

Department of Workplace and Employment Standards (DWES)

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Emylene Aspilla

Director

Department of Workplace and Employment Standards



**CITY OF
OAKLAND**



DWES Creation and Responsibilities

Department was created July 1, 2020:

Labor Standards

- Educate workers and employers on Oakland's labor laws.
- Enforce laws promoting access to/participation in quality jobs.

Business Inclusion

- Ensure equitable access to the City's contracting opportunities.
- Maximize participation of local and small businesses.



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Labor Standards

	Provision	Applicability	Reference	Overview
Wages, Benefits, & Working Conditions	City Minimum Wage, Sick Leave, and Other Employment Standards	Citywide	Chapter 5.92	<ul style="list-style-type: none"> • Employees working 2+ hours a week • Effective 1/1/2023: \$15.97 • 1 hour of sick leave for every 30 hours worked • Hospitality Employers that collect “service charges” must pay these to employees who rendered the service
	Hotel Minimum Wage and Working Conditions	Citywide	Chapter 5.93	<ul style="list-style-type: none"> • Effective 1/1/23: \$17.37 with benefits and \$23.15 without benefits • Maximum of 4000 square feet of floorspace cleaned in 8 hours • Consent for working over 10 hours • Panic buttons for housekeepers, room servers, and other hotel employees working alone in guest rooms or bathrooms

Labor Standards

	Provision	Applicability	Reference	Overview
Wages, Benefits, & Working Conditions	Living Wage Ordinance	City Contracts	Chapter 2.28	Effective 7/1/2022: \$16.14 with benefits and \$18.53 without benefits
	Prevailing Wage	City Contracts	Resolution No. 57103 C.M.S	Wages vary by trade and are determined by the State of California
	Equal Benefits Ordinance	City Contracts	Chapter 2.32	Benefits are offered equally to employees with domestic partners and employees with spouses



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Labor Standards

	Provision	Applicability	Reference	Overview
Job Access & Participation	Local Employment Program	City Contracts	Part IV of the Local and Small Business Enterprise Program , Resolution No. 69687 C.M.S., as amended and codified by Ordinance No. 12389 C.M.S., and as subsequently amended	Public works projects, craft by craft: <ul style="list-style-type: none"> • <u>50%</u> of work hours performed by Oakland residents • 50% of new hires are Oakland residents <ul style="list-style-type: none"> ○ First new hire must be an Oakland resident



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Labor Standards

	Provision	Applicability	Reference	Overview
Job Access & Participation	Fifteen (15) Percent Apprenticeship Program	City Contracts	Resolution No. 74762 C.M.S.	<ul style="list-style-type: none"> Utilizing apprentices at <u>15%</u> counts toward Local Employment Program goals
	Women and Minority Utilization	City Contracts with Federal Funding	3C00 Executive Order Goals	<ul style="list-style-type: none"> Nationwide goal of <u>6.9%</u> for female utilization <u>25.6%</u> minority utilization for the San Francisco-Oakland Economic Area



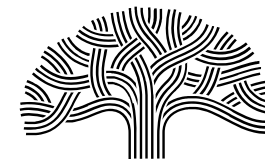
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Labor Standards

	Provision	Applicability	Reference	Overview
Job Access & Participation	Oakland Army Base	Vertical Construction and Operations	Resolution No. 13140 C.M.S.	<p>Construction by trade:</p> <ul style="list-style-type: none"> • <u>50%</u> of work hours performed by Oakland residents • <u>20%</u> of work hours performed by any Apprentice • <u>25%</u> of Apprentice hours are performed by Disadvantaged Workers <p>West Gateway Ground Lease – Large Employers:</p> <ul style="list-style-type: none"> • <u>50%</u> of workers hired during a particular year are Oakland residents • <u>25%</u> of workers hired during a particular year are Disadvantaged Workers • Incentives for job retention

Labor Standards – COVID-19

	Provision	Applicability	Reference	Overview
Sick Leave	Protecting Workers and Communities During the Pandemic - COVID-19 Emergency Paid Sick Leave Ordinance	Citywide	Chapter 5.94	<ul style="list-style-type: none">• Enacted to complement and strengthen the Federal FFCRA and State Paid Sick Leave laws.• Compensate all employees laid off on or after May 12, 2020 immediately upon separation for paid sick leave they accrued pursuant to Oakland's existing sick leave provisions.



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Labor Standards – COVID-19

	Provision	Applicability	Reference	Overview
Recall	Hospitality and Travel Worker Right to Recall	Citywide	Chapter 5.95	<ul style="list-style-type: none"> • Certain travel and hospitality workers laid off after January 31, 2020 for economic, non-disciplinary reasons must be re-hired by seniority. • Employers subject to the ordinance: Airport Hospitality Operations, Airport Service Providers, Event Centers, Hotels, and Restaurants.
Hazard Pay	Grocery Worker Hazard Pay Emergency Ordinance	Citywide	Chapter 5.96	<ul style="list-style-type: none"> • This Ordinance is now Defunct. • Oakland Large Grocery Employers were required to pay Covered Employees a wage of no less than an additional five dollars (\$5.00) per hour.

Business Inclusion

	Provision	Applicability	Reference	Overview
Local and Small Business Participation	Local and Small Business Enterprise Program	City Contracts	Local and Small Business Enterprise Program , Resolution No. 69687 C.M.S., as amended and codified by Ordinance No. 12389 C.M.S., and as subsequently amended	50% local business participation requirement <ul style="list-style-type: none"> • 25% for Local Business Enterprises (LBE)/Local Not for Profit Business Enterprise (L/NFPBE) • 25% for Small Local Business Enterprises (SLBE)/Small Local Not for Profit Business Enterprise (S/LNFPBE)

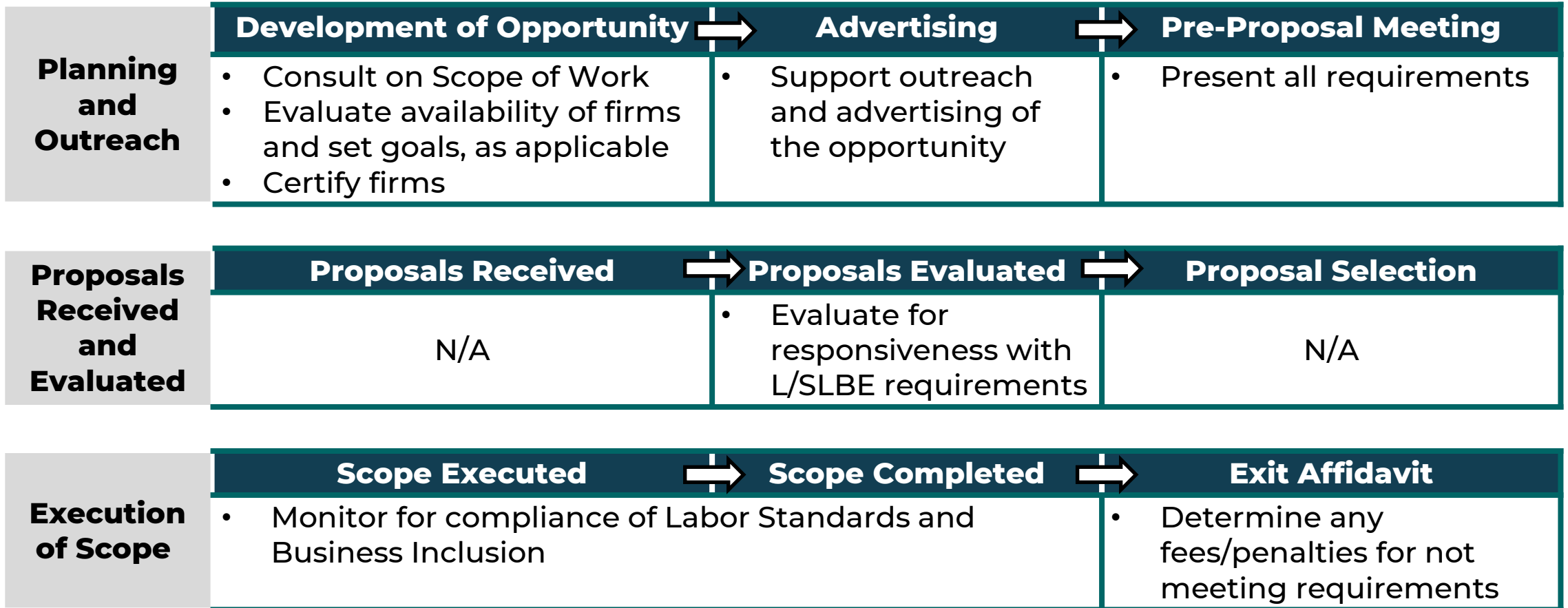


Business Inclusion

	Provision	Applicability	Reference	Overview
Disadvantaged Business Enterprise Participation	Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs	City Contracts with Federal Funding	CFR 49 Part 26	<p>Levelling the playing field by providing small businesses owned and controlled by socially and economically disadvantaged individuals a fair opportunity to compete for federally funded transportation contracts.</p> <ul style="list-style-type: none"> • Race and gender-neutral measures and race-and gender conscious measures, when permitted



DWES | Contracting Process



Labor Standards



\$433K paid to workers in the past 7+ years



5843 sick hours credited to workers in the past 7+ years



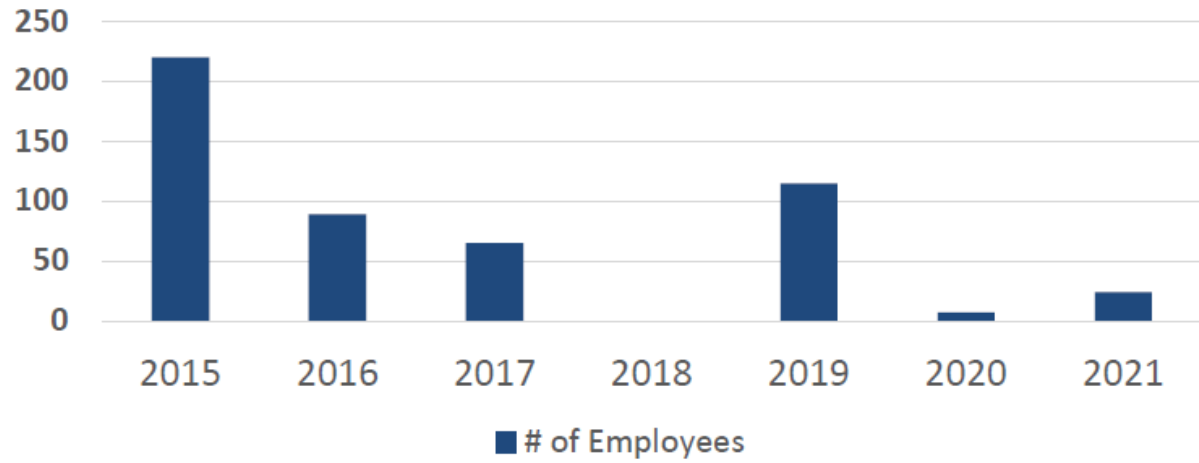
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Labor Standards

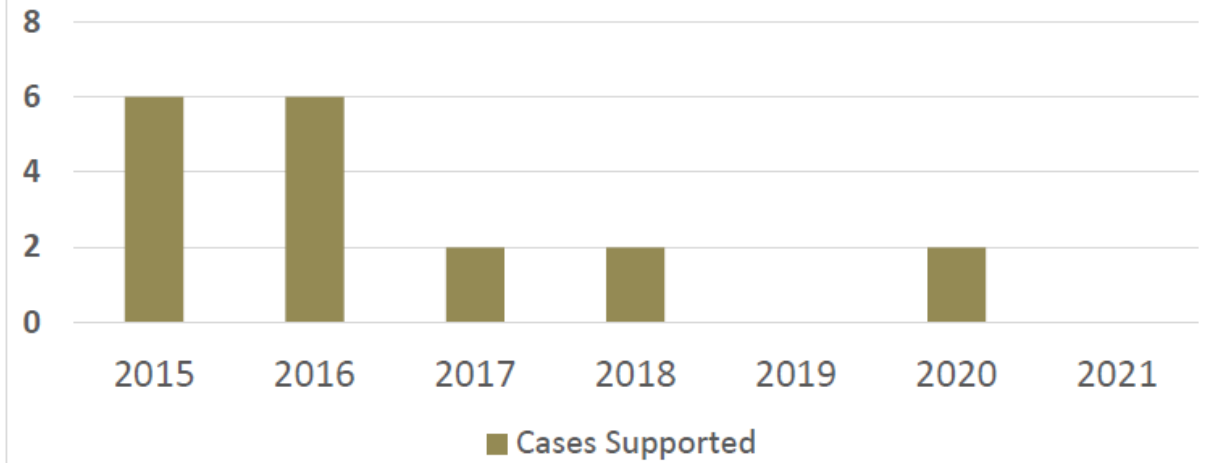


Labor Standards

of Employees Impacted

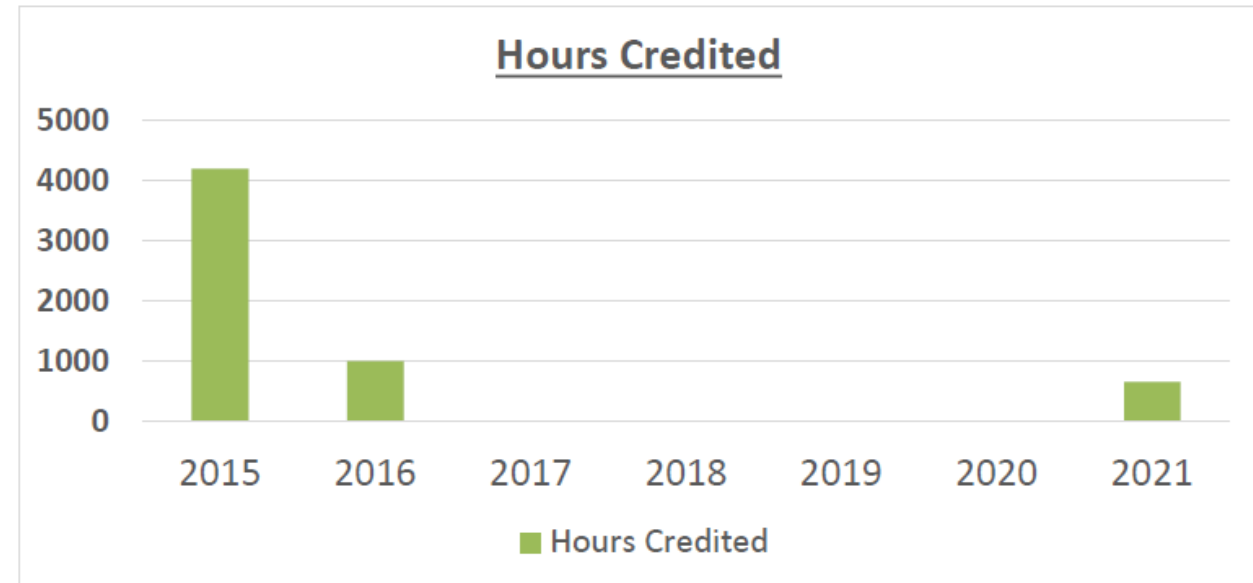
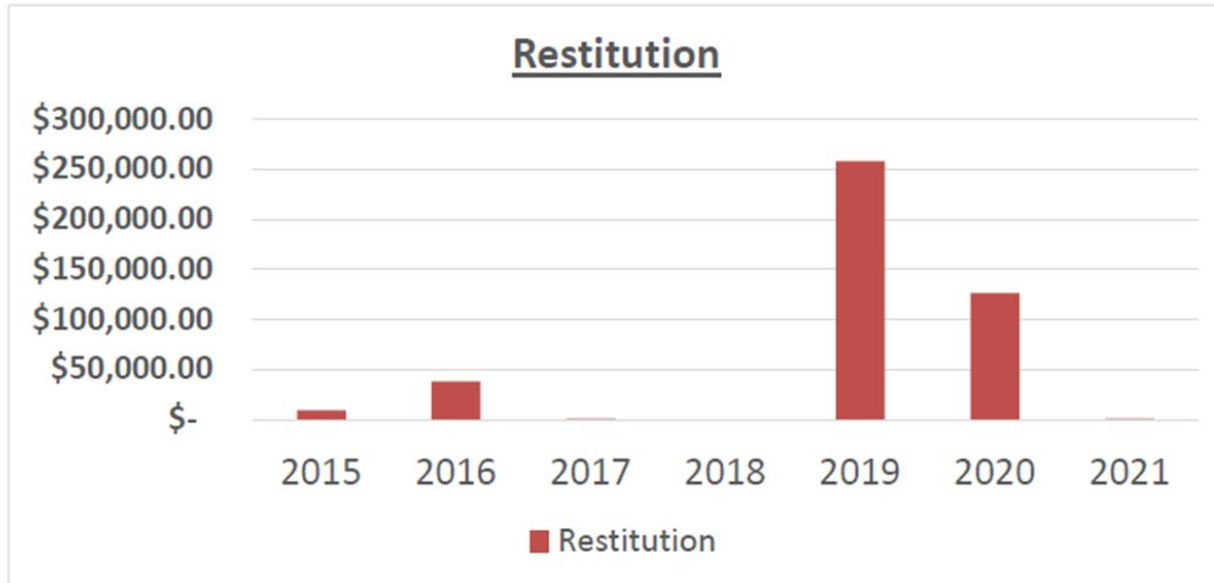


Cases Supported



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Labor Standards



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Business Inclusion



\$500 million to
Oakland businesses
in the past 7+ years

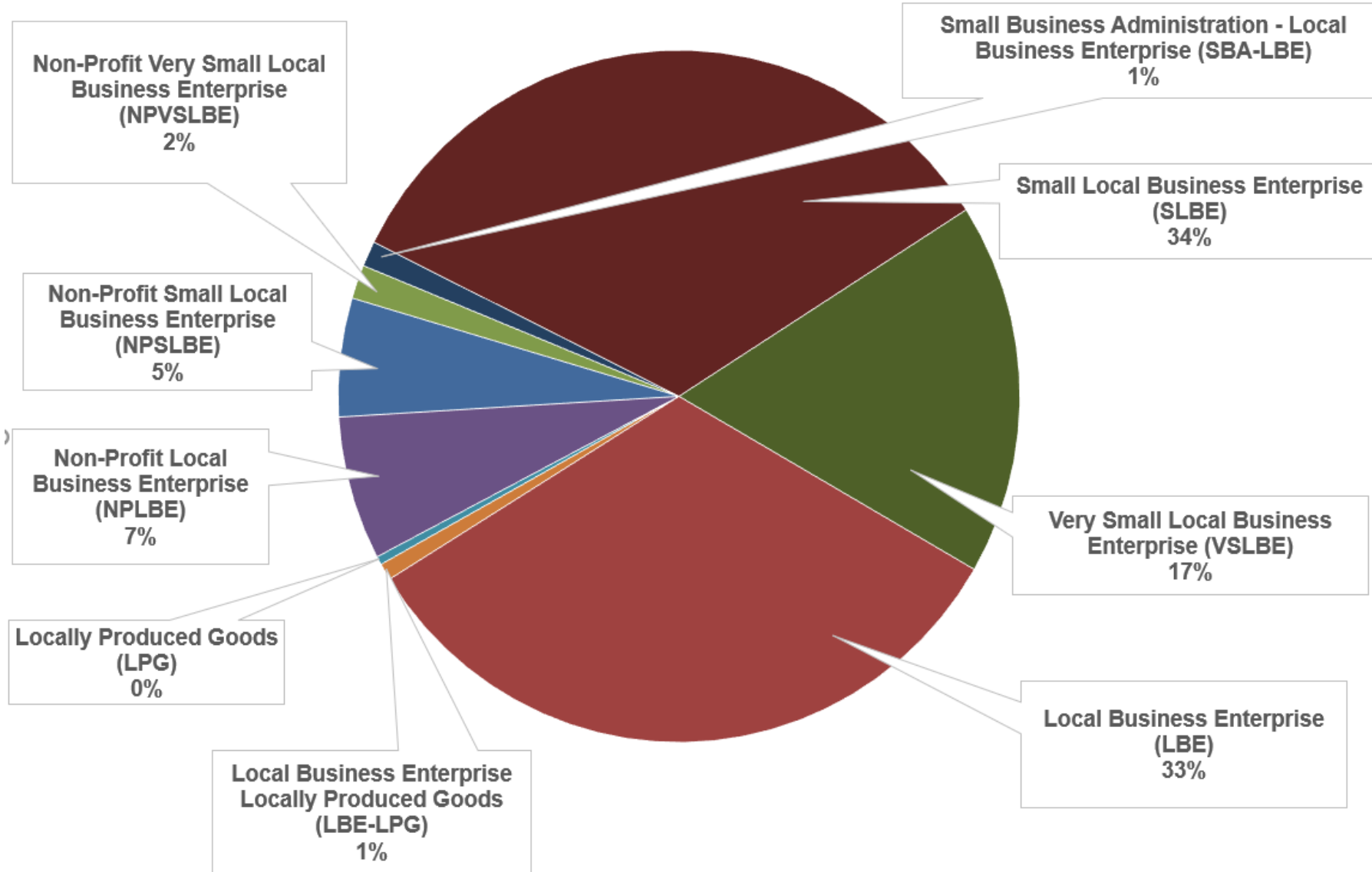


\$350 million to
Disadvantaged
Business Enterprises



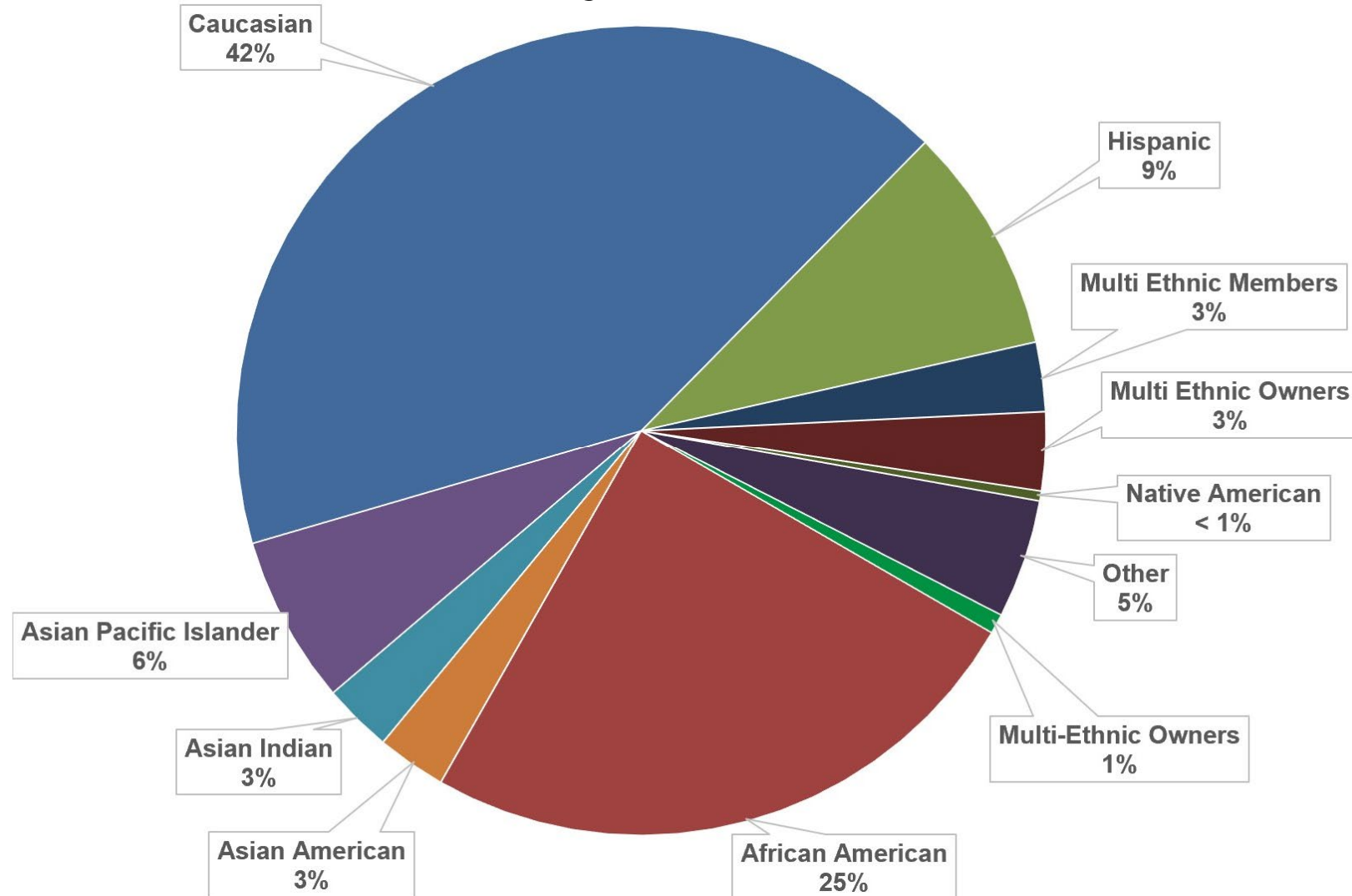
Business Inclusion

Certified Firms: Types of Businesses



Business Inclusion

Certified Firms: Race & Ethnicity

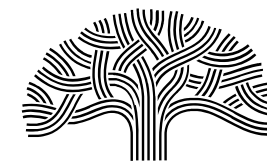


Community Partnerships & Opportunities

Labor Standards

Fair Labor Oakland

- Centro Legal de la Raza
- East Bay Alliance for a Sustainable Economy (EBASE)
- Restaurant Opportunities Centers United
- Street Level Health Project
- Roots Community Health Center
- Chinese Progressive Association



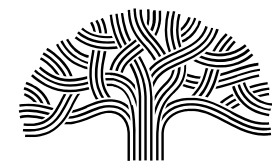
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Community Partnerships & Opportunities

Labor Standards

Opportunities

- Community and Employer Outreach
- More Accessible “Portal” for Worker Complaints and for Interest in Jobs
- Building Strategic and Co-enforcement Models for Enforcement
- Data Analysis and Reporting



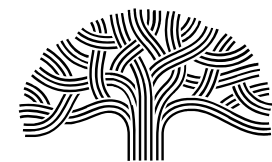
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Community Partnerships & Opportunities

Business Inclusion

Contracting Disparity Action Team

- Community Stakeholders
- Local/Small Local Business Enterprises
- Chambers of Commerce
- Trade Organizations
- City Staff
- City Council Members



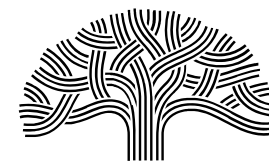
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Community Partnerships & Opportunities

Business Inclusion

Opportunities

- Business Outreach/Networking/Matchmaking
- Overhaul of the L/SLBE Program | Disparity Study
- Technical Assistance/Capacity Building
- Streamlining Cross-departmental Systems
- Data Analysis and Reporting



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LEARN MORE

For more information on the City's policies that stimulate the fair and equitable involvement of Oakland Businesses, Workers, and Residents:

**[oaklandca.gov/departments/
workplace-employment-standards](https://oaklandca.gov/departments/workplace-employment-standards)**

Human Resources Management Department (HRM)

The background features a dark blue color with a complex, abstract pattern of light blue, curved lines that resemble a stylized fingerprint or a network of paths. The lines are dense and flow from the right side towards the center, creating a sense of movement and depth.

Human Resources Management Department

Ian Appleyard
Director
Human Resources Management
Department



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Human Resources Management Department

- 58 FTE (Jan 2023), 15 vacancies
- Recruitment, Classification & Compensation
- Labor & Employee Relations
- Risk Management
- Benefits Administration
- Training & Organizational Development
- Equal Access
- Civil Service Board
- Layoff Management



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Human Resources Management Governance Structure

- Charter Section IX – Personnel Policy
- Civil Service Board – Personnel Manual
- Labor Agreements
- Administrative Instructions



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Important Workplace Policies

- AI 71 – Anti-Discrimination
- AI 596 – Code of Conduct
- AI 544 – Violence in the Workplace
- AI 577 – Drug Free Workplace
- AI 73 – Gender Inclusion
- CSRule 12 – Conflict of Interest



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City Council and Committee Reports

- Semi-Annual Staffing Report (June and December)
- Workers' Compensation Annual Report (March)
- Equal Access Annual Report (September)



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City Council and Committee Reports

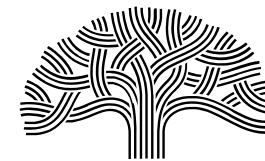
- Salary Ordinance:
 - Changes to compensation or titles require City Council approval
 - Occurs after Department and Union engagement
 - Routine update to the organization chart (classification plan)
- Civil Service Exemptions
 - Position recommended to Civil Service Board



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State of Hiring and Vacancies

- Oakland Vacancy Rate 19% October 2022 (16% in 2018)
- Strategies:
 - Build HR staff
 - Process Mapping
 - Stakeholder analysis
 - Improve customer experience (Candidates and Departments)
 - Union and Community partnerships
 - Leverage new technology
- Challenges: Public Sector Talent, Hiring Timelines, Compliance, Promotions, and Attrition



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City Hiring Process

- ~85% of FT classifications are Civil Service positions
- ~90% of FT classifications are Union Represented
- Sample Hiring Steps: Approved budget, exam plan, job announcement, exam, certification, hiring interview, and background checks are an example of hiring steps
- Hiring timeline: 160 days due to HRM staffing, lack of technical talent, and compliance requirements
- Promotional Public Safety hiring: Mandates constant recruitment activity



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Labor & Employee Relations

- Unions – 7 labor contracts
- State (MMBA) and Local Law (EERA)
- Mandatory vs. Permissive subjects of bargaining
- Good Faith standards
- Full-Contract Bargaining:
 - Council authorizes bargaining parameters – Closed Session
 - Tentative Agreements are executed
 - Union ratifies agreement
 - City Council ratifies agreement – Open Session
 - Impasse – Fact finding and Arbitration (public safety)



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LEARN MORE

For more information on the Human Resources Management Department please visit:

[OAKLANDCA.GOV/DEPARTMENTS/
department-of-human-resources-management](https://oaklandca.gov/departments/departments-of-human-resources-management)

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Information Technology Department (ITD)

Information Technology Department (ITD)

Tony Batalla
Director
Department of Information Technology



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Organizational Structure

MISSION

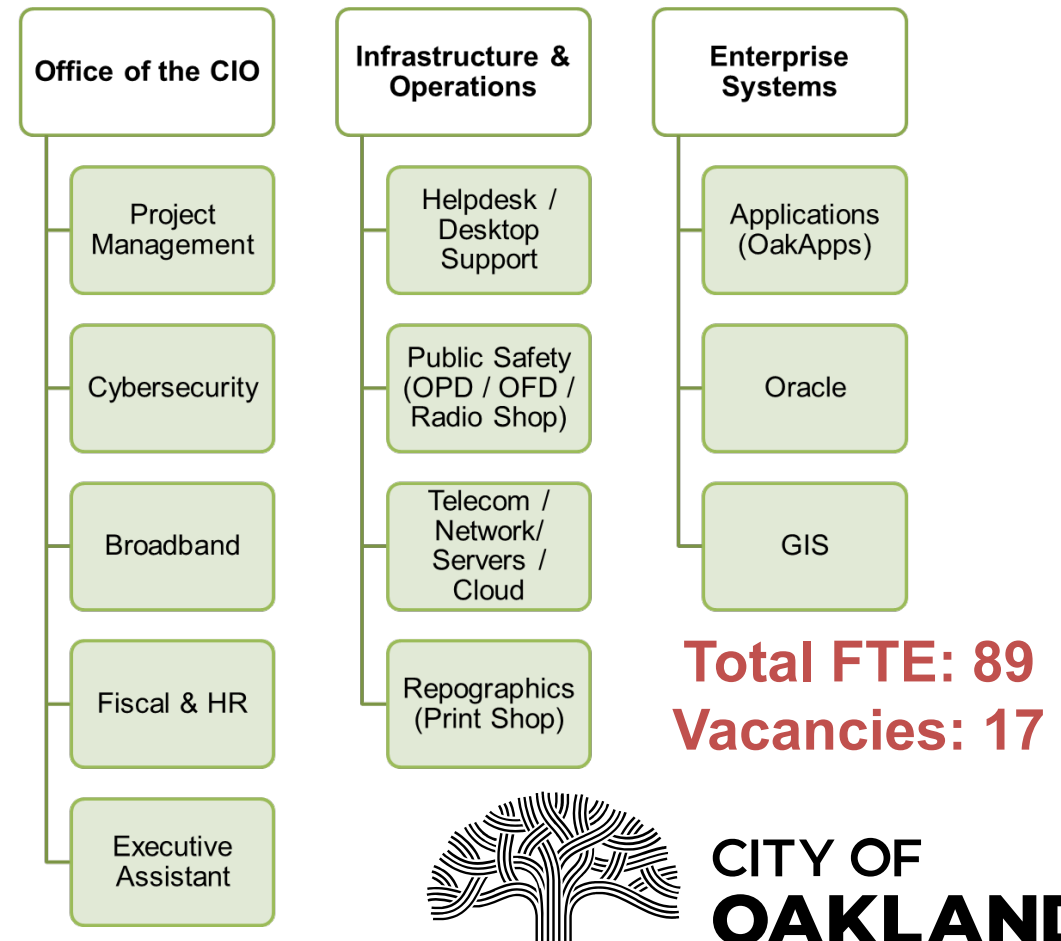
We deliver IT services and solutions that empower our community and drive innovation

VISION

To be a trusted partner, leading the City's digital transformation by providing secure, reliable and cutting-edge technology and practical, timely expertise

UNOFFICIAL MOTTO

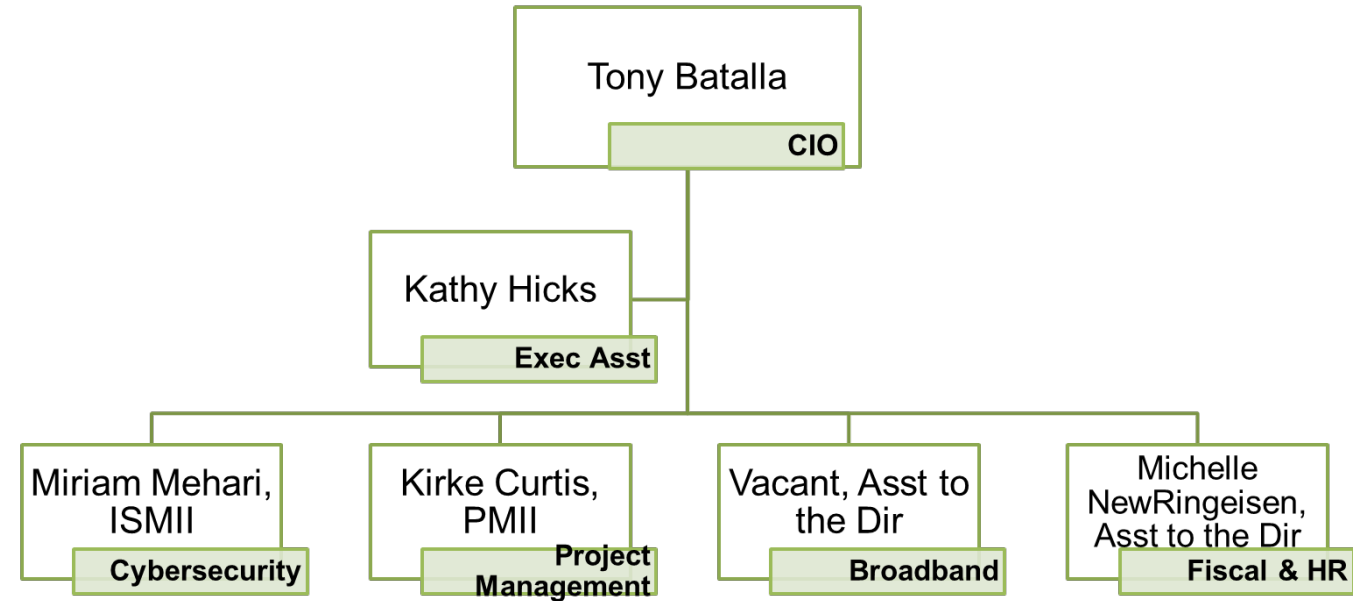
"The Backbone of the City"



CITY OF OAKLAND

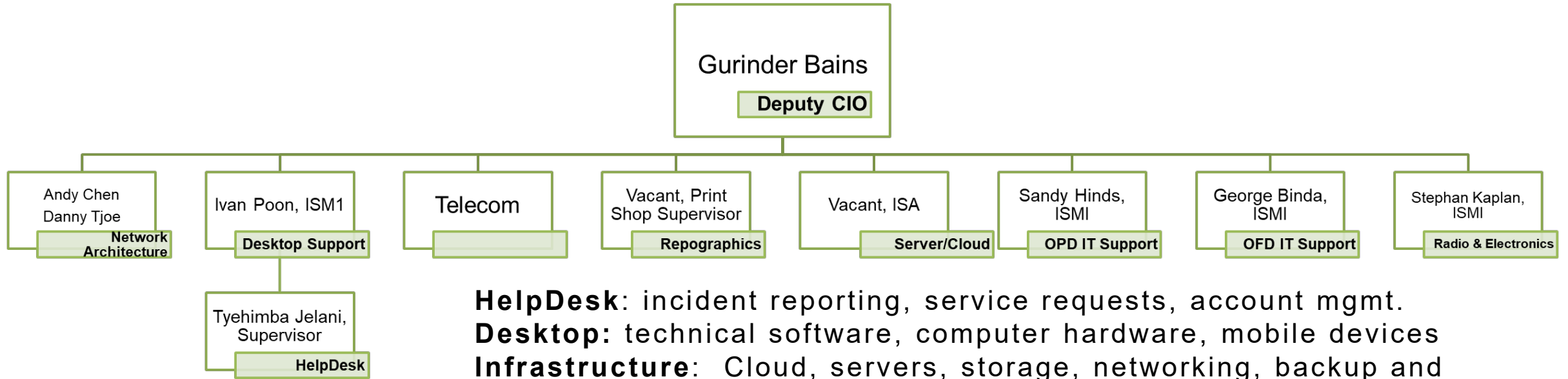
Office of the CIO

- Strategic planning
- Policies and procedures
- Fiscal management
- Vendor negotiations and contracting
- Human resources management
- Special projects: citywide technology governance; project and program management
- Community broadband & Public Wi-Fi
- Cybersecurity



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Infrastructure & Operations



HelpDesk: incident reporting, service requests, account mgmt.

Desktop: technical software, computer hardware, mobile devices

Infrastructure: Cloud, servers, storage, networking, backup and disaster recovery

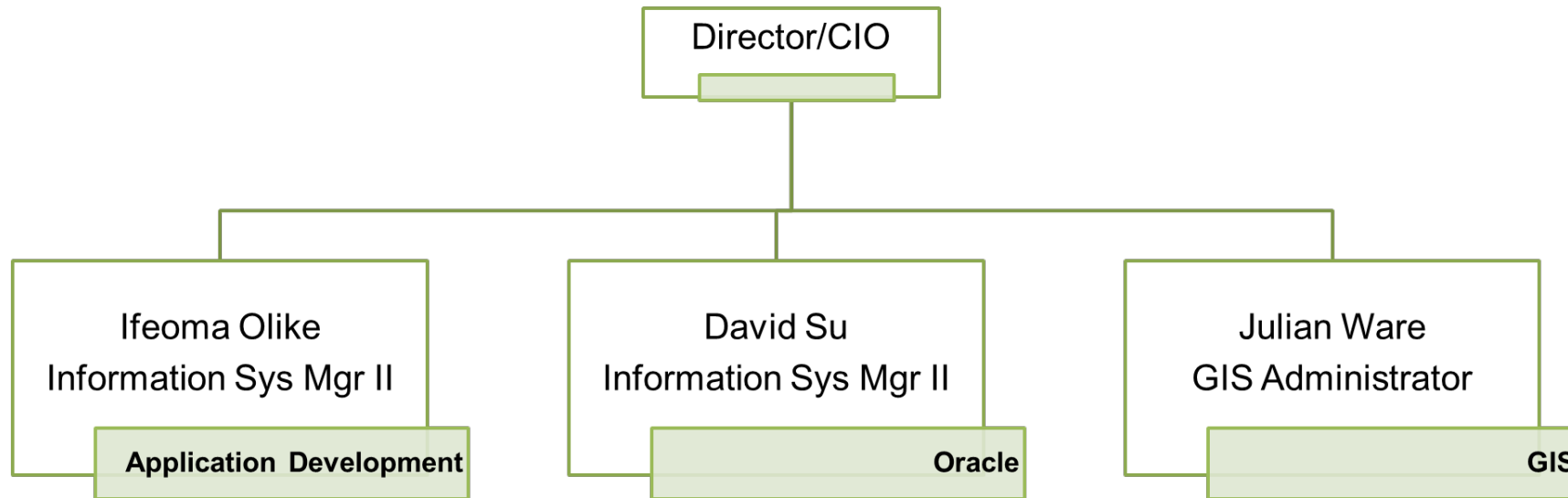
Public Safety: OPD IT, OFD IT, and Radio Shop. 911 Dispatch Centers, Emergency Operations Center, radio system, handheld and mobile radios

Reprographics: printing, flyers, graphics, business cards



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Enterprise Systems



OakApps

Custom built web applications and mobile apps such as Rent Adjustment Program (RAP); AP Invoice Portal; CPRA Portal; and more

Oracle Enterprise Resource Planning (ERP) system

General Ledger, Accounts Payable, Purchasing, Projects, Grants Accounting, Cash Management, Payroll, Human Resources, Benefits, iSupplier, more

Geographic Information Systems

Map-based web applications, integrations with land-use management, public safety, capital projects, more



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FY22-25 Strategic Plan

Challenges/Findings
Legacy Infrastructure
Security Vulnerabilities
Budget & Funding
Instability/Turnover/Pandemic
Lack of updated standards & processes
→“Fire Fighting/Keep the Lights On” Operating Mode

Core Goals
Reliable & Resilient Infrastructure
Excellent IT Department
Resource Maximization
Organizational Alignment
Cybersecurity Maturity
Innovation

Key 2023 Projects
Data Center Modernization
AWS Cloud Enhancement & Migration
Oracle Cloud Migration
Motorola CAD/RMS Upgrade
Cybersecurity Remediations
OFD Portable Radio Upgrade
City Broadband & Digital Equity



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<https://OAKLANDCA.GOV/DEPARTMENTS/INFORMATION-TECHNOLOGY>

Administration Summary

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Administration Summary

Angela Robinson Pinon
Deputy City Administrator
City Administrator's Office



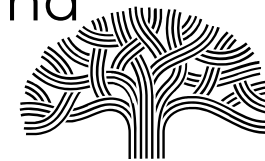
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Service Summary

City Administrator's Office (CAO): Oversees the day-to-day operations of all City departments to ensure the goals and policy directives of the Mayor and City Council are implemented.

Department of Race & Equity (DRE): Works with all City Departments to implement a racial equity theory of change through an action process that includes (but is not limited to) increasing awareness of racial inequity, how it operates in institutions, and the harm it does; mobilizing advocates to organize support and action for furthering a shared vision of racial equity through leadership action, Equity Teams, and general staff engagement; and much more.



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Service Summary

Finance Department: Safeguards the City's assets and serves as the fiscal steward of the City of Oakland through the delivery of comprehensive financial services including budgeting, accounting, procurement/purchasing, payroll, financial reporting, and investments.

Department of Workplace and Employment Standards (DWES): Educates workers and employers on Oakland's labor laws and enforces laws promoting access to/participation in quality jobs. Works to ensure equitable access to the City's contracting opportunities by maximizing the participation of local and small businesses.



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Service Summary

Human Resources Management (HRM): Attracts and works to retain a highly skilled, diverse workforce; engages in effective labor and employee relations; maintains a comprehensive classification plan; administers the Equal Access Program; administers the City's employee benefits plans; and to oversee the Risk Management Program for the City.

Information Technology Department (ITD): Designs, deploys and maintains IT systems that supports the full spectrum of City government.



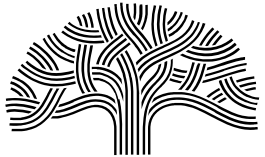
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Oakland Animal Services (OAS)

A stylized silhouette of a dog's head, composed of numerous concentric, curved lines that create a textured, almost woven appearance. The lines are a lighter shade of blue than the background, and they form the outline of the dog's snout, ear, and head.

Oakland Animal Services

Ann Dunn
Director



CITY OF
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Mission

The mission of Oakland Animal Services is to improve the lives of people and animals in our community by assisting injured wildlife, facilitating adoption of shelter animals, supporting guardians of companion animals, combating animal cruelty and neglect, and when needed, serving as the safety net for the neediest animals living in the City of Oakland.



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People Served by OAS

Residents from zip codes identified in the 2018 Oakland Equity Indicators Report that are more than 60% BIPOC make up:

- 89% of owner surrenders.
- 90% of requests for veterinary services for owned animals.
- 85% of people looking for their lost animals.
- 62% of adopters.



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Supporting East Oakland

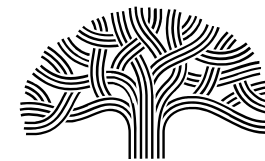
Residents from zip codes 94603 and 94621 make up:

38% of owner surrenders

37% of requests for veterinary services for owned animals

28% of people redeeming their lost animals

6% of adopters



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Community-Based Model

- Increase Accessibility
- Address Historic Inequities in Animal Welfare
- Provide Access to Veterinary Care



Increase Accessibility

Increased open hours:

42 hours, 7 days per week

Open until 7:00 PM on Thursdays

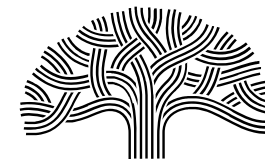
Animal Control Hours from 7:00 AM-9:30 PM (with standby for all other hours)



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Intersection: Human Services

- Approximately one in ten people experiencing homelessness are living with pets.
- In Oakland, Unsheltered people are predominately BIPOC.
- The lack of affordable pet friendly housing is a significant barrier to exiting homelessness.
- Animal companionship is correlated with increased confidence and resiliency for people who have experienced trauma.



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Accessible Adoptions

Removing barriers to adoption for low-income Oakland residents



Address Inequities

- Differentiate between limited resources and neglect
- Focus where help is needed most
- Offer Support to keep animals with their families



Reports of Cruelty/Neglect

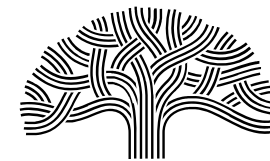
- Regulated by the California Penal Code
- Minimum care standards
- Rights of owners
- Must satisfy 4TH Amendment/evidence requirements for search and seizure



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Animal Welfare Checks

- Approach with objectivity
- Support for low-income pet guardians
- Navigating conflict between neighbors
- Challenges for Animal Control Officers



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Access to Veterinary Care

- For pet guardians experiencing homelessness
- For Residents of East Oakland
- Over 1,000 owned animals helped



Community Cats

- Growing population
- Challenges related to relocation
- Goals for Trap-Neuter-Return (TNR)
- Triaging most urgent situations



Assisting Wildlife

- **OAS:** Sick, injured or deceased animals
- **California Department of Fish and Wildlife:** Human-wildlife conflict
- **Vector Control:** Rodents, bats, insects, etc.



Increased Lifesaving

- The overall live release rate for all animals is 92%.
- The live release rate for cats has remained above 90% for several years.
- The live release rate for dogs has increased from 83% in 2019 to 94% as of November 2022.



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Who to Contact?

For questions regarding this presentation:

Ann Dunn, Director

Adunn@oaklandca.gov

[OAKLANDCA.GOV/departments/animal-services](https://oaklandca.gov/departments/animal-services)

Oakland Public Library (OPL)

An abstract graphic in the bottom right corner of the slide, consisting of numerous overlapping, curved lines in a lighter shade of blue than the background. The lines are arranged in a way that suggests a stylized tree or a complex, organic structure, with some lines curving upwards and others downwards, creating a sense of movement and depth.



Oakland Public Library (OPL)

Jamie Turbak
Library Director



CITY OF
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Mission Statement

Your Oakland Public Library
Empowers All People
To Explore, Connect and Grow



Goals

- Develop, retain and attract quality staff
- Reach more people where they are
- Improve our physical spaces
- Increase operational efficiencies
- Increase funding for capital projects

THE OAKLAND PUBLIC LIBRARY VALUES...



Diversity

Equity

Community

Responsive Service

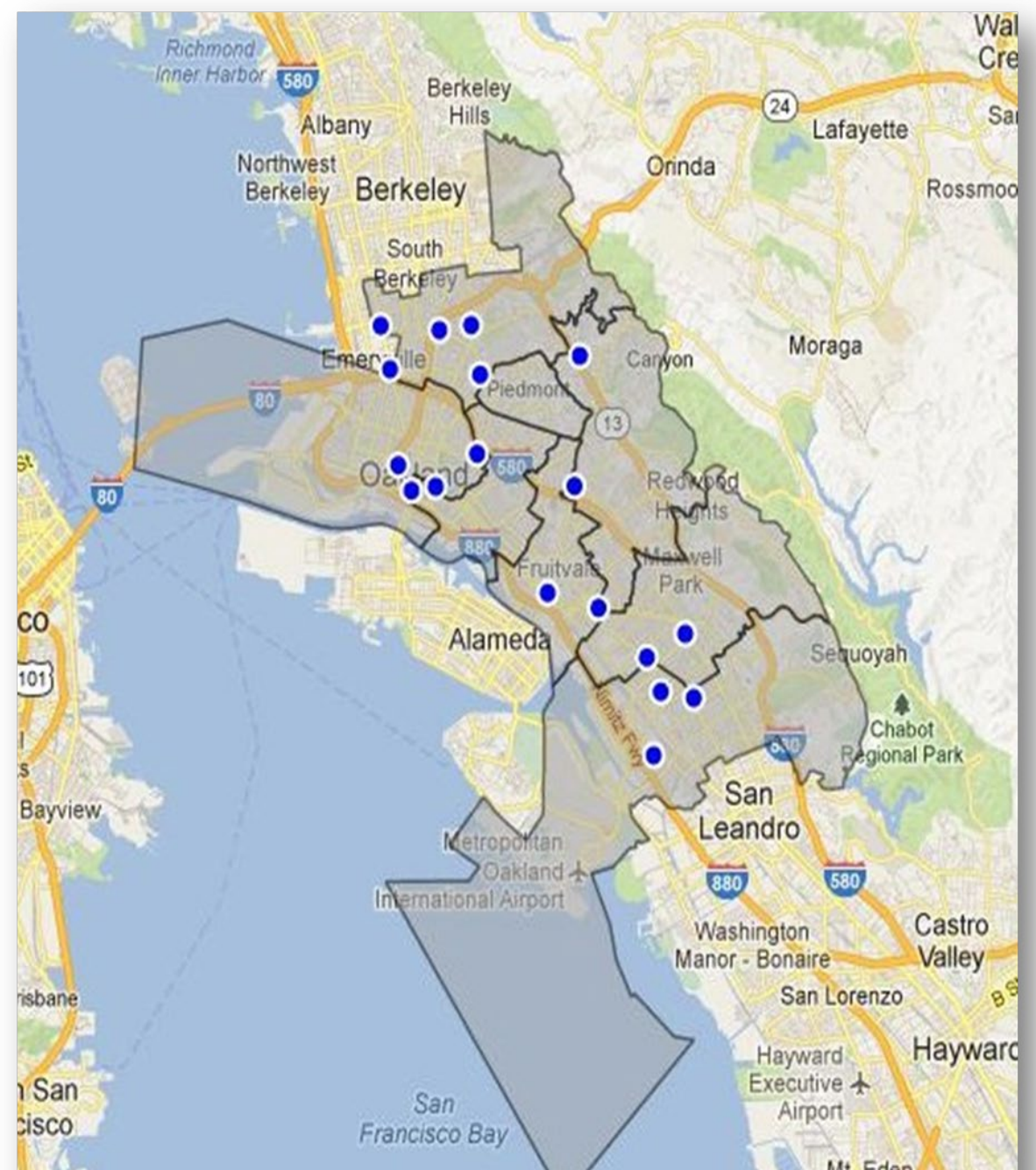
Adaptability

Empowerment

Joy

18 Locations

- Main Library
- 16 Branches
- African American Museum and Library at Oakland (AAMLO)
- Tool Lending Library
- Oakland History Center



History

- Founded in 1878
- 2nd oldest public library system in California

2nd Main Library 1902-1951
(now location of AAMLO)



What We Lend

- Books & e-books
- Audiobooks & e-audiobooks
- Streaming music and movies
- Magazines & e-magazines
- World language collections
- Wi-fi hotspots
- Interlibrary loan & LINK+



What We Lend

- Laptops
- Video games
- Toys
- Tools
- Induction stoves
- Seeds
- Bike locks and bike tools
- Ukuleles
- What next?!



What We Do

- Storytimes
- Events
- Research
- Technology



What We Do

- Literacy
- Welcoming spaces
- Answer questions
- Fix bikes





Where we're going

Feasibility studies

- Main Library
- Hoover Durant
- Piedmont Avenue
- San Antonio

Resiliency Hubs

- West Oakland
- Chinatown
- 81st Avenue
- Eastmont



For questions regarding the content of this this presentation, please contact: Jamie Turbak at jturbak@oaklandlibrary.org, 510-238-6610

For questions direct constituent concerns to:
Jamie Turbak at jturbak@oaklandlibrary.org, 510-238-6610

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oaklandlibrary.org