

ATTACHMENT A

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Equal Access Office Translation Service Record FY 2024-25						
Month	Request date	Invoice Code	Document name	Language	Rush service	Status of
2024						
7	7/1	DOT20247a	On Call Flyer Sidewalk Contractors	S	Yes	COMPLETED
7	7/1	EWWD20246a	Tree Request Form	S/C	No	COMPLETED
7	7/2	DOT20247b	Upper Telegraph Postcard	S/Amharic	No	COMPLETED
7	7/3	OPW20247a	PR Letter	S/C/A/V	Yes	COMPLETED
7	7/4	HCD20247a	RAP Appointment documents	S/C	Yes	COMPLETED
7	7/9	HCD20247b	RAP Workshop / Security Deposit Info	S, S/C	No	COMPLETED
7	7/9	OFD20247a	Worshop at Lincoln Center	C	Yes	COMPLETED
7	7/10	OPW20247b	Event Requirement Flyers	S/C	No	COMPLETED
7	7/12	OFD20247b	Emergency Preparedness	S/C	Yes	COMPLETED
7	7/16	DOT20247c	7th Street Survey	C	No	COMPLETED
7	7/17	OPL20247a	4 words - Gardening	A/V	No	COMPLETED
7	7/22	OPRYD20247a	Town After School Program Welcome Letter	S/C	No	COMPLETED
7	7/23	DOT20247d	Senior Focus Group	C	Yes	COMPLETED
7	7/23	OPW20247c	Chinese Phrase	S/C	Yes	COMPLETED
7	7/24	HSD20247a	Caregiver Information	Tigrinya	No	COMPLETED
7	7/24	OPW20247d	Appeal letter	S	No	COMPLETED
7	7/24	OPW20247e	Appeal letter	S	No	COMPLETED
7	7/25	OPW20247f	Appeal letter	S	No	COMPLETED
7	7/24	OCA20247a	Claim for DM	S	No	COMPLETED
7	7/25	OPW20247g	Construction Notice	S/C/V	No	COMPLETED
7	7/25	HSD20247b	Senior Companion Care Plan	C/V	No	COMPLETED
7	7/25	OPW20247h	Creek to Bay Flyer	S/C	No	COMPLETED
7	7/26	DOT20247e	Embarcadero West Survey and Posters	S/C	Yes	COMPLETED
7	7/26	HSD20247c	Food Substitution	S/C	No	COMPLETED
7	7/29	OIG20247a	Telephone script	C	No	COMPLETED
7	7/29	OIG20247b	OIG Annual Report	S/C	No	COMPLETED
7	7/31	PEC20247a	Public Ethics Commission Flyer	S/C	No	COMPLETED
7	7/31	DOT20247f	Embarcadero West Picture Text	S/C	Yes	COMPLETED
8	8/1	PBD20248a	DOSP Handbook updates	S/C	No	COMPLETED
8	8/1	OCA20248a	NLC Description and Public Nuisance Reporting Guide	S/C	No	COMPLETED
8	8/2	DOT20248a	Admin Review N	C	No	COMPLETED
8	8/2	DWES20248a	DWES Ordinance	V	No	COMPLETED
8	8/5	DOT20248b	Admin Revview Request	Mongolian	No	COMPLETED
8	8/6	PBD20248b	Park Survey	Chinese	Yes	COMPLETED
8	8/12	EWD20248a	Short term encroachment	C/S/V	No	COMPLETED
8	8/15	DOT20248c	Admin Review T	C	No	COMPLETED
8	8/16	DOT20248d	2nd Street Text	S/C	No	COMPLETED
8	8/16	HSD20248a	SCP Documents	C/V	No	COMPLETED
8	8/19	OFD20248b	Local Roadmaps (Project Descriptions)	S	No	COMPLETED
8	8/9	OFD20248c	PEP Training	K/V/A/A/T	No	COMPLETED
8	8/20	OCA20248a	NNO Rack Card Translation	S/C	Yes	COMPLETED
8	8/20	MAYOR20248a	Clean & Safe City Townhall Flyer	S/C	Yes	COMPLETED
8	8/21	DOT20248f	Oakland commercial FSB	S/C/V/K	No	COMPLETED
8	8/22	OPL20248a	Gardening tips review	A/V	No	COMPLETED

Equal Access Office Translation Service Record FY 2024-25						
Month	Request date	Invoice Code	Document name	Language	Rush service	Status of
8	8/22	OPL20248b	Share Your Seeds	A/V	Yes	COMPLETED
8	8/22	OPL20248c	Review of Zines	A/C/V	Yes	COMPLETED
8	8/23	COUNCIL20248a	Statement on Fire at 9th & Madison	S/C	Yes	COMPLETED
8	8/26	DOT20248g	Admin review L	c	No	COMPLETED
8	8/27	OPW20248a	Holly Mini Park Cermony	S	Yes	COMPLETED
8	8/27	OPRYD20248a	Community Gardens	V	No	COMPLETED
8	8/27	OPL20248d	Gardening Brochures	A/V	Yes	COMPLETED
8	8/28	OPW20248b	Peralta Park Hours	S/C	No	COMPLETED
8	8/28	DOT20248x	8th Street Corridor Corridor Improvements	S/C	Yes	COMPLETED
8	8/28	OPW20248c	Recycling MFD mailer	S/V/C	No	COMPLETED
8	8/29	HSD20248b	HeadStart Caregiver Handbook	S/C/V/A	No	COMPLETED
8	8/30	OPW20248d	MV Appeal	S	No	COMPLETED
9	9/3	OPW20249a	Mandela Parkway Trash Capture	S/C	Yes	COMPLETED
9	9/4	HCD20249a	Public Notice for PRO	S/C	No	COMPLETED
9	9/4	HRM20249a	RG Medical	S	No	COMPLETED
9	9/5	Summer Survey 2024	Rules for Behavior	S/C	No	COMPLETED
9	9/11	OPC20249a	Community Policing and IG candidate Flyers	S/C	Yes	COMPLETED
9	9/12	DOT20249a	Citation Review	V	No	COMPLETED
9	9/16	HCD20249b	Rent Regustry Quick Guide	S/C	No	COMPLETED
9	9/16	CAO20249a	Title VI Brochure Update	S/C	No	COMPLETED
9	9/24	HCD20249c	Anti-Displacement Listening Session	V	No	COMPLETED
9	9/24	PBD20249a	Town Hall Poll Questions	S/C	Yes	COMPLETED
9	9/25	OCA20249a	Claim Form	S	No	COMPLETED
9	9/25	OPW20249b	Email template	S/C	No	COMPLETED
9	9/27	OPRYD20249b	Summer Survey 2024	S/C	No	COMPLETED
9	9/30	OPW20249c	Courtland Creek Text	S/C	Yes	COMPLETED
10	10/1	OFD202410a	RBD - Release and Waiver of Liability	S	No	COMPLETED
10	10/2	PBD202410a	Phase 2 Town Hall Slideshow	S/C	No	COMPLETED
10	10/4	DOT202410a	Citation Translation	S	No	COMPLETED
10	10/7	PBD202410b	Workshop Materials for Owner and Tenants	S	No	COMPLETED
10	10/9	CAO202410a	Redistricting Homepage and Poster/Postcard	S/C/V	Yes	COMPLETED
10	10/9	OPRYD202410a	Inclusion Flyer	S/C	No	COMPLETED
10	10/9	CPRA20210a	CPRA Annual Report	S/C	No	COMPLETED
10	10/11	DOT202410b	Undercrossings Improvement Postcard	S/C	No	COMPLETED
10	10/14	HSD202410a	TUGO documments	V/C	No	COMPLETED
10	10/15	PBD202410c	DOSP phrase translation	S/C	No	COMPLETED
10	10/18	OFD202410b	Evacuation Orders Mountain Blvd and Campus Dr	S/C	Yes	COMPLETED
10	10/18	OFD202410c	AC Alert for Campus Dr Evacuation (Keller Fire)	S/C	Yes	COMPLETED
10	10/18	OFD202410d	Burckhalter Temporary Evacuation Point	S/C	Yes	COMPLETED
10	10/20	OFD202410e	Keller Fire Update 10/20	S/C	Yes	COMPLETED
10	10/22	OPW202410a	SANITARY SEWER REHABILITATION	S/C	No	COMPLETED
10	10/24	HCD202410a	RAP Brochure	S/C	No	COMPLETED
10	10/29	HSD202410b	CDOT Luncheon promo	S/C/V	Yes	COMPLETED
10	10/29	EWD202410a	Mobile Vending Template	S/C	Yes	COMPLETED
10	10/29	OPW202410b	Get involved translations	C	No	COMPLETED

Equal Access Office Translation Service Record FY 2024-25						
Month	Request date	Invoice Code	Document name	Language	Rush service	Status of
10	10/31	CAO202410b	Ava Community Energy Survey	C/V/A	No	COMPLETED
10	10/31	DWES202410a	Measure FF & Z Compliance poster review	V	No	COMPLETED
10	10/31	OFD202410f	CERT Training docs	S/C	No	COMPLETED
11	11/1	CAO202411a	Election week safety notice	S/C	Yes	COMPLETED
11	11/5	DOT202411a	Bike Newsletter	S/C/V	No	COMPLETED
11	11/6	HCD202411a	Request for Public Comment	S/C	Yes	COMPLETED
11	11/7	PBD202411a	Extension Notice	S/C/V	No	COMPLETED
11	11/13	OPL202411a	Winter Bingo Card	A/V	Yes	COMPLETED
11	11/14	OPW202411a	Courtland Creek sign	S/C	Yes	COMPLETED
11	11/14	OCA202411b	Joint Aff Lit Flyer	S/C	No	COMPLETED
11	11/14	HSD202411a	CDOT Meal Dist Promo	S/C/V	Yes	COMPLETED
11	11/18	CAO202411b	Fleet Electrification	S/C/V	No	COMPLETED
12	12/2	OPW202412a	PR Letter	S/C	Yes	COMPLETED
12	12/3	DOT202412a	Callout and Survey	C	Yes	COMPLETED
12	12/4	OPRYD202412a	Town Camp Transcript	S/C	No	COMPLETED
12	12/4	FINANCE202412a	Busines Tax Brochure Update	C	No	COMPLETED
12	12/9	HCD202412a	Registration Guide	S/C	No	COMPLETED
12	12/9	DOT202412b	CCSP Presentation	C	No	COMPLETED
12	12/10	OCA202412a	Joint Aff Lit One Pager	S/C	No	COMPLETED
12	12/12	OPRYD202412a	Summer Hiring Flyers	S/C	Yes	COMPLETED
12	12/12	OCA202412a	AI 71	S/C	No	COMPLETED
12	12/13	OPW202412b	Resuables Ordinance	S/C/V	No	COMPLETED
12	12/19	DWES202412a	Quick review - DWES vietnamese minimum wage ad	V	No	COMPLETED
12	12/19	OPW202412c	Volunteer Waiver	S/C	No	COMPLETED
12	12/20	OPW202412d	Urban Forest updates	S/C	No	COMPLETED
12	12/31	CAO202412a	N S Torres Claim	S	No	COMPLETED
2025						
1	1/7	POLCOM20251a	Pursuit Policy Flyer	S, C	Yes	COMPLETED
1	1/8	OPW20251a	PR Letter Lakeside Family Streets	S, C	No	COMPLETED
1	1/8	DOT20251a	Board text for translation	S, C	Yes	COMPLETED
1	1/9	OPW20251b	Courtland Creek text	S, C	Yes	COMPLETED
1	1/8	FINANCE20251a	Exemption Forms	S,C	No	COMPLETED
1	1/8	HSD20251a	Nutrition Flyer - Fruity Pizza	C	No	COMPLETED
1	1/9	OPW20251c	ESD Recycling - Accessories Sign	S,C	No	COMPLETED
1	1/9	OPW20251d	EEU email	S	No	COMPLETED
1	1/14	POLCOM20251b	OPD Pursuit Policy FAQs	S, C	No	COMPLETED
1	1/14	POLCOM2025ac	Bodycam video transcription	S -> E	No	COMPLETED
1	1/15	OPW20251e	Community Service Agreement	S	No	COMPLETED
1	1/17	OPW20251f	Green Guide for Restaurants	S,C	No	COMPLETED
1	1/17	HSD20251b	211 Housing Script	S, C	No	COMPLETED
1	1/21	OPW20251g	StopWaste Notices	S, C	No	COMPLETED
1	1/22	HSD20251c	Housing Assistance Flyer	S, C	No	COMPLETED
1	1/23	OPW20251h	Additional StopWaste	S, C	No	COMPLETED
1	1/24	OPW20251i	Park Closure Notice	S, C	No	COMPLETED
1	1/28	HSD20251d	Oral Health and Dental Consent Forms	C	No	COMPLETED

Equal Access Office Translation Service Record FY 2024-25						
Month	Request date	Invoice Code	Document name	Language	Rush service	Status of
1	1/30	DOT20251b	Citation appeal	C	No	COMPLETED
1	1/30	DOT20251b	Citation appeal	S	No	COMPLETED
1	1/31	OPR20251a	Town Camp Flyer	S, C	Yes	COMPLETED
2	2/3	OPW20252a	Accessories Sign	V	No	COMPLETED
2	2/4	OFD20252a	Community Wildfire Evacuation Survey	S, C	No	COMPLETED
2	2/4	OCA20252a	Housing Justice Pamphlet	S, C	No	COMPLETED
2	2/6	OPW20252b	Mini Park Ribbon Cutting Ceremony	S	Yes	COMPLETED
2	2/11	DOT20252a	BayWheels Survey Review	S, C	No	COMPLETED
2	2/11	OPW20252c	Citation appeal	S	No	COMPLETED
2	2/12	OCA20252b	Claim against city	S	No	COMPLETED
2	2/12	HSD20252a	Timesheet 2025 SCP	C, V	No	COMPLETED
2	2/19	PBD20252a	IOP and FB Program Pamphlets	S, C	No	COMPLETED
2	2/18	CAO20252a	City Budget Academy	S, C	Yes	COMPLETED
2	2/24	OPW20252d	Citation appeal	S	No	COMPLETED
2	2/25	OPL20252a	Summer 2025 Gameboard	A, V	No	COMPLETED
2	2/26	HSD20252b	Social Media Caption	S, C	No	COMPLETED
2	2/27	OPW20252e	Citation appeal	S	No	COMPLETED
3	3/3	PBD20253a	EEE documents	S, C, V	No	COMPLETED
3	3/3	CAO20253a	Closure Scenario Notices	S, C, V	No	COMPLETED
3	3/4	HSD20253a	Fund for Children & Youth translations QUOTE	8 languages	No	COMPLETED
3	3/4	DOT20253a	2025 Bike Newsletter	S, C, V	No	COMPLETED
3	3/4	HSD20253b	3 recipes	S, C	No	COMPLETED
3	3/5	OPW20253a	CIP translations	S,C	Yes	COMPLETED
3	3/10	OPW20253b	Reusables Ordinance BL	S, C, V	No	COMPLETED
3	3/11	DOT20253b	Adams Point Survey Text	S, C	No	COMPLETED
3	3/13	OCA20253a	A P Claim Form	S->E	No	COMPLETED
3	3/20	OPW20253a	PR Letter Street Resurfacing	S, C	Yes	COMPLETED
3	3/20	CAO20253b	Budget Video Transcript	S, C	No	COMPLETED
3	3/24	OPL20253a	Summer Blurbs 2025	A, V	No	COMPLETED
3	3/26	HSD20253c	CNA Survey	S, C	Yes	COMPLETED
3	3/28	OPR20253a	Outside of School Time Survey	S, C	Yes	COMPLETED
4	4/1	OPW20254a	PR Letter Project 1006105	S, C	No	COMPLETED
4	4/3	OPW20254b	14th Ave PR Letter	S, C, V	Yes	COMPLETED
4	4/8	DOT20254a	Parking Citation - L	C	No	COMPLETED
4	4/8	OPW20254c	V C Appeal	S	No	COMPLETED
4	4/9	OPW20254d	Response to Appeal	S, C	No	COMPLETED
4	4/9	OCA20254a	E S Claim form	S->E	No	COMPLETED
4	4/9	OPW20254e	Citation Appeal E G	S	No	COMPLETED
4	4/14	OPW20254f	Access Letters	S, C	Yes	COMPLETED
4	4/15	EWD20254a	Mosswood Earth day Flyer	S, C	Yes	COMPLETED
4	4/15	PBD20254a	Brochures	S, C	No	COMPLETED
4	4/15	OPL20254a	Summer gameboard REVIEW	V, A	Yes	COMPLETED
4	4/16	DOT20254b	Grand Ave Poster	S, C	No	COMPLETED
4	4/16	OPRYD20254a	Town camp Adventures	S, C	No	COMPLETED
4	4/17	HSD20254a	Listening Session	S, C	Yes	COMPLETED

Equal Access Office Translation Service Record FY 2024-25						
Month	Request date	Invoice Code	Document name	Language	Rush service	Status of
4	4/17	OPL20254b	Tales from Sudan	A		COMPLETED
4	4/18	OPW20254g	TMIP Notification and Attachment	S, C	Yes	COMPLETED
4	4/21	HSD20254b	Oakland ReCAST	S, C	Yes	COMPLETED
4	4/23	OPW20254h	Payment Letter M	S	No	COMPLETED
4	4/23	OPW20254i	Inspection Letter and Fact Sheet	S,C	Yes	COMPLETED
4	4/29	DOT20254c	Undercrossings Improvements	S, C, V	Yes	COMPLETED
4	4/29	OCA20254b	J C Claim against city	S	No	COMPLETED
5	5/5	DOT20255a	Complaint BYQ	C	No	COMPLETED
5	5/6	OPL20255a	Summer Calendar Review	V	Yes	COMPLETED
5	5/6	HCD20255a	Slides for Lead Paint Hazards	S	Yes	COMPLETED
5	5/7	OPL20255b	Summer Calendar Review	A	Yes	COMPLETED
5	5/6	DOT20255b	105th Avenue Paving	S	No	COMPLETED
5	5/7	OPW20255a	FEMA Text	S, C	No	COMPLETED
5	5/8	OPL20255c	Phrase Translation	V, A	No	COMPLETED
5	5/12	HSD20255a	OFCY Summer Academic Program	Various (8)	No	COMPLETED
5	5/13	CAO20255a	NNO Documents	S, C	No	COMPLETED
5	5/15	OPL20255d	Induction Cookware Info	A, V	Yes	COMPLETED
5	5/16	CAO20255b	Councilmember Meeting	C	Yes	COMPLETED
5	5/20	DOT20255c	Ticket Appeal ED	S->E	No	COMPLETED
5	5/20	OPW20255b	MFD and Rate Increase Mailers	S, C, V	No	COMPLETED
5	5/21	OPW20255c	Reusable Container	S, C	No	COMPLETED
5	5/22	CAO20255c	Councilmember Meeting	V	Yes	COMPLETED
5	5/22	OPR20255a	Overnight Camp Packet	S, C	No	COMPLETED
5	5/21	DOT20255d	Repaving 105th ave poster	S	No	COMPLETED
6	6/5	OPR20256a	CAPP and Tot Jamboree Flyer	S, C	No	COMPLETED
6	6/9	OPW20256a	Courtland creek Invite	S	No	COMPLETED
6	6/10	OPW20256b	Stewardship Brochure	S, C	No	COMPLETED
6	6/10	DOT20256a	Admin Review	S	No	COMPLETED
6	6/10	OPW20256c	Appeal decision	S	No	COMPLETED
6	6/12	OPW20256d	Oakland Reusables Ordinance	S, C, V	No	COMPLETED
6	6/17	HRM20256a	Support document	C	No	COMPLETED
6	6/20	OPRYD20256a	Outreach Email	S, C	No	COMPLETED
6	6/23	PCOM20256a	Community Tables	S,C	No	COMPLETED
6	6/23	MAYOR20256a	VM Script	S, C	No	COMPLETED
6	6/24	OPL20256a	Summer Celebration	A, V	Yes	COMPLETED
6	6/24	OPL20256b	Soccer Theme & Tech Exchange	C	Yes	COMPLETED
6	6/25	HSD20256a	Prenatal and newborn forms	s, C	No	COMPLETED

Equal Access Office Interpretation Request Service Record FY 2024-2025										
Month	Request date	Dept	Invoice Code	Meeting name	Type of service	Language	Total Hrs	Type	Headset?	project
2024										
7	7/10	HSD	HSD.SPCA.July18	Headstart Advisory Board Meeting	Simultaneous	SP, CA	2	web meeting	Yes	COMPLETED
7	7/11	DOT	DOT.CA.July29	Chinatown Complete Streets Plan Focus Group	Simultaneous	CA	2	In person	No	COMPLETED
7	7/12	OFD	OFD.CA.July18	Personal Emergency Preparedness Workshop	Simultaneous	CA	2	In person	Yes	COMPLETED
7	7/1	HSD	HSD.CA.July24	Senior Companion Monthly Meeting	Simultaneous	CA	2	In person	No	COMPLETED
7	7/22	PBD	PBD.CA.July22opi	Investigative meeting	consecutive	CA	1	OPI	NO	COMPLETED
7	7/22	OFD	OFD.SP.July30	Local Roadmaps to Community Resilience Meeting	Simultaneous	SP	2	web meeting	No	COMPLETED
8	8/12	HSD	HSD.SPCA.August15	City Hall Meeting	Simultaneous	SP, CA	2	In person	Yes	COMPLETED
8	8/13	HCD	HCD.CA.August21	RAP Remote Hearing	Consecutive	CA	2	web meeting	No	COMPLETED
8	8/15	HCD	HCD.VI.August27	RAP Remote Hearing Tran v Tenant	Consecutive	VI	2	web meeting	No	COMPLETED
8	8/19	HSD	HSD.CA.August28	Senior Companion / Foster Grandparents	Simultaneous	CA	2	In person	No	COMPLETED
8	8/21	MAYOR	MAYOR.SPMAM.August27	Public Safety Leadership Townhall	Simultaneous	SP, Mam	2	In person	Yes	COMPLETED
8	8/21	MAYOR	MAYOR.CA.August30	Public Safety Leadership Townhall	Simultaneous	CA	2	In person	Yes	COMPLETED
8	8/28	CLERK	CLERK>SPCA.September17	City Council Meeting	Simultaneous	SP, CA	6	web meeting	No	COMPLETED
9	9/3	HSD	HSD.SP.September5	Merritt Cohort Child Development 50	Consecutive	SP	2	web meeting	No	COMPLETED
9	9/3	HSD	HSD.SP.September9	Merritt Cohort Child Development 53	Consecutive	SP	2	web meeting	No	COMPLETED
9	9/4	HCD	HCD.KMAM.September17	RAP Remote Hearing L25-0045	Consecutive	K, Mam	2	web meeting	No	COMPLETED
9	9/5	OFD	OFD.CAVI.September11	Personal Emergency Preparedness	Simultaneous	C, V	2	In person	Yes	COMPLETED
9	9/5	OFD	OFD.SPA.September11	Personal Emergency Preparedness	Simultaneous	SP, A	2	In person	Yes	COMPLETED
9	9/5	OFD	OFD.CA.September13	Personal Emergency Preparedness	Simultaneous	CA	2	In person	Yes	COMPLETED
9	9/5	OFD	OFD.SPK.September16	Personal Emergency Preparedness	Simultaneous	SP, K	2	In person	Yes	COMPLETED
9	9/5	OFD	OFD.CA.September19	Personal Emergency Preparedness	Simultaneous	CA	2	In person	Yes	COMPLETED
9	9/11	PBD	PBD.SPCA.September19	General Plan Phase 2: Townhall	Simultaneous	SP, CA	2	web meeting	No	COMPLETED
9	9/11	HSD	HSD.SPCA.September26	Headstart Advisory Board meeting	simultaneous	SP, CA	2	In person	Yes	COMPLETED
9	9/13	MAYOR	MAYOR.SP.September26	Public Safety Leadership Town Hall	simultaneous	SP	2	In person	Yes	COMPLETED
9	9/16	CLERK	CLERK.SPCA.October1	City Council Meeting	simultaneous	SP, CA	6	web meeting	No	COMPLETED
9	9/16	CLERK	CLERK.SPCA.October15	City Council Meeting	simultaneous	SP, CA	6	web meeting	No	COMPLETED
9	9/18	HSD	HSD.CA.September25	Senior Companion / Foster Grandparents	simultaneous	CA	2.5	In person	No	COMPLETED
9	9/18	OFD	OFD.AMTI.October14	Personal Emergency Preparedness	simultaneous	AM, TI	2	In person	Yes	COMPLETED
9	9/20	OFD	OFD.SP.October4	CERT Training	simultaneous	SP	8	In person	Yes	COMPLETED
9	9/27	ITD	ITD.CAVI.October3	Oakland Connect Digital Equity Mixer	consecutive	CA, VI	2	In person	Yes	COMPLETED
10	10/2	HSD	HSD.SPCA.October17	Headstart Advisory Board meeting	simultaneous	Sp, CA	2	In person	Yes	COMPLETED
10	10/8	HCD	HCD.SPCA.October16	Protecting Oaklanders: Anti-Displacement Listening Sessi	simultaneous	SP, CA	2	web meeting	No	COMPLETED
10	10/18	HSD	HSD.CA.October23	Senior Companion / Foster Grandparents	simultaneous	CA	2	In person	No	COMPLETED
10	10/29	CLERK	CLERK.SPCA.November12	City Council Meeting	simultaneous	SP, CA	6	web meeting	No	COMPLETED
11	11/7	HSD	HSD.SPCA.November14	Headstart Advisory Board meeting	simultaneous	SP, CA	2	In person	Yes	COMPLETED
11	11/7	HSD	HSD.SPCA.November21	Headstart Advisory Board meeting	simultaneous	SP, CA	2	In person	Yes	COMPLETED
11	11/12	HCD	HCD.CA.November18	RAP Remote Mediation	consecutive	CA	3+	web meeting	No	COMPLETED
11	11/14	HCD	HCD.SP.November20	RAP Remote Hearing	consecutive	SP	2	web meeting	No	COMPLETED
11	11/19	HSD	HSD.CA.November26	Senior Companion / Foster Grandparents	simultaneous	CA	2	In person	No	COMPLETED
11	11/19	CLERK	CLERK.SPCA.December3	City Council Meeting	simultaneous	SP, CA	6+	web meeting	No	COMPLETED
11	11/19	CLERK	CLERK.SPCA.December17	City Council Meeting	simultaneous	SP, CA	6+	web meeting	No	COMPLETED
11	11/26	DOT	DOT.CA.December11	Chinatown Complete Streets Plan	consecutive	CA	2	In person	No	COMPLETED
12	12/9	HSD	HSD.SPCA.December19	Headstart Advisory Board meeting	simultaneous	SP, CA	2	In person	Yes	COMPLETED
12	12/18	HSD	HSD.CA.December18	Senior Companion / Foster Grandparents	simultaneous	CA	2	In person	No	COMPLETED
12	12/31	DOT	DOT.CA.January6	Chinatown Complete Streets Plan Canvassing	consecutive	CA	6	In person	No	COMPLETED
2025										
1	1/6	HSD	HSD.CA.January21	Senior Companion Volunteer Meeting	Simultaneous	CA	2	In person	No	COMPLETED

