	
08-AP293-104	April 13 2009	Program Analyst II (Workforce Development)	H H	
08-AP293-104	April 13 2009	Program Analyst II (Workforce Development)	O K	
08-AP293-104	April 13 2009	Program Analyst II (Workforce Development)	L M	
08-AP293-104	April 13 2009	Program Analyst II (Workforce Development)	M W	
08-AP293-104	April 13 2009	Program Analyst II (Workforce Development)	A W	
08-SC204-045	July 08 2008	Program Analyst III (Sel. Cert.)	M A	SP
08-SC204-045	July 08 2008	Program Analyst III (Sel. Cert.)	K M	SP
08-SC204-045	July 08 2008	Program Analyst III (Sel. Cert.)	M S	SP
08-SC204-045	July 08 2008	Program Analyst III (Sel. Cert.)	J V	SP

Exam Number	List Date	Title	Applicant's	Bilingual
08-SC204-045	July 08 2008	Program Analyst III (Sel. Cert.)	W C	
08-SC204-045	July 08 2008	Program Analyst III (Sel. Cert.)	F D	
08-SC204-045	July 08 2008	Program Analyst III (Sel. Cert.)	M J	
08-SC204-045	July 08 2008	Program Analyst III (Sel. Cert.)	R L	
08-SC204-045	July 08 2008	Program Analyst III (Sel. Cert.)	C T	
09-SS177-017	April 28 2009	Recreation Aide, PT	M B	CH
09-SS177-017	April 28 2009	Recreation Aide, PT	C C	CH
09-SS177-017	April 28 2009	Recreation Aide, PT	A C	CH
09-SS177-017	April 28 2009	Recreation Aide, PT	K C	CH
09-SS177-017	April 28 2009	Recreation Aide, PT	A G	CH
09-SS177-017	April 28 2009	Recreation Aide, PT	H H	CH
09-SS177-017	April 28 2009	Recreation Aide, PT	Y H	CH
09-SS177-017	April 28 2009	Recreation Aide, PT	D L	CH
09-SS177-017	April 28 2009	Recreation Aide, PT	T N	CH
09-SS177-017	April 28 2009	Recreation Aide, PT	O P	CH
09-SS177-017	April 28 2009	Recreation Aide, PT	J S	CH
09-SS177-017	April 28 2009	Recreation Aide, PT	W W	CH
09-SS177-017	April 28 2009	Recreation Aide, PT	J Z	CH
09-SS177-017	April 28 2009	Recreation Aide, PT	Y Z	CH
09-SS177-017	April 28 2009	Recreation Aide, PT	Y Z	CH
09-SS177-017	April 28 2009	Recreation Aide, PT	A A	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	J A	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	O A	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	A B	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	C C	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	N D	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	S G	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	C G	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	J H	SP

Exam Number	List Date	Title	Applicant's	Bilingual
09-SS177-017	April 28 2009	Recreation Aide, PT	M H	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	T H	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	D K	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	J L	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	G L	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	J O	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	F P	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	S P	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	G Q	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	C S	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	W S	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	R V	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	K V	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	S V	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	B W	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	K W	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	B W	SP
09-SS177-017	April 28 2009	Recreation Aide, PT	B A	
09-SS177-017	April 28 2009	Recreation Aide, PT	N A	
09-SS177-017	April 28 2009	Recreation Aide, PT	S A	
09-SS177-017	April 28 2009	Recreation Aide, PT	E A	
09-SS177-017	April 28 2009	Recreation Aide, PT	B A	
09-SS177-017	April 28 2009	Recreation Aide, PT	A B	
09-SS177-017	April 28 2009	Recreation Aide, PT	A B	
09-SS177-017	April 28 2009	Recreation Aide, PT	D B	
09-SS177-017	April 28 2009	Recreation Aide, PT	L B	
09-SS177-017	April 28 2009	Recreation Aide, PT	E B	
09-SS177-017	April 28 2009	Recreation Aide, PT	P B	
09-SS177-017	April 28 2009	Recreation Aide, PT	K B	

Exam Number	List Date	Title	Applicant's	Bilingual
09-SS177-017	April 28 2009	Recreation Aide, PT	P B	
09-SS177-017	April 28 2009	Recreation Aide, PT	K B	
09-SS177-017	April 28 2009	Recreation Aide, PT	A B	
09-SS177-017	April 28 2009	Recreation Aide, PT	S B	
09-SS177-017	April 28 2009	Recreation Aide, PT	K B	
09-SS177-017	April 28 2009	Recreation Aide, PT	R B	
09-SS177-017	April 28 2009	Recreation Aide, PT	M B	
09-SS177-017	April 28 2009	Recreation Aide, PT	A B	
09-SS177-017	April 28 2009	Recreation Aide, PT	B B	
09-SS177-017	April 28 2009	Recreation Aide, PT	M B	
09-SS177-017	April 28 2009	Recreation Aide, PT	M B	
09-SS177-017	April 28 2009	Recreation Aide, PT	A B	
09-SS177-017	April 28 2009	Recreation Aide, PT	L B	
09-SS177-017	April 28 2009	Recreation Aide, PT	K B	
09-SS177-017	April 28 2009	Recreation Aide, PT	M C	
09-SS177-017	April 28 2009	Recreation Aide, PT	K C	
09-SS177-017	April 28 2009	Recreation Aide, PT	N C	
09-SS177-017	April 28 2009	Recreation Aide, PT	C C	
09-SS177-017	April 28 2009	Recreation Aide, PT	S C	
09-SS177-017	April 28 2009	Recreation Aide, PT	B C	
09-SS177-017	April 28 2009	Recreation Aide, PT	A C	
09-SS177-017	April 28 2009	Recreation Aide, PT	T C	
09-SS177-017	April 28 2009	Recreation Aide, PT	B C	
09-SS177-017	April 28 2009	Recreation Aide, PT	T C	
09-SS177-017	April 28 2009	Recreation Aide, PT	J C	
09-SS177-017	April 28 2009	Recreation Aide, PT	J C	
09-SS177-017	April 28 2009	Recreation Aide, PT	G C	
09-SS177-017	April 28 2009	Recreation Aide, PT	C C	
09-SS177-017	April 28 2009	Recreation Aide, PT	F C	

Exam Number	List Date	Title	Applicant's	Bilingual
09-SS177-017	April 28 2009	Recreation Aide, PT	D C	
09-SS177-017	April 28 2009	Recreation Aide, PT	A C	
09-SS177-017	April 28 2009	Recreation Aide, PT	D C	
09-SS177-017	April 28 2009	Recreation Aide, PT	K D	
09-SS177-017	April 28 2009	Recreation Aide, PT	D D	
09-SS177-017	April 28 2009	Recreation Aide, PT	T D	
09-SS177-017	April 28 2009	Recreation Aide, PT	K D	
09-SS177-017	April 28 2009	Recreation Aide, PT	C D	
09-SS177-017	April 28 2009	Recreation Aide, PT	T D	
09-SS177-017	April 28 2009	Recreation Aide, PT	A D	
09-SS177-017	April 28 2009	Recreation Aide, PT	N D	
09-SS177-017	April 28 2009	Recreation Aide, PT	R D	
09-SS177-017	April 28 2009	Recreation Aide, PT	A D	
09-SS177-017	April 28 2009	Recreation Aide, PT	A D	
09-SS177-017	April 28 2009	Recreation Aide, PT	T D	
09-SS177-017	April 28 2009	Recreation Aide, PT	D E	
09-SS177-017	April 28 2009	Recreation Aide, PT	C E	
09-SS177-017	April 28 2009	Recreation Aide, PT	A E	
09-SS177-017	April 28 2009	Recreation Aide, PT	D E	
09-SS177-017	April 28 2009	Recreation Aide, PT	J E	
09-SS177-017	April 28 2009	Recreation Aide, PT	S F	
09-SS177-017	April 28 2009	Recreation Aide, PT	S F	
09-SS177-017	April 28 2009	Recreation Aide, PT	A F	
09-SS177-017	April 28 2009	Recreation Aide, PT	E F	
09-SS177-017	April 28 2009	Recreation Aide, PT	I F	
09-SS177-017	April 28 2009	Recreation Aide, PT	M F	
09-SS177-017	April 28 2009	Recreation Aide, PT	A G	
09-SS177-017	April 28 2009	Recreation Aide, PT	R G	
09-SS177-017	April 28 2009	Recreation Aide, PT	R G	

Exam Number	List Date	Title	Applicant's	Bilingual
09-SS177-017	April 28 2009	Recreation Aide, PT	G G	
09-SS177-017	April 28 2009	Recreation Aide, PT	G G	
09-SS177-017	April 28 2009	Recreation Aide, PT	L G	
09-SS177-017	April 28 2009	Recreation Aide, PT	J G	
09-SS177-017	April 28 2009	Recreation Aide, PT	D G	
09-SS177-017	April 28 2009	Recreation Aide, PT	D G	
09-SS177-017	April 28 2009	Recreation Aide, PT	K G	
09-SS177-017	April 28 2009	Recreation Aide, PT	C G	
09-SS177-017	April 28 2009	Recreation Aide, PT	O G	
09-SS177-017	April 28 2009	Recreation Aide, PT	D G	
09-SS177-017	April 28 2009	Recreation Aide, PT	T G	
09-SS177-017	April 28 2009	Recreation Aide, PT	J H	
09-SS177-017	April 28 2009	Recreation Aide, PT	J H	
09-SS177-017	April 28 2009	Recreation Aide, PT	M H	
09-SS177-017	April 28 2009	Recreation Aide, PT	D H	
09-SS177-017	April 28 2009	Recreation Aide, PT	S H	
09-SS177-017	April 28 2009	Recreation Aide, PT	V H	
09-SS177-017	April 28 2009	Recreation Aide, PT	J H	
09-SS177-017	April 28 2009	Recreation Aide, PT	L H	
09-SS177-017	April 28 2009	Recreation Aide, PT	S H	
09-SS177-017	April 28 2009	Recreation Aide, PT	D H	
09-SS177-017	April 28 2009	Recreation Aide, PT	A H	
09-SS177-017	April 28 2009	Recreation Aide, PT	A H	
09-SS177-017	April 28 2009	Recreation Aide, PT	T H	
09-SS177-017	April 28 2009	Recreation Aide, PT	S H	
09-SS177-017	April 28 2009	Recreation Aide, PT	A H	
09-SS177-017	April 28 2009	Recreation Aide, PT	R H	
09-SS177-017	April 28 2009	Recreation Aide, PT	O H	
09-SS177-017	April 28 2009	Recreation Aide, PT	L H	

Exam Number	List Date	Title	Applicant's	Bilingual
09-SS177-017	April 28 2009	Recreation Aide, PT	S H	
09-SS177-017	April 28 2009	Recreation Aide, PT	D H	
09-SS177-017	April 28 2009	Recreation Aide, PT	D J	
09-SS177-017	April 28 2009	Recreation Aide, PT	R J	
09-SS177-017	April 28 2009	Recreation Aide, PT	R J	
09-SS177-017	April 28 2009	Recreation Aide, PT	J J	
09-SS177-017	April 28 2009	Recreation Aide, PT	A J	
09-SS177-017	April 28 2009	Recreation Aide, PT	S J	
09-SS177-017	April 28 2009	Recreation Aide, PT	W J	
09-SS177-017	April 28 2009	Recreation Aide, PT	B J	
09-SS177-017	April 28 2009	Recreation Aide, PT	I J	
09-SS177-017	April 28 2009	Recreation Aide, PT	J J	
09-SS177-017	April 28 2009	Recreation Aide, PT	M J	
09-SS177-017	April 28 2009	Recreation Aide, PT	R J	
09-SS177-017	April 28 2009	Recreation Aide, PT	A J	
09-SS177-017	April 28 2009	Recreation Aide, PT	T J	
09-SS177-017	April 28 2009	Recreation Aide, PT	M J	
09-SS177-017	April 28 2009	Recreation Aide, PT	A K	
09-SS177-017	April 28 2009	Recreation Aide, PT	S L	
09-SS177-017	April 28 2009	Recreation Aide, PT	T L	
09-SS177-017	April 28 2009	Recreation Aide, PT	A L	
09-SS177-017	April 28 2009	Recreation Aide, PT	H L	
09-SS177-017	April 28 2009	Recreation Aide, PT	C L	
09-SS177-017	April 28 2009	Recreation Aide, PT	M L	
09-SS177-017	April 28 2009	Recreation Aide, PT	W L	
09-SS177-017	April 28 2009	Recreation Aide, PT	J L	
09-SS177-017	April 28 2009	Recreation Aide, PT	T L	
09-SS177-017	April 28 2009	Recreation Aide, PT	J L	
09-SS177-017	April 28 2009	Recreation Aide, PT	M L	

Exam Number	List Date	Title	Applicant's	Bilingual
09-SS177-017	April 28 2009	Recreation Aide, PT	E M	
09-SS177-017	April 28 2009	Recreation Aide, PT	A M	
09-SS177-017	April 28 2009	Recreation Aide, PT	A M	
09-SS177-017	April 28 2009	Recreation Aide, PT	A M	
09-SS177-017	April 28 2009	Recreation Aide, PT	C M	
09-SS177-017	April 28 2009	Recreation Aide, PT	D M	
09-SS177-017	April 28 2009	Recreation Aide, PT	D M	
09-SS177-017	April 28 2009	Recreation Aide, PT	A M	
09-SS177-017	April 28 2009	Recreation Aide, PT	L M	
09-SS177-017	April 28 2009	Recreation Aide, PT	F M	
09-SS177-017	April 28 2009	Recreation Aide, PT	M M	
09-SS177-017	April 28 2009	Recreation Aide, PT	N M	
09-SS177-017	April 28 2009	Recreation Aide, PT	R M	
09-SS177-017	April 28 2009	Recreation Aide, PT	M N	
09-SS177-017	April 28 2009	Recreation Aide, PT	K N	
09-SS177-017	April 28 2009	Recreation Aide, PT	C N	
09-SS177-017	April 28 2009	Recreation Aide, PT	X N	
09-SS177-017	April 28 2009	Recreation Aide, PT	G O	
09-SS177-017	April 28 2009	Recreation Aide, PT	D O	
09-SS177-017	April 28 2009	Recreation Aide, PT	V O	
09-SS177-017	April 28 2009	Recreation Aide, PT	K O	
09-SS177-017	April 28 2009	Recreation Aide, PT	N O	
09-SS177-017	April 28 2009	Recreation Aide, PT	T P	
09-SS177-017	April 28 2009	Recreation Aide, PT	A P	
09-SS177-017	April 28 2009	Recreation Aide, PT	J P	
09-SS177-017	April 28 2009	Recreation Aide, PT	A P	
09-SS177-017	April 28 2009	Recreation Aide, PT	J P	
09-SS177-017	April 28 2009	Recreation Aide, PT	K P	
09-SS177-017	April 28 2009	Recreation Aide, PT	J R	

Exam Number	List Date	Title	Applicant's	Bilingual
09-SS177-017	April 28 2009	Recreation Aide, PT	N R	
09-SS177-017	April 28 2009	Recreation Aide, PT	V R	
09-SS177-017	April 28 2009	Recreation Aide, PT	V R	
09-SS177-017	April 28 2009	Recreation Aide, PT	E R	
09-SS177-017	April 28 2009	Recreation Aide, PT	C R	
09-SS177-017	April 28 2009	Recreation Aide, PT	G R	
09-SS177-017	April 28 2009	Recreation Aide, PT	D S	
09-SS177-017	April 28 2009	Recreation Aide, PT	W S	
09-SS177-017	April 28 2009	Recreation Aide, PT	J S	
09-SS177-017	April 28 2009	Recreation Aide, PT	K S	
09-SS177-017	April 28 2009	Recreation Aide, PT	A S	
09-SS177-017	April 28 2009	Recreation Aide, PT	S S	
09-SS177-017	April 28 2009	Recreation Aide, PT	S S	
09-SS177-017	April 28 2009	Recreation Aide, PT	R S	
09-SS177-017	April 28 2009	Recreation Aide, PT	D S	
09-SS177-017	April 28 2009	Recreation Aide, PT	S S	
09-SS177-017	April 28 2009	Recreation Aide, PT	C S	
09-SS177-017	April 28 2009	Recreation Aide, PT	D S	
09-SS177-017	April 28 2009	Recreation Aide, PT	J S	
09-SS177-017	April 28 2009	Recreation Aide, PT	J S	
09-SS177-017	April 28 2009	Recreation Aide, PT	J S	
09-SS177-017	April 28 2009	Recreation Aide, PT	L S	
09-SS177-017	April 28 2009	Recreation Aide, PT	S S	
09-SS177-017	April 28 2009	Recreation Aide, PT	K S	
09-SS177-017	April 28 2009	Recreation Aide, PT	D S	
09-SS177-017	April 28 2009	Recreation Aide, PT	E S	
09-SS177-017	April 28 2009	Recreation Aide, PT	M S	
09-SS177-017	April 28 2009	Recreation Aide, PT	T S	

Exam Number	List Date	Title	Applicant's	Bilingual
09-SS177-017	April 28 2009	Recreation Aide, PT	E T	
09-SS177-017	April 28 2009	Recreation Aide, PT	A T	
09-SS177-017	April 28 2009	Recreation Aide, PT	C T	
09-SS177-017	April 28 2009	Recreation Aide, PT	A T	
09-SS177-017	April 28 2009	Recreation Aide, PT	A T	
09-SS177-017	April 28 2009	Recreation Aide, PT	S T	
09-SS177-017	April 28 2009	Recreation Aide, PT	J V	
09-SS177-017	April 28 2009	Recreation Aide, PT	K W	
09-SS177-017	April 28 2009	Recreation Aide, PT	D W	
09-SS177-017	April 28 2009	Recreation Aide, PT	P W	
09-SS177-017	April 28 2009	Recreation Aide, PT	Z W	
09-SS177-017	April 28 2009	Recreation Aide, PT	L W	
09-SS177-017	April 28 2009	Recreation Aide, PT	K W	
09-SS177-017	April 28 2009	Recreation Aide, PT	S W	
09-SS177-017	April 28 2009	Recreation Aide, PT	D W	
09-SS177-017	April 28 2009	Recreation Aide, PT	J W	
09-SS177-017	April 28 2009	Recreation Aide, PT	K W	
09-SS177-017	April 28 2009	Recreation Aide, PT	C W	
09-SS177-017	April 28 2009	Recreation Aide, PT	R W	
09-SS177-017	April 28 2009	Recreation Aide, PT	D W	
09-SS177-017	April 28 2009	Recreation Aide, PT	M W	
09-SS177-017	April 28 2009	Recreation Aide, PT	R Y	
09-SS177-017	April 28 2009	Recreation Aide, PT	C Y	
09-SS177-017	April 28 2009	Recreation Aide, PT	C Y	
09-SS177-017	April 28 2009	Recreation Aide, PT	J Z	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	W N	CH
09-SS178-011	April 27 2009	Recreation Attendant I, PT	Z Q	CH
09-SS178-011	April 27 2009	Recreation Attendant I, PT	P Z	CH
09-SS178-011	April 27 2009	Recreation Attendant I, PT	J C	SP

Exam Number	List Date	Title	Applicant's	Bilingual
09-SS178-011	April 27 2009	Recreation Attendant I, PT	D E	SP
09-SS178-011	April 27 2009	Recreation Attendant I, PT	I H	SP
09-SS178-011	April 27 2009	Recreation Attendant I, PT	D A	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	D A	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	C A	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	K A	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	W A	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	K B	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	D B	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	D B	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	A B	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	M C	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	A C	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	J C	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	M C	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	R C	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	E C	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	D D	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	C D	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	A D	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	R E	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	N E	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	B F	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	D F	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	A F	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	G F	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	C F	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	L G	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	A G	

Exam Number	List Date	Title	Applicant's	Bilingual
09-SS178-011	April 27 2009	Recreation Attendant I, PT	P G	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	P G	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	M H	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	M H	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	C H	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	R J	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	T J	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	L J	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	J J	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	T J	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	P L	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	A L	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	S L	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	D L	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	C M	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	A M	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	D M	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	I M	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	J N	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	T N	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	E N	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	A O	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	A P	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	D P	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	V P	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	K P	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	A R	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	V R	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	R S	

Exam Number	List Date	Title	Applicant's	Bilingual
09-SS178-011	April 27 2009	Recreation Attendant I, PT	D S	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	M S	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	I S	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	V S	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	A T	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	N T	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	D T	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	N T	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	K T	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	J T	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	J T	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	D U	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	C V	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	J W	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	A W	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	S W	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	P W	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	S W	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	B W	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	M W	
09-SS178-011	April 27 2009	Recreation Attendant I, PT	T W	
08-SS178-089	September 11 2008	Recreation Attendant I, PT (Boating)	A A	SP
08-SS178-089	September 11 2008	Recreation Attendant I, PT (Boating)	B Q	SP
08-SS178-089	September 11 2008	Recreation Attendant I, PT (Boating)	G D	
08-SS178-089	September 11 2008	Recreation Attendant I, PT (Boating)	V H	
08-SS178-089	September 11 2008	Recreation Attendant I, PT (Boating)	E H	
08-SS178-089	September 11 2008	Recreation Attendant I, PT (Boating)	D L	
08-SS178-089	September 11 2008	Recreation Attendant I, PT (Boating)	B M	
08-SS178-089	September 11 2008	Recreation Attendant I, PT (Boating)	P O	

Exam Number	List Date	Title	Applicant's	Bilingual
08-SS178-089	September 11 2008	Recreation Attendant I, PT (Boating)	R P	
08-SS178-089	September 11 2008	Recreation Attendant I, PT (Boating)	T S	
08-SS178-089	September 11 2008	Recreation Attendant I, PT (Boating)	S S	
08-SS178-089	September 11 2008	Recreation Attendant I, PT (Boating)	B W	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	E C	CH
09-SS179-012	April 27 2009	Recreation Attendant II, PT	J H	SP
09-SS179-012	April 27 2009	Recreation Attendant II, PT	C L	SP
09-SS179-012	April 27 2009	Recreation Attendant II, PT	A M	SP
09-SS179-012	April 27 2009	Recreation Attendant II, PT	D W	SP
09-SS179-012	April 27 2009	Recreation Attendant II, PT	N A	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	D B	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	J B	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	N C	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	B D	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	R G	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	R G	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	S H	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	M I	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	A J	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	N J	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	C L	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	M L	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	E M	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	A M	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	D M	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	M M	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	N M	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	L P	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	J P	

Exam Number	List Date	Title	Applicant's	Bilingual
09-SS179-012	April 27 2009	Recreation Attendant II, PT	J P	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	R P	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	T P	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	L S	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	J S	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	V S	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	Y T	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	A T	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	L W	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	N W	
09-SS179-012	April 27 2009	Recreation Attendant II, PT	J W	
08-PP131-112	April 13 2009	Recreation Center Director	E B	SP
08-PP131-112	April 13 2009	Recreation Center Director	S H	SP
08-PP131-112	April 13 2009	Recreation Center Director	M S	SP
08-PP131-112	April 13 2009	Recreation Center Director	D W	SP
08-PP131-112	April 13 2009	Recreation Center Director	C A	
08-PP131-112	April 13 2009	Recreation Center Director	V B	
08-PP131-112	April 13 2009	Recreation Center Director	T J	
08-PP131-112	April 13 2009	Recreation Center Director	K M	
08-PP131-112	April 13 2009	Recreation Center Director	N O	
08-PP131-112	April 13 2009	Recreation Center Director	L W	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A H	CH
09-PP132-007	April 15 2009	Recreation Leader I, PT	S H	CH
09-PP132-007	April 15 2009	Recreation Leader I, PT	C L	CH
09-PP132-007	April 15 2009	Recreation Leader I, PT	Y L	CH
09-PP132-007	April 15 2009	Recreation Leader I, PT	Z Q	CH
09-PP132-007	April 15 2009	Recreation Leader I, PT	P Z	CH
09-PP132-007	April 15 2009	Recreation Leader I, PT	B B	SP
09-PP132-007	April 15 2009	Recreation Leader I, PT	J D	SP

Exam Number	List Date	Title	Applicant's	Bilingual
09-PP132-007	April 15 2009	Recreation Leader I, PT	R D	SP
09-PP132-007	April 15 2009	Recreation Leader I, PT	B F	SP
09-PP132-007	April 15 2009	Recreation Leader I, PT	A G	SP
09-PP132-007	April 15 2009	Recreation Leader I, PT	R G	SP
09-PP132-007	April 15 2009	Recreation Leader I, PT	C G	SP
09-PP132-007	April 15 2009	Recreation Leader I, PT	C H	SP
09-PP132-007	April 15 2009	Recreation Leader I, PT	K L	SP
09-PP132-007	April 15 2009	Recreation Leader I, PT	R M	SP
09-PP132-007	April 15 2009	Recreation Leader I, PT	D M	SP
09-PP132-007	April 15 2009	Recreation Leader I, PT	J M	SP
09-PP132-007	April 15 2009	Recreation Leader I, PT	L M	SP
09-PP132-007	April 15 2009	Recreation Leader I, PT	M M	SP
09-PP132-007	April 15 2009	Recreation Leader I, PT	T R	SP
09-PP132-007	April 15 2009	Recreation Leader I, PT	J W	SP
09-PP132-007	April 15 2009	Recreation Leader I, PT	M A	
09-PP132-007	April 15 2009	Recreation Leader I, PT	N A	
09-PP132-007	April 15 2009	Recreation Leader I, PT	R A	
09-PP132-007	April 15 2009	Recreation Leader I, PT	C A	
09-PP132-007	April 15 2009	Recreation Leader I, PT	K A	
09-PP132-007	April 15 2009	Recreation Leader I, PT	K A	
09-PP132-007	April 15 2009	Recreation Leader I, PT	E B	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A B	
09-PP132-007	April 15 2009	Recreation Leader I, PT	S B	
09-PP132-007	April 15 2009	Recreation Leader I, PT	F B	
09-PP132-007	April 15 2009	Recreation Leader I, PT	K B	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J B	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A B	
09-PP132-007	April 15 2009	Recreation Leader I, PT	D B	
09-PP132-007	April 15 2009	Recreation Leader I, PT	T B	

Exam Number	List Date	Title	Applicant's	Bilingual
09-PP132-007	April 15 2009	Recreation Leader I, PT	S B	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A B	
09-PP132-007	April 15 2009	Recreation Leader I, PT	I B	
09-PP132-007	April 15 2009	Recreation Leader I, PT	L B	
09-PP132-007	April 15 2009	Recreation Leader I, PT	B B	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J B	
09-PP132-007	April 15 2009	Recreation Leader I, PT	D C	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J C	
09-PP132-007	April 15 2009	Recreation Leader I, PT	N C	
09-PP132-007	April 15 2009	Recreation Leader I, PT	M C	
09-PP132-007	April 15 2009	Recreation Leader I, PT	E C	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A C	
09-PP132-007	April 15 2009	Recreation Leader I, PT	R C	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J C	
09-PP132-007	April 15 2009	Recreation Leader I, PT	O C	
09-PP132-007	April 15 2009	Recreation Leader I, PT	T C	
09-PP132-007	April 15 2009	Recreation Leader I, PT	D C	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J C	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J D	
09-PP132-007	April 15 2009	Recreation Leader I, PT	M D	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A D	
09-PP132-007	April 15 2009	Recreation Leader I, PT	G D	
09-PP132-007	April 15 2009	Recreation Leader I, PT	K D	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J D	
09-PP132-007	April 15 2009	Recreation Leader I, PT	N D	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A D	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A D	
09-PP132-007	April 15 2009	Recreation Leader I, PT	N E	
09-PP132-007	April 15 2009	Recreation Leader I, PT	L E	

Exam Number	List Date	Title	Applicant's	Bilingual
09-PP132-007	April 15 2009	Recreation Leader I, PT	J F	
09-PP132-007	April 15 2009	Recreation Leader I, PT	S F	
09-PP132-007	April 15 2009	Recreation Leader I, PT	S F	
09-PP132-007	April 15 2009	Recreation Leader I, PT	R F	
09-PP132-007	April 15 2009	Recreation Leader I, PT	B F	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A F	
09-PP132-007	April 15 2009	Recreation Leader I, PT	S F	
09-PP132-007	April 15 2009	Recreation Leader I, PT	M F	
09-PP132-007	April 15 2009	Recreation Leader I, PT	C G	
09-PP132-007	April 15 2009	Recreation Leader I, PT	C G	
09-PP132-007	April 15 2009	Recreation Leader I, PT	D G	
09-PP132-007	April 15 2009	Recreation Leader I, PT	G G	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J G	
09-PP132-007	April 15 2009	Recreation Leader I, PT	M G	
09-PP132-007	April 15 2009	Recreation Leader I, PT	L H	
09-PP132-007	April 15 2009	Recreation Leader I, PT	C H	
09-PP132-007	April 15 2009	Recreation Leader I, PT	M H	
09-PP132-007	April 15 2009	Recreation Leader I, PT	P H	
09-PP132-007	April 15 2009	Recreation Leader I, PT	S H	
09-PP132-007	April 15 2009	Recreation Leader I, PT	S H	
09-PP132-007	April 15 2009	Recreation Leader I, PT	B H	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J H	
09-PP132-007	April 15 2009	Recreation Leader I, PT	M H	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A H	
09-PP132-007	April 15 2009	Recreation Leader I, PT	C H	
09-PP132-007	April 15 2009	Recreation Leader I, PT	B H	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A J	
09-PP132-007	April 15 2009	Recreation Leader I, PT	C J	
09-PP132-007	April 15 2009	Recreation Leader I, PT	M J	

Exam Number	List Date	Title	Applicant's	Bilingual
09-PP132-007	April 15 2009	Recreation Leader I, PT	V J	
09-PP132-007	April 15 2009	Recreation Leader I, PT	L J	
09-PP132-007	April 15 2009	Recreation Leader I, PT	K J	
09-PP132-007	April 15 2009	Recreation Leader I, PT	E J	
09-PP132-007	April 15 2009	Recreation Leader I, PT	M J	
09-PP132-007	April 15 2009	Recreation Leader I, PT	R J	
09-PP132-007	April 15 2009	Recreation Leader I, PT	S J	
09-PP132-007	April 15 2009	Recreation Leader I, PT	T J	
09-PP132-007	April 15 2009	Recreation Leader I, PT	D J	
09-PP132-007	April 15 2009	Recreation Leader I, PT	G J	
09-PP132-007	April 15 2009	Recreation Leader I, PT	K J	
09-PP132-007	April 15 2009	Recreation Leader I, PT	L J	
09-PP132-007	April 15 2009	Recreation Leader I, PT	S J	
09-PP132-007	April 15 2009	Recreation Leader I, PT	M K	
09-PP132-007	April 15 2009	Recreation Leader I, PT	S K	
09-PP132-007	April 15 2009	Recreation Leader I, PT	M K	
09-PP132-007	April 15 2009	Recreation Leader I, PT	T K	
09-PP132-007	April 15 2009	Recreation Leader I, PT	F K	
09-PP132-007	April 15 2009	Recreation Leader I, PT	P K	
09-PP132-007	April 15 2009	Recreation Leader I, PT	L K	
09-PP132-007	April 15 2009	Recreation Leader I, PT	D L	
09-PP132-007	April 15 2009	Recreation Leader I, PT	L L	
09-PP132-007	April 15 2009	Recreation Leader I, PT	V L	
09-PP132-007	April 15 2009	Recreation Leader I, PT	M L	
09-PP132-007	April 15 2009	Recreation Leader I, PT	C L	
09-PP132-007	April 15 2009	Recreation Leader I, PT	C L	
09-PP132-007	April 15 2009	Recreation Leader I, PT	L L	
09-PP132-007	April 15 2009	Recreation Leader I, PT	M L	
09-PP132-007	April 15 2009	Recreation Leader I, PT	V L	

Exam Number	List Date	Title	Applicant's	Bilingual
09-PP132-007	April 15 2009	Recreation Leader I, PT	N L	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A M	
09-PP132-007	April 15 2009	Recreation Leader I, PT	I M	
09-PP132-007	April 15 2009	Recreation Leader I, PT	C M	
09-PP132-007	April 15 2009	Recreation Leader I, PT	D M	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J M	
09-PP132-007	April 15 2009	Recreation Leader I, PT	L M	
09-PP132-007	April 15 2009	Recreation Leader I, PT	D M	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J M	
09-PP132-007	April 15 2009	Recreation Leader I, PT	L M	
09-PP132-007	April 15 2009	Recreation Leader I, PT	S M	
09-PP132-007	April 15 2009	Recreation Leader I, PT	I M	
09-PP132-007	April 15 2009	Recreation Leader I, PT	C N	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J N	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A O	
09-PP132-007	April 15 2009	Recreation Leader I, PT	G P	
09-PP132-007	April 15 2009	Recreation Leader I, PT	K P	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A P	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J P	
09-PP132-007	April 15 2009	Recreation Leader I, PT	M P	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A P	
09-PP132-007	April 15 2009	Recreation Leader I, PT	T P	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A R	
09-PP132-007	April 15 2009	Recreation Leader I, PT	T R	
09-PP132-007	April 15 2009	Recreation Leader I, PT	M R	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A R	
09-PP132-007	April 15 2009	Recreation Leader I, PT	T R	
09-PP132-007	April 15 2009	Recreation Leader I, PT	P S	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A S	

Exam Number	List Date	Title	Applicant's	Bilingual
09-PP132-007	April 15 2009	Recreation Leader I, PT	V S	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J S	
09-PP132-007	April 15 2009	Recreation Leader I, PT	P S	
09-PP132-007	April 15 2009	Recreation Leader I, PT	S S	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J S	
09-PP132-007	April 15 2009	Recreation Leader I, PT	C S	
09-PP132-007	April 15 2009	Recreation Leader I, PT	C S	
09-PP132-007	April 15 2009	Recreation Leader I, PT	T S	
09-PP132-007	April 15 2009	Recreation Leader I, PT	S S	
09-PP132-007	April 15 2009	Recreation Leader I, PT	M S	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A S	
09-PP132-007	April 15 2009	Recreation Leader I, PT	K S	
09-PP132-007	April 15 2009	Recreation Leader I, PT	M S	
09-PP132-007	April 15 2009	Recreation Leader I, PT	D S	
09-PP132-007	April 15 2009	Recreation Leader I, PT	S S	
09-PP132-007	April 15 2009	Recreation Leader I, PT	R S	
09-PP132-007	April 15 2009	Recreation Leader I, PT	C T	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A T	
09-PP132-007	April 15 2009	Recreation Leader I, PT	L T	
09-PP132-007	April 15 2009	Recreation Leader I, PT	T T	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J T	
09-PP132-007	April 15 2009	Recreation Leader I, PT	E V	
09-PP132-007	April 15 2009	Recreation Leader I, PT	S W	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J W	
09-PP132-007	April 15 2009	Recreation Leader I, PT	J W	
09-PP132-007	April 15 2009	Recreation Leader I, PT	T W	
09-PP132-007	April 15 2009	Recreation Leader I, PT	A W	
09-PP132-007	April 15 2009	Recreation Leader I, PT	T W	
09-PP132-007	April 15 2009	Recreation Leader I, PT	H W	

Exam Number	List Date	Title	Applicant's	Bilingual
09-PP132-007	April 15 2009	Recreation Leader I, PT	P W	
09-PP132-007	April 15 2009	Recreation Leader I, PT	S W	
09-PP132-007	April 15 2009	Recreation Leader I, PT	B W	
09-PP132-007	April 15 2009	Recreation Leader I, PT	B W	
09-PP132-007	April 15 2009	Recreation Leader I, PT	D W	
09-PP132-007	April 15 2009	Recreation Leader I, PT	W W	
09-PP132-007	April 15 2009	Recreation Leader I, PT	L W	
09-PP132-007	April 15 2009	Recreation Leader I, PT	M Y	
09-PP132-007	April 15 2009	Recreation Leader I, PT	S Y	
09-PP132-007	April 15 2009	Recreation Leader I, PT	L Z	
09-PP134-008	April 15 2009	Recreation Leader II, PT	E C	CH
09-PP134-008	April 15 2009	Recreation Leader II, PT	X L	CH
09-PP134-008	April 15 2009	Recreation Leader II, PT	J E	SP
09-PP134-008	April 15 2009	Recreation Leader II, PT	M G	SP
09-PP134-008	April 15 2009	Recreation Leader II, PT	T H	SP
09-PP134-008	April 15 2009	Recreation Leader II, PT	S J	SP
09-PP134-008	April 15 2009	Recreation Leader II, PT	T K	SP
09-PP134-008	April 15 2009	Recreation Leader II, PT	C L	SP
09-PP134-008	April 15 2009	Recreation Leader II, PT	M M	SP
09-PP134-008	April 15 2009	Recreation Leader II, PT	J T	SP
09-PP134-008	April 15 2009	Recreation Leader II, PT	C V	SP
09-PP134-008	April 15 2009	Recreation Leader II, PT	M W	SP
09-PP134-008	April 15 2009	Recreation Leader II, PT	J A	
09-PP134-008	April 15 2009	Recreation Leader II, PT	N A	
09-PP134-008	April 15 2009	Recreation Leader II, PT	C B	
09-PP134-008	April 15 2009	Recreation Leader II, PT	A B	
09-PP134-008	April 15 2009	Recreation Leader II, PT	D B	
09-PP134-008	April 15 2009	Recreation Leader II, PT	K B	
09-PP134-008	April 15 2009	Recreation Leader II, PT	J B	

Exam Number	List Date	Title	Applicant's	Bilingual
09-PP134-008	April 15 2009	Recreation Leader II, PT	K C	
09-PP134-008	April 15 2009	Recreation Leader II, PT	C C	
09-PP134-008	April 15 2009	Recreation Leader II, PT	S C	
09-PP134-008	April 15 2009	Recreation Leader II, PT	L C	
09-PP134-008	April 15 2009	Recreation Leader II, PT	S D	
09-PP134-008	April 15 2009	Recreation Leader II, PT	M F	
09-PP134-008	April 15 2009	Recreation Leader II, PT	J F	
09-PP134-008	April 15 2009	Recreation Leader II, PT	C G	
09-PP134-008	April 15 2009	Recreation Leader II, PT	P G	
09-PP134-008	April 15 2009	Recreation Leader II, PT	R G	
09-PP134-008	April 15 2009	Recreation Leader II, PT	M G	
09-PP134-008	April 15 2009	Recreation Leader II, PT	D H	
09-PP134-008	April 15 2009	Recreation Leader II, PT	J H	
09-PP134-008	April 15 2009	Recreation Leader II, PT	L H	
09-PP134-008	April 15 2009	Recreation Leader II, PT	L H	
09-PP134-008	April 15 2009	Recreation Leader II, PT	M J	
09-PP134-008	April 15 2009	Recreation Leader II, PT	T K	
09-PP134-008	April 15 2009	Recreation Leader II, PT	L L	
09-PP134-008	April 15 2009	Recreation Leader II, PT	P L	
09-PP134-008	April 15 2009	Recreation Leader II, PT	S M	
09-PP134-008	April 15 2009	Recreation Leader II, PT	N M	
09-PP134-008	April 15 2009	Recreation Leader II, PT	H M	
09-PP134-008	April 15 2009	Recreation Leader II, PT	G M	
09-PP134-008	April 15 2009	Recreation Leader II, PT	B M	
09-PP134-008	April 15 2009	Recreation Leader II, PT	A M	
09-PP134-008	April 15 2009	Recreation Leader II, PT	E M	
09-PP134-008	April 15 2009	Recreation Leader II, PT	M M	
09-PP134-008	April 15 2009	Recreation Leader II, PT	T N	
09-PP134-008	April 15 2009	Recreation Leader II, PT	K N	

Exam Number	List Date	Title	Applicant's	Bilingual
09-PP134-008	April 15 2009	Recreation Leader II, PT	F O	
09-PP134-008	April 15 2009	Recreation Leader II, PT	R P	
09-PP134-008	April 15 2009	Recreation Leader II, PT	J P	
09-PP134-008	April 15 2009	Recreation Leader II, PT	A P	
09-PP134-008	April 15 2009	Recreation Leader II, PT	K P	
09-PP134-008	April 15 2009	Recreation Leader II, PT	M R	
09-PP134-008	April 15 2009	Recreation Leader II, PT	A R	
09-PP134-008	April 15 2009	Recreation Leader II, PT	T S	
09-PP134-008	April 15 2009	Recreation Leader II, PT	C S	
09-PP134-008	April 15 2009	Recreation Leader II, PT	K S	
09-PP134-008	April 15 2009	Recreation Leader II, PT	P S	
09-PP134-008	April 15 2009	Recreation Leader II, PT	C S	
09-PP134-008	April 15 2009	Recreation Leader II, PT	E T	
09-PP134-008	April 15 2009	Recreation Leader II, PT	R W	
09-PP134-008	April 15 2009	Recreation Leader II, PT	T W	
08-PP135-071	October 01 2008	Recreation Program Director	K C	SP
08-PP135-071	October 01 2008	Recreation Program Director	D J	SP
08-PP135-071	October 01 2008	Recreation Program Director	L L	SP
08-PP135-071	October 01 2008	Recreation Program Director	A L	SP
08-PP135-071	October 01 2008	Recreation Program Director	A L	SP
08-PP135-071	October 01 2008	Recreation Program Director	C M	SP
08-PP135-071	October 01 2008	Recreation Program Director	N V	SP
08-PP135-071	October 01 2008	Recreation Program Director	G V	SP
08-PP135-071	October 01 2008	Recreation Program Director	C B	
08-PP135-071	October 01 2008	Recreation Program Director	R C	
08-PP135-071	October 01 2008	Recreation Program Director	G D	
08-PP135-071	October 01 2008	Recreation Program Director	B E	
08-PP135-071	October 01 2008	Recreation Program Director	A F	
08-PP135-071	October 01 2008	Recreation Program Director	L G	

Exam Number	List Date	Title	Applicant's	Bilingual
08-PP135-071	October 01 2008	Recreation Program Director	R H	
08-PP135-071	October 01 2008	Recreation Program Director	D I	
08-PP135-071	October 01 2008	Recreation Program Director	H L	
08-PP135-071	October 01 2008	Recreation Program Director	I M	
08-PP135-071	October 01 2008	Recreation Program Director	A M	
08-PP135-071	October 01 2008	Recreation Program Director	G M	
08-PP135-071	October 01 2008	Recreation Program Director	J M	
08-PP135-071	October 01 2008	Recreation Program Director	A N	
08-PP135-071	October 01 2008	Recreation Program Director	P R	
08-PP135-071	October 01 2008	Recreation Program Director	J T	
08-PP135-071	October 01 2008	Recreation Program Director	F W	
08-PP135-071	October 01 2008	Recreation Program Director	S W	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	E P	CH
09-PP137-010	April 15 2009	Recreation Specialist I, PT	N C	SP
09-PP137-010	April 15 2009	Recreation Specialist I, PT	N E	SP
09-PP137-010	April 15 2009	Recreation Specialist I, PT	U H	SP
09-PP137-010	April 15 2009	Recreation Specialist I, PT	T H	SP
09-PP137-010	April 15 2009	Recreation Specialist I, PT	T K	SP
09-PP137-010	April 15 2009	Recreation Specialist I, PT	C M	SP
09-PP137-010	April 15 2009	Recreation Specialist I, PT	C M	SP
09-PP137-010	April 15 2009	Recreation Specialist I, PT	D M	SP
09-PP137-010	April 15 2009	Recreation Specialist I, PT	K M	SP
09-PP137-010	April 15 2009	Recreation Specialist I, PT	M M	SP
09-PP137-010	April 15 2009	Recreation Specialist I, PT	C B	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	L B	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	D B	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	A C	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	P C	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	C C	

Exam Number	List Date	Title	Applicant's	Bilingual
09-PP137-010	April 15 2009	Recreation Specialist I, PT	S D	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	R G	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	J H	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	M H	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	L H	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	J H	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	C L	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	L L	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	N L	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	N M	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	G M	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	V M	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	C M	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	J M	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	D O	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	O O	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	J P	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	J P	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	V R	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	M R	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	L R	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	P S	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	J S	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	S S	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	C S	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	R S	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	B T	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	E V	
09-PP137-010	April 15 2009	Recreation Specialist I, PT	D W	

Exam Number	List Date	Title	Applicant's	Bilingual
09-PP137-010	April 15 2009	Recreation Specialist I, PT	L W	
08-PP137-087	September 24 2008	Recreation Specialist I, PT (Boating/Sailing)	G T	CH
08-PP137-087	September 24 2008	Recreation Specialist I, PT (Boating/Sailing)	B Q	SP
08-PP137-087	September 24 2008	Recreation Specialist I, PT (Boating/Sailing)	A C	
08-PP137-087	September 24 2008	Recreation Specialist I, PT (Boating/Sailing)	J F	
08-PP137-087	September 24 2008	Recreation Specialist I, PT (Boating/Sailing)	J J	
08-PP137-087	September 24 2008	Recreation Specialist I, PT (Boating/Sailing)	R M	
08-PP137-087	September 24 2008	Recreation Specialist I, PT (Boating/Sailing)	J R	
08-PP137-087	September 24 2008	Recreation Specialist I, PT (Boating/Sailing)	W W	
08-PP137-087	September 24 2008	Recreation Specialist I, PT (Boating/Sailing)	B W	
08-PP138-098	November 04 2008	Recreation Specialist II, PPT (Dance)	J A	
08-PP138-098	November 04 2008	Recreation Specialist II, PPT (Dance)	D C	
08-PP138-098	November 04 2008	Recreation Specialist II, PPT (Dance)	L G	
08-PP138-098	November 04 2008	Recreation Specialist II, PPT (Dance)	C H	
08-PP138-098	November 04 2008	Recreation Specialist II, PPT (Dance)	M P	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	S L	CH
09-PP139-010	April 15 2009	Recreation Specialist II, PT	H L	CH
09-PP139-010	April 15 2009	Recreation Specialist II, PT	S Y	CH
09-PP139-010	April 15 2009	Recreation Specialist II, PT	J C	CH / SP
09-PP139-010	April 15 2009	Recreation Specialist II, PT	K A	SP
09-PP139-010	April 15 2009	Recreation Specialist II, PT	K A	SP
09-PP139-010	April 15 2009	Recreation Specialist II, PT	M B	SP
09-PP139-010	April 15 2009	Recreation Specialist II, PT	E B	SP
09-PP139-010	April 15 2009	Recreation Specialist II, PT	M G	SP
09-PP139-010	April 15 2009	Recreation Specialist II, PT	A G	SP
09-PP139-010	April 15 2009	Recreation Specialist II, PT	A H	SP
09-PP139-010	April 15 2009	Recreation Specialist II, PT	J H	SP
09-PP139-010	April 15 2009	Recreation Specialist II, PT	S J	SP
09-PP139-010	April 15 2009	Recreation Specialist II, PT	C L	SP

Exam Number	List Date	Title	Applicant's	Bilingual
09-PP139-010	April 15 2009	Recreation Specialist II, PT	N L	SP
09-PP139-010	April 15 2009	Recreation Specialist II, PT	F M	SP
09-PP139-010	April 15 2009	Recreation Specialist II, PT	C N	SP
09-PP139-010	April 15 2009	Recreation Specialist II, PT	S S	SP
09-PP139-010	April 15 2009	Recreation Specialist II, PT	L S	SP
09-PP139-010	April 15 2009	Recreation Specialist II, PT	G A	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	S A	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	J A	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	A B	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	E C	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	B C	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	M C	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	D D	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	M F	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	E F	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	M F	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	R F	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	J F	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	E G	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	P G	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	B H	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	S H	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	K H	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	A H	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	B J	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	C J	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	D J	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	A L	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	B M	

Exam Number	List Date	Title	Applicant's	Bilingual
09-PP139-010	April 15 2009	Recreation Specialist II, PT	M M	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	R N	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	T P	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	R P	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	A P	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	J R	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	S R	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	L R	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	B R	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	L S	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	B S	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	K S	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	J V	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	R W	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	J W	
09-PP139-010	April 15 2009	Recreation Specialist II, PT	E Y	
08-PP111-083	October 20 2008	Senior Clean City Specialist	P B	SP
08-PP111-083	October 20 2008	Senior Clean City Specialist	J B	SP
08-PP111-083	October 20 2008	Senior Clean City Specialist	A D	SP
08-PP111-083	October 20 2008	Senior Clean City Specialist	G G	SP
08-PP111-083	October 20 2008	Senior Clean City Specialist	S L	SP
08-PP111-083	October 20 2008	Senior Clean City Specialist	A B	
08-PP111-083	October 20 2008	Senior Clean City Specialist	A C	
08-PP111-083	October 20 2008	Senior Clean City Specialist	M C	
08-PP111-083	October 20 2008	Senior Clean City Specialist	L D	
08-PP111-083	October 20 2008	Senior Clean City Specialist	B H	
08-PP111-083	October 20 2008	Senior Clean City Specialist	H N	
08-PP111-083	October 20 2008	Senior Clean City Specialist	C R	
08-PP111-083	October 20 2008	Senior Clean City Specialist	L R	

Exam Number	List Date	Title	Applicant's	Bilingual
08-PP111-083	October 20 2008	Senior Clean City Specialist	A V	
08-SC220-094	November 19 2008	Senior Services Supervisor	M L	CH
08-SC220-094	November 19 2008	Senior Services Supervisor	N R	SP
08-SC220-094	November 19 2008	Senior Services Supervisor	J S	SP
08-SC220-094	November 19 2008	Senior Services Supervisor	P B	
08-SC220-094	November 19 2008	Senior Services Supervisor	K E	
08-SC220-094	November 19 2008	Senior Services Supervisor	H M	
08-SC220-094	November 19 2008	Senior Services Supervisor	J N	
08-SC220-094	November 19 2008	Senior Services Supervisor	W P	
08-SC220-094	November 19 2008	Senior Services Supervisor	J T	
07-IS119-052	July 31 2008	Specialty Combination Inspector	S B	SP
07-IS119-052	July 31 2008	Specialty Combination Inspector	R D	SP
07-IS119-052	July 31 2008	Specialty Combination Inspector	R A	
07-IS119-052	July 31 2008	Specialty Combination Inspector	J B	
07-IS119-052	July 31 2008	Specialty Combination Inspector	J B	
07-IS119-052	July 31 2008	Specialty Combination Inspector	H B	
07-IS119-052	July 31 2008	Specialty Combination Inspector	D C	
07-IS119-052	July 31 2008	Specialty Combination Inspector	P C	
07-IS119-052	July 31 2008	Specialty Combination Inspector	J D	
07-IS119-052	July 31 2008	Specialty Combination Inspector	T H	
07-IS119-052	July 31 2008	Specialty Combination Inspector	P H	
07-IS119-052	July 31 2008	Specialty Combination Inspector	D J	
07-IS119-052	July 31 2008	Specialty Combination Inspector	K M	
07-IS119-052	July 31 2008	Specialty Combination Inspector	J M	
07-IS119-052	July 31 2008	Specialty Combination Inspector	T O	
07-IS119-052	July 31 2008	Specialty Combination Inspector	F P	
07-IS119-052	July 31 2008	Specialty Combination Inspector	J R	
07-IS119-052	July 31 2008	Specialty Combination Inspector	G S	
07-IS119-052	July 31 2008	Specialty Combination Inspector	A T	

Exam Number	List Date	Title	Applicant's	Bilingual
07-IS119-052	July 31 2008	Specialty Combination Inspector	B T	
07-IS119-052	July 31 2008	Specialty Combination Inspector	J V	
07-IS119-052	July 31 2008	Specialty Combination Inspector	L W	
08-ET119-048	August 27 2008	Supervising Civil Engineer	P F	CH
08-ET119-048	August 27 2008	Supervising Civil Engineer	S L	CH
08-ET119-048	August 27 2008	Supervising Civil Engineer	A L	CH
08-ET119-048	August 27 2008	Supervising Civil Engineer	G L	CH
08-ET119-048	August 27 2008	Supervising Civil Engineer	S L	CH
08-ET119-048	August 27 2008	Supervising Civil Engineer	G H	SP
08-ET119-048	August 27 2008	Supervising Civil Engineer	S A	
08-ET119-048	August 27 2008	Supervising Civil Engineer	D E	
08-ET119-048	August 27 2008	Supervising Civil Engineer	A M	
08-ET119-048	August 27 2008	Supervising Civil Engineer	D M	
08-ET119-048	August 27 2008	Supervising Civil Engineer	S R	
08-ET119-048	August 27 2008	Supervising Civil Engineer	J S	
08-ET119-048	August 27 2008	Supervising Civil Engineer	A W	
08-AP354-088	September 24 2008	Water Safety Instructor, PT	M A	SP
08-AP354-088	September 24 2008	Water Safety Instructor, PT	R B	
08-AP354-088	September 24 2008	Water Safety Instructor, PT	P F	
08-AP354-088	September 24 2008	Water Safety Instructor, PT	K S	
08-AP354-088	September 24 2008	Water Safety Instructor, PT	C W	
09-AP354-015	April 27 2009	Water Safety Instructor/Competitive Swimming Coach, PT	P C	SP
09-AP354-015	April 27 2009	Water Safety Instructor/Competitive Swimming Coach, PT	J B	
09-AP354-015	April 27 2009	Water Safety Instructor/Competitive Swimming Coach, PT	A G	
09-AP354-015	April 27 2009	Water Safety Instructor/Competitive Swimming Coach, PT	J J	
09-AP354-015	April 27 2009	Water Safety Instructor/Competitive Swimming Coach, PT	A R	
09-AP354-015	April 27 2009	Water Safety Instructor/Competitive Swimming Coach, PT	Z R	
09-AP354-015	April 27 2009	Water Safety Instructor/Competitive Swimming Coach, PT	N V	

Exam Number	List Date	Title	Applicant's	Bilingual
08-AP103-061	October 29 2008	Administrative Analyst I	E C	CH
08-AP103-061	October 29 2008	Administrative Analyst I	A L	CH
08-AP103-061	October 29 2008	Administrative Analyst I	Y L	CH
08-AP103-061	October 29 2008	Administrative Analyst I	X L	CH
08-AP103-061	October 29 2008	Administrative Analyst I	M L	CH
08-AP103-061	October 29 2008	Administrative Analyst I	K M	CH
08-AP103-061	October 29 2008	Administrative Analyst I	F M	CH
08-AP103-061	October 29 2008	Administrative Analyst I	N G	SP
08-AP103-061	October 29 2008	Administrative Analyst I	T M	SP
08-AP103-061	October 29 2008	Administrative Analyst I	E M	SP
08-AP103-061	October 29 2008	Administrative Analyst I	R P	SP
08-AP103-061	October 29 2008	Administrative Analyst I	E R	SP
08-AP103-061	October 29 2008	Administrative Analyst I	L S	SP
08-AP103-061	October 29 2008	Administrative Analyst I	R T	SP
08-AP103-061	October 29 2008	Administrative Analyst I	N T	SP
08-AP103-061	October 29 2008	Administrative Analyst I	S A	
08-AP103-061	October 29 2008	Administrative Analyst I	K A	
08-AP103-061	October 29 2008	Administrative Analyst I	A A	
08-AP103-061	October 29 2008	Administrative Analyst I	A C	
08-AP103-061	October 29 2008	Administrative Analyst I	V C	
08-AP103-061	October 29 2008	Administrative Analyst I	M C	
08-AP103-061	October 29 2008	Administrative Analyst I	C C	
08-AP103-061	October 29 2008	Administrative Analyst I	W C	
08-AP103-061	October 29 2008	Administrative Analyst I	T E	
08-AP103-061	October 29 2008	Administrative Analyst I	G F	
08-AP103-061	October 29 2008	Administrative Analyst I	Y G	
08-AP103-061	October 29 2008	Administrative Analyst I	T G	
08-AP103-061	October 29 2008	Administrative Analyst I	A H	
08-AP103-061	October 29 2008	Administrative Analyst I	H H	