Equal Access Office Interpretation Request Service Record FY 2024-2025										
Month	Request date	Dept	Invoice Code	Meeting name	Type of service	Language	Total Hrs	Type	Headset?	project
1	1/6	HSD	HSD.SPCA.January16	Head Start Advisory Board Meeting	Simultaneous	SP, CA	2	In person	Yes	COMPLETED
1	1/7	HCD	HCD.SP.January15	RAP Remote Mediation	Consecutive	SP	3	Virtual	No	COMPLETED
1	1/9	DOT	DOT.CA.January16	Chinatown Streets Design Voiceover	Consecutive	CA	3	Virtual	No	COMPLETED
1	1/9	DOT	DOT.CA.January17	Chinatown Streets Design Voiceover	Consecutive	CA	3	Virtual	No	COMPLETED
1	1/14	POLCOM	POLCOM.SP.January15	Pursuit Policy Townhall	Consecutive	SP	2	In person	No	COMPLETED
1	1/27	HCD	HCD.SP.February3	RAP Remote Hearing	Consecutive	SP	3	Virtual	No	COMPLETED
1	1/30	DOT	DOT.CA.February5	Chinatown Complete Streets Merchant Meeting	Simultaneous	CA	2	In person	Yes	COMPLETED
2	2/7	HSD	HSD.SPCA.February20	Head Start Advisory Board Meeting	Simultaneous	SP, CA	2	In person	Yes	COMPLETED
2	2/11	OFD	OFD.SPCA.February20	Parker Community Resource Center PEP	Simultaneous	SP, CA	2.5	In person	Yes	COMPLETED
2	2/18	HSD	HSD.CA.February26	Senior Companion Volunteer Meeting	Simultaneous	CA	2	In person	No	COMPLETED
2	2/26	HCD	HCD.SP.March4	RAP Remote Hearing	Consecutive	SP	2	Virtual	No	COMPLETED
3	3/3	HSD	HSD.SPCA.March13	Head Start Advisory Board Meeting	Simultaneous	SP, CA	2	In person	Yes	COMPLETED
3	3/5	HCD	HCD.SP.March10	RAP Remote Hearing	Consecutive	SP	2	Virtual	No	COMPLETED
3	3/5	HCD	HCD.SPMA.March13	Rent Board Hearing	Consecutive	SP, MA	2	Virtual	No	COMPLETED
3	3/11	HCD	HCD.SP.March22	Rent Adjustment Workshop	Consecutive	SP	2	In person	No	COMPLETED
3	3/18	HSD	HSD.CA.March26	Senior Companion Volunteer Meeting	Simultaneous	CA	2	In person	No	COMPLETED
4	4/1	HCD	HCD.SPMA.April10	RAP Remote Hearing	Simultaneous	SP, MA	3	Virtual	No	COMPLETED
4	4/4	HSD	HSD.SPCA.April17	Head Start Advisory Board Meeting	Simultaneous	SP, CA	2	In person	Yes	COMPLETED
4	4/7	HCD	HCD.SP.May8	Addressing Lead Hazards	Simultaneous	SP	2	In person	Yes	COMPLETED
4	4/11	HSD	HSD.CA.April23	Senior Companion Volunteer Meeting	Simultaneous	CA	2	In person	No	COMPLETED
4	4/22	HCD	HCD.SP.April29	RAP Remote Hearing T24-0177	Consecutive	SP	2	Virtual	No	COMPLETED
4	4/24	OFD	OFD.CA.May14	Lincoln Square PEP Presentation	Simultaneous	CA	3	In person	Yes	COMPLETED
4	4/24	OFD	OFD.CA.May7	Lincoln Square PEP Presentation	Simultaneous	CA	3	In person	Yes	COMPLETED
4	4/24	OFD	OFD.CA.May21	Lincoln Square PEP Presentation	Simultaneous	CA	3	In person	Yes	COMPLETED
4	4/25	HCD	HCD.MA.May7	Chen et al v Fong family Trust	Consecutive	MA	2	Virtual	No	COMPLETED
4	4/25	HCD	HCD.SP.May20	RAP Hearing G v. LHD	Consecutive	SP	2	Virtual	No	COMPLETED
4	4/29	HSD	HSD.SPCA.April30	Parent Policy Council Special Meeting	Simultaneous	SP, CA	2	In person	Yes	COMPLETED
5	5/1	HSD	HSD.SPCA.May15	Head Start Advisory Board Meeting	Simultaneous	SP, CA	2	In person	Yes	COMPLETED
5	5/12	CAO	CAO.SP.May14	District 7 Budget Forum	Simultaneous	SP	2	In person	Yes	COMPLETED
5	5/12	CAO	CAO.SP.May15	District 6 Budget Forum	Simultaneous	SP	2	In person	Yes	COMPLETED
5	5/12	CAO	CAO.SP.May31	District 5 Budget Forum	Simultaneous	SP	2	In person	Yes	COMPLETED
5	5/12	CAO	CAO.SPCA.May28	District 2 Budget Forum	Simultaneous	SP, CA	2	In person	Yes	COMPLETED
5	5/19	HSD	HSD.CAMay28	Senior Companion Volunteer Meeting	Simultaneous	CA	2	In person	No	COMPLETED
5	5/19	OPW	OPW.CA.June7	San Antonio Playground Renovation	Simultaneous	SP, CA	2	In person	Yes	COMPLETED
5	5/12	CAO	CAO.VT.May28	District 2 Budget Forum	Simultaneous	MA, V	2	In person	Yes	COMPLETED
6	6/2	HSD	HSD.SPCA.June12	Head Start Advisory Board Meeting	Simultaneous	SP, CA	2	In person	Yes	COMPLETED
6	6/12	PBD	PBD.MA.June17	Hearing 83rd Ave	Consecutive	MA	3	Virtual	No	COMPLETED
6	6/17	HSD	HSD.CA.June25	Senior Companion Volunteer Meeting	Simultaneous	CA	2	In person	No	COMPLETED

Table: ACSDT1Y2023.C16001

American Community Survey C16001 Language Spoken at Home for the Population 5 Years and Older		Oakland city, California
Label	Estimate	Margin of Error
Total:	414,757	±2,287
Speak only English	240,367	±8,670
Spanish:	97,826	±8,230
Speak English "very well"	54,963	±5,765
Speak English less than "very well"	42,863	±4,768
French, Haitian, or Cajun:	3,268	±1,035
Speak English "very well"	2,990	±950
Speak English less than "very well"	278	±268
German or other West Germanic languages:	2,639	±1,674
Speak English "very well"	2,056	±1,284
Speak English less than "very well"	583	±450
Russian, Polish, or other Slavic languages:	1,102	±834
Speak English "very well"	709	±605
Speak English less than "very well"	393	±381
Other Indo-European languages:	7,835	±2,219
Speak English "very well"	6,606	±1,898
Speak English less than "very well"	1,229	±1,192
Korean:	1,963	±1,226
Speak English "very well"	1,576	±1,187

C16001 1-Year estimates for 2023

American Community Survey C16001 Language Spoken at Home for the Population 5 Years and Older		Oakland city, California
Label	Estimate	Margin of Error
Speak English less than "very well"	387	±378
Chinese (incl. Mandarin, Cantonese):	24,192	±4,208
Speak English "very well"	7,737	±1,692
Speak English less than "very well"	16,455	±3,514
Vietnamese:	7,554	±2,753
Speak English "very well"	2,684	±1,191
Speak English less than "very well"	4,870	±1,890
Tagalog (incl. Filipino):	4,967	±2,278
Speak English "very well"	3,012	±2,019
Speak English less than "very well"	1,955	±1,269
Other Asian and Pacific Island languages:	9,599	±2,619
Speak English "very well"	5,223	±1,747
Speak English less than "very well"	4,376	±1,572
Arabic:	3,659	±2,003
Speak English "very well"	2,153	±1,552
Speak English less than "very well"	1,506	±947
Other and unspecified languages:	9,786	±3,206
Speak English "very well"	6,352	±2,503

[C16001 1-Year estimates for 2023](#)

American Community Survey C16001 Language Spoken at Home for the Population 5 Years and Older		Oakland city, California	
Label	Estimate	Margin of Error	
Speak English less than "very well"	3,434	±1,620	



City of Oakland
LANGUAGE ACCESS TO CITY SERVICES
SURVEY 2024

Please complete this short survey to help us evaluate language use and identify possible service gaps. Survey is also accessible by scanning the QR code below.

1. What language(s) do you speak (check all that applies)?

- ☐ English ☐ Spanish ☐ Cantonese ☐ Mandarin ☐ Vietnamese
☐ Arabic ☐ Tagalog ☐ Khmer ☐ Korean ☐ Amharic/Somali
☐ French ☐ Russian ☐ Portuguese ☐ Japanese ☐ Armenian
☐ Gujarati ☐ Greek ☐ German ☐ Nepali/Marathi
☐ Other: _____

2. How would you describe your ability to speak English?

- ☐ Very well ☐ Well ☐ Not Well ☐ Not at all

3. If you speak limited or no English, did you have trouble using City of Oakland services during your recent visit?

- ☐ Yes ☐ No ☐ Not Applicable

4. How would you rate the service you received?

- ☐ Excellent ☐ Good ☐ Fair ☐ Poor

5. Please tell us your experience. Include details such as date, location, or program:

:



屋崙市政府
二零二四年語言服務問卷調查

請完成此簡短調查表，以助評估屋崙市政府語言服務需要及可改進的地方。
你也可通過掃描下方二維碼在線完成調查表。

1. 你會說甚麼語言 (勾選所有合適選項) ?

- ☐ English ☐ Spanish ☐ 廣東話 ☐ 普通話 ☐ Vietnamese
☐ Arabic ☐ Tagalog ☐ Khmer ☐ Korean ☐ Amharic/Somali
☐ French ☐ Russian ☐ Portuguese ☐ Japanese ☐ Armenian
☐ Gujarati ☐ Greek ☐ German ☐ Nepali/Marathi
☐ Other: _____

2. 你會如何評價你說英語的能力 ?

- ☐ 極棒 ☐ 好 ☐ 不好 ☐ 不會說英語

3. 最近使用屋崙市政府服務時, 曾否因為不說英語或英語有限而遇到困難 ?

- ☐ 有遇到困難 ☐ 沒有困難 ☐ 不適用 (N/A)

4. 您怎樣評價服務質素 ?

- ☐ 極棒 ☐ 好 ☐ 一般 ☐ 差劣

5. 請將你的經歷告訴我們, 請盡量提供日期, 地點, 服務項目等資料:



Ciudad de Oakland
Acceso lingüístico a los servicios de la Ciudad
ENCUESTA DEL 2024

Complete esta breve encuesta para ayudarnos a evaluar el uso del lenguaje e identificar posibles brechas del servicio municipal. También se puede acceder a la encuesta escaneando el código QR a continuación.

1. ¿Qué idioma(s) habla (marque todos los que corresponda)?

- ☐ English ☐ Español ☐ Cantonese ☐ Mandarin ☐ Vietnamese
☐ Arabic ☐ Tagalog ☐ Khmer ☐ Korean ☐ Amharic/Somali
☐ French ☐ Russian ☐ Portuguese ☐ Japanese ☐ Armenian
☐ Gujarati ☐ Greek ☐ German ☐ Nepali/Marathi
☐ Otros: _____

2. ¿Cómo describiría su habilidad para hablar inglés?

- ☐ Muy buena ☐ Buena ☐ Más o menos ☐ No hablo ingles

3. Si habla más o menos o nada de inglés, ¿tuvo problemas para usar los servicios de la ciudad de Oakland durante su visita reciente?

- ☐ Si ☐ No ☐ No es aplicable

4. ¿Cómo describiría el servicio que recibió?

- ☐ Excelente ☐ Bueno ☐ Más o menos ☐ Malo

5. Cuéntanos su experiencia. Incluya detalles como la fecha, ubicación y/o el programa:

Office use: Survey location: _____

Department Name:
Fiscal Year: FY2024-25



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Jestin D. Johnson, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the City Administrator's Office was submitted on July 18, 2025.


Jestin Johnson (Jul 24, 2025 10:26:18 PDT)

Director Signature

Jestin D. Johnson

Type Name

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Jestin D. Johnson	Winnie Woo	Winnie Woo
Title	City Administrator	City Administrator Analyst	
Address	1 Frank H. Ogawa Plaza, 3 rd Floor		
Phone#	(510) 238-3301	(510) 238-7798	
Email	JDJohnson@oaklandca.gov	wwoo@oaklandca.gov	

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	44		New Hires	0	
Public Contact Positions (PCP)	17	100%	New PCP Hires	0	100%
PCP With Spanish Language Skill	1	6 %	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	1	6 %	New PCP Hires with CH Skill	0	%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
<u>City Administrator's Office</u> City Administrator Assistant City Administrator Deputy City Administrator Project Manager III – Director of Communication Assistant to the City Administrator City Administrator Analyst Public Information Officer II Executive Asst to City Administrator Executive Asst to Asst. City Administrator Receptionist, PT	Oakland 311 Call Center Assistant to the City Administrator City Administrator Analyst Senior PSR Public Service Rep
<u>Employment Investigations & Civil Rights Compliance</u> Equal Employment Opportunity and Civil Rights Director Equal Emp. Opportunities Officer Equal Opportunity Specialist Administrative Assistant II, CONF	ADA Disability Access Coordinator Architectural Associate Program Analyst III Program Analyst I
<u>Homelessness Division</u> Assistant to the City Administrator Program Analyst I Administrative Analyst II Administrative Assistant II Administrative Assistant I	
<u>Oakland Children's Initiative</u> Human Services Manager Program Analyst II	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	X No ☐ Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	X No ☐ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Total # of vital documents reported = 0			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☐ Yes X No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
City Administrator's Main Line voicemail	510-238-3301	Complete
Oakland 311 Call Center	311 or 510-615-5566	Complete

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Oakland 311 Center	7101 Edgewater Drive	94621	311	6	2	25%	1	10%

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Department Name: CAO
Fiscal Year: FY2024-25

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	X Yes ☐ No
I-Speak Card/ Language List displayed at reception area	X Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	X Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
44	17	2	1	No	1	1	Yes

Goal = PCP X %

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

- Provide an assessment of the Department’s effort to achieve compliance with the Equal Access Ordinance (EAO).

The City Administrator’s Office and its divisions are comprised of a total of 44 Full-Time Employees (FTE). There are currently 17 Public Contact Positions (PCP). Currently the City Administrator’s Office has 1 FTE that are Spanish speaking PCP and 1 FTE that are Chinese speaking PCP. We have an additional 4 FTEs that are non-PCP that are bilingual (1 Spanish speakers, 1 Vietnamese, and 2 Chinese speaker).
- Describe the Department’s effort in outreach, recruitment and hiring of bilingual candidates.

Due to the budget, the City Administrator’s Office did not hire any permanent full-time employees during this fiscal year.
- Highlight positive changes, successes, and best practices.

n/a
- Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

The City Administrator’s Office is in the middle of updating the City’s website, which we hope to be more accessible and easier to navigate for the LES population. And the City Administrator’s Office has hired a temp to assist with the front desk to ensure that when the public does come to City Hall that there is someone available to assist with their inquiries.

B. Translation of Written Vital Documents Assessment

- Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Language translation notices are posted in the lobby and in public areas of the City Administrator’s Office and it’s divisions. Address: City Hall 3rd floor CAO office, 1 Frank Ogawa Plaza, Oakland, CA

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
n/a
3. Describe other materials the Department has provided in multiple languages?
No materials were newly created during this fiscal year that were provided to the public.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.
Completed.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.
Language translation notices are posted in the lobby and in public areas of the City Administrator's Office and its divisions. When CAO staff is engaged with the community, staff ensures that translation is made available to the LES population.
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s). None
3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.
None was received.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

The City Administrator's Office has temporarily hired support for the front desk area to assist with members of the public and to ensure that the if members of the LES population do come to City Hall that they served effectively.

And during this upcoming fiscal year, the department as a whole is hoping to be able to hire and attract more individuals who are bilingual speakers, especially within the Oak311 division.

CAO FY 2024-2025						
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_POSIT	BILINGUAL
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	Assistant City Administrator	24-JUL-21		NO	
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	Assistant City Administrator	05-MAR-18		NO	
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	Assistant City Administrator	19-MAY-03		NO	Spanish
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	Assistant to the City Administrator	21-MAY-18		NO	
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	Assistant to the City Administrator	06-MAY-17		NO	
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	Assistant to the City Administrator	10-OCT-00		NO	
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	City Administrator	05-JUN-23		NO	
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	City Administrator Analyst	25-MAY-24		NO	
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	City Administrator Analyst	29-MAY-21		NO	
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	City Administrator Analyst	22-AUG-16		NO	
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	City Administrator Analyst	07-FEB-11		NO	Chinese
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	Deputy City Administrator	15-OCT-22		NO	
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	Deputy City Administrator	13-DEC-05		NO	
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	Exec Asst to Asst City Administrator	25-JUN-22		NO	
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	Executive Asst to the City Adminis	19-OCT-19		NO	
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	Manager, Human Services	20-AUG-22		NO	
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	Project Manager III	30-MAR-24		NO	
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	Project Manager III	27-MAY-23		NO	
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	Student Trainee, PT	07-AUG-21		NO	
02111 - City Administrator: Admini	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	23-NOV-24	YES	NO	
02112 - Communications & Media	1 Frank Ogawa Plaza	Assistant to the City Administrator	10-JUN-23		YES	
02112 - Communications & Media	1 Frank Ogawa Plaza	City Administrator Analyst	04-FEB-23		YES	
02112 - Communications & Media	1 Frank Ogawa Plaza	Project Manager III	14-MAR-16		YES	
02112 - Communications & Media	1 Frank Ogawa Plaza	Public Information Officer II	11-JUN-22		YES	
02141 - Homelessness	1 Frank Ogawa Plaza	Administrative Assistant I	25-JUN-22		NO	
02141 - Homelessness	1 Frank Ogawa Plaza	Administrative Assistant II	02-NOV-19		NO	
02141 - Homelessness	1 Frank Ogawa Plaza	Assistant to the City Administrator	28-JUL-18		NO	
02141 - Homelessness	1 Frank Ogawa Plaza	Assistant to the City Administrator	01-MAR-14		NO	
02141 - Homelessness	1 Frank Ogawa Plaza	Program Analyst II	21-JAN-23		NO	
02151 - City Administrator Call Cent	1 Frank Ogawa Plaza	Assistant to the City Administrator	13-AUG-90		YES	
02151 - City Administrator Call Cent	1 Frank Ogawa Plaza	City Administrator Analyst	11-JAN-10		YES	Spanish
02151 - City Administrator Call Cent	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	10-DEC-22		YES	

02151 - City Administrator Call Cent	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	27-NOV-21		YES	
02151 - City Administrator Call Cent	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	15-MAY-00		YES	
02151 - City Administrator Call Cent	1 Frank Ogawa Plaza	Public Service Representative	19-SEP-20		YES	
02151 - City Administrator Call Cent	1 Frank Ogawa Plaza	Public Service Representative	29-OCT-12		YES	
02151 - City Administrator Call Cent	1 Frank Ogawa Plaza	Public Service Representative, Ser	16-AUG-10		YES	Chinese
02161 - Sustainability and Energy G	1 Frank Ogawa Plaza	Program Analyst III	27-NOV-21		YES	
02161 - Sustainability and Energy G	1 Frank Ogawa Plaza	Program Analyst III	31-MAR-14		YES	
02161 - Sustainability and Energy G	1 Frank Ogawa Plaza	Project Manager III	22-DEC-14		YES	
02171 - ADA Programs	1 Frank Ogawa Plaza	Disability Access Coordinator	07-OCT-17		YES	
02171 - ADA Programs	1 Frank Ogawa Plaza	Program Analyst I	24-JUN-23		YES	
02311 - Equal Opportunity Program	1 Frank Ogawa Plaza	EEO & Civil Rights Director	03-OCT-11		NO	
02311 - Equal Opportunity Program	1 Frank Ogawa Plaza	Equal Opportunity Specialist	22-JUN-24		NO	
02311 - Equal Opportunity Program	1 Frank Ogawa Plaza	Equal Opportunity Specialist	27-APR-24		NO	
02311 - Equal Opportunity Program	1 Frank Ogawa Plaza	Equal Opportunity Specialist	06-NOV-17		NO	



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Ryan Richardson, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Oakland City Attorney was submitted on June 26, 2025.



Director Signature

Ryan Richardson
Type Name

II. QUANTITATIVE ASSESSMENT REPORT

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Ryan Richardson	Daryl Young	Mark Forte
Title	City Attorney	Administrative Analyst I	Legal Services Coordinator
Address	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza
Phone#	(510) 238-6523	(510) 238-6622	(510) 238-2960
Email	rrichardson@oaklandcityattorney.org	dyoung@oaklandcityattorney.org	mforte@oaklandcityattorney.org

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	78		New Hires	3	
Public Contact Positions (PCP)	7	100%	New PCP Hires	1	100%
PCP With Spanish Language Skill	1	%	New PCP Hires with SP Skill		%
PCP With Chinese Language Skill	1	%	New PCP Hires with CH Skill		%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
General & Complex Litigation Division	
Advisory Division	
Affirmative Litigation, Enforcement & Innovation Division	
Operations Division	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	☒ No ☐ Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	☒ No ☐ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Claim against the City of Oakland	Yes	Yes	Vietnamese
City of Oakland Claims Information	Yes	Yes	Vietnamese
FAQs: Regarding Oakland's Travel and Hospitality Worker Right to Recall Ordinance, (Effective May 26, 2021)	Yes	Yes	Vietnamese
FAQs: Protecting Workers and Communities During a Pandemic – COVID-19 Emergency Paid Sick Leave Ordinance (Effective May 12, 2020)	Yes	Yes	Vietnamese
FAQs: Regarding Civil Rights with Regard to Harassment and Discrimination Against Oaklanders During Shelter in Place	Yes	Yes	Vietnamese
FAQ: Protecting Survivors of Domestic and Other Interpersonal Violence or Abuse During Shelter in Place	Yes	Yes	Vietnamese
Total # of vital documents reported =	6		

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☒ Yes ☐ No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Office of the City Attorney – Reception Desk	510-238-3601	Complete

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%

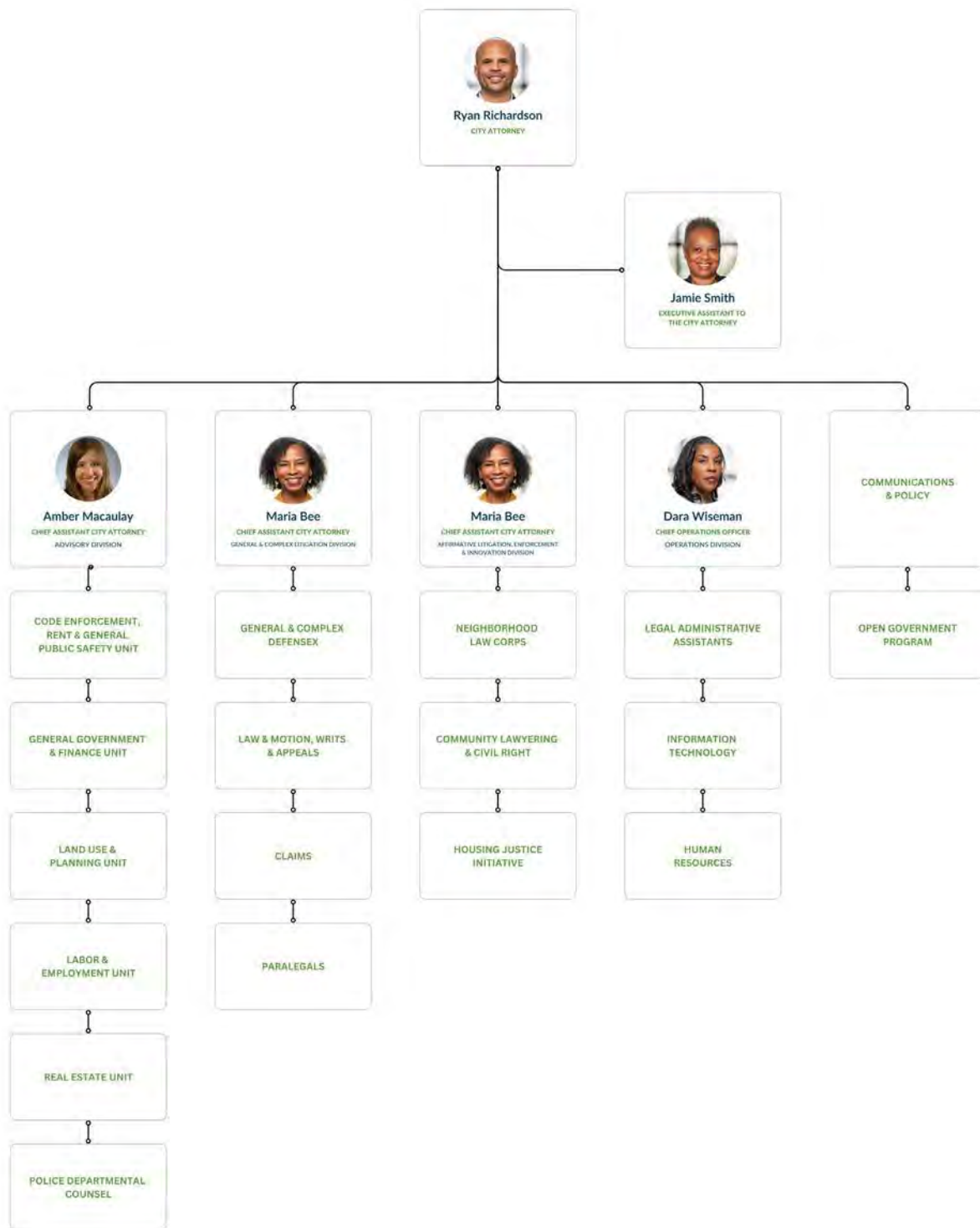
Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	☒ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (interpretation#, FAQ, training...etc)	☒ Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.



III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LEP = Limited English-Proficiency

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
78	7	1	1	YES	1	1	YES

Goal = PCP X % (This FY's goal = 10% Spanish speaking PCP, 4% Chinese speaking PCP)

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The City Attorney's Office remains compliant with the City's Equal Access Ordinance. During FY 2024-2025, the City Attorney's Office had seventy-eight FTE's. As of June 2025, seventy-four of these positions were filled with FTEs. The Department's current PCP positions are as follows: Four NLC Attorneys, one Public Service Representative, one Claims Investigator and one Open Government Coordinator.

At the beginning of the fiscal year, two of the Office's PCP positions were staffed by bilingual employees. One Chinese-speaking employee (Claim Investigator III), and one Spanish-speaking employee (NLC Attorney).

The Office continues to meet the City's goal for bilingual employees as a percentage of PCP personnel. In addition to the bilingual staff in PCP positions, the City Attorney's office has eleven Spanish-speaking employees, four Cantonese-speaking employees, one Mandarin-speaking employee, one Vietnamese-speaking employee, one French-speaking employee, one Arabic-speaking employee, and one Hindi-speaking employee in non-PCP positions. All these employees are available to assist the public, in the event the employees in the PCP positions are unavailable.

The City Attorney's Office's public website offers online translation of the website content in 103 languages, including English.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates. In preparation for the recruitment of the NLC Attorney vacancies, job announcements were prepared with a specific call for Spanish and/or Chinese speaking applicants. The Department posts job announcements on various recruitment platforms, including sites intended to recruit Spanish and Chinese speaking applicants. These efforts consistently produce a pool of qualified candidates for consideration. The Department's efforts continue to provide a ratio of bilingual employees that meet or exceed the City's standards.
3. Highlight positive changes, successes, and best practices.

The City Attorney's Office continues to exceed the goal for certified employees and has certified enough employees in non-PCP positions to provide bilingual services as needed. We will continue to make efforts to recruit applicants with the required language skills during future recruitment processes to fill vacant PCP positions.

4. Describe additional measures implemented to ensure LEP persons are provided with meaningful access to City services.

There are no additional measures to report. The City Attorney's Office will continue to utilize non-PCP employees who have been bilingually certified in the target languages to assist when the need arises. This method has proven to be successful as the City Attorney's office hasn't received any complaints of LEP persons receiving a lower level of service than English speakers.

The reception area of our office will continue to have our department's vital documents readily available in Spanish and Chinese. Additionally, notifications regarding citizen's rights to bilingual services remain posted in the reception area.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

The required notices continue to be posted in the City Attorney 6th floor reception area; 1 Frank H. Ogawa Plaza on the wall and on the counter. Notice is also posted on the City Attorney's website (www.oaklandcityattorney.org). The City Attorney's official website offers language translation to 103 different languages, including English.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

Each of the City Attorney's vital documents are translated into Spanish and Chinese. The Claim form and information are also available in Vietnamese and are available to the public online and in the 6th floor reception area at 1 Frank H. Ogawa Plaza.

3. Describe other materials the Department has provided in multiple languages?

The City Attorney's Office publishes some frequently asked questions (FAQ's) on our website in English, Spanish and Chinese. A partial list of FAQ's available in threshold languages is as follows:

- a. FAQs: Regarding Oakland's Travel and Hospitality Worker Right to Recall Ordinance, (Effective May 26, 2021)
- b. (FAQs: Protecting Workers and Communities During a Pandemic – COVID-19 Emergency Paid Sick Leave Ordinance (Effective May 12, 2020).
- c. FAQs: Regarding Civil Rights with Regard to Harassment and Discrimination Against Oaklanders During Shelter in Place.
- d. d. FAQ: Protecting Survivors of Domestic and Other Interpersonal Violence or Abuse During Shelter in Place.
- e. FAQ: Oakland's Hotel Workers Protection & Employment Standards Ordinance (Effective Dec. 23, 2018)

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

The City Attorney's front desk phone line remains equipped with a multilingual telephone message. The message system has options to select a number to be directed to the message in either Spanish, Mandarin or Cantonese.

City Attorney staff members recorded these messages.

D. Assessment of Department Communication with LEP Populations

1. Describe outreach efforts to communicate and engage LEP populations.

Our Office orally informs the population of their right to bilingual services when responding to constituents via telephone, and in writing when responding to constituents via email. The Department's vital forms and publications remain available on the City Attorney's website in Spanish and Chinese.

Notification of the right to bilingual services is available at the City Attorney reception desk and remains accessible to the public when our office reopens for in-person service.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

The City Attorney's Office did not receive any complaints regarding the provision of bilingual oral and written services. Should a complaint be received, the City Attorney would follow the Equal Access Ordinance's procedure for documenting actions surrounding complaints.

3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.

The department's 2024 Language Access Survey efforts included placing copies of the survey at the reception desk and posting the survey's QR code to our website for a three-week period. The department did not receive any responses through these efforts. The department is open to the public on Tuesday, Wednesday and Thursday. In years past, claimants filing claims in person were the constituents who completed the survey. The current practice is for the security guards to bring up claimant's forms from downstairs, so the amount of public foot traffic in our office has been greatly reduced.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LEP community. Please highlight new initiatives.

To ensure that all Oakland residents have equal and fair access to City Services, the City Attorney's Office plans to:

- a. Maintain the Department's vital documents in the threshold languages and ensure that any new vital documents are translated.
- b. Maintain prominent placement of signage alerting the public of language access assistance at the customer service counter.
- c. Continue to recruit bilingual staff by posting job announcement for PCPs in targeted websites and publications.

CITY ATTORNEY'S OFFICE JUNE 2025

DEPARTMENT	ORGANIZATION	ADDRESS_LINE	JOB_CLASS	HIRE_DATE	NEW_FTE	PCP_POS	LANGUAGE
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Accountant II	22-JAN-22		NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Administrative Analyst I	05-MAR-22		NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	City Attorney	15-APR-13		NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	City Attorney, Assistant	02-JUN-14		NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	City Attorney, Assistant	02-SEP-08		NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Claims Investigator III	22-JUN-15		YES	Cantonese
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney II	05-AUG-24		NO	Hindi & Spanish
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney II	19-AUG-23		NO	Spanish
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Deputy City Attorney II	14-OCT-23		NO	Cantonese
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney II	17-JAN-13		NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	19-FEB-22		NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	21-JAN-23		NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	28-NOV-20		NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	14-MAY-22		NO	
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Deputy City Attorney III	16-SEP-24	YES	NO	Spanish
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	30-NOV-19		NO	
CITY ATTORNEY	04511 - Labor/Employment	1 Frank Ogawa Plaza	Deputy City Attorney III	16-AUG-21		NO	
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Deputy City Attorney III	05-JUL-16		NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	24-JUN-23		NO	Spanish & Arabic
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	11-JUN-22		NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	20-SEP-21		NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	23-JUN-25	YES	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	09-JAN-17		NO	Mandarin
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	28-MAY-19		NO	
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Deputy City Attorney III	18-MAR-23		NO	
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Deputy City Attorney III	11-JAN-20		NO	Spanish
CITY ATTORNEY	04511 - Labor/Employment	1 Frank Ogawa Plaza	Deputy City Attorney III	06-AUG-12		NO	
CITY ATTORNEY	04511 - Labor/Employment	1 Frank Ogawa Plaza	Deputy City Attorney III	n/a	n/a	NO	
CITY ATTORNEY	04511 - Labor/Employment	1 Frank Ogawa Plaza	Deputy City Attorney III	n/a	n/a	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	06-APR-19		NO	French
CITY ATTORNEY	04511 - Labor/Employment	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	21-AUG-06		NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	07-JAN-19		NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	07-JAN-23		NO	
CITY ATTORNEY	04511 - Labor/Employment	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	09-APR-18		NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	04-FEB-14		NO	Cantonese
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	22-JAN-22		NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	24-SEP-18		NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	05-FEB-22		NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	06-AUG-01		NO	Spanish

CITY ATTORNEY'S OFFICE JUNE 2025

DEPARTMENT	ORGANIZATION	ADDRESS_LINE	JOB_CLASS	HIRE_DATE	NEW_FTE	PCP_POS	LANGUAGE
CITY ATTORNEY	04511 - Labor/Employment	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	14-JUN-10		NO	Spanish
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney V	28-NOV-22		NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney V	05-MAR-22		NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney V	22-AUG-22		NO	
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Deputy City Attorney V	20-JAN-24		NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney V	04-JUN-18		NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney V	24-FEB-18		NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney V	11-DEC-17		NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney V	08-JUN-15		NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Executive Assistant to the City Attorney	28-SEP-12		NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Executive Asst to the Asst City Attorney	29-SEP-14		NO	Spanish
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Information System Administrator	24-OCT-16		NO	Cantonese
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Information Systems Specialist II	30-OCT-23		NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Legal Administrative Assistant	05-NOV-01		NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Legal Administrative Assistant	10-JUN-91		NO	Vietnamese
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Legal Administrative Assistant	26-AUG-13		NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Legal Administrative Assistant	05-NOV-18		NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Legal Administrative Assistant	11-SEP-01		NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Legal Administrative Assistant	24-JUN-24		NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Legal Administrative Assistant, Sup	11-DEC-95		NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Legal Support Supervisor	03-JAN-17		NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Manager, Legal Administrative Services	07-JUL-97		NO	
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Neighborhood Law Corps Attorney	05-AUG-24	YES	YES	Spanish
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Neighborhood Law Corps Attorney	n/a	n/a	YES	
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Neighborhood Law Corps Attorney	n/a	n/a	YES	
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Neighborhood Law Corps Attorney	19-MAR-22		YES	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Open Govt & Legal Services Coord	24-NOV-14		YES	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Paralegal	31-OCT-20		NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Paralegal	13-NOV-17		NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Paralegal	30-NOV-19		NO	Spanish
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Paralegal	28-SEP-15		NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Paralegal	19-AUG-23		NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Paralegal	18-APR-20		NO	Spanish
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Paralegal	11-DEC-17		NO	Cantonese
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Paralegal	20-AUG-22		NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Public Service Representative	25-JUN-22		YES	
CITY ATTORNEY	04511 - Labor/Employment	1 Frank Ogawa Plaza	Special Counsel	28-DEC-19		NO	
CITY ATTORNEY	04511 - Labor/Employment	1 Frank Ogawa Plaza	Special Counsel - Labor & Employment	10-NOV-14		NO	
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	08-SEP-20		NO	



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

Provide the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, MICHAEL C. HOUSTON, CITY AUDITOR, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for THE OFFICE OF THE CITY AUDITOR was submitted on July 1, 2025.

A handwritten signature in cursive script that reads "Michael C. Houston".

Michael C. Houston, City Auditor
Type Name & Title

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: OFFICE OF THE CITY AUDITOR

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Michael C. Houston	Dena L. Shupe	Dena L. Shupe
Title	City Auditor	Assistant to the City Auditor	Same
Address	1 Frank H Ogawa Plaza, 4 th Floor	1 Frank H Ogawa Plaza, 4 th Floor	Same
Phone#	(510) 238-3378	(510) 238-4975	Same
Email	MHouston@oaklandca.gov	DShupe@oaklandca.gov	Same

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	9 (of 14 FTE budgeted)		New Hires	2	
Public Contact Positions (PCP)	4	22.5%	New PCP Hires	0	100%
*PCP With Spanish Language Skill	1	25%	New PCP Hires with SP Skill		
PCP With Chinese Language Skill	0	0	New PCP Hires with CH Skill		

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Michael C. Houston, City Auditor	Marisa Lin, Senior Performance Auditor
Eduardo Luna, Assistant City Auditor	Jielin Huang, Senior Performance Auditor
Dena Shupe, Assistant to the Director	
Brianna Horton, Executive Assistant to the City Auditor	
Stephanie Noble, Performance Audit Manager	*Just one unit (see attached Org Chart)
Orsolya Kovesdi, Performance Audit Manager	
Mark Carnes, Senior Performance Auditor	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	☒ No ☐ Yes – Please describe below

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	☒ No ☐ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
1. Performance Audit Reports	Yes	Yes	
2. Investigations	Yes	Yes	
3. Annual Reports	Yes	Yes	
4. Whistleblower Posters	Yes	Yes	
Total # of vital documents reported = 4			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☒ Yes ☐ No – Please describe below
<i>All documents are available for translation upon request - this is made clear to the LES community on our website.</i>	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Assistant to the Director's Office	(510) 238-3378	Current

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%

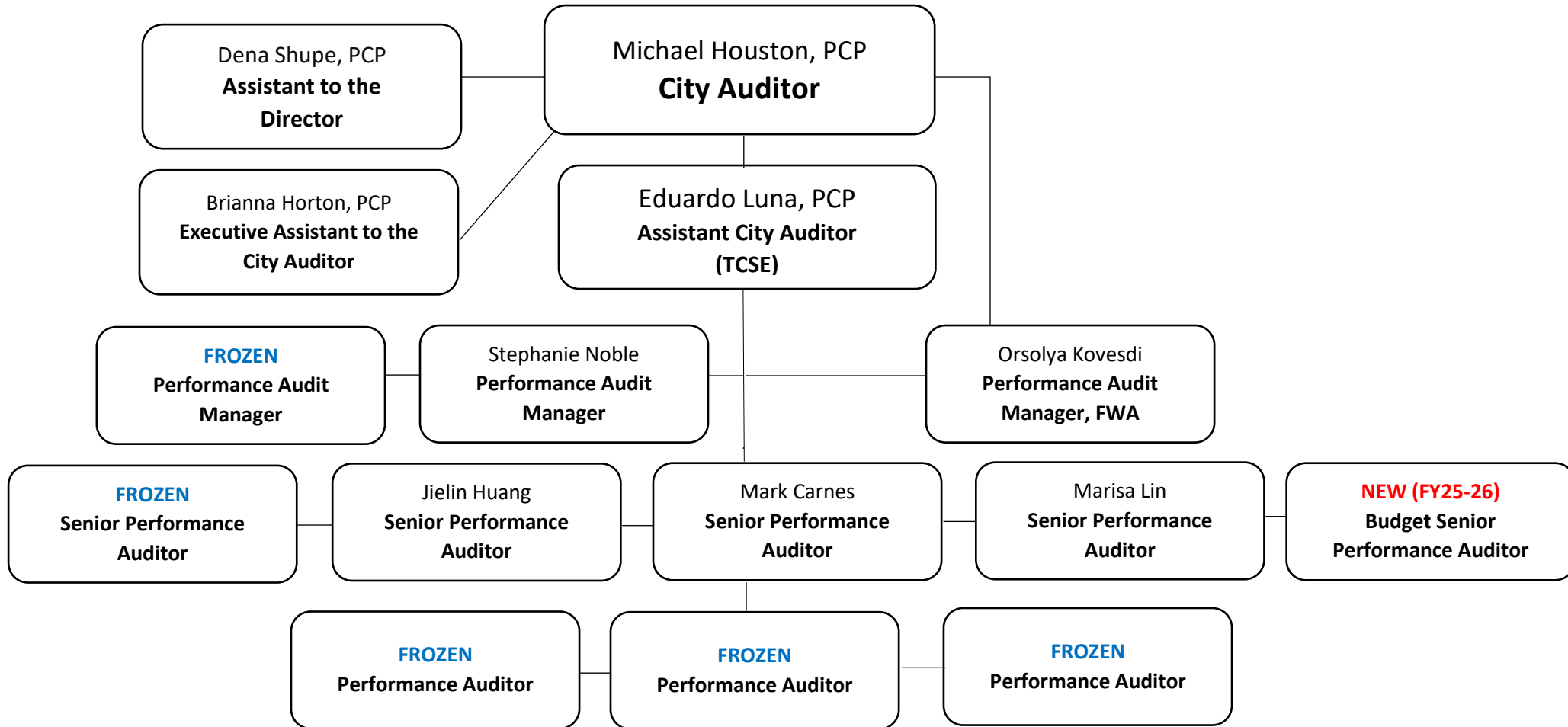
Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	☒ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc.)	☒ Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B (1).

Office of the City Auditor Organization Chart

As of 07.01.25



Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-Speaking
 CH = Chinese-Speaking
 LES = Limited English-Speaking

C III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP FTE			CHINESE-SPEAKING PCP FTE		
FTE	PCP	GOAL (10%)	STAFF	GOAL MET?	GOAL (4%)	STAFF #	GOAL MET?
9	4	0.40	1	YES	0.16	0	NO

Goal = PCP X % (This FY's goal = 10% Spanish speaking PCP, 4% Chinese speaking PCP)

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

Oakland's City Auditor works for, and reports to, the residents of Oakland. Considering the diversity of Oakland's community, it is important our work materials are easily accessible and understood by as many Oaklanders as possible – regardless of their proficiency in English. Below is an overview as to how our Office is complying with the Equal Access to Services Ordinance.

Ongoing efforts to achieve compliance:

SEC. 2.30.030 Equal Access to Services: We strive to provide the same level of service to limited English-speaking (LES) persons as we provide to English speakers by: **(1)** recording our telephonic outgoing messages in English, Spanish, Mandarin, and Cantonese, **(2)** posting notices immediately outside the elevators, leading to the Office reception area, indicating we provide Spanish-speaking staff for assistance and interpreters by telephone, to help translate several different languages at no charge (all staff members have the updated phone interpreting language guide at their desks), **(3)** providing instructions in **26 different languages** on our website on how to submit a Whistleblower complaint in person, online or over-the-phone and **(4)** and our Whistleblower Hotline provides over-the-phone interpretation services in over 150 languages, with access to more than 5,000 interpreters for non-English callers, who are available 24/7, 365 days a year. LES residents may also request a private meeting with the City Auditor to file a complaint in person. Our website informs residents that interpreters are provided for these private meetings, free of charge.

SEC. 2.30.040 Bilingual Staffing: Our goal is to hire staff that reflects the diversity of our Oakland community. This year, our office has prioritized diversifying our team. Currently, one of our PCP employees speaks Spanish fluently, another has some proficiency in Spanish, and a third is fluent in both Hungarian and Romanian. Additionally, while our two most recent hires are not classified as PCP employees, one is fluent in Mandarin and Cantonese, while the other has conversational proficiency in Mandarin.
SEC. 2.30.050 Translation of Materials: One of our Office's priorities is to make sure all residents, regardless of their proficiency in English, can easily read our vital documents and navigate our website <https://www.oaklandauditor.com>.

Our office collaborated with the EAO office a couple of years ago to translate the sentence, "Copies of our audits are available on our website, and alternate formats can be requested," into Spanish and

Chinese. Translation services are on the inside cover (or on the last page, if it pertains to a Whistleblower Investigation) of all our audits and reports:



At the top of our website, we have included a Google™ Translate button that offers machine translation in 26 different languages, from Afrikaans to Vietnamese. This feature enables Limited English Speaking (LES) populations access to information about our Office, learn how to submit a Whistleblower complaint, and read frequently asked questions about the Program in their native languages.

On the ALL-REPORTS page of the website, we note that all reports (audits, presentations, etc.) can be translated upon request. Our online Whistleblower Hotline provides translated instructions on how to submit a complaint in Spanish and Chinese.

SEC.2.30.080: Recorded Telephonic Messages: We maintain recorded telephonic outgoing messages in English, Spanish, Mandarin, and Cantonese. The message contains basic information about our Office hours and location.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

The Office of the City Auditor follows Civil Service protocols and City policies and procedures related to recruitment and hiring. These guidelines provide the framework for our recruitment activities. When positions in our Office become available, we strive to attract a diverse group of potential candidates by advertising through various national auditor associations, posting job openings on the City's website, and utilizing platforms such as LinkedIn, Idealist, Craigslist, and Indeed. For Public Contact Positions, we specify that "bilingual skills in Spanish, Cantonese, and Mandarin are highly desirable."

The selection of candidates is coordinated with the City's Human Resources Management Department. The Office of the City Auditor carefully evaluates all applicants for Public Contact Positions, paying particular attention to their language abilities. However, lacking bilingual skills is not a disqualifying factor, as the position description does not require bilingual capabilities. Nonetheless, our Office prioritized hiring individuals from diverse backgrounds and ethnicities this past year.

We are a small office with only 14 budgeted full-time equivalents (FTEs). We are constrained by Civil Service rules, Memoranda of Understanding (MOUs), and City hiring procedures. Despite these constraints, some of our staff members possess bilingual or even trilingual capabilities.

3. Highlight positive changes, successes, and best practices.
Best Practices:

In August 2024, our Office launched a new outreach campaign. We created rack cards to distribute at community events and speaking engagements. To accommodate our diverse community, the Equal Access Office assisted us in translating the rack cards into Spanish and Chinese. The cards encourage Oakland residents to invite the City Auditor to their gatherings and events. While we are actively seeking ways to engage with the public, we also want Oaklanders to know they can reach out to our Office as well.

MICHAEL C. HOUSTON, CITY AUDITOR	
 CITY OF OAKLAND Office of the City Auditor	
The City Auditor's Office examines City operations and programs and makes recommendations to correct issues found. The elected City Auditor is independent from the Mayor, the City Council, and the City Administration, which allows the Office to be objective and impartial in its work. Our Services Include: Performance Audits & Investigations Recommendation Follow-up Reports Ballot Measure Analyses	Michael C. Houston was elected as Oakland's City Auditor on March 5, 2024. He has over 15 years of government auditing experience, a Master of Public Policy degree from U.C. Berkeley, a Bachelor of Arts degree in History from Sonoma State University, and is a Certified Internal Auditor. Michael is an Oakland resident and is excited to connect with you.
	
Report Fraud, Waste & Abuse	Our goal is to keep Oaklanders informed. Invite us to your next meeting! CityAuditor@OaklandCA.gov (510) 238-3378

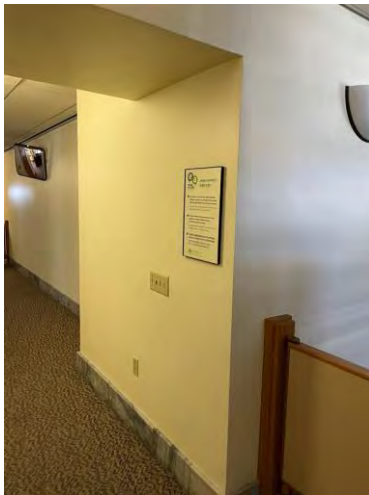
4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

None this year.

B. Translation of Written Vital Documents Assessment

1. **Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.**

The Office of the City Auditor is located on the secure fourth floor of City Hall and receives very few visitors. To assist individuals who speak Spanish and Chinese dialects, we have placed notices (1) immediately outside the elevators leading to the reception area, indicating that staff who speak Spanish, Mandarin, and Cantonese are available. (2) Additionally, there is a notice on the receptionist's front desk informing visitors that interpreters can be accessed by phone to assist in multiple languages at no charge. A brochure detailing the various service counters located throughout the City of Oakland is also available.



2. **Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?**

The Office of the City Auditor has a total of 4 vital documents: (1) performance audit reports, (2) Annual Reports, (3) Investigations, and (4) whistleblower poster. Our website indicates we will translate all these documents for our LES residents.

ALL REPORTS

SCROLL DOWN to find Performance Audits, Investigations, Recommendation Follow-up Reports, Ballot Measure Analyses, Annual Audit Work Plans, Annual Reports and Surveys, and Peer Reviews.

If you need a report to be translated, please [contact us](#).

In addition, translation services are on the inside cover (or on the last page, if it pertains to a Whistleblower Investigation) of all our audits and reports. Our Whistleblower poster is in English, Spanish and Chinese and distributed in various Departments throughout the City and Libraries.

3. Describe other materials the Department has provided in multiple languages?

Noted in Section 1, paragraph 3.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

The Office of the City Auditor has recorded its telephone message in English, Spanish, Mandarin, and Cantonese, outlining our business hours.

The confidential Whistleblower Hotline is intended for reporting fraud, waste, and abuse within City government. This service is available to City employees, contractors, vendors, and residents. To ensure that all members of the LES community can access this service, we provide instructions for submitting a whistleblower complaint, details about the Whistleblower Protection Ordinance, and answers to frequently asked questions in 26 different languages on our website. Additionally, our website states that if anyone from the LES community wishes to file a complaint via our hotline or submit a report online, interpretation services are available at no cost.

SUBMIT A COMPLAINT

We are committed to ensuring transparency, accountability, and integrity in the City of Oakland. The Whistleblower Program is one tool used to help achieve these objectives. Use the [confidential hotline](#) to report complaints of fraud, waste, and abuse. The hotline is available 24/7 to city employees, contractors, vendors, and residents.

To assist Oakland's Limited English Speaking (LES) residents, the Hotline provides over-the-phone interpretation services in over 150 languages, with access to more than 5000 interpreters for non-English callers, who are available 24/7, 365 days a year. LES residents may also request a meeting with the City Auditor to file a complaint in person. Interpreters are provided, free of charge.

There is a [City Ordinance](#) protecting City employees that submit complaints from retaliatory acts.

HOW TO SUBMIT A COMPLAINT

To file a complaint, you may call the WHISTLEBLOWER HOTLINE at [1-888-329-6390](#) (interpreter available) or [SUBMIT A REPORT ONLINE](#) ([Español](#) or [汉语\[SI\]](#)).

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

In August 2024, our Office hired a certified translator to translate our new rack cards into Spanish and Chinese. We can now distribute flyers in English, Chinese, and Spanish at public events as part of our outreach efforts.

Our primary means of outreach to the public is meetings held at City Hall and throughout Oakland neighborhoods, as well as virtually through our website and other electronic media.

The Office of the City Auditor will continue to implement the recommendations and requirements of the Equal Access Office. For many years, we have relied on May Tam for guidance and best practices. We are committed to providing timely and efficient services to the LES community.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

The Office of the City Auditor has not received any complaints regarding its provision of bilingual oral and written services, nor has it received any allegations of violations of the Equal Access Ordinance (EAO) in a threshold language.

3. Describe department effort in administering the 2025 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.

Our Office conducted the 2025 Language Access Survey from October 16 to October 30, 2024. We distributed the survey through our newsletter and shared it on Instagram, LinkedIn, and Facebook. According to Constant Contact's heat map, 17 users clicked on the survey link. The Instagram post received one like, the LinkedIn announcement had 107 impressions and generated two reactions, one comment, and one repost, while the Facebook post garnered 40 views. To collect more feedback from the community, we will consider scheduling in person outreach events as they may be more effective in engaging the community.

Since our office did not receive many responses, the communications team discussed the following strategies:

1. Developing a more engaging and visually appealing graphic for the survey to share on social media and in our newsletter.
2. Creating an automatic email reply during the two-week survey period, requesting individuals who contact our office to participate in the survey.

We will continue to explore various strategies to expand our outreach.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

- Update, when possible, our outgoing phone message.
- The Office is currently looking into the feasibility and developing the in-house technical expertise in order to publish all reports in HTML format, making translation across internet browsers more accessible.
- Developing a more engaging and visually appealing graphic for the survey to share on social media and in our newsletter.
- Creating an automatic email reply during the two-week survey period, requesting individuals who contact our office to participate in the survey.

- Reminding residents via our Newsletter about translation services.

ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_POSITION	BILINGUAL
One Frank Ogawa Plaza	Performance Auditor, Sr.	07-DEC-15		NO	
One Frank Ogawa Plaza	Executive Assistant to the City Auditor	07-OCT-17		YES	
One Frank Ogawa Plaza	City Auditor	03-JUN-19		YES	
One Frank Ogawa Plaza	Performance Auditor, Sr.	12-APR-25	YES	NO	Mandarin/Cantonese
One Frank Ogawa Plaza	Performance Audit Manager	25-APR-16		NO	Hungarian/ Romanian/ Understands Spanish
One Frank Ogawa Plaza	Performance Auditor, Sr.	14-SEP-24	YES	NO	Mandarin
One Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	28-OCT-23		YES	Spanish
One Frank Ogawa Plaza	Performance Audit Manager	24-JUN-23		NO	
One Frank Ogawa Plaza	Assistant to the Director	10-APR-17		YES	Some Spanish

Department Name:
Fiscal Year: FY2024-25



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, ASHA REED, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for OFFICE OF THE CITY CLERK was submitted on JUNE 27, 2025.



Director Signature

Asha Reed
Type Name

II. QUANTITATIVE ASSESSMENT REPORT

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

Department Name: CITY CLERK

Table 1	Department Director	Language Access Coordinator (LAC) & Single Point of Contact (SPOC)
Name	Asha Reed	Evelyn Parodi
Title	City Clerk	Management Assistant
Address	1 Frank Ogawa Plaza, Suite 201	1 Frank Ogawa Plaza, Suite 201
Phone#	510-238-3226	510-238-7979
Email	areed@oaklandca.gov	eparodi@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	14		New Hires	0	
Public Contact Positions (PCP)	7	%	New PCP Hires	0	%
PCP With Spanish Language Skill	1	14 %	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	1	14 %	New PCP Hires with CH Skill	0	%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
CITY CLERK'S OFFICE	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	☐ No ☒ Yes – Please describe below
Description: My vacant positions are frozen due to the budget deficit & retirement of two positions within KTOP	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	X Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= 1 CH = 1	SP= 1 CH =1
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Domestic Partnership	YES	YES	
Speaker Card	YES	YES	
Public Records Information: The website will translate directions on how to request public records			
Language Access Notice	YES	YES	
Total # of vital documents reported = 3			

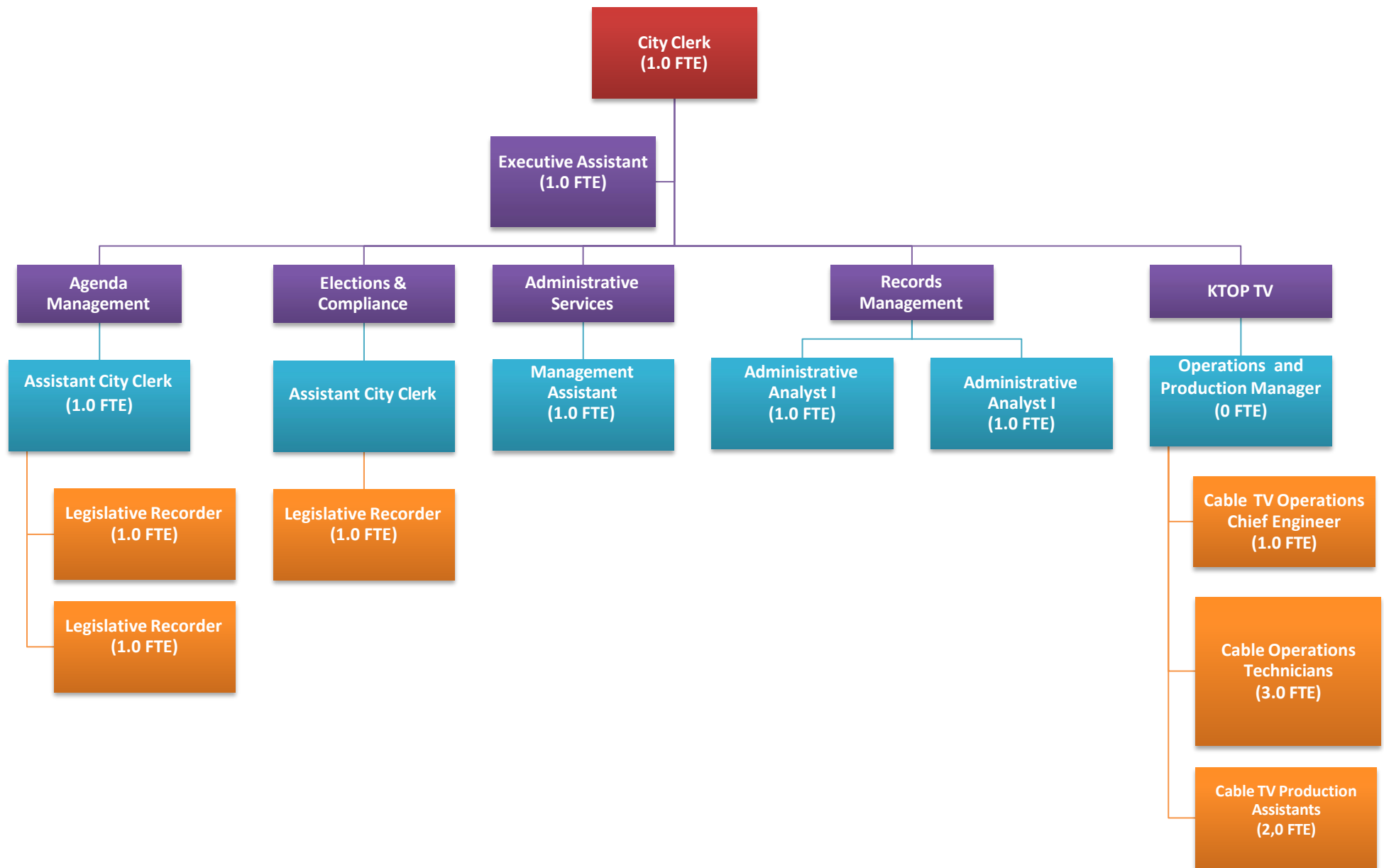
Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☒ Yes ☐ No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
The main phone line	510-238-3226	Multilingual

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
N/A								

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	☒ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☒ Yes ☐ No



Key: PCP = Public Contact Position
 FTE = Full Time Equivalent
 SP = Spanish-speaking
 CH = Chinese-speaking
 LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: City Clerk's Office

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
14	7	1	1	1	1	1	1

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Office of the City Clerk has maintained compliance with the EAO. Notices are posted in our lobby regarding interpretation services. We review language requests that come in. Additionally, the Office has provided live interpretation in the past 4 years.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

The Office of the City clerk does not do its own direct recruitment. We rely on HR for all recruitment services

3. Highlight positive changes, successes, and best practices.

We've been able to use tools within zoom to provide closed captioning services, decreasing the cost for using a third-party service. Hopefully zoom will have more tools in the future so we can provide captioning in other languages.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

The Office of the City Clerk is always looking for ways to use technology to provide additional services to LES persons.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Notices are placed in our office lobby at the Office of the City Clerk located at 1 Frank Ogawa Plaza, City Hall, 2nd Floor as well as on our agendas.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

All vital documents have been translated.

3. Describe other materials the Department has provided in multiple languages?

Domestic Partnership

Public Records Information: The website will translate directions on how to request public records

Speaker Card

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

The main line has a multilingual message

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

N/A

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

0

3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.

We made the survey available via QR code; however, due to the limited number of in-person visitors, response rates were lower than expected. The data will help pinpoint which non-English languages are most commonly spoken by those we serve, so we can prioritize translations and interpretation services accordingly.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

The Office of the City Clerk is hoping to use a program that will allow LES persons to translate public documents into the language of their choice.

CITY CLERK'S OFFICE PCP STAFFING LIST JUNE 30, 2025

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_	PCP_LANG
03121 - City Clerk Unit	One Frank Ogawa Plaza	Legislative Recorder	17-FEB-24		YES	Laotian
03121 - City Clerk Unit	One Frank Ogawa Plaza	City Clerk, Assistant	02-APR-22		YES	
03121 - City Clerk Unit	One Frank Ogawa Plaza	Legislative Recorder	03-FEB-24		YES	
03121 - City Clerk Unit	One Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	08-AUG-20		YES	
03121 - City Clerk Unit	One Frank Ogawa Plaza	Management Assistant	27-SEP-04		YES	
03121 - City Clerk Unit	One Frank Ogawa Plaza	Administrative Analyst I	14-JUN-96		YES	
03121 - City Clerk Unit	One Frank Ogawa Plaza	City Clerk	22-APR-13		YES	Spanish
03121 - City Clerk Unit	One Frank Ogawa Plaza	Legislative Recorder	23-OCT-06		YES	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Stage Manager, PT	01-NOV-17		NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable Operations Technician	31-MAR-00		NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable Operations Technician	01-APR-00		NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Operations Chief Engineer	08-JAN-18		NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Production Assistant	09-APR-12		Yes	Chinese
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Production Assistant	12-MAR-01		NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable Operations Technician	10-SEP-02		NO	

Department Name:
Fiscal Year: FY2024-25

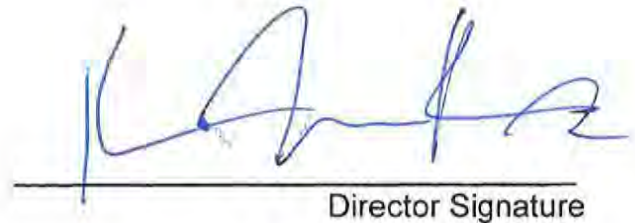


EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

City Council

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Kevin Jenkins, Council President hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for City Council was submitted on 6/27/25.

A handwritten signature in blue ink, appearing to read "Kevin Jenkins", written over a horizontal line.

Director Signature

Kevin Jenkins, Council President
Type Name

Department Name:
Fiscal Year: FY2024-25

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Kevin Jenkins	Susan A. Sanchez	Susan A. Sanchez
Title	Council President	Executive Asst. to City Council	Executive Asst. to City Council
Address	1 Frank H. Ogawa Plaza Ste 226 Oakland, Ca 94612	1 Frank H. Ogawa Plaza Ste 226 Oakland, Ca 94612	1 Frank H. Ogawa Plaza Ste 226 Oakland, Ca 94612
Phone#	510 238-7006	510 238-6917	510 238-6917
Email	KJenkins@Oaklandca.gov	Sasanchez@Oaklandca.gov	Sasanchez@Oaklandca.gov

Table 2A. Department Employee Statistics

By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	39		New Hires	15	
Public Contact Positions (PCP)	39		New PCP Hires	15	100%
PCP With Spanish Language Skill	2	5 %	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	1	3 %	New PCP Hires with CH Skill	1	%

Table 2B. Language Selective Certification Hiring

Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)

District Unit 1	
District Unit 2	
District Unit 3	
District Unit 4	
District Unit 5	
District Unit 6	
District Unit 7	
District Unit AT Large	

Table 3B. Department Organization Structure -- Update

Any changes occurred in the organization structure this fiscal year?	☒ No ☐ Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting

Any Super PCP Unit in the department?	☐ No ☒ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= 2 CH = 1	SP= 2 CH = 1
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Department Name:
Fiscal Year: FY2024-25

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
None			
Total # of vital documents reported =			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☐ Yes X No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Council Main Phone number	510 238-3266	Complete
District 5	510 238-7005	Complete

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	X Yes ☐ No
I-Speak Card/ Language List displayed at reception area	X Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	X Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
39	39	4	2	NO	2	1	NO

Goal = PCP X %

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. **Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).**

The City Council office has made every effort to comply with the Equal Access Ordinance (EAO). When there were openings, we have found it difficult to find candidates that have the qualifications to meet the linguistic needs of our diverse districts. We are working to ensure Chinese and Spanish language needs are met in a variety of ways including with partners and volunteers.

2. **Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.**

The City Council office has included the following statement in the job postings, "it would be useful for candidates to be bilingual when applying for the position". However, the applicants are few and compliance is difficult. Because of minimal foot traffic in our offices, we have hired those to meet the needs of our constituents for each district office.

3. **Highlight positive changes, successes, and best practices.**

The Council offices will continue to utilize the interpretation services to accommodate constituents that may come into the Council reception area. The Council office has used interpreters for community and Council meetings. We anticipate utilizing all functions the City of Oakland Equal Access Department.

4. **Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.**

Recognizing that limited English Speaking constituent can telephone Council offices at any time and may speak a language not spoken by any PCP, all Councilmembers and their staff now have access to translation services via Language Line. Information on accessing the service has been distributed to every Council office. Additionally, limited English Speaking who arrive at the Council's reception desk now see a sign on prominent display on which they can point to their language, enabling the receptionist to put them in touch with a language interpreter.

B. Translation of Written Vital Documents Assessment

1. **Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.**

At the City Council's Reception desk at City Hall, 1 Frank Ogawa Plaza Suite 226, Oakland, Ca
On prominent display is a sign provided by Language Line Services announcing that interpretation services are available in Multiple languages.

2. **Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?**

Each Councilmember determines which documents need to be translated for distribution to monolingual constituents. The Council Office does not have a tally of all documents disseminated from council offices nor a tally of those that have been translated into Chinese or Spanish languages. We understand that district flyers have been printed in various languages and distributed to the community.

3. **Describe other materials the Department has provided in multiple languages?**

As a practical matter, when Councilmembers have a constituent population with a large number of Spanish or Chinese speakers, meeting announcements are printed in that language as well as English. In addition, each Council Member has a web page that can be translated into other Languages by the user.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

Historically, the City Council Front Counter reception phone line is in compliance with Equal Access Ordinance and is equipped with voice recordings in English, Spanish, Cantonese and Mandarin.

D. Assessment of Department Communication with LES Populations

1. **Describe outreach efforts to communicate and engage LES populations.**

Councilmembers conduct meetings and/or arrange for interpreters/translators at meetings where Spanish speaking or Chinese speaking limited English Speaking are present. Advertising for those meetings, such as via flyers, may indicate that translation will be available. Regular meeting of the Council via Zoom has Spanish and Chinese Interpretation.

2. **State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).**

None received.

3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.
Currently, the City Council Office has not had sufficient foot traffic to effectively administer the 2024-25 Language Access Survey. Although our Council Members has attempted to distribute the survey at district meetings, there has been little to no success in collecting responses.

E. Action Plan

1. **Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.**
Councilmembers will be advised by the Executive Assistant that they should do targeted outreach for hiring Council staff so that the job announcements are seen in places where bilingual candidates are likely to see them and that the job announcements specifically mention that bilingual candidates are encouraged to apply.

CITY COUNCIL. FY 2024-2025

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_P	BILINGUAL
00011 - Council Administration Unit	1 Frank Ogawa Plaza	City Council PSE-51	03-AUG-98		YES	Spanish
00111 - District One Unit	1 Frank Ogawa Plaza	City Council PSE 14	27-APR-24		YES	
00111 - District One Unit	1 Frank Ogawa Plaza	City Council PSE 14	20-FEB-23		YES	
00111 - District One Unit	1 Frank Ogawa Plaza	City Council PSE-51	23-JAN-21		YES	
00111 - District One Unit	1 Frank Ogawa Plaza	Council Member	06-JAN-25	YES	YES	
00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE 14	12-JUN-23		YES	
00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE-51	05-MAR-18		YES	
00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE-51	18-APR-20		YES	
00211 - District Two Unit	1 Frank Ogawa Plaza	Council Member	5.20.25	Yes	YES	
00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE-51	5.20.25	Yes	YES	
00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE 14	5.20.25	Yes	YES	Cantonese
00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	14-APR-25	YES	YES	
00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE-51	18-JAN-21		YES	
00311 - District Three Unit	1 Frank Ogawa Plaza	Council Member	04-JAN-21		YES	
00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	14-APR-25	YES	YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE 14	05-JUN-23		YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	15-JAN-24		YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE-51	09-JAN-23		YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	Council Member	09-JAN-23		YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE 14	12-JUN-24		YES	
00511 - District Five Unit	1 Frank Ogawa Plaza	Council Member	07-JAN-13		YES	Spanish
00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14	27-NOV-23		YES	
00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14	11-JAN-20		YES	
00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14	03-APR-23		YES	
00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14	04-OCT-21		YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE-51	09-JAN-23		YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	27-MAR-23		YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE-51	06-MAY-24		YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	23-SEP-24		YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	24-MAR-25	YES	YES	
00711 - District Seven Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	06-JAN-25	YES	YES	
00711 - District Seven Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	17-MAR-25	YES	YES	
00711 - District Seven Unit	1 Frank Ogawa Plaza	Council Member	06-JAN-25	YES	YES	
00711 - District Seven Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	06-JAN-25	YES	YES	
00911 - Council At Large Unit	1 Frank Ogawa Plaza	City Council PSE 14	03-MAR-25	YES	YES	
00911 - Council At Large Unit	1 Frank Ogawa Plaza	Council Member	06-JAN-25	YES	YES	
00911 - Council At Large Unit	1 Frank Ogawa Plaza	City Council PSE 14	06-JAN-25	YES	YES	
00911 - Council At Large Unit	1 Frank Ogawa Plaza	City Council PSE-51	06-JAN-25	YES	YES	



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, ANTONIO LAWSON, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for COMMUNITY POLICE REVIEW AGENCY was submitted on 6/27/2025.

Antonio Lawson

Antonio Lawson (Jul 9, 2025 14:55 PDT)

Director Signature

Antonio Lawson

Type Name

II. QUANTITATIVE ASSESSMENT REPORT

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Antonio Lawson	Mika Bell	Mika Bell
Title	Interim Executive Director	Administrative Analyst II	Administrative Analyst II
Address	250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza
Phone#	510.238.6983	510.238.2040	510.238.2040
Email	alawson@oaklandca.gov	mbell@oaklandca.gov	mbell@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	18		New Hires	2	
Public Contact Positions (PCP)	13	100%	New PCP Hires	1	50%
PCP With Spanish Language Skill	0	0%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	2	15 %	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	☒ No ☐ Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	☐ No ☒ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= 1 CH = 1	SP= 0 CH = 2
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
CPRA Complaint Form	Y	Y	
CPRA Informational Flyer	Y	Y	
Total # of vital documents reported =			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☒ Yes ☐ No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
CPRA Main Line – Voicemail Instructions	(510)238-3159	Complete

Table 6. Analysis by Community Based Service Locations				PCP		SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE		#FTE	%	#FTE	%

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	☒ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☒ Yes ☐ No

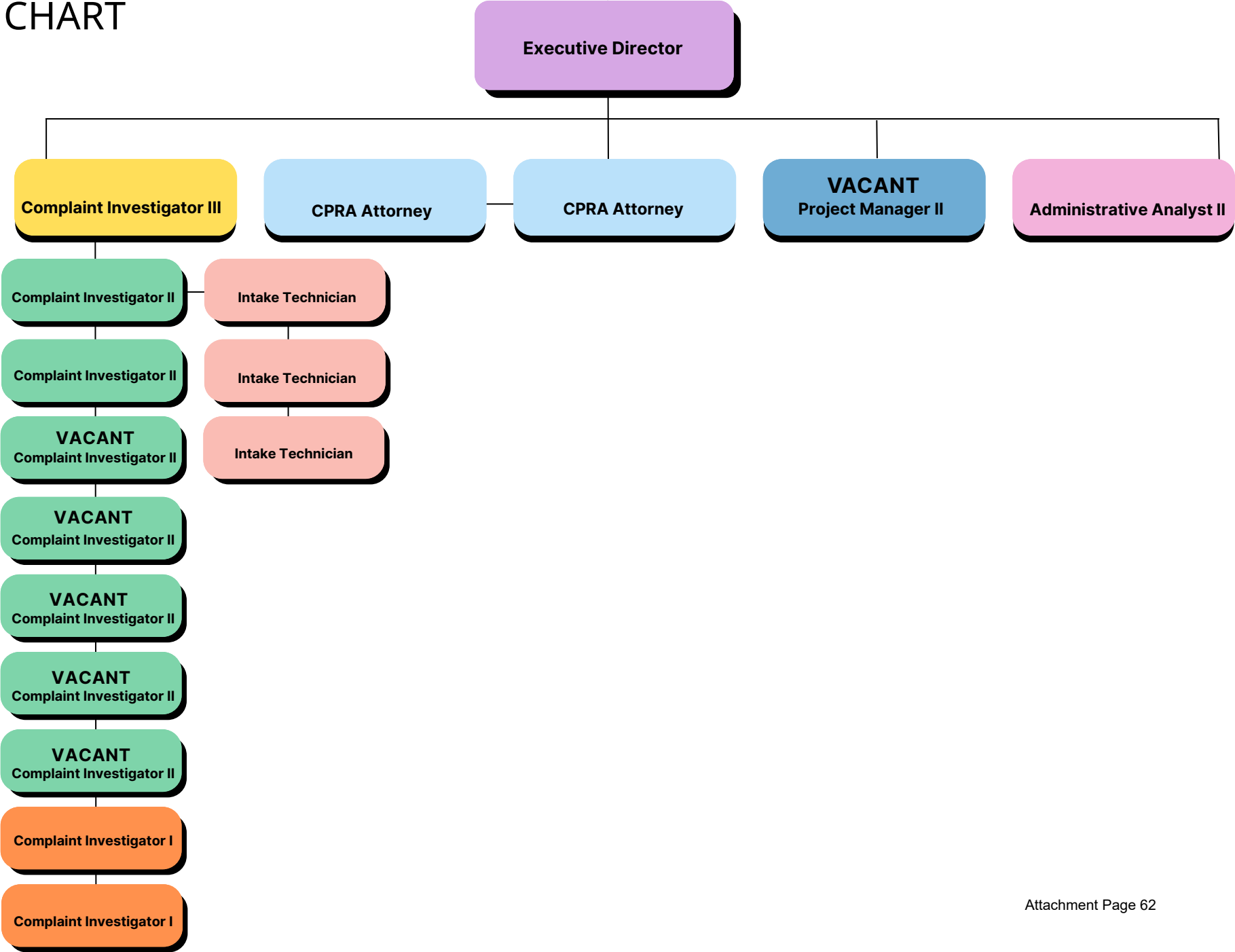
If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Community Police Review Agency (CPRA)

ORG CHART



Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
18	13	1	0	N	0.5	2	Y

Goal = PCP X %

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Community Police Review Agency strives to provide equitable access to services to all members of the Oakland community. While the Agency has a relatively small staff, staff members include two (2) certified Cantonese (Chinese) speakers, well above the levels mandated by the City of Oakland's Equal Access Ordinance (EAO).

Additionally, both the Agency's complaint forms and its App-based digital complaint platform are available in all City of Oakland threshold languages to ensure equal access to the complaint process. The Agency works with the City's Equal Access Department to provide outside translation services as necessary when additional language support is needed as part of an Agency's investigation or to respond to members of the Oakland community whose primary language is not English.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

The Community Police Review Agency will continue to assess language access and prioritize bilingual certification for new hires.

3. Highlight positive changes, successes, and best practices.

The Community Police Review Agency continues to ensure members of the Oakland community have access to bilingual services as required.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

The Community Police Review Agency continues to ensure LES persons have meaningful access to the services.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Notices of language access services are posted in the receptionist area of the Community Police Review Agency office at 250 Frank Ogawa Plaza Suite 6302.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

All the Community Police Review Agency's vital documents are available to community members in the threshold languages.

3. Describe other materials the Department has provided in multiple languages?

The CPRA Annual Report is translated in the threshold languages.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

All outgoing messages of the CPRA voicemail system have been translated into threshold languages

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

In the event interpretation services are needed, staff use the City of Oakland Language Line as well as engaged with certified language staff.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

The Community Police Review Agency did not receive any language access complaints.

3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.

Visitors and callers were provided with the 2024 Language Access Survey via digital or paper format.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

The Community Police Review Agency will continue to focus on recruitment efforts to hire candidates with bilingual proficiencies, ensure employees know how to use the language access line, and ensure community engagement and outreach activities include bilingual staff.

CPRA FY 2024-2025						
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP	BILINGUAL
66211 - Community Police Review Agency	1 Frank Ogawa Plaza	Administrative Analyst II	14-DEC-15		NO	
66211 - Community Police Review Agency	1 Frank Ogawa Plaza	Intake Technician	26-NOV-22		YES	
66211 - Community Police Review Agency	1 Frank Ogawa Plaza	Intake Technician	16-OCT-06		YES	Chinese
66211 - Community Police Review Agency	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	14-SEP-24		NO	
66211 - Community Police Review Agency	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	17-AUG-24	YES	NO	
66211 - Community Police Review Agency	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	25-NOV-23		NO	
66211 - Community Police Review Agency	1 Frank Ogawa Plaza	Intake Technician	07-APR-14		YES	
66211 - Community Police Review Agency	1 Frank Ogawa Plaza	CPRA Attorney	09-NOV-24	YES	NO	
66211 - Community Police Review Agency	1 Frank Ogawa Plaza	Complaint Investigator II	23-JUL-12		YES	Chinese
66211 - Community Police Review Agency	1 Frank Ogawa Plaza	Complaint Investigator II	14-OCT-23		YES	
66211 - Community Police Review Agency	1 Frank Ogawa Plaza	CPRA Attorney	18-SEP-06		NO	



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Sofia Navarro acting Director of EWDD for Ashleigh Kanat, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Economic and Workforce Development Department was submitted on Tuesday, June 24, 2025

Sofia Navarro

Sofia Navarro (Jun 23, 2025 12:34 PDT)

Acting - Director Signature

Sofia Navarro

Type Name

Department Name:
Fiscal Year: FY2024-25

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Ashleigh Kanat	Paul Priaulx	Paul Priaulx
Title	Director	Management Assistant	Management Assistant
Address	250 FHOP, 5 th Floor	250 FHOP, 5 th Floor	250 FHOP, 5 th Floor
Phone#	510.238.4973	510.238.3852	510.238.3852
Email	akanat@oaklandca.gov	ppriaulx@oaklandca.gov	ppriaulx@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	47		New Hires	5	
Public Contact Positions (PCP)	18	38.29%	New PCP Hires	0	100%
PCP With Spanish Language Skill	6	33.33%	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	2	11.11%	New PCP Hires with CH Skill	0	%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Fiscal / Administration	Economic Development
Public-Private Development (Project Implementation)	Cultural Arts & Marketing
Real Estate	Public Art
Oakland Army Base Redevelopment	Special Activities
Workforce Development	Cannabis

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	☒ No ☐ Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	☒ No ☐ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Department Name:
Fiscal Year: FY2024-25

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Activate Oakland Grant Applications	Yes	Yes	
Business Improvement District Formation Presentation	Yes	Yes	
Temescal Business Improvement District Renewal Ballots	Yes	Yes	
Facade and Tenant Improvement Grant Program.	Yes	Yes	
Jack London Business Improvement District Renewal Ballots	Yes	Yes	
Intake form for the Neighborhood Business Assistance Program	Yes	Yes	
Small Business Week	Yes	Yes	
Mobile Vending Permit Application	Yes	Yes	
Massage Permit Application	Yes	Yes	

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☒ Yes ☐ No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Economic Development, 250 Frank H. Ogawa Plaza, Oakland CA	510-238-3627	In Compliance

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Not applicable								

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	☒ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☒ Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
47	18	2.0	6	Yes	1	2	Yes

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Economic & Workforce Development Department (EWDD) strives to inform the public of the rapidly changing events that affect Oakland businesses and the Oakland community. EWDD continues to provide translated documentation and services in Spanish and Chinese languages to provide grant application support, City business documentation, business assistance, real estate support, coaching and navigation for City services, and more as detailed in the report. Many of these services are provided at various locations throughout the City of Oakland.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

EWDD continues to update its internal list of bilingual staff, both City-certified and self-identified bilingual employees. EWDD filled five (5) full time position during this fiscal year. However, the positions that were filled did not possess a language access requirement.

3. Highlight positive changes, successes, and best practices.

The department includes employees that are bilingual in languages including Spanish - twelve (12), Mandarin Chinese - two (2), Cantonese – two (2), Portuguese - one (1), and German - one (1). As a best practice, EWDD is committed to fostering a diverse and inclusive workplace that reflects the vibrant community of Oakland by actively recruiting and retaining qualified candidates from all backgrounds.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

EWDD has consistently provided bilingual access of translated informational materials in both Spanish and Chinese languages as well as providing business assistance, coaching and navigation to services, hosting events like Small Business Week, Manufacturing Week and Resource Fairs that provide support to LES persons.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

EWD posts public notices in public areas and submits printing requests to Equal Access to review for outreach materials. EWD programs include Special Activities, Business Development, Cultural Affairs, Public/Private Development, Real Estate Asset Management, and Workforce Development. EWD continues to work closely with the Equal Access Program to better provide online translation of materials. EWD's locations where these notices are posted are almost all shared with other departments and include:

- 250 Frank H. Ogawa Plaza, 3rd Floor (Business Development and Workforce)
- 250 Frank H. Ogawa Plaza, 4th Floor (Real Estate Asset Management)
- 250 Frank H. Ogawa Plaza, 5th Floor (Public/Private Development)
- 1 Frank H. Ogawa Plaza, 1st Floor (Special Activities)
- 1 Frank H. Ogawa Plaza, 9th Floor (Cultural Affairs / Special Activities / Cannabis)

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

All vital documents in EWD are translated into the threshold languages. These translated vital documents are provided as handouts at various events.

3. Describe other materials the Department has provided in multiple languages?

- Activate Oakland Grant Applications [Spanish, Chinese]
- Business Improvement District Formation Presentation [Spanish]
- Temescal Business Improvement District Renewal Ballots [Spanish, Chinese]
- Façade and Tenant Improvement Grant Program [Spanish, Chinese]
- Jack London Business Improvement District Renewal Ballots [Spanish, Chinese]
- Intake Form for the Neighborhood Business Assistance Program [Spanish, Chinese]
- Small Business Week [Spanish, Chinese]
- Social media outreach via Facebook and Instagram promoting Small Business Week [Spanish]

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

The Business Development's main line offers multilingual interpretation: 510-238-3627.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

EWDD provides bilingual access of translated informational materials in both Spanish and Chinese languages as well as hosting events like Small Business Week, Manufacturing Week and Resource Fairs for LES persons. Additionally, during this fiscal year EWDD participated in the Language Access Survey by conducting a 10-day email campaign focused on businesses, organizations and volunteer groups in the Oakland area.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

EWDD did not receive any language access complaints this year.

3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.

EWDD participated in the Language Access Survey by conducting a 10-day email campaign focused on businesses, organizations and volunteer groups in the Oakland area.

EWDD would not only use the language access survey findings to help validate the existing threshold languages (currently Spanish and Chinese in Oakland) but would use the data to help identify any emerging or growing language communities that are approaching the threshold. This data will directly inform which languages require proactive translation of vital documents and availability of bilingual staff. Additionally, these surveys can pinpoint which departments or services have the highest concentration of interactions with LEP individuals and in what specific languages. This data can be crucial for prioritizing resources. Finally, the Language Access Survey may reveal other languages spoken by smaller but still significant populations. While these languages do not always meet the official threshold, understanding these needs helps in developing a strategy for on-demand interpretation services to ensure access for all.

Our department leverages survey data from the Economic Assessment form to inform and guide our community engagement strategy. This assessment obtains information from several key sources:

- **U.S. Census Bureau data:** Providing insights into resident demographics, socio-economic conditions, and population distribution.
- **Employer surveys:** Tracking vital data on employees, wages, and workforce trends within the city.
- **County Assessor's landlord survey:** Derived from parcel data, this survey offers perspectives on property ownership and housing dynamics.
- **Business Tax License applications:** These applications serve as a foundational survey, collecting essential information directly from businesses operating or seeking to operate in Oakland.

This dataset is aligned to provide a citywide measure. The information is then divided by specific geographies, City Council Districts, and commercial corridors. This approach is critical for accurate customer identification, thorough needs assessment, and, most importantly, directly shapes our community engagement approach across different segments and areas of the city.

Another key source is **The Neighborhood Business Assistance Intake Form** (available at <https://www.oaklandca.gov/services/request-business-assistance>). This form serves as a direct survey of business owners who request technical assistance from EWDD. The data collected through these intake forms is crucial for us to gain a deeper understanding of the specific needs and characteristics of this audience, enabling us to continuously refine and tailor our services and engagement approaches to better meet their demands.

Furthermore, in a recent effort connected with Small Business Week, our department conducted a targeted survey of **financial institutions**. The objective of this survey was to gather insights into how these institutions collaborate with and serve business owners, which in turn helps us understand the broader financial landscape affecting our business community and informs our strategies for connecting businesses with vital resources.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

EWDD plans to continue collaborating with Equal Access on all printed documents for program work, in addition to providing bilingual/translated materials for handouts, workshops, clinics, and presentations. Efforts continue to be made to increase bilingual communication through the social media platforms used by the department. EWDD will also continue to use resources like The Neighborhood Business Assistance Intake form to engage with the business community and use data obtained from the Census Bureau, employer surveys, County Assessor's landlord survey, and Business Tax License application to tailor services to their needs. On-site translation services will continue to be provided as needed through the interpretation phone line: **510-238-3627**.

Economic and Workforce Development (EWDD) FY 2024-25

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	PCP_LANG
85111 - Admin: Economic & Workforce	250 Frank Ogawa	Account Clerk III	27-Apr-24		NO	Spanish
85111 - Admin: Economic & Workforce	250 Frank Ogawa	Accountant II	03-SEP-22		NO	Cantonese
85111 - Admin: Economic & Workforce	250 Frank Ogawa	Administrative Analyst II	20-APR-19		NO	Spanish
85111 - Admin: Economic & Workforce	250 Frank Ogawa	Administrative Services Manager II	07-NOV-05		NO	Cantonese
85111 - Admin: Economic & Workforce	250 Frank Ogawa	Director of Economic & Workforce Dev	13-APR-24		NO	
85111 - Admin: Economic & Workforce	250 Frank Ogawa	Management Assistant	03-JUL-17		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa	Administrative Assistant I	09-APR-01		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa	Exempt Limited Duration Employee	12-NOV-22		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa	Manager, Real Property Asset	24-NOV-14		NO	Spanish
85221 - Project Implementation: Staffing	250 Frank Ogawa	Project Manager III	04-MAR-13		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa	Temp Contract Svcs Employee, PT	15-FEB-25	YES	NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa	Temp Contract Svcs Employee, PT	05-AUG-23		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa	Urban Economic Analyst IV, Projects	23-SEP-17		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa	Urban Economic Analyst IV, Projects	27-OCT-88		NO	
85221 - Project Implementation: Staffing	250 Frank Ogawa	Urban Economic Coordinator	01-MAR-05		NO	
85231 - Real Estate	250 Frank Ogawa	Manager, Real Property Asset	11-JAN-20		NO	
85231 - Real Estate	250 Frank Ogawa	Real Estate Agent	01-FEB-25	YES	YES	
85231 - Real Estate	250 Frank Ogawa	Real Estate Agent	01-FEB-25	YES	YES	
85231 - Real Estate	250 Frank Ogawa	Real Estate Agent	18-MAR-23		YES	Spanish,Chinese
85231 - Real Estate	250 Frank Ogawa	Real Estate Agent	15-JUN-19		YES	German
85231 - Real Estate	250 Frank Ogawa	Real Estate Agent	10-OCT-16		YES	Spanish,Chinese
85231 - Real Estate	250 Frank Ogawa	Real Estate Agent, Supervising	10-JUN-23		NO	
85244 - Oakland Army Base Redevelopment	250 Frank Ogawa	Management Assistant	08-FEB-20		NO	
85244 - Oakland Army Base Redevelopment	250 Frank Ogawa	Project Manager II	27-JUL-98		NO	
85311 - Workforce Development	250 Frank Ogawa	Administrative Services Manager II	30-JUL-12		NO	
85311 - Workforce Development	250 Frank Ogawa	Program Analyst II	21-AUG-21		NO	
85311 - Workforce Development	250 Frank Ogawa	Program Analyst III	27-MAY-23		NO	Luso (Portuguese)
85311 - Workforce Development	250 Frank Ogawa	Program Analyst III	15-MAR-10		NO	
85311 - Workforce Development	250 Frank Ogawa	Project Manager III	19-FEB-22		NO	Spanish
85411 - Economic Development	250 Frank Ogawa	Deputy Director, Econ/Workforce Dev	10-JUN-23		NO	Spanish
85411 - Economic Development	250 Frank Ogawa	Urban Economic Analyst II	20-JAN-24		YES	Spanish
85411 - Economic Development	250 Frank Ogawa	Urban Economic Analyst II	05-SEP-20		YES	

85411 - Economic Development	250 Frank Ogawa	Urban Economic Analyst III	02-OCT-21		NO	Spanish
85411 - Economic Development	250 Frank Ogawa	Urban Economic Analyst III	01-MAY-06		NO	
85411 - Economic Development	250 Frank Ogawa	Urban Economic Analyst IV, Projects	15-JUL-17		NO	
85511 - Cultural Arts & Marketing	250 Frank Ogawa	Program Analyst II	12-OCT-24	YES	YES	
85511 - Cultural Arts & Marketing	250 Frank Ogawa	Program Analyst III	14-NOV-20		YES	Spanish
85521 - Public Art	250 Frank Ogawa	Exempt Limited Duration Employee	09-NOV-24	YES	YES	
85521 - Public Art	250 Frank Ogawa	Program Analyst II	02-MAR-24		YES	
85521 - Public Art	250 Frank Ogawa	Program Analyst III	27-JUN-05		YES	
85611 - Special Activities	250 Frank Ogawa	Business Analyst II	02-MAR-24		YES	
85611 - Special Activities	250 Frank Ogawa	City Administrator Analyst	02-DEC-08		YES	
85611 - Special Activities	250 Frank Ogawa	Special Activity Permit Inspector	21-MAY-18		YES	Spanish
85611 - Special Activities	250 Frank Ogawa	Special Activity Permit Inspector	21-MAR-11		YES	Spanish
85611 - Special Activities	250 Frank Ogawa	Special Activity Permit Technician	08-FEB-20		YES	
85621 - Cannabis	250 Frank Ogawa	Administrative Analyst II	29-APR-23		NO	
85621 - Cannabis	250 Frank Ogawa	Special Activity Permit Technician	08-JUN-24		YES	

Department Name:
Fiscal Year: FY2024-25



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Erin Roseman, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Finance Department was submitted on 6/2/2025.


Erin Roseman (Jun 2, 2025 17:27 PDT)

Director Signature

Erin Roseman

Type Name

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Erin Roseman	Sarah Herbelin	Sarah Herbelin
Title	Director	Assistant to the Director	Assistant to the Director
Address	150 Frank H. Ogawa Plaza, Suite 5215	150 Frank H. Ogawa Plaza, Suite 5215	150 Frank H. Ogawa Plaza, Suite 5215
Phone#	510-238-2220	510-238-4491	510-238-4491
Email	eroseman@oaklandca.gov	seherbelin@oaklandca.gov	seherbelin@oaklandca.gov

Table 2A. Department Employee Statistics

By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	156		New Hires	6	
Public Contact Positions (PCP)	66	100%	New PCP Hires	0	100%
PCP With Spanish Language Skill	11	16.7 %	New PCP Hires with SP Skill	0	0 %
PCP With Chinese Language Skill	5	7.6 %	New PCP Hires with CH Skill	0	0 %

Table 2B. Language Selective Certification Hiring

Any selective certification in language required for recruitment this fiscal year?	☐ No ☐ Yes – Please describe below
Job Title	Outcome
Revenue Assistant	☐ Hired-SP ☐ Hired-CH ☒ In Progress/Other*
Collections Officer	☐ Hired-SP ☐ Hired-CH ☒ In Progress/Other*
Tax Enforcement Officer II	☐ Hired-SP ☐ Hired-CH ☒ In Progress/Other*
*Please provide an explanation for all 'other' outcomes: Recruitments were paused due to budget restrictions.	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)

Bureaus	Revenue Management, Controller, Budget, Treasury, Finance Administration, Payroll, Procurement, Contracts & Purchasing
Revenue Management Units	Audit, Admin, Business Tax, Citywide Collections, Citywide Liens, Tax Compliance

Table 3B. Department Organization Structure -- Update

Any changes occurred in the organization structure this fiscal year?	☐ No ☒ Yes – Please describe below
Description: Two new bureaus were added- Payroll Bureau and Procurement, Contracts and Purchasing Bureau	

Table 3C. Department Organization Structure - Super PCP Unit Reporting

Any Super PCP Unit in the department?	☐ No ☒ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Business Tax	SP= 1 CH = 1	SP= 4 CH = 2
Revenue Collections	SP= 1 CH = 1	SP= 1 CH = 0
Citywide Liens	SP= 1 CH = 1	SP= 0 CH = 0
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Property Tax Special Assessment Exemption Forms	Yes	Yes	
Request for Ability to Pay Determination for Parking Payment Plans	Yes	Yes	
Revenue Administration Sign-In Sheet	Yes	Yes	
Rental Renewal Instructions	Yes	Yes	
Business Tax Renewal Instructions	Yes	Yes	
Citywide Liens Brochure	Yes	Yes	Vietnamese
Lien Demand Request Form	Yes	Yes	Vietnamese
Vacant Property Tax Petition of Vacancy	Yes	Yes	Vietnamese
Vacant Property Tax Request for Refund Application	Yes	Yes	Vietnamese
Request for Business Tax Refund	Yes	Yes	
Refund Request: Real Property Transfer Tax (RPTT)	Yes	Yes	
Rent Adjustment Program (RAP) Refund Request Form	Yes	Yes	
Residential Landlord Business Tax Refund Form	Yes	Yes	
Front door notice of walk-in hours for building 150	Yes	Yes	
Business Tax Requirements Brochure	Yes	Yes	
Rent Control in Oakland Brochure	Yes	Yes	Vietnamese
Contractor Renewal Instructions	Yes	Yes	
Vacant Property Tax Exemption Applications A-J (10 documents)	Yes	Yes	
Cannabis Tax Rebate Application	Yes	Yes	
Mandatory Garbage Administrative Hearing Questionnaire	Yes	Yes	
New Rental Application	Yes	Yes	
New Business Application-	Yes	Yes	
New Business Application-Limos, Taxis, Ambulance & Trucking	Yes	Yes	
New Contractor Application	Yes	Yes	
Mandatory Garbage Administrative Hearing Questionnaire	Yes	Yes	
Total # of vital documents reported = 35			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☒ Yes ☐ No – Please describe below
Action Plan & Timeline: N/A	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Mandatory Garbage	510-238-7474	Separate voicemail boxes available

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
N/A								

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	☒ Yes ☐ No

Department Name: Finance
Fiscal Year: FY2024-25

I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☒ Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
156	66	10%	11 (16.7%)	Yes	4%	5 (7.6%)	Yes

Goal = PCP X % (This FY's goal = 10% Spanish speaking PCP, 4% Chinese speaking PCP)

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Finance Department exceeds the percentage requirements of Equal Access Ordinance (EAO). It has enough bilingual (Chinese and Spanish) speaking employees to provide services to Limited English Speaking (LES) persons during regular business hours. We continue to strive to provide the necessary services to all members of the community including the LES community. Additionally, the business tax office has a VRI (Virtual Remote Interpreter) for people who need assistance in American Sign Language.

The Finance Department has updated the list of PCP staff to reflect current public contact per job duties.

The Finance Department displays the language access notice in public access areas and has the I-Speak cards available as needed and uses internal staff and the over the phone interpreting as needed.

Two of the Finance Department Super PCP units do not yet meet the language goals. Finance has currently paused recruiting to fill positions in these units due to budget constraints. Restarted or future recruitments will include language selective certification recruitments and/or creating eligible list for positions within these units that include language selective certification to be available for future vacancies.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

Currently the Finance Department has three paused recruitment requisitions in process with language hiring requirements- Tax Enforcement Officer II, Revenue Assistant and Collections Officer to meet the Super PCP requirements in Revenue Collections and Citywide Liens and to increase ratios in the Business Tax Super PCP unit. Recruitments are paused due to budget constraints.

3. Highlight positive changes, successes, and best practices.

No major changes from last year.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

Notices are posted regarding interpretation services available to LES populations at visible locations in our offices. This provides awareness of the services available to the LES communities within the department.

Phone calls are routed to appropriate bilingual staff for assistance.

The Finance Department webpage chat program (Happy Fox Chat) is able to translate customer chats into English and staff responses into the customer's preferred language.

Phone interpreter information, compliance posters, EAO FAQ, and EAO complaint forms were sent out to all Finance staff in May 2025.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.
 - Revenue customer service lobby in 150 Frank H. Ogawa Plaza, Suite 5342.
 - Business Tax lobby at 250 Frank H. Ogawa Plaza, Suite 1320.
 - Finance Director's office 150 Frank H. Ogawa Plaza, Suite 5215.
 - Controller's Purchasing Unit in 150 Frank H. Ogawa Plaza, Suite 6223.
2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

The Revenue Management Bureau has translated 100% of its identified vital documents into threshold languages (Chinese and Spanish). Some forms are additionally translated into Vietnamese. Webpages, including the City's tax registration and payment page, <https://tss.oaklandnet.com/>, can be translated using Google Translate.
3. Describe other materials the Department has provided in multiple languages?

None identified.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

The mandatory garbage phone line (510-238-7474) allows callers to leave messages in individual voicemail boxes for Spanish and Chinese speaking staff to return the calls. Finance no longer offers the Spanish/Cantonese option in the phone message greeting for the other units since the selection of the language leads to a voicemail. ITD suggested we make the greeting as simple as possible and when customers speak with a representative, they can be connected with someone who speaks their language or over-the-phone interpreting can be utilized.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

The Finance Department has enough Spanish and Chinese certified bilingual staff to provide translation services to the LES community during business hours in person and via phone. Additional PCP staff speak Vietnamese and Korean. In the event that interpretation services are needed for other languages staff use the City of Oakland Language Line.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

The Finance Department did not receive any complaints this year. The Finance Department is utilizing its current certified bilingual staff to facilitate outreach and communication with LES population.

3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.

Survey information was sent out to all staff. Printed surveys and flyers were available in public facing areas of Finance (see above section B 1 for locations). Survey information was added to email signatures and provided in chat responses. Responses were reviewed. They were all positive indicating that Finance is effectively serving our customers. Finance does not use other survey data.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

The Finance Department adopted a Business Tax Customer Service Delivery Performance Measure as part of the 2023-25 budget. The goal is to make Business Tax customer service accessible to all Oakland residents by providing translation assistance to all business owners that require it in a timely manner and ensure that all persons or business owners contacting the Business Tax Office who have limited English proficiency are effectively and efficiently served in their language of choice.

FINANCE FY 2024-2025						
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	BILINGUAL
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Exempt Limited Duration Employee	18-JAN-25	YES	NO	
08111 - Finance and Management: Administration	150 Frank H. Ogawa Plaza	Executive Assistant to the Director	24-JUL-21		NO	
08111 - Finance and Management: Administration	150 Frank H. Ogawa Plaza	Accountant II	11-AUG-18		NO	
08111 - Finance and Management: Administration	150 Frank H. Ogawa Plaza	Assistant to the Director	03-JAN-05		NO	Spanish
08111 - Finance and Management: Administration	150 Frank H. Ogawa Plaza	Assistant to the Director	20-JUN-16		NO	
08111 - Finance and Management: Administration	150 Frank H. Ogawa Plaza	Account Clerk III	12-NOV-22		NO	
08111 - Finance and Management: Administration	150 Frank H. Ogawa Plaza	Executive Assistant to the Director	28-JUL-08		NO	
08111 - Finance and Management: Administration	150 Frank H. Ogawa Plaza	Administrative Services Manager I	14-APR-14		NO	
08111 - Finance and Management: Administration	150 Frank H. Ogawa Plaza	Director of Finance	17-APR-21		NO	
08111 - Finance and Management: Administration	150 Frank H. Ogawa Plaza	Project Manager	16-SEP-23		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Human Resource Operations Technician	18-JAN-25	YES	NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Human Resource Operations Tech, Senior	04-JAN-25	YES	NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Human Resource Systems Analyst	23-NOV-24	YES	NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Exempt Limited Duration Employee	18-JAN-25	YES	NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PT	09-NOV-24	YES	NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Human Resource Systems Analyst, Senior	14-JUN-10		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Account Clerk III	25-AUG-07		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	17-MAR-08		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	04-DEC-06		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Human Resource Systems Analyst, Supv	20-NOV-06		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Payroll Personnel Clerk II	05-MAY-07		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	10-DEC-22		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	31-OCT-11		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Business Analyst III	11-MAY-24		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	30-JAN-06		NO	Spanish
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	15-OCT-22		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	02-JAN-01		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Human Resource Operations Tech, Senior	22-MAY-89		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Accountant II	13-APR-24		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Human Resource Operations Tech, Senior	17-FEB-24		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Human Resource Operations Tech, Senior	06-MAR-21		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	01-FEB-20		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Manager, Payroll	06-AUG-22		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	03-SEP-22		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	08-OCT-07		NO	Spanish
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Human Resource Operations Technician	27-APR-24		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	24-JUL-23		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PT	28-OCT-23		NO	
08121 - Finance and Management: Payroll	150 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	22-JUN-13		NO	Chinese
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Project Manager II	24-APR-17		NO	
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Accounting Analyst, Principal	16-MAY-20		NO	
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Administrative Analyst I	02-DEC-13		NO	Cantonese
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Financial Analyst, Principal	25-APR-16		NO	
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Systems Accountant III	04-DEC-06		NO	

08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Controller, Assistant	25-JUL-20		NO	
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Controller	22-SEP-18		NO	
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Accounting Supervisor	04-DEC-06		NO	Chinese
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accounting Supervisor	01-AUG-05		NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	30-MAY-06		NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	11-MAY-15		NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	11-JAN-20		NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant II	13-APR-24		NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	29-JUN-19		NO	Vietnamese
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant II	10-OCT-05		NO	
08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	10-APR-06		NO	Spanish
08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	06-FEB-21		NO	
08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	30-APR-22		NO	
08241 - Payables	150 Frank H. Ogawa Plaza	Business Analyst I	25-NOV-23		NO	
08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	27-MAY-23		NO	
08242 - Stores Operations	150 Frank H. Ogawa Plaza	Storekeeper II	30-MAR-91		NO	
08242 - Stores Operations	150 Frank H. Ogawa Plaza	Storekeeper III	20-MAR-89		NO	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Administrative Assistant I	08-FEB-20		NO	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PT	18-JUN-18		NO	
08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Revenue & Tax Administrator, Assistant	10-AUG-19		NO	
08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Revenue Analyst, Principal	22-DEC-14		NO	Vietnamese
08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Accountant II	18-FEB-23		NO	
08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Revenue Analyst, Principal	31-MAY-11		NO	
08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Budget & Management Analyst, Principal	26-JUL-10		NO	Spanish
08711 - Treasury Administration Unit	150 Frank H. Ogawa Plaza	Treasury Administrator	05-OCT-98		NO	
08711 - Treasury Administration Unit	150 Frank H. Ogawa Plaza	Administrative Assistant II	11-JUL-20		NO	
08721 - Treasury Operations Unit	150 Frank H. Ogawa Plaza	Business Analyst IV	29-AUG-05		NO	
08721 - Treasury Operations Unit	150 Frank H. Ogawa Plaza	Financial Analyst	02-MAR-24		NO	
08721 - Treasury Operations Unit	150 Frank H. Ogawa Plaza	Treasury Analyst III	24-DEC-22		NO	
08721 - Treasury Operations Unit	150 Frank H. Ogawa Plaza	Treasury Administrator, Asst	19-FEB-08		NO	
08721 - Treasury Operations Unit	150 Frank H. Ogawa Plaza	Investment & Operations Manager	10-OCT-05		NO	
08721 - Treasury Operations Unit	150 Frank H. Ogawa Plaza	Treasury Analyst III	24-DEC-22		NO	
08721 - Treasury Operations Unit	150 Frank H. Ogawa Plaza	Treasury Analyst III	07-DEC-15		NO	
08731 - Treasury Cashiering Unit	150 Frank H. Ogawa Plaza	Cashier	21-MAR-20		NO	Spanish
08751 - Retirement	150 Frank H. Ogawa Plaza	Accountant III	19-JAN-16		NO	
08751 - Retirement	150 Frank H. Ogawa Plaza	Investment & Operations Manager	25-APR-05		NO	
08751 - Retirement	150 Frank H. Ogawa Plaza	Administrative Analyst I	17-JAN-17		NO	
08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget & Management Analyst, Principal	10-JUN-23		NO	
08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget & Management Analyst	12-NOV-22		NO	
08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget Administrator	15-SEP-10		NO	
08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget & Management Analyst	02-FEB-13		NO	
08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget & Management Analyst	29-OCT-22		NO	
08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget & Management Analyst, Senior	06-APR-09		NO	
08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget Administrator, Assistant	30-OCT-06		NO	
08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget & Management Analyst, Senior	26-NOV-12		NO	
08811 - Budget Unit	150 Frank H. Ogawa Plaza	Business Analyst IV	10-MAR-14		NO	

08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	01-DEC-09		YES	Chinese
08243 - Purchasing	150 Frank H. Ogawa Plaza	Management Assistant	22-JAN-11		YES	Spanish
08243 - Purchasing	150 Frank H. Ogawa Plaza	Management Assistant	23-FEB-19		YES	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Office Assistant II, PPT	11-MAY-24		YES	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Administrative Analyst II	17-DEC-07		YES	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Management Assistant	23-FEB-19		YES	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Purchasing Supervisor	12-JAN-19		YES	Spanish
08243 - Purchasing	150 Frank H. Ogawa Plaza	Administrative Analyst II	02-FEB-15		YES	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Manager, Contracting and Purchasing	14-OCT-23		YES	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Buyer	17-FEB-24		YES	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Purchasing Supervisor	05-SEP-01		YES	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Buyer	16-SEP-23		YES	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Buyer, Senior	05-JUN-17		YES	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Buyer	10-APR-17		YES	Spanish
08243 - Purchasing	150 Frank H. Ogawa Plaza	Buyer	10-DEC-12		YES	
08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Business Analyst II	05-OCT-19		YES	
08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Account Clerk II	11-JUN-22		YES	
08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Account Clerk III	22-FEB-20		YES	
08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Business Analyst II	15-JUN-19		YES	
08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Business Analyst I	20-NOV-17		YES	
08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Account Clerk II	13-OCT-14		YES	
08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Account Clerk II	13-NOV-21		YES	
08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Auditor II	27-AUG-18		YES	
08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	04-DEC-06		YES	
08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Auditor II	09-APR-18		YES	Chinese-Mar
08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Auditor I	04-DEC-06		YES	
08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	18-OCT-99		YES	
08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Auditor II	13-JUN-11		YES	Vietnamese
08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Revenue Operations Supervisor	05-NOV-07		YES	Chinese-Can
08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Auditor II	16-NOV-19		YES	
08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	22-NOV-99		YES	Spanish
08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	30-DEC-02		YES	
08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	28-JAN-02		YES	Korean
08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Auditor II	20-APR-19		YES	
08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Auditor II	06-JUN-16		YES	
08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Revenue Assistant	05-MAR-22		YES	
08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Auditor II	31-OCT-20		YES	Spanish
08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Revenue Assistant	29-SEP-97		YES	Spanish
08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	28-JAN-02		YES	
08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	02-JUN-97		YES	
08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	05-JUL-16		YES	Spanish
08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	11-FEB-02		YES	
08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Revenue Assistant	29-JUN-19		YES	
08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	02-APR-12		YES	
08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	10-JUL-06		YES	
08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Cashier	12-NOV-22		YES	Spanish

08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	07-JAN-19		YES	Chinese-Can
08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Revenue Operations Supervisor	04-DEC-06		YES	Spanish
08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Cashier	02-APR-22		YES	Chinese
08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Collections Officer	05-NOV-94		YES	Spanish
08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Collections Officer	29-SEP-97		YES	
08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Revenue Assistant	09-OCT-17		YES	
08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	24-JUL-95		YES	
08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Revenue Assistant	23-MAR-83		YES	
08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Collections Officer	30-DEC-02		YES	
08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Revenue Assistant	09-OCT-17		YES	
08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Revenue Assistant	09-JUN-89		YES	
08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Revenue Operations Supervisor	28-JUN-93		YES	
08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Collections Officer	06-DEC-04		YES	
08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Collections Officer	25-APR-05		YES	
08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	12-OCT-15		YES	
08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Revenue Operations Supervisor	28-JAN-02		YES	
08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Collections Officer	26-OCT-15		YES	
08751 - Retirement	150 Frank H. Ogawa Plaza	Benefits Representative	23-JUL-22		Yes	Spanish
08751 - Retirement	150 Frank H. Ogawa Plaza	Benefits Representative	08-FEB-11		Yes	Vietnamese
08751 - Retirement	150 Frank H. Ogawa Plaza	Retirement Systems Accountant	27-JAN-06		Yes	Spanish



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, DAMON L. COVINGTON, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for OAKLAND FIRE DEPARTMENT was submitted on June 27, 2025.

Director Signature

Damon L. Covington

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Damon L. Covington	Michael Hunt	Sonia Lara
Title	Fire Chief	Assistant to the Director	Fire Personnel Officer
Address	150 Frank H Ogawa Plz., Ste. 3354	150 Frank H Ogawa Plz., Ste. 3354	150 Frank H Ogawa Plz., Ste. 3354
Phone#	510-238-4050	510-238-6353	510-238-7803
Email	dlcovington@oaklandca.gov	mhunt@oaklandca.gov	slara@oaklandca.gov

Table 2A. Department Employee Statistics

By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	542		New Hires	7	
Public Contact Positions (PCP)	478	88%	New PCP Hires	5	71%
PCP With Spanish Language Skill	21	4%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	3	0.62%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring

Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes: The Oakland Fire Department (OFD) applied for and received authorization from the City Administrator to waive the Equal Access to Services Ordinance (EAO) requirement to hire bilingual candidates for all of the following classifications: • Fire Inspector, Civilian • Fire Communications Supervisor • All Promotional Sworn Positions • Emergency Planning Coordinator, Senior • Emergency Planning Coordinator • Fire Communication Dispatcher • MACRO-EMT • Firefighter and Firefighter Paramedic	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)

Office of the Fire Chief	Emergency Management Services Division
Field Operations Division	Medical Services Division
Support Services Division	
Fire Prevention Bureau	
Fiscal and Administrative Services Division	

Table 3B. Department Organization Structure -- Update

Any changes occurred in the organization structure this fiscal year?	☒ No ☐ Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting

Any Super PCP Unit in the department?	☒ No ☐ Yes – Please describe below.
---------------------------------------	--

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
SEE ATTACHMENT 1			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☒ Yes ☐ No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Fire Administration	510-238-3856	Completed
Fire Prevention Bureau – Reception	510-238-3851	Completed
Fire Prevention Bureau - Arson	510-238-4031	Completed
Fire Prevention Bureau - Vegetation Management	510-238-7388	Completed
Office of Emergency Services – CORE	510-238-6351	Completed
Office of Emergency Services	510-238-3938	Completed

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Station 1	1603 M. L. King Jr. Way	94612	839-5140	26	2	.08	0	0
Station 2	47 Clay Street	94607	238-6957	11	0	0	0	0
Station 3	1445 14th Street	94607	444-6042	25	4	.16	0	0
Station 4	1235 International Blvd	94606	500-3995	27	0	0	1	.04
Station 5	934 34th Street	94608	654-6122	12	0	0	0	0
Station 6	7080 Colton Blvd	94611	735-9052	7	0	0	0	0
Station 7	1006 Amito Avenue	94605	649-7925	11	0	0	0	0
Station 8	463 51st Street	94609	547-8878	23	0	0	0	0
Station 12	822 Alice Street	94610	601-7170	11	1	.09	0	0
Station 13	1225 Derby Avenue	94601	533-8480	11	0	0	0	0
Station 15	455 27th Street	94612	451-4789	27	0	0	0	0
Station 16	3600 13th Avenue	94610	531-0785	12	1	.08	0	0
Station 17	3344 High Street	94619	532-5173	13	1	.08	0	0
Station 18	5008 Bancroft Avenue	94601	479-7598	22	3	.14	0	0
Station 19	5776 Miles Avenue	94618	658-2756	11	0	0	0	0
Station 20	1401 98th Avenue	94603	569-2568	21	1	.05	0	0
Station 21	13150 Skyline Boulevard	94619	635-7390	7	0	0	0	0
Station 22	751 Air Cargo Way	94621	635-8629	12	0	0	0	0
Station 23	7100 Foothill Blvd	94605	382-0763	10	0	0	0	0
Station 24	5900 Shepherd Canyon Road	94611	482-8133	10	0	0	0	0
Station 25	2795 Butters Drive	94602	531-1927	8	1	.13	0	0
Station 26	2611 98th Avenue	94603	553-9118	12	1	.08	0	0
Station 27	8501 Pardee Drive	94621	635-6792	7	0	0	0	0
Station 28	4615 Grass Valley Road	94621	569-3445	6	0	0	0	0
Station 29	1016 66th Avenue	94621	562-2852	8	1	.13	0	0
Station 10	172 Santa Clara Ave	94610	238-4010	7	0	0	0	0
Route/Unassigned				31	0	0	0	0
Dispatch Center	1603 M. L. King Jr. Way	94612	238-4038	21	2	.10	0	0
				409	18	.04	1	.002

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Department Name: Fire Department
Fiscal Year: FY2024-25

Table 7. Public Notices & Resources

Language access notice displayed at reception area	☒ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☒ Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line

Vendor Name: Cyracon	
Top 5 languages requested: Spanish, Cantonese, Vietnamese, Mandarin, French	
FY Total Usage Minutes:4,224	
FY Total Expenditure: \$2,872.32	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Vital Documents List		Spanish	Chinese
FIRE	911 Register Form	YES	YES
FIRE	Administration Welcome	YES	YES
FIRE	Carbon Monoxide	YES	YES
FIRE	City Line Brochure	YES	YES
FIRE	Citywide Exercise Flyer Template (Annual Event)	YES	YES
FIRE	Class Completion Record	YES	YES
FIRE	Class Registration	YES	YES
FIRE	CORE I Manual	YES	YES
FIRE	CORE I Participant Evaluation	YES	YES
FIRE	CORE I Recruiter Flyer	YES	YES
FIRE	CORE II Manual	YES	YES
FIRE	CORE II Participant Evaluation	YES	YES
FIRE	CORE II Recruiter Flyer	YES	YES
FIRE	CORE III A Manual (CORE I)	YES	YES
FIRE	CORE III B Manual (CORE II)	YES	YES
FIRE	CORE III C Manual (CORE III)	YES	YES
FIRE	CORE III Recruiter Flyer	YES	YES
FIRE	CORE Public Class Schedule (Published Quarterly) Trilingual information provided through recorded messages on hotline.	YES	YES
FIRE	Disaster Supplies Calendar	YES	YES
FIRE	Emergency Help for Seniors	YES	YES
FIRE	Emergency Preparedness	YES	YES
FIRE	Emergency Procedures - Fire (Senior Residential Building)	YES	YES
FIRE	Emergency Supply List	YES	YES
FIRE	Evacuation Map Requirements	YES	YES
FIRE	False Alarm Billing Appeal Form - Fire Alarm	YES	YES
FIRE	Fire Extinguisher	YES	YES
FIRE	Fire Safety for Pre-School	YES	YES
FIRE	Fire Safety for Seniors	YES	YES
FIRE	Illegal Fireworks Flyer	YES	YES
FIRE	Incident Command Post Sep Up	YES	YES
FIRE	Instructions for the Neighborhood Incident Commander	YES	YES
FIRE	Join CORE Request CORE Class	YES	YES
FIRE	Kitchen Fire Prevention	YES	YES
FIRE	Language Line Solutions	YES	YES
FIRE	Neighbors Helping Neighbors	YES	YES
FIRE	Office Fire Safety	YES	YES
FIRE	Putting Down Roots in Earthquake Country	YES	YES
FIRE	Residential and Commercial Property Resource Guide	YES	YES
FIRE	Safe Housing Inspection Program Brochure	YES	YES
FIRE	Testing of Outdoor Sirens Flyer	YES	YES
FIRE	Testing of Outdoor Sirens Mailer	YES	YES
FIRE	Top 10 Things you Can Do to Prepare for a Disaster	YES	YES
FIRE	Volunteer Opportunity	YES	YES
FIRE	Working Smoke Alarms Save Lives	YES	YES
FIRE	Your Family Disaster Plan	YES	YES

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
542	478	11%	21	No	5%	3	No

Goal = PCP X %

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Fire Department continues to provide a robust level of emergency response services to residents in every area of the city daily.

OFD provides bilingual language access to services through both PCP and non-PCP positions. OFD has nearly seventy city-certified and self-identified employees who speak the threshold languages: Nearly 60 speak Spanish and over 10 speak Chinese. Additionally, OFD bilingual employees speak Cambodian, Farsi, German, Italian, Korean, Laotian, Russian, Sign Language, Tagalog, and Vietnamese.

Efforts made in 2024-25 to maintain and further achieve compliance with the EAO included: (1) placing Equal Access brochures at public counters; (2) utilizing over-the-phone interpretation services; (3) making bilingual language notation in Telestaff, the department's public safety staffing software; (4) publishing a list of BPCP and non-PCP staff who speak the threshold languages; (5) utilizing non-PCP staff that can translate and/or interpret languages other than English; (6) referring service needs to the Equal Access Unit when OFD did not have the capability to serve; (7) including in our outreach efforts advertising in Spanish and Chinese media; (8) continuing outreach and recruitment at job fairs indicating desire for bilingual candidates.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

The department aims to recruit, hire and train new and lateral bilingual members in the sworn ranks, as well as in its regular hiring processes for each division for both sworn and civilian staff.

The department uses social media, community events and earned and paid media to promote job opportunities within the department to English and non-English speaking outlets.

3. Highlight positive changes, successes, and best practices.

The department has enlisted the support of our "diversity, equity and belonging" organizations (previously known simply as our "affinity groups") to help promotion job opportunities within OFD. We use multilingual posts on social media and promote opportunities thru non-English language media.

The department now has solid membership, and social media & community engagement presence within the following affinity groups:

- **Los Bomberos** – Oakland Latino Firefighters Association
- **TOWN Fire** – the Oakland Woman and non-binary Firefighters (an entity started in 2021 to address historic and systemic issues facing women and non-binary people in the Oakland Fire Department).
- **OBFFA** - Oakland Black Firefighters Association

The Department is also seeking to build more bridges into the Asian and South Asian communities in hope of building its connection to those growing populations.

The Emergency Management Division's CERT program offers CERT cohort opportunities for high school age students in both Fruitvale, West Oakland and Chinatown which expands the reach of the program to a larger number of non-English speaking families.

We are currently in the active stages of interviewing for the rank of probationary firefighter with the intent of hiring a diverse pool of academy candidates that reflects the diversity of Oakland and moves us closer to achieving our equal access goals.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

Most OFD divisions have staff who speak multiple languages, and our front-line responders also have the option to utilize equal access dispatching services to ensure accessibility in emergency response.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.
 - *Fire Administration, 150 Frank H. Ogawa Plaza Oakland, CA 94612*
 - *Fire Prevention Bureau, 250 Frank H. Ogawa Plaza Oakland, CA 94612*
 - *The translated documents for the 9-1-1 Registry are posted on the City website under the Oakland Fire Department and at the Emergency Management Services Division.*
2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
100% of the vital documents translated
3. Describe other materials the Department has provided in multiple languages?

The OFD CERT/CORE Emergency Management Division program materials have been created for distribution to English, Spanish and Chinese language communities.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

OFD is 100% EAO compliant on all six (6) public phone lines (see Part II, Table 5).

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

Our front line first responders and MACRO personnel make every effort to communicate with LES populations in their preferred language to ensure that the most accurate information is being shared during an incident or 911 call. This is done directly thru the personnel on scene or by using the equal access translation line.

The Department also utilizes an array of non-English speaking employees to promote employment opportunities and upcoming events in the community.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

The total number of language access complaints received last year is unknown.

3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.

The Department promoted the survey to our 30,000+ followers on active social media channels including Facebook, Instagram and X. If results reflected gaps in how the department reaches specific non-English language audiences, it would convene internal discussions to determine new best practices for ensuring that key audiences are not being overlooked. The Department does not currently utilize other survey platforms or survey data to drive engagement strategy.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

OFD will continue utilize bilingual staff and over-the-phone interpretation services to ensure all residents have equal access to services. OFD will continue posting recruitment ads in local newspapers that specifically announce we bilingual applicants are highly desired.

As far as key initiatives, OFD is committed to continue with the following actions:

- *Expand awareness about the Oakland Fire Explorer program which provides middle and high school age students access to information and education related to the fire service. The goal is to have more multilingual instructors so that Oakland families know that services as well as employment opportunities are available to them, no matter their preferred language.*
- *Expand the reach of the CERT program and coordinate with trusted nonprofit and community-based service providers to ensure emergency management materials are reaching hard to reach populations and those historically overlooked due to language capacity.*

- *Review content on the website to see what language should be translated to follow the ordinance.*
- *Identify any pre-recorded message content that could be used strategically to disseminate messages to broad audiences in multiple languages.*

FIRE DEPARTMENT FY 2024-2025						
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_1	BILINGUAL
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Assistant to the Director	02-MAR-15		NO	
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Chief of Fire	19-MAR-01		NO	
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Executive Assistant to the Director	25-JAN-21		NO	
20241 - Fire Communications Unit	1603 Martin Luther King Jr W	Fire Communications Manager	05-FEB-22		YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr W	Fire Communications Supervisor	03-DEC-16		YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr W	Fire Communications Supervisor	06-JUN-16		YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr W	Fire Communications Supervisor	26-NOV-12		YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr W	Fire Communications Supervisor	07-JAN-08		YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr W	Fire Communications Dispatcher	25-MAY-24		YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr W	Fire Communications Dispatcher	30-MAY-23		YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr W	Fire Communications Dispatcher	20-AUG-22		YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr W	Fire Communications Dispatcher	30-APR-22		YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr W	Fire Communications Dispatcher	16-APR-22		YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr W	Fire Communications Dispatcher	20-SEP-21		YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr W	Fire Communications Dispatcher	02-MAY-20		YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr W	Fire Communications Dispatcher	18-APR-20		YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr W	Fire Communications Dispatcher	21-SEP-19		YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr W	Fire Communications Dispatcher	06-APR-19		YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr W	Fire Communications Dispatcher	26-MAR-18		YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr W	Fire Communications Dispatcher	09-OCT-06		YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr W	Fire Communications Dispatcher	17-JUL-06		YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr W	Fire Communications Dispatcher	08-APR-06		YES	Spanish
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr W	Fire Communications Dispatcher	05-NOV-05		YES	
20251 - Communications Emergency Dispatch Unit	1603 Martin Luther King Jr W	Fire Communications Dispatcher	14-JAN-02		YES	Spanish
20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Administrative Analyst II	01-DEC-87		NO	
20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	17-FEB-24		NO	
20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Fire Inspection Supervisor	09-JUL-12		NO	
20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Fire Marshal (Sworn)	23-FEB-04		NO	
20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Office Assistant II	05-FEB-22		NO	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Administrative Assistant I	02-MAR-24		NO	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Business Analyst II	23-AUG-21		NO	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspection Supervisor	20-JUL-15		NO	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspection Supervisor	24-JAN-98		NO	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-APR-22		YES	Spanish
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	17-DEC-18		YES	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-JAN-18		YES	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	17-NOV-17		YES	Spanish
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	12-AUG-17		YES	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	21-DEC-14		YES	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	24-NOV-14		YES	Chinese-Cant
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	01-MAY-10		YES	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	03-NOV-09		YES	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-JUN-06		YES	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	25-APR-05		YES	
20341 - Arson Investigation Unit	1 Frank Ogawa Plaza	Fire Investigator	12-SEP-05		YES	
20351 - Engineering Unit	1 Frank Ogawa Plaza	Engineer, Assistant I (Office)	04-OCT-21		NO	
20351 - Engineering Unit	1 Frank Ogawa Plaza	Fire Protection Engineer	14-OCT-91		NO	
20351 - Engineering Unit	1 Frank Ogawa Plaza	Program Analyst III	31-OCT-20		NO	
20371 - Vegetation Management Unit	1 Frank Ogawa Plaza	Fire Inspection Supervisor	09-MAY-16		YES	
20371 - Vegetation Management Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-APR-22		YES	

[illegible]

20631 - In-Service Training Unit	250 Victory Court	Battalion Chief	29-JUN-00		NO	
20631 - In-Service Training Unit	250 Victory Court	Battalion Chief	01-APR-96		NO	
20631 - In-Service Training Unit	250 Victory Court	Captain of Fire Department	08-JUL-02		NO	
20631 - In-Service Training Unit	250 Victory Court	Engineer of Fire Department	30-NOV-98		NO	
20711 - Emergency Services Program Unit	250 Victory Court	Emergency Planning Coordinator, Sr	19-FEB-22		YES	
20711 - Emergency Services Program Unit	250 Victory Court	Emergency Services Manager, Assistant	10-FEB-20		NO	
20711 - Emergency Services Program Unit	250 Victory Court	Exempt Limited Duration Employee	06-JAN-24		NO	
20711 - Emergency Services Program Unit	250 Victory Court	Exempt Limited Duration Employee	06-JAN-24		NO	
20711 - Emergency Services Program Unit	250 Victory Court	Manager, Emergency Services	08-FEB-20		NO	
20811 - Human Resources	150 Frank H Ogawa Plaza	Administrative Analyst I	08-OCT-18		NO	
20811 - Human Resources	150 Frank Ogawa Plaza	Fire Department Personnel Officer	12-AUG-02		NO	
20811 - Human Resources	150 Frank Ogawa Plaza	Fire Personnel Operations Specialist	12-APR-10		NO	Chinese-Man
20811 - Human Resources	150 Frank Ogawa Plaza	Office Assistant II	24-AUG-09		NO	
20814 - Airport	150 Frank H Ogawa Plaza	Captain of Fire Department	05-FEB-07		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Captain of Fire Department	28-APR-03		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Captain of Fire Department	08-JUL-02		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Captain of Fire Department	17-NOV-97		YES	
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	16-MAR-24		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	20-MAR-23		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	20-MAR-23		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	20-MAR-23		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	20-MAR-23		YES	
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	20-MAR-23		YES	
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	20-MAR-23		YES	
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	20-MAR-23		YES	
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	27-SEP-04		YES	
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	27-SEP-04		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	27-SEP-04		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	27-SEP-04		YES	
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-02		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	08-JUL-02		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	30-NOV-98		YES	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Administrative Assistant I	02-APR-22		NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Battalion Chief	19-MAR-01		NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	15-OCT-22		NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	11-JUN-22		NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	01-JUN-21		NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	US&R Warehouse & Logistics Specialist	31-DEC-18		NO	
20816 - Fire - Support & Services Unit	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97		NO	
20816 - Fire - Support & Services Unit	150 Frank Ogawa Plaza	Deputy Chief of Fire Department	17-NOV-97		NO	
20816 - Fire - Support & Services Unit	250 Victory Court	Fire Equipment Technician	02-MAR-24		NO	
20816 - Fire - Support & Services Unit	150 Frank Ogawa Plaza	Fire Equipment Technician	03-SEP-96		NO	Spanish
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Emergency Medical Services Coordinator	18-JAN-16		YES	
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Emergency Medical Services Coordinator	18-JAN-16		YES	
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Emergency Medical Svcs Instructor, PT	16-SEP-23		YES	
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	12-OCT-24	YES	YES	
20912 - Measure N - Paramedic	250 Victory Court	Fire Division Manager	08-AUG-20		YES	
20913 - EMS Training	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	12-OCT-24	YES	NO	
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	10-JUN-24		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	08-JUN-24		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	08-JUN-24		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	27-APR-24		YES	

20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	27-APR-24		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	27-APR-24		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	27-APR-24		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	27-APR-24		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	27-APR-24		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	27-APR-24		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	27-APR-24		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	11-JUN-22		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	11-JUN-22		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	18-APR-22		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	16-APR-22		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	21-MAR-22		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	21-MAR-22		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	27-APR-24		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	27-APR-24		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	27-APR-24		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	27-APR-24		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	09-JUL-22		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	02-APR-22		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	21-MAR-22		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	21-MAR-22		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	21-MAR-22		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	MACRO Program Manager	01-NOV-21		YES	
20914 - MACRO	150 Frank H Ogawa Plaza	Public Information Officer III	19-FEB-22		YES	



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Christopher Norman c/o Emily Weinstein, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Housing and Community Development Department was submitted on July 22, 2025.

A handwritten signature in black ink, appearing to be "Chris Norman".

Chris Norman (Jul 22, 2025 12:51 PDT)

Acting Director Signature

Christopher Norman, Acting Director
for Emily Weinstein
Type Name

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Emily Weinstein	Ellen Dillard	Ellen Dillard
Title	Director	Management Assistant	Management Assistant
Address	250 Frank H. Ogawa Plaza, Suite 6301 Oakland, CA 94612	250 Frank H. Ogawa Plaza, Suite 5313 Oakland, CA 94612	250 Frank H. Ogawa Plaza, Suite 5313 Oakland, CA 94612
Phone#	(510) 238-6225	(510) 238-6514	(510) 238-6514
Email	eweinstein@oaklandca.gov	edillard@oaklandca.gov	edillard@oaklandca.gov

Table 2A. Department Employee Statistics

By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	67		New Hires	2	
Public Contact Positions (PCP)	53	79%	New PCP Hires	2	100%
PCP With Spanish Language Skill	8	15%	New PCP Hires with SP Skill	1	50%
PCP With Chinese Language Skill	4	7%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring

Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)

Admin. and Fiscal: Housing and Community Development	
Housing Development Services	
Housing Preservation Services/Residential Lending Services	
Community Development & Engagement	
Rent Adjustment Program	

Table 3B. Department Organization Structure -- Update

Any changes occurred in the organization structure this fiscal year?	☒ No ☐ Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting

Any Super PCP Unit in the department?	☐ No ☒ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Municipal Lending (89939)	SP= 1 CH = 1	SP= 0 CH = 0
Rent Adjustment Program	SP= 1 CH = 1	SP= 4 CH = 3
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Relocation Application	Yes	Yes	
Public Notice - CAPER	Yes	Yes	
Rent Registration Info Sheet	Yes	Yes	
Quick Guide to Registration	Yes	In Progress	
Rent Registration Info & FAQs	Yes	In Progress	
Tenant Move-Out Agreement Ordinance	Yes	Yes	
RAP Appointment documents	Yes	Yes	
RAP Workshop / Security Deposit Info	Yes	Yes	
Public Notice for PRO	Yes	Yes	
Rent Registry Quick Guide	Yes	Yes	
Anti-Displacement Listening Session	In Progress	In Progress	Vietnamese
RAP Brochure	Yes	Yes	
Request for Public Comment	Yes	Yes	
Registration Guide	Yes	Yes	
Total # of vital documents reported =	13	11	1

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☒ Yes ☐ No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Housing and Community Development	(510) 238-3015	Completed
Rent Adjustment Program	(510) 238-3721	Completed
	(510) 238-6182	Completed

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	☒ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☒ Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Department Name: Housing and Community Development
Fiscal Year: FY2024-2025

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
67	53	4	8	Yes	2	4	Yes

Goal = PCP X %

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Housing and Community Development Department (HCD) complied with the Equal Access Ordinance (EAO) during the reporting period. HCD made updates and translated different documents regarding our housing programs in Chinese and Spanish; additional documents translated in Vietnamese. HCD continues to update its website to provide more information to the public. Our programs effectively serve the Limited English Speaking (LES) population in the City of Oakland as required by the EAO.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

HCD's outreach and recruitment efforts continue to include language and materials that encourage bilingual candidates to apply for all its vacancies. This include but is not limited to placing our job announcements in bilingual publications and websites. We will continue to hire bilingual candidates who could assist in providing multilingual services to the public. We have multiple bilingual staff members who can assist LES individuals as needed.

3. Highlight positive changes, successes, and best practices.

HCD continues to provide written materials in multiple languages to assist the City's LES communities in receiving the information that they require and need. During the reporting period, fliers, notices and other written materials were translated in Spanish, Chinese and Vietnamese that were used for community outreach throughout the city. We continue to provide public information in various languages to better serve the city.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

HCD produced, updated and distributed written materials throughout the various outlets and events in the city. Occasionally, HCD provides bilingual public service announcements on KTOP with translations in Cantonese, Mandarin, Spanish, Vietnamese and other languages as required and needed. Additionally, we provide translation services to those need it. Our community outreach is designed to inform LES individuals throughout the city about available services that are offered and their rights under the various services that we provide. HCD takes proactive measures to ensure that our client's language access needs are immediately addressed. HCD is following the City's Equal Access to Services Ordinance and Administrative Instruction (AI) 145.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

We inform the public of their right to language access services through our departmental website and by telephone during normal business hours. Furthermore, we have notices that are posted in our main lobby, and in each unit of the department. Our main lobby is located at 250 Frank H. Ogawa Plaza, Suite 5313, Oakland, CA 94612. Our offices are located in Suites 5313 and 6301 in the same building.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

Vital documents for the various programs in HCD have been updated and translated into the threshold languages required by the City's Equal Access Ordinance, including materials translated in Spanish, Mandarin, Cantonese and Vietnamese. We'll continue to translate vital documents in different languages when necessary and needed.

3. Describe other materials the Department has provided in multiple languages?

We translated digital presentations in multiple languages for our constituents. This enabled the LES community to better understand the services that we provide, making it easier to access our services. Our continued effort to translate documents and digital materials in other languages will continue to allow us to effectively assist and engage with the community.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

HCD provides multilingual telephone messages in the threshold languages required by the EAO. The languages are English, Chinese, Vietnamese and Spanish; other languages as needed. We'll continue to modify all the telephone messages in the department to provide multilingual service to the LES community.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

HCD have bilingual staff who can provide translation services in Spanish and Chinese. When a bilingual employee is unavailable, we seek assistance from the Equal Access office to utilize a vendor for translation service(s). We'll continue to follow these steps to facilitate effective communication with the City's LES community. HCD's procedures are in compliant with the City's Equal Access to Service Ordinance and AI 145.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

HCD did not receive written or oral complains regarding our provision of bilingual services during the reporting period.

3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.

HCD brought hard copies of the language survey to community events within the city. However, we only received a handful of responses. The result of the 2024 Language Access Survey for the Department is fair to the services that we provided for the reporting period. We would like to increase survey participation for the new reporting year to ensure that we continue to provide quality services, and make necessary changes as needed. Visibility of signs for language translation and receiving language translation services is the main issue that was brought up for the reporting year. We'll create bigger and make them more visible to the public. We'll also continue to use our telephone translation services as needed to be able to provide immediate language services to the public if a staff member is unavailable to assist.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

HCD will continue to expand its community outreach efforts by reviewing, adjusting and making improvements to our program materials and websites. We maintain a list of LES individuals served within the different divisions of our department, such as the Rent Adjustment Program and Community Development and Engagement. Our staff provide follow-ups in the necessary language as needed.

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE EMP_NAME
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Account Clerk II	16-MAY-20	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Accountant II	05-DEC-05	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Accountant III	11-JAN-10	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Administrative Analyst II	09-DEC-23	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Administrative Analyst II	08-SEP-18	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Assistant to the Director	23-JUL-22	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Budget & Grants Administrator	17-FEB-24	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Business Analyst III	10-AUG-19	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Data Analyst	23-NOV-24	YES
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Deputy Director, Housing	02-MAR-24	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Deputy Director, Housing	03-FEB-24	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Director of Housing & Community Dev	23-MAR-22	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Loan Servicing Administrator	14-JAN-14	
89919 - Admin: Housing & Community	250 Frank H. Ogawa Plaza	Loan Servicing Specialist	16-APR-22	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Management Assistant	25-JUN-08	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Manager, Agency Administrative	30-MAR-15	
89919 - Admin: Housing & Community	250 Frank H. Ogawa Plaza	Office Assistant II	17-APR-21	
89919 - Admin: Housing & Community	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	26-NOV-22	
89929 - Housing Development	250 Frank Ogawa Bldg	Administrative Assistant I	11-JAN-20	
89929 - Housing Development	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	12-OCT-24	YES
89929 - Housing Development	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	22-JUN-24	
89929 - Housing Development	250 Frank Ogawa Plaza	Home Management Specialist III	25-JUN-12	
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator III	14-MAY-22	
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator III	11-JUL-20	
89929 - Housing Development	250 Frank H. Ogawa Plaza	Housing Development Coordinator IV	11-JAN-20	
89929 - Housing Development	250 Frank Ogawa Bldg	Housing Development Coordinator IV	07-MAY-18	
89929 - Housing Development	250 Frank Ogawa Plaza	Manager, Housing Development	22-JUN-24	
89929 - Housing Development	250 Frank Ogawa Plaza	Manager, Housing Development	25-MAY-24	
89929 - Housing Development	250 Frank Ogawa Plaza	Manager, Housing Development	18-JUN-01	
89939 - Municipal Lending	250 Frank Ogawa Bldg	Administrative Assistant II	11-JUN-22	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	11-SEP-93	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Housing Development Coordinator IV	02-MAR-24	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Manager, Housing Development	08-DEC-05	

89939 - Municipal Lending	250 Frank Ogawa Plaza	Mortgage Advisor	11-NOV-23
89939 - Municipal Lending	250 Frank Ogawa Plaza	Mortgage Advisor	09-FEB-09
89939 - Municipal Lending	250 Frank Ogawa Plaza	Program Analyst III	13-NOV-21
89939 - Municipal Lending	250 Frank Ogawa Plaza	Project Manager	31-OCT-11
89939 - Municipal Lending	250 Frank H. Ogawa Plaza	Rehabilitation Advisor III	08-JAN-22
89939 - Municipal Lending	250 Frank Ogawa Plaza	Rehabilitation Advisor III	22-MAY-17
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Administrative Assistant I	15-MAY-21
89949 - CDBG Coordination	250 Frank H. Ogawa Plaza	Community Development Program Coord	08-JAN-07
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Community Development Program Coord	27-NOV-06
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Home Management Specialist III	16-MAY-20
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Program Analyst II	13-APR-24
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Program Analyst II	17-DEC-16
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Analyst I	02-FEB-15
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Analyst I	20-DEC-99
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Assistant I	09-DEC-23
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Assistant I	25-NOV-23
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Administrative Assistant I	06-AUG-01
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Administrative Assistant I	27-MAY-00
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Assistant II	06-AUG-22
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	09-APR-18
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	14-FEB-17
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	27-OCT-14
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	25-FEB-08
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Manager, Rent Adjustment Program	08-JAN-22
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Program Analyst II	17-OCT-20
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Program Analyst II	11-JUL-20
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Program Analyst II	30-DEC-17
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Program Analyst II	13-MAR-12
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Program Analyst III	07-MAR-05
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Project Manager	11-DEC-21
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Project Manager	10-JUL-21
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Rent Adjustment Program Assistant	17-OCT-20
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Rent Adjustment Program Manager, Asst	05-AUG-23
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Senior Hearing Officer	14-DEC-19

PCP_POSIT_BILINGUAL

NO

YES

Chinese

ON

Chinese

YES

YES

YES

NO

Japanese

NO

YES

Spanish

YES

Spanish

YES

YES

YES

YES

NO

Tagalog

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YES

YES

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NO

NO

YES

YES

Spanish

YES

YES

YES

NO

NO

YES

YES

YES

YES

YES

YES

YES

YES

YES

YES

Spanish

Chinese

YES

YES

Yes

YES ¹

YES

Department Name: Human Resources Management Department
Fiscal Year: FY2024-2025

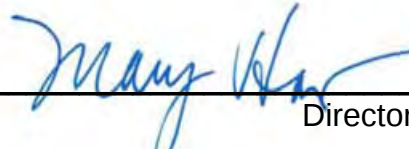


EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Mary Hao, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopting the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Human Resources Management Department has been submitted for FY2024-25.



Director Signature

Mary Hao, Director
Type Name

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: HUMAN RESOURCES MANAGEMENT

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Mary Hao	May Tam	Lara Williams
Title	Director of Human Resources	Program Analyst III	Administrative Services Manager I
Address	150 Frank H Ogawa Plaza	150 Frank H Ogawa Plaza	150 Frank H Ogawa Plaza
Phone#	510-238-3112	510-238-3112	510-238-3112
Email	Mhao@oaklandca.gov	Mtam@oaklandca.gov	Lwilliams@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	39		New Hires	1	
Public Contact Positions (PCP)	4	100%	New PCP Hires	1	
PCP With Spanish Language Skill	2	50%	New PCP Hires with SP Skill	0	
PCP With Chinese Language Skill	1	25%	New PCP Hires with CH Skill	0	

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below

Table 3A. Department Organization Structure
Personnel Administration
Employment & Classification
Training, Organizational Development & Equal Access
Employee Labor Relations
Employee Benefits
Risk Management

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	☐ No ☒ Yes – Please describe below
Starting the fourth quarter of the fiscal year, the recruitment team structure was streamlined from reporting to two HR Managers to one HR Manager.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	☐ No ☒ Yes – Please describe below.	
Super PCP Unit	Language Goal	Language Actual
Equal Access Office	SP= 1 CH = 1	SP= 1 CH =1

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Equal Access Ordinance	Yes	Yes	
Equal Access Complaint Form	Yes	Yes	
Equal Access Language Survey	Yes	Yes	
Language Survey Flyer	Yes	Yes	
Desktop Language Display (I Speak Card)	Yes	Yes	
I Speak Card (Website)	Yes	Yes	
Language Assistance Poster	Yes	Yes	
Language Access Plan	Yes	Yes	

Table 4A Vital Documents List (Continue)			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Interpretation Equipment Usage Guideline	Yes	Yes	
Interpretation Equipment Poster	Yes	Yes	
Interpretation Equipment Signage and Forms	Yes	Yes	
Language Access Coordinator List	Yes	Yes	
Accessibility Info Template	Yes	Yes	
Translation Glossary	Yes	Yes	
Foreign Language Test	Yes	Yes	
Zoom Simultaneous Interpretation Introduction	Yes	Yes	
Release & Waiver of Liability & Indemnity Agreement	Yes	Yes	
Civil Rights Title VI Complaint & Compliance Review Procedure	Yes	Yes	
Downtown Civic Center Building Closure Notice Templates	Yes	Yes	
Total:	19	19	

Table 4B. Vital Documents Status Summary	
Are all the department's vital documents translated into Spanish and Chinese?	☒ Yes ☐ No – Please describe below
Action Plan & Timeline:	

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Human Resources – Front Desk 150 FOP 2 nd Floor	510-238-3112	EN/SP/CH
Equal Access Office	510-238-2368	EN/CH
Equal Access Office	510-238-6448	EN/SP

Table 6 Analysis by Community Based Service Locations					PCP	SP SPEAKING		CH SPEAKING	
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%	
Not applicable to HRM									

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	Yes
I-Speak Card/ Language List displayed at reception area	Yes
Provide staff with language access resources (Interpretation#, FAQ, training...etc)	Yes

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line – Not applicable to HRM	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Human Resources Management

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
39	4 (100%)	10%	2 (50%)	Yes	4%	1 (25%)	Yes

Goal = PCP X %

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Human Resources Management (HRM) department is fully committed to providing language access to its program and services. Among its 39 FTE employees as of June 1, 2025, there are 4 public contact positions (PCP), of which 2 are fluent in Spanish and 1 is fluent in Chinese. Our bilingual PCP employees have received the City of Oakland's bilingual certifications for language proficiency.

In addition, among non-PCP positions, the department also employs staff who can speak Spanish, Chinese, Vietnamese, and Tagalog. HRM also houses the Equal Access Office, which is responsible for administering language access policies, investigating complaints, and monitoring compliance activities among the City of Oakland's language access program and services. Furthermore, HRM brings in contracted language professionals (vendors) that service the need for the City of Oakland. Contracted vendors can cover over one hundred different languages and dialects.

Language access is a standard training topic included in all new employee orientation and supervisor training module. HRM's Citywide Training unit provides monthly notices to all City employees of the wide array of available training. The list below showcases classes on inclusion, equity and community engagement.

Citywide Trainings Related to Inclusion, Equity and Equal Access FY 2024-25
A Guide for Healthy Communications
A Million Miles Away - Movie Screening
ADA in a Nutshell: The TAKEAWAY for Managers
Administrative Instruction #580 City Race and Equity
Administrative Instruction #71 Equal Employment Opportunity/Anti-Discrimination/Non-Harassment Policy and Complaint Procedure
Advancing Racial Equity – 4 Modules
Bilingual Certification - Administrative Instruction 558 (AI - 558)
Cafe Con Comunidad
Delano Manongs: Forgotten Heroes of the Farmworkers Movement
Documentary: Betrayed, Surviving An American Concentration Camp
Documentary Screening - Beyond Stonewall: Exploring LGBTQ+ History Through the Smithsonian Archives
Equity 101
Equity Pay Study Presentation
Equity Hour- Race and Equity Theory of Change and You
Gender Inclusion Policy AI #73 and Inclusive Language Training

HRM Equity Lab: Immigration and Race
HRM Equity Lab: LGBTQ+ Community, Equity, and Inclusion
Implicit Bias and Social Power
Implementing Equity
Inclusive Engagement, Accountability and Local Government
Inclusive Community Engagement Foundations Training
Juneteenth Week Freedom Cafe and Flag Raising Ceremony
LCW - The Future is Now – Embracing Generational Diversity & Succession Planning"
LGBTQ+ Inclusion, Pride and Allyship
Lunch & Learn - Why Racial Equity is the Best Model
On Demand Recording: Equity in Agenda Reports Training
Racial Equity Impact Analysis Training (REIA)
Reducing Bias and Cultivating Inclusion in the Workplace
Results Based Accountability Workshop/ Racial Equity Impact Analysis Worksheet
Title VI Civil Rights Act Training - City of Oakland
Understanding Power Dynamics and Bias
Working with People with Access and Functional Needs (PAFN)
Special events & presentations: Indigenous People's Day Lunch & Learn
Special events & presentations: Cesar Chavez Week Education Events
Special events & presentations: Juneteenth Week Education Events

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

HRM is fully committed to assisting City departments in advertising job openings, outreach and hiring of bilingual candidates, and language selective certification when needed. Bilingual job applicant statistics has improved over the last two years.

City of Oakland Jobs Applicant Data	FY 24-25	FY 23-24
Applicants stated bilingual proficiency in Spanish	23%	19%
Applicants stated bilingual proficiency in Chinese	5%	2%
Applicants stated no bilingual proficiency in Spanish or Chinese	72%	79%
Total Responses	100%	100%

HR continues to support bilingual employees by administering bilingual tests and verifying language proficiency skills. Level 1 bilingual test examines verbal conversation skill. Level 2 bilingual test examines reading, writing and comprehension skills. Test data is summarized in the table below:

City of Oakland Bilingual Testing Data FY 2024-2025	
Level 1 (Verbal Test)	58
Level 2 (Written Test)	20
Total Tests Taken	78

3. Highlight positive changes, successes, and best practices.

The Maintenance Worker examination, which had almost 600 applicants, was developed and administered with limited English-speaking candidates in mind; there was no written component, and the performance exam included detailed demonstrations of each station before the candidates tested.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

- HRM's front desk was staffed with bilingual English/Spanish speaking staff to assist callers and visitors for much of the reporting period. This staff is also trained to use the over-the-phone interpretation line which offers 24/7 around the clock interpretation service of over 100 languages.
- HRM launched an RFP (Request for Proposal) this year and awarded contracts to four language partners (Accent on Languages, Avantpage, International Contact and Interpreters Unlimited) to service City of Oakland with Translation and Interpretations Services.
- HRM also created new over the phone interpretation service instruction sheets and wallet cards and sent digital copies to department liaisons and made five hundred printed copies available at various city locations. Interpretation service is available around the clock, twenty-four hours a day, and seven days a week. This phone line service allows quick access to interpreters at any City service locations.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

- a) 150 Frank Ogawa Plaza, 2nd Floor, Suite #2352: HR Reception Area
- b) 150 Frank Ogawa Plaza, 2nd Floor, Downtown Conference Room/Equal Access Office

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

Nineteen vital documents are available and translated into Spanish and Chinese.

3. Describe other materials the Department has provided in multiple languages?

The Equal Access Office serves as a central hub to coordinate language services to meet Citywide needs. A full list of translations and interpretation requests that were coordinated through the Equal Access Office is attached to the agenda report. These numbers do not cover all the language access effort put forth by the City of Oakland. There are numerous translation and interpretation provided daily by our qualified bilingual employees, interns, volunteers, community partners as they deliver city services to the community. The table below captures translation and interpretation services coordinated through the HRM Equal Access Office.

Professional Translation & Interpretation Data FY 2024-2025	
Written Translation (translations produced)	412
Verbal Interpretation (interpretation hours provided)	308

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

Both HRM's main recruitment line and the Equal Access office lines have outgoing messages available in English, Spanish and Chinese.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

Posters are displayed prominently at our public counter, letting all visitors know that language service is available at no cost. The City's website is equipped with the Google translation function to instantly translate content into multiple languages. It is important to note that during much of the reporting period, there were budgetary constraints and a hiring freeze, resulting in a reduction to recruitment efforts citywide due to fewer employment opportunities.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

HRM received no language access complaints related to employment services.

3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.

The Citywide Language Access Survey was made available for the public at our front counter in September 2024. One survey was collected with respondent indicating a visit to the HRM office, with a comment in Spanish "Es difícil saber donde están las diferentes oficinas y horarios si no tienen internet." (*It is difficult to know where the different offices and schedules are if they don't have internet.*)

During the reporting period there was a reduction in staff, which required the front desk hours to be changed. Our office has conducted a review of our website content and confirmed that office operation hours are accurately posted online. This public comment will serve as a reminder in developing future signage, notices, and digital materials to ensure service location and hours are visible to the public. HRM will also identify ways to increase survey participation for the next survey effort.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

A new Human Resources Analyst who has previous Talent Acquisition experience is in the onboarding process. This Analyst will be tasked with formulating an outreach plan to provide increased engagement with the Chinese and Spanish speaking community.

Human Resources Management (HRM) FY 2024-2025. Data valid as of 6/1/2025

ORGANIZATION	LOCATION	JOB_CLASS	HIRE_DATE	NEW HIRE
05111 - Personnel Adm	150 Frank Ogawa Pla	Administrative Analyst II	09-DEC-13	
05111 - Personnel Adm	150 Frank Ogawa Pla	Administrative Services Manager I	25-JAN-20	
05111 - Personnel Adm	150 Frank Ogawa Pla	Director of Human Resources Mgmt	17-FEB-24	
05111 - Personnel Adm	150 Frank Ogawa Pla	Executive Assistant to the Director	05-AUG-23	
05111 - Personnel Adm	150 Frank Ogawa Pla	Human Resources Manager	03-OCT-22	
05211 - Employment a	150 Frank Ogawa Pla	Human Resource Analyst (CONF)	22-FEB-20	
05211 - Employment a	150 Frank Ogawa Pla	Human Resource Analyst (CONF)	21-JAN-23	
05211 - Employment a	150 Frank Ogawa Pla	Human Resource Analyst (CONF)	23-APR-18	
05211 - Employment a	150 Frank Ogawa Pla	Human Resource Analyst, Assistant	14-DEC-19	
05211 - Employment a	150 Frank Ogawa Pla	Human Resource Analyst, Principal	07-JAN-23	
05211 - Employment a	150 Frank Ogawa Pla	Human Resource Analyst, Principal	31-JAN-00	
05211 - Employment a	150 Frank Ogawa Pla	Human Resource Analyst, Principal	21-JAN-23	
05211 - Employment a	150 Frank Ogawa Pla	Human Resource Analyst, Senior	31-MAR-14	
05211 - Employment a	150 Frank Ogawa Pla	Human Resource Analyst, Senior	13-JUL-19	
05211 - Employment a	150 Frank Ogawa Pla	Human Resource Analyst, Senior	11-NOV-23	
05211 - Employment a	150 Frank Ogawa Pla	Human Resource Analyst, Senior	11-APR-05	
05211 - Employment a	150 Frank Ogawa Pla	Human Resource Analyst, Senior	21-JAN-23	
05211 - Employment a	150 Frank Ogawa Pla	Human Resource Analyst, Senior	19-FEB-22	
05211 - Employment a	150 Frank Ogawa Pla	Human Resource Clerk	14-SEP-24	YES
05211 - Employment a	150 Frank Ogawa Pla	Human Resource Technician	10-JUL-21	
05211 - Employment a	150 Frank Ogawa Pla	Human Resources Manager	22-FEB-22	
05211 - Employment a	150 Frank Ogawa Pla	Temp Contract Svcs Employee, PT	13-DEC-21	
05221 - Equal Access	150 Frank Ogawa Pla	Program Analyst I	02-MAR-24	
05221 - Equal Access	150 Frank Ogawa Pla	Program Analyst III	08-SEP-08	
05311 - Employee Labo	150 Frank Ogawa Pla	Administrative Assistant II (CONF)	06-FEB-21	
05311 - Employee Labo	150 Frank Ogawa Pla	Employee Relations Analyst, Principal	17-JAN-17	
05311 - Employee Labo	150 Frank Ogawa Pla	Employee Relations Analyst, Principal	16-OCT-21	
05311 - Employee Labo	150 Frank Ogawa Pla	Employee Relations Analyst, Principal	10-OCT-01	
05511 - Human Resou	150 Frank Ogawa Pla	Human Resource Technician	12-SEP-05	
05511 - Human Resou	150 Frank Ogawa Pla	Human Resources Manager	04-MAY-15	
05611 - Employee Ben	150 Frank Ogawa Pla	Benefits Analyst	05-NOV-07	
05611 - Employee Ben	150 Frank Ogawa Pla	Benefits Representative	07-SEP-19	
05611 - Employee Ben	150 Frank Ogawa Pla	Benefits Supervisor	07-DEC-15	
05621 - Risk Managem	150 Frank Ogawa Pla	Administrative Analyst II	22-DEC-14	
05621 - Risk Managem	150 Frank Ogawa Pla	Benefits Representative	22-JUL-13	
05621 - Risk Managem	150 Frank Ogawa Pla	Benefits Technician	05-MAR-22	
05621 - Risk Managem	150 Frank Ogawa Pla	Disability Benefits Coordinator	27-MAY-14	
05621 - Risk Managem	150 Frank Ogawa Pla	Human Resources Manager	12-JAN-99	
05621 - Risk Managem	150 Frank Ogawa Pla	Safety & Loss Control Specialist	05-JUL-16	
Total		39 Count		1 Count

PCP	BILINGUAL
NO	
NO	
NO	
YES	Spanish
NO	
NO	
NO	
NO	Chinese
NO	
NO	
NO	
NO	Spanish
NO	Spanish
NO	
NO	Chinese
NO	
NO	
YES	
NO	Tagalog
NO	
NO	
YES	Spanish
YES	Chinese
NO	
NO	
NO	
NO	
NO	
NO	
NO	Spanish
NO	
NO	
NO	
NO	
NO	
NO	
NO	Chinese & Vietnamese
4 PCP	

Department Name:
Fiscal Year: FY2024-25



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, SOFIA NAVARRO, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for HUMAN SERVICES DEPT. was submitted on September 8, 2025.

A handwritten signature in blue ink, appearing to read "Sofia Navarro", written over a horizontal line.

Director Signature

Sofia Navarro

Type Name

II. QUANTITATIVE ASSESSMENT REPORT

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Sofia Navarro	Melissa Francisco	Melissa Francisco
Title	Interim HSD Director	Executive Assistant to the Director	Executive Assistant to the Director
Address	150 Frank H. Ogawa Plaza, Ste. 4340 Oakland, CA 94612	150 Frank H. Ogawa Plaza, Ste. 4340 Oakland, CA 94612	150 Frank H. Ogawa Plaza, Ste. 4340 Oakland, CA 94612
Phone#	510.238-	510.238.2331	510.238.2331
Email	snavarro@oaklandca.gov	MFrancisco@oaklandca.gov	MFrancisco@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	234.92		New Hires	24	
Public Contact Positions (PCP)	113.5	100%	New PCP Hires	11	100%
PCP With Spanish Language Skill	11	10%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	4	4%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	☐ No ☐ Yes – Please describe below
Job Title	Outcome
Case Manager I-SC Mandarin & Cantonese	☐ Hired-SP ☒ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Administration 4.96 FTE	Aging and Adult Services 50.68FTE
Fiscal & Budget 3.0 FTE	Early Childhood & Family Services 148.38 FTE
Community Homelessness Services 16.0 FTE	
Community Action Partnership 3.0 FTE	
Children & Youth Services 9.0 FTE	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	☐ No ☐ Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	☐ No ☐ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Multipurpose Senior Service Program (MSSP)	SP = 1 CH = 1	SP = 3 CH = 1

Table 4A Vital Documents List			
Document Name	Spanish	Chinese	Other? Specify
HSD Brochure	X	X	
Community Housing Program Brochure	X	X	
Community Day of Thanks Flyer	X	X	
Community Action Partnership Brochure	X	X	
Community Action Partnership Community Needs Assessment	X	X	
Oakland Fund for Children & Youth Brochure	X	X	
Multipurpose Senior Services Program Brochure	X	X	
Senior Centers Flyer	X	x	
Oakland Paratransit Program Brochure	x	x	
Seniors Spectrum Services Flyer	x	x	Vietnamese
Senior Companion Brochure	x	x	
Cooling Weather Tips Seniors	x	x	
Head Start Program Brochure	x	x	
Head Start Application Status Letter	x	x	
Head Start Acceptance Letter	x	x	
Head Start Parent Survey (DRDP Parent Survey)	x	x	
Head Start Enrollment Form	x	x	
Head Start/Early Head Start Family Assessment	X	x	
Head Start Parent Policy Council Meeting Agenda	x	x	Vietnamese
Head Start Policy Council Induction Language for New Members	x	x	Vietnamese
Head Start Policy Council Bylaws	x	x	Vietnamese
Head Start Policy Council Seven Steps in Making a Motion	x	x	Vietnamese
Head Start Parents Handbook	X	X	Vietnamese, Arabic
Head Start Parent Survey	x	x	
Head Start Menu Items	x	X	
Head Start Family Outcomes Worksheet	x	x	

Table 4B. Vital Documents Status Summary		
Department's known vital documents translated into Spanish and Chinese?	☐ Yes	☐ No – Please describe below
Action Plan & Timeline:		

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Human Services Front Desk Reception	510-238-3121	Completed
Head Start Front Desk Reception	510-238-3165	Completed
Oakland Paratransit for the Elderly and Disabled (OPED)	510-238-3036	Completed
Senior Center - Downtown	510-238-3284	Completed
Senior Center – East Oakland	510-615-5731	Completed
Senior Center – West Oakland	510-238-7016	Completed
Senior Center – North Oakland	510-597-5085	Completed

Department Name: Human Services Dept.
Fiscal Year: FY2024-25

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 6. Analysis by Community Based Service Locations

Facility Name	Address	Zip Code	Phone #	PCP	SP		CH	
				#FTE	#FTE	%	#FTE	%
Downtown Oakland Senior Center	200 Grand Avenue, Oakland	94612	238-3284	1	0	0	0	0
East Oakland Senior Center	9255 Edes Avenue, Oakland	94621	615-5731	0	0	0	0	0
North Oakland Senior Center	5714 Martin Luther King Jr. Way, Oakland	94618	597-5085	1	0	0	0	0
West Oakland Senior Center	1724 Adeline Street, Oakland	94607	597-5085	0	0	0	0	0
Head Start Program at 85th Ave.	8501 International Blvd, Oakland	94621	544-3821	8	1	13%	0	0
Head Start Program at Lion Creek Crossing	6818 Lion Way, Ste 110, Oakland	94621	615-5585	5.5	2	36%	0	0
Head Start Program at San Antonio CDC	2228 E. 15th Street, Oakland	94606	535-5639	4	2	50%	0	0
Head Start Program at West Grand	1068 West Grand Avenue, Oakland	94607	238-2268	8.5	2	24%	0	0
Head Start Program at San Antonio Park	1701 E. 19TH Street, Oakland	94606	535-5609	6	0	0	0	0
Head Start Program at Sungate	2563 International Blvd, Oakland	94601	535-5649	4.5	1	22%	0	0
Head Start Program at Broadway	2619 Broadway, Oakland	94612	238-7091	8.5	2	24%	0	0
Head Start Program at Tassafaronga	975 85th Avenue, Oakland	94621	639-0579	2.5	1	40%	0	0
Head Start Program at Franklin	1010 E. 15th Street, Oakland	94606	238-1306	3.5	0	0	0	0
Head Start Program at Arroyo	7701 Krause Avenue, Oakland	94605	615-5757	2.5	2	80%	0	0
Head Start Program at Manzanita	2701 22nd Avenue, Oakland	94603	535-5627	4.5	1	22%	1	22%
Head Start Program at Brookfield	401 Jones Ave, Oakland	94603	238-1306	4.5	2	44%	0	0
Home-Base	150 Frank Ogawa Plaza, Oakland, 5 th Fl.	94612	238-3165	7	1	14%	3	43%

Table 7. Public Notices & Resources

Language access notice displayed at reception area	☐ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☐ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☐ Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line

Vendor Name: n/a
Top 5 languages requested: n/a
FY Total Usage Minutes n/a
FY Total Expenditure n/a

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
234.92	113.5	11	11	Yes	4	4	Yes

Goal = 10% Spanish speaking PCP, 4% Chinese speaking PCP

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Human Services Department (HSD) is committed to implementing the City's Equal Access to City Services Ordinance through the guidance of AI 145. All HSD divisions are pro-active with ensuring that communications (e.g., brochures, flyers, and newsletters) to the public are available in the required threshold languages - Spanish and Chinese, in addition to other languages such as Vietnamese. Additionally, HSD Staff do their best to actively recruit volunteers who are bi-lingual to increase inclusivity for the diverse community that the department serves.

Upon closer review, the current data may not fully reflect Spanish- and Chinese-speaking HSD staff, as not all language skills were captured on the Position Control and Oracle reports. Limited time, staffing, and hiring freezes have also affected new hires, which were significantly lower than in previous years. Plans are in place to improve data accuracy and better represent bilingual staff.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

The Human Services Department collaborates with Human Resources and Equal Access in the recruitment for Public Contact Positions (PCP), particularly at satellite locations aimed at serving populations with speaking limited (or no) English. Staff positions that may require bi-lingual proficiency are detailed in job postings and discussed during the recruitment and interviewing process. HSD staff attend Job Fairs and other outreach events that provides opportunities to inform potential applicants of our need for bilingual language skills, to help serve the diverse population of Oakland. We continue seeking new recruitment and outreach opportunities to hire Spanish and Chinese speaking applicants.

3. Highlight positive changes, successes, and best practices.

One of the best practices that HSD programs does well with is coordinating language interpretation services for the community, that extends beyond Spanish and Chinese interpretation such as Farsi, Chamorro, and Urdu, in particular for Head Start families & Aging Adult Services members who participate/attend public meetings.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

In the past, HSD has conducted brief program-wide surveys that includes a couple of questions about language that help gauge increased or improved needs for accommodations and inclusivity.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.
 - HSD Reception – 150 Frank Ogawa Plaza, Ste.
 - Head Start Reception Area – 5th Floor
 - Downtown Oakland Senior Center
 - East Oakland Senior Center
 - North Oakland Senior Center
 - West Oakland Senior Center
 - Head Start Program at 85th Ave.
 - Head Start Program at Lion Creek Crossing
 - Head Start Program at San Antonio CDC
 - Head Start Program at West Grand
 - Head Start Program at San Antonio Park
 - Head Start Program at Sungate
 - Head Start Program at Broadway
 - Head Start Program at Tassafaronga
 - Head Start Program at Franklin
 - Head Start Program at Arroyo
 - Head Start Program at Manzanita
 - Head Start Program at BrookfieldTotal = 18
2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated? 100%
3. Describe other materials the Department has provided in multiple languages? None

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

HSD's Front Desk Reception receives and directs calls and messages requiring multilingual assistance to HSD program bi-lingual staff who are available to respond to inquiries. Additionally, Head Start Front Desk, Multi-Service Senior Program Office, and Senior Centers manage their own direct messages and coordinates bi-lingual response when needed.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

To increase engagement and participation, flyers, brochures, notices for public meetings, including Boards and Commissions, are distributed at program sites, in Spanish and Chinese (and some in Vietnamese.) We also do our best to have bi-lingual staff available for informational events that occur in person, e.g., staff recruitment, Head Start Program enrollment, etc.
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

Language access complaints have not been received by the Human Services Department during this year.

3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.
- HSD staff distributed the City of Oakland Language Access Survey during the two-week period between September 16 -30, 2024, throughout program sites within Oakland, including Head Start Centers and Seniors Centers. Survey responses were collected in paper form and digitally. The Annual Language Access Survey Report will be used to guide improvements and identify service gaps with populations served.*

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
- *HSD administration staff will review and update the Vital Documents list bi-annually*
 - *Review Annual Language Access Survey Report, to guide improvements and identify service gaps with populations served*
 - *Review digital communications to the public and create plan to identify website links, program applications, etc., that need to follow the City's Equal Access Ordinance*
 - *Develop new recruitment and outreach opportunities to hire Spanish and Chinese speaking applicants.*
 - *Review and update PCP Report for improved accuracy*
 - *Schedule refresher training for staff with Equal Access Office staff*
 - *Remind HSD staff about the Over-the-phone Interpreting- available 24 hours*

Human Services Department. List of bilingual employee (BPCP)

ORGANIZATION	ADDRESS_LINE_1	ADDRESS_L	JOB_CLASS	HIRE_DATE	PCP_POS	BILINGUAL
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Plaza	4th Floor	Case Manager I	08-JUN-24	YES	
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Plaza	4th Floor	Case Manager I	22-JUL-23	YES	
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Plaza	4th Floor	Case Manager I	12-NOV-22	YES	
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Plaza	4th Floor	Case Manager I	02-JUN-14	YES	
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Plaza	4th Floor	Case Manager I	28-MAY-13	YES	
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Plaza	4th Floor	Case Manager II	12-DEC-20	YES	
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Plaza	4th Floor	Case Manager II	11-APR-16	YES	
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Plaza	4th Floor	Case Manager, Supervising	12-NOV-09	YES	
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Plaza	4th Floor	Case Manager, Supervising	06-MAR-07	YES	Spanish
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Plaza	4th Floor	Nurse Case Manager	03-NOV-14	YES	
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Plaza	4th Floor	Senior Services Program Analyst	09-APR-01	YES	
75231 - Multipurpose Senior Service Program U	150 Frank Ogawa Plaza	4th Floor	Senior Services Supervisor	02-DEC-09	YES	
75241 - Senior Companion Program Unit	150 Frank Ogawa Plaza	4th Floor	Senior Services Supervisor	19-NOV-16	YES	
75251 - Outreach Program Unit	150 Frank Ogawa Plaza	4th Floor	Office Assistant I, PT	09-JUL-22	YES	
75251 - Outreach Program Unit	150 Frank Ogawa Plaza	4th Floor	Office Assistant I, PT	02-NOV-19	YES	
75251 - Outreach Program Unit	150 Frank Ogawa Plaza	4th Floor	Office Assistant I, PT	27-AUG-07	YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Recreation Specialist I, PT	02-SEP-23	YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Senior Center Director	18-SEP-21	YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Senior Center Director	13-MAY-00	YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	4th Floor	Senior Services Program Analyst	14-MAR-11	YES	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	4th Floor	Outreach Developer	17-APR-21	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	18-JAN-25	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	18-JAN-25	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	07-DEC-24	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	03-AUG-19	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	27-OCT-08	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	26-MAR-07	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	18-JAN-05	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	01-MAR-04	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	11-OCT-99	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	15-MAR-99	YES	Vietnamese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	06-MAR-98	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	01-DEC-90	YES	

Human Services Department. List of bilingual employee (BPCP)

78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Childhood Education Manager	25-MAY-24	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	04-JAN-25	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	09-NOV-24	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	25-NOV-23	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	13-MAY-23	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	14-MAY-22	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	05-JAN-19	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	15-DEC-18	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	01-DEC-18	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	08-OCT-18	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	08-OCT-18	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	24-SEP-18	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	04-DEC-17	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	21-DEC-15	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	27-OCT-14	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	27-JAN-14	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	25-MAR-13	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	29-AUG-12	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	24-OCT-11	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	25-JUL-11	YES	Chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	24-JAN-11	YES	Chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	13-DEC-10	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	26-JUL-10	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	03-MAY-10	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	03-MAY-10	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	13-MAY-09	YES	Chinese-Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	26-JAN-09	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Early Head Start Instructor	04-SEP-03	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	17-OCT-06	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Advocate	06-JUN-92	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Services Specialist	30-MAR-24	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Services Specialist	15-APR-23	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Services Specialist	15-APR-23	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Services Specialist	26-NOV-22	YES	

Human Services Department. List of bilingual employee (BPCP)

78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Services Specialist	30-APR-22	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Services Specialist	16-APR-22	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Family Services Specialist	31-JUL-17	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start Instructor	10-SEP-18	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start Instructor	05-SEP-13	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start Instructor	17-DEC-07	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start Instructor	13-SEP-03	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start Instructor	02-DEC-02	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start Instructor	18-SEP-00	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start Instructor	14-JAN-99	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Assistant Instructor	26-OCT-24	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Assistant Instructor	03-FEB-24	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Assistant Instructor	03-FEB-24	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Assistant Instructor	16-SEP-23	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Associate Instructor	12-APR-25	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Associate Instructor	03-FEB-24	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Associate Instructor	03-FEB-24	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Associate Instructor	23-DEC-23	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Associate Instructor	14-OCT-23	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Associate Instructor	14-OCT-23	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Associate Instructor	30-SEP-23	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Associate Instructor	21-JAN-23	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Associate Instructor	16-APR-22	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Associate Instructor	19-MAR-22	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Associate Instructor	07-AUG-21	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Associate Instructor	31-OCT-20	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Associate Instructor	26-NOV-12	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Associate Instructor, PT	11-MAY-24	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Associate Instructor, PT	10-DEC-22	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	5th Floor	Home Base Specialist	15-AUG-92	YES	
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	5th Floor	Head Start ERSEA & Data Program Coord	08-MAY-17	YES	
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	5th Floor	Head Start ERSEA & Data Program Coord	01-MAR-05	YES	Spanish
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	5th Floor	Head Start Family & Comm Engage Coord	13-AUG-18	YES	
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	5th Floor	Head Start Program Coordinator	08-FEB-10	YES	

Human Services Department. List of bilingual employee (BPCP)

78235 - HS Central Office Administration	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	19-OCT-19	YES	
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	19-NOV-18	YES	
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	5th Floor	Early Childhood Center Director	03-DEC-12	YES	
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	5th Floor	Head Start Instructor	11-DEC-21	YES	
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	5th Floor	Head Start School Readiness Coordinator	27-OCT-14	YES	
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	5th Floor	Head Start Supervisor	23-JUN-08	YES	Spanish
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	5th Floor	Head Start Supervisor	16-AUG-04	YES	
78235 - HS Central Office Administration	150 Frank Ogawa Plaza	5th Floor	Head Start/EHS Associate Instructor	31-AUG-24	YES	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Monitor, PT	25-JUN-22	YES	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Monitor, PT	11-JUN-22	YES	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Monitor, PT	05-FEB-22	YES	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Monitor, PT	29-MAY-21	YES	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Monitor, PT	12-JUN-17	YES	
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	5th Floor	Food Program Monitor, PT	06-JUN-16	YES	
78411 - Community Housing Services	250 Frank Ogawa Plaza	4th Floor	Case Manager I	01-FEB-25	YES	
78411 - Community Housing Services	250 Frank Ogawa Plaza	4th Floor	Case Manager I	31-AUG-24	YES	
78411 - Community Housing Services	250 Frank Ogawa Plaza	4th Floor	Case Manager I	31-AUG-24	YES	

Department Name:
Fiscal Year: FY2024-25



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Miya Saika Chen, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Mayor's office was submitted on September 3, 2025.

A handwritten signature in black ink, appearing to be "JCS", written over a horizontal line.

Mayor's Chief of Staff Signature

A handwritten signature in black ink, reading "Miya Saika Chen", written over a horizontal line.

Type Name

II. QUANTITATIVE ASSESSMENT REPORT

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

Department Name: **Mayor's Office**

Table 1	Department Director	Chief of Staff	Language Access Coordinator
Name	Barbara Lee	Miya Saika Chen	Brittany Garza
Title	Mayor	Chief of Staff	Administrative and Operations Coordinator
Address	1 Frank Ogawa Plaza, 3 rd Floor	1 Frank Ogawa Plaza, 3 rd Floor	1 Frank Ogawa Plaza, 3 rd Floor
Phone#	(510) 238-3141	510-542-1655	510-238-7413
Email	MayorSchedule@oaklandca.gov	MSaikaChen@oaklandca.gov	bgarza2@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	15		New Hires		
Public Contact Positions (PCP)	15		New PCP Hires	0	100%
PCP With Spanish Language Skill	3	20 %	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	0	0	New PCP Hires with CH Skill	0	%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	X No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Mayors Administration	

Table 3B. Department Organization Structure – Update	
Any changes occurred in the organization structure this fiscal year?	No Yes X Please describe below
Description: Mayor Barbara Lee took office on May 20, 2025 and is actively in the process to ensure compliance with the Equal Access Ordinance.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	X No Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Mayor's Listening session documents Spanish and Chinese translation.	X	X	
Translated documents for our townhalls in the Fruitvale and Chinatown neighborhoods	x	x	
Worked with the the City Administrator to create a resource page for our immigrant community that includes a know your rights page that is in multiple languaged. https://www.oaklandca.gov/Government/City-Council-Leadership/Leadership/Office-of-the-Mayor/Immigrant-Rights-and-Resources	x	x	
Total # of vital documents reported 3			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	X Yes ☐ No – Please describe below
Action Plan & Timeline: The Mayor took office on May 20, 2025, and is actively working to translate vital documents into spanish and chinese. The Mayor's office intends to fully translate vital documents by the end of the fiscal year.	

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Mayor's Office Main Line	510-238-3141	EN/SP/CH

Table 6 Analysis by Community Based Service Locations					PCP	SP SPEAKING		CH SPEAKING	
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%	
Not applicable									

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	Yes
I-Speak Card/ Language List displayed at reception area	Yes
Provide staff with language access resources (Interpretation#, FAQ, training...etc)	Yes

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

Department Name: Mayor's Office

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
15	15	2	4	Yes	1	0	No

Goal = PCP X % (This FY's goal = 11% Spanish speaking PCP, 5% Chinese speaking PCP)

This report covers fiscal year 2023-2024 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

Since taking office on May 20, 2025, the Mayor's Office has put a significant amount of work into meeting the requirements of the Equal Access Ordinance. The Mayor's office has over 20% of Spanish speakers that always present in the office. When the office needs to provide interpretation services to the greater public in Oakland, the office is in touch with the Equal Access Office.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.
The Mayor's Office has hired four employees that are bilingual. Four are bilingual in Spanish.

3. Highlight positive changes, successes, and best practices.

We have created a welcoming and inclusive environment in the mayor's office for all language speakers. The Mayor's office has held two listening sessions that included Spanish and Chinese translation. We also translated all of the documents for our townhalls in the Fruitvale and Chinatown neighborhoods and worked with the City Administrator to create a resource page for our immigrant community.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

The Mayor's office ensures multi-dimensional accommodation for LES persons. The office not only ensures accurate translation of public information but also carefully considers the cultural sensitivity of the content. The Mayor's Office voicemail message is recorded in Spanish and Chinese.

Additionally, the Mayor's office coordinates with the Equal Access Office regularly. The office has also included outreach to the Equal Access Language Line to ensure successful accommodation for the LES public seeking assistance in other various languages. We have also shared the Language Access FAQ with all staff and have the Equal Access flyer at our front desk for all constituents.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Notice posted: Office of Mayor Barbara Lee, 1 Frank Ogawa Plaza, 3rd Floor, Oakland, 94612

Language access services information and notices are posted at the front desk's one of the most visible areas. Upon service request, the office receptionist will contact the Language Access Coordinator to provide interpretation services for the requester(s) as needed. Our front desk staff member and interns have all be trained in our protocol. The public can successfully notice the language access services and use the service when needed.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

The Mayor's office intends to translate additional vital documents by the end of the 2025 calendar year.

3. Describe other materials the Department has provided in multiple languages?

The Mayor has translated critical materials for two of the Mayor's town halls and listening sessions that included in person translation in both spanish and chinese. We also translated all of the documents for our immigrant rights townhall and worked with the City Administrator to create a resource page for our immigrant community.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

The Mayor's offices mainline maintains recorded voice messages in English, Spanish, and Chinese that were recorded by the Language Access Services division, providing basic information about the office. All calls and voicemails in languages other than English have successfully been directed to one of the office personnel with the corresponding language proficiency or by a language interpreter in the Equal Access Office.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

The Mayor's Office actively engages with LES populations. The office is working closely with the Equal Access Office to ensure all policies are in conformity with the Equal Access Ordinance. All types of communication are conducted by trained personnel in the office to guarantee accuracy and appropriate cultural sensitivity.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

It is our understanding that there are no existing language-access complaints against the Mayor's Office on file. All complaints can be submitted to the Mayor's office by email, in person, or by phone.

3. Describe department effort in administering the 2024 Language Access Survey. Discuss how

you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.

The Mayor took office on May 20, 2025 and was therefore not in office during the last department effort to administer the 2024 Language Access Survey. The Mayor's office plans to review the former survey results from 2024, and use those to inform the offices outreach strategy going forward.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

The Mayor's Office will keep providing necessary multilingual services to all constituents that are in touch with the office. The Mayor's Office will continue to closely follow the Equal Access Ordinance and maximize the services that the office can provide to accommodate the LES public.

The office will work to guarantee equal informational access for the LES communities, and will continue coordinating with the Equal Access Office and exercise the Equal Access Language Line. All necessary materials will be translated into threshold languages, and all translated vital information/notices will be accessible to the public through multiple channels. The office plans to expand its capacity and expand how we connect with LES communities through general media and social events. Lastly, the office plans to have more community engagement events with the LES communities and will continue to work with the Equal Access Office.

MAYOR'S OFFICE PCP EMPLOYEE LIST

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	NEW HIRE	PCP_POSITION	BILINGUAL
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Exempt Limited Duration Employee.Q.4855	x	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Exempt Limited Duration Employee.Q.5033	X	YES	Spanish
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Exempt Limited Duration Employee.Q.5049	x	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Mayor	x	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Mayor's PSE 14.E.50344.50344	x	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor I	x	YES	Spanish
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor I		YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor I.E.50016.50	x	YES	Spanish
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor I.E.50338.50	x	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	x	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III.E.50015.5	x	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III.E.50023.5	x	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT.N.50087.50087		YES	

Department Name:
Fiscal Year: FY2024-25



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Tony Batalla, hereby certify that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopting the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for ITD was submitted on May 16, 2025

A handwritten signature in blue ink, appearing to be "Tony Batalla".

Director Signature

Tony Batalla, Director Information Technology
Type Name

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Tony Batalla	Kathy Hicks	Kathy Hicks
Title	Director, Information Technology	Executive Assistant	Executive Assistant
Address	150 Frank Ogawa Plaza, Suite 8211	150 Frank Ogawa Plaza, Suite 8211	150 Frank Ogawa Plaza, Suite 8211
Phone#	X6741	X7622	X7622
Email	tbatalla@oaklandca.gov	khicks@oaklandca.gov	khicks@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	76		New Hires	2	
Public Contact Positions (PCP)	0	100%	New PCP Hires		100%
PCP With Spanish Language Skill		%	New PCP Hires with SP Skill		%
PCP With Chinese Language Skill		%	New PCP Hires with CH Skill		%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Administrative Services -Project Management, Strategic Planning, Fiscal and HR Services	Reprographics (Print Shop, Business Cards, Etc)
Infrastructure and Operations -Helpdesk/Desktop Support	Cybersecurity - Risk, Policy, Response
Public Safety (Radio), Telecom/Network Systems/Cloud	Enterprise Applications – Applications (OakApps), Oracle, GIS

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	☒ No ☐ Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	☒ No ☐ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Total # of vital documents reported =			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☐ Yes ☐ No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	☒ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☒ Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
76	0	0	0	Y	0	0	Y

Goal = PCP X %

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

- Provide an assessment of the Department's efforts to achieve compliance with the Equal Access Ordinance (EAO).

The Information Technology Department (ITD) is an Internal Service Agency and does not provide direct services to the general public; our customers are limited to City employees. However, ITD is committed to supporting the Equal Access Ordinance by providing the necessary technological infrastructure to assist the City in reaching its Equal Access goals. During this past year, ITD worked collaboratively with various agencies and departments to help implement new systems and projects. Our Department continued its support on technological upgrades to the City all of which contributes to the City's overall goal of reaching 100% compliance with the Equal Access Ordinance
- Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.
As an Internal Service Agency, this is N/A.
- Highlight positive changes, successes, and best practices.
As an Internal Service Agency, this is N/A.
- Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.
As an Internal Service Agency, this is N/A.

B. Translation of Written Vital Documents Assessment

- Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.
8th floor, CIO office area
- Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
N/A

3. Describe other materials the Department has provided in multiple languages?
N/A

C. Multilingual Telephone Messages Assessment

1. Provide an assessment of the provision of multilingual messages and hotlines.
N/A

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.
N/A
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).
N/A
3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.
The Language Access survey was sent to our staff, and results were submitted to Equal Access (both via attachments and via the QR code provided).
N/A

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
We will work with the Equal Access division if any issues should arise.

DEPARTMENT	ORGANIZATION	POSITION	PCP
Information Technology Department	46111 - Administrative Services	Account Clerk III	NO
Information Technology Department	46111 - Administrative Services	Accountant III	NO
Information Technology Department	46341 - Application Development	Application Developer II	NO
Information Technology Department	46321 - Systems & Database Administration	Application Developer III	NO
Information Technology Department	46321 - Systems & Database Administration	Application Developer III	NO
Information Technology Department	46321 - Systems & Database Administration	Application Developer III	NO
Information Technology Department	46341 - Application Development	Application Developer III	NO
Information Technology Department	46341 - Application Development	Application Developer III	NO
Information Technology Department	46341 - Application Development	Application Developer III	NO
Information Technology Department	46341 - Application Development	Application Developer III	NO
Information Technology Department	46341 - Application Development	Application Developer III	NO
Information Technology Department	46331 - Systems Operations	Assistant to the Director	NO
Information Technology Department	46311 - Project Planning & Coordination	Business Analyst II	NO
Information Technology Department	46331 - Systems Operations	Business Analyst II	NO
Information Technology Department	46361 - Citywide Permitting	Business Analyst III	NO
Information Technology Department	46351 - Geographical Information Systems	Database Administrator	NO
Information Technology Department	46321 - Systems & Database Administration	Database Administrator	NO
Information Technology Department	46321 - Systems & Database Administration	Database Administrator	NO
Information Technology Department	46111 - Administrative Services	Director of Information Technology	NO
Information Technology Department	46521 - Public Safety Maintenance & Installation	Electronics Technician	NO
Information Technology Department	46521 - Public Safety Maintenance & Installation	Electronics Technician	NO
Information Technology Department	46521 - Public Safety Maintenance & Installation	Electronics Technician	NO
Information Technology Department	46111 - Administrative Services	Executive Assistant to the Director	NO
Information Technology Department	46211 - Help Desk	Help Desk Specialist	NO
Information Technology Department	46211 - Help Desk	Help Desk Specialist	NO
Information Technology Department	46211 - Help Desk	Help Desk Specialist	NO
Information Technology Department	46211 - Help Desk	Help Desk Supervisor	NO
Information Technology Department	46471 - Network Security & Maintenance	Information System Administrator	NO
Information Technology Department	46251 - Desktop Support	Information Systems Manager I	NO
Information Technology Department	46331 - Systems Operations	Information Systems Manager I	NO
Information Technology Department	46321 - Systems & Database Administration	Information Systems Manager I	NO
Information Technology Department	46521 - Public Safety Maintenance & Installation	Information Systems Manager I	NO
Information Technology Department	46531 - Public Safety Applications	Information Systems Manager I	NO
Information Technology Department	46471 - Network Security & Maintenance	Information Systems Manager I	NO
Information Technology Department	46111 - Administrative Services	Information Systems Manager II	NO
Information Technology Department	46321 - Systems & Database Administration	Information Systems Manager II	NO
Information Technology Department	46341 - Application Development	Information Systems Manager II	NO
Information Technology Department	46471 - Network Security & Maintenance	Information Systems Manager II	NO
Information Technology Department	46531 - Public Safety Applications	Information Systems Manager II	NO

Information Technology Department	46251 - Desktop Support	Information Systems Specialist I	NO
Information Technology Department	46251 - Desktop Support	Information Systems Specialist I	NO
Information Technology Department	46331 - Systems Operations	Information Systems Specialist II	NO
Information Technology Department	46251 - Desktop Support	Information Systems Specialist II	NO
Information Technology Department	46251 - Desktop Support	Information Systems Specialist II	NO
Information Technology Department	46251 - Desktop Support	Information Systems Specialist II	NO
Information Technology Department	46251 - Desktop Support	Information Systems Specialist II	NO
Information Technology Department	46531 - Public Safety Applications	Information Systems Specialist II	NO
Information Technology Department	46531 - Public Safety Applications	Information Systems Specialist II	NO
Information Technology Department	46531 - Public Safety Applications	Information Systems Specialist II	NO
Information Technology Department	46531 - Public Safety Applications	Information Systems Specialist II	NO
Information Technology Department	46531 - Public Safety Applications	Information Systems Specialist II	NO
Information Technology Department	46251 - Desktop Support	Information Systems Specialist III	NO
Information Technology Department	46251 - Desktop Support	Information Systems Specialist III	NO
Information Technology Department	46251 - Desktop Support	Information Systems Specialist III	NO
Information Technology Department	46331 - Systems Operations	Information Systems Specialist III	NO
Information Technology Department	46331 - Systems Operations	Information Systems Specialist III	NO
Information Technology Department	46531 - Public Safety Applications	Information Systems Specialist III	NO
Information Technology Department	46111 - Administrative Services	Management Assistant	NO
Information Technology Department	46471 - Network Security & Maintenance	Network Architect	NO
Information Technology Department	46471 - Network Security & Maintenance	Network Architect	NO
Information Technology Department	46321 - Systems & Database Administration	Oracle Database Administrator	NO
Information Technology Department	46361 - Citywide Permitting	Project Manager	NO
Information Technology Department	46111 - Administrative Services	Project Manager III	NO
Information Technology Department	46121 - Reprographic Services	Reprographic Offset Operator	NO
Information Technology Department	46121 - Reprographic Services	Reprographic Offset Operator	NO
Information Technology Department	46121 - Reprographic Services	Reprographic Shop Supervisor	NO
Information Technology Department	46351 - Geographical Information Systems	Spatial Data Administrator	NO
Information Technology Department	46351 - Geographical Information Systems	Spatial Data Analyst III	NO
Information Technology Department	46361 - Citywide Permitting	Spatial Data Analyst III	NO
Information Technology Department	46351 - Geographical Information Systems	Spatial Data Analyst III	NO
Information Technology Department	46351 - Geographical Information Systems	Spatial Data Analyst III	NO
Information Technology Department	46521 - Public Safety Maintenance & Installation	Telecommunication Systems Engineer	NO
Information Technology Department	46521 - Public Safety Maintenance & Installation	Telecommunication Systems Engineer	NO
Information Technology Department	46271 - Telecommunications	Telecommunications Supervisor	NO
Information Technology Department	46271 - Telecommunications	Telephone Services Specialist	NO
Information Technology Department	46271 - Telecommunications	Telephone Services Specialist	NO



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Zurvohn A. Maloof, Inspector General, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Office of the Inspector General was submitted on July 29, 2025.



Director Signature

Zurvohn A. Maloof, Inspector General

Type Name

II. QUANTITATIVE ASSESSMENT REPORT

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Zurvohn A. Maloof	Omar Rascon, Admin Analyst II	Omar Rascon, Admin Analyst II
Title	Inspector General		
Address	250 Frank H. Ogawa Plaza, Oakland CA		
Phone#	510-238-2916		
Email	zmaloof@oaklandca.gov		

Table 2A. Department Employee Statistics

By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	4 FTE (4 vacancies)		New Hires	0	
Public Contact Positions (PCP)	4	100%	New PCP Hires	0	100%
PCP With Spanish Language Skill	2	%	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	0	%	New PCP Hires with CH Skill	0	%

Table 2B. Language Selective Certification Hiring

Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)

Inspector General (44564.44564)	Admin Analyst II (45343.35343)
PM III - Deputy Inspector General (45344.45344)	IG Auditor (45489.45489) - Vacant
IG Audit Manager (45491.45491) - Vacant	IG Auditor (45590.45590) - Vacant
Public Information Officer (46921.46921)	IG Auditor (45591.45591) - Vacant
IG Policy Analyst (45490.45490) - Vacant	

Table 3B. Department Organization Structure -- Update

Any changes occurred in the organization structure this fiscal year?	☒ No ☐ Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting

Any Super PCP Unit in the department?	☒ No ☐ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Frequently Asked Questions	Yes	Yes	
OIG One-Pager	Yes	Yes	
OIG Annual Report	Yes	Yes	
Total # of vital documents reported = 3			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☐ Yes ☐ No – Please describe below
Action Plan & Timeline: The OIG PIO was hired June 2024 and has obtained her level I and level II bilingual certification. The OIG Administrative Analyst has obtained his level I bilingual certification. The OIG PIO has been translating vital documents in Spanish and uses Oakland City Language Access Services to transfer vital documents to CH.	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
OIG Office Number	(510) 238-2088	Update in progress
	Expected completion date	7/31/2025. ENG/SP/CH

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	☒ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☒ Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
4	4	1	2	Yes	1	0	No

Goal = PCP X % (This FY's goal = 50% Spanish speaking PCP, 20% Chinese speaking PCP)

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Office of the Inspector General (OIG) consists of four (4) FTE total. The OIG has two (2) permanent staff members who are both fluent in Spanish. The effort will support with outreach and engagement within Spanish-speaking communities.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

The OIG has partnered with the HR Department to update positions to ensure they encompass the scope of work that is provided to the community as it relates to Civilian Oversight and Accountability. Due to the budget deficit, OIG has temporarily paused recruiting efforts. However, once OIG is authorized to begin recruiting efforts, recruiting efforts will include posting in other Civilian Oversight networking sites and include that bilingual candidates are preferred.

3. Highlight positive changes, successes, and best practices.

The OIG consists of four (4) FTE total. The OIG has two (2) permanent staff members who are both fluent in Spanish. The effort will support with outreach and engagement within Spanish-speaking communities.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

The OIG shall audit, inspect, evaluate, and conduct policy review of the Police Department's compliance with the fifty-two (52) tasks described in the Settlement Agreement in United States District Court case number COO-4599, Delphine Allen, et al., v. City of Oakland, et al., and make recommendations to the Department, the Commission, and the City Council based on its audit(s). The OIG may review legal claims, lawsuits, settlements, complaints, and investigations, by, against, or involving the Department and the Agency, to ensure that all allegations of police officer misconduct are thoroughly investigated, and to identify any systemic issues regarding Department and Agency practices and policies.

During the fiscal year, the OIG has maintained two (2) FTEs who are fluent in Spanish to support with translation efforts among Spanish speaking communities. Now, the OIG staff consists of 50% FTE that are bilingual. Although this is a notable accomplishment, we can still make efforts in recruiting staff that speak other languages commonly used throughout the City of Oakland.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.
Office of the Inspector General, 250 Frank H. Ogawa Plaza, Suite 6306, Oakland CA
2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
Currently, the OIG has multiple documents translated into other languages. The OIG recruited a Public Information Officer (PIO II) with a start date of June 10, 2024. The OIG has posted multiple resource guides in Spanish.
3. Describe other materials the Department has provided in multiple languages?
The OIG has translated multiple documents in other languages including but not limited to the Annual report, the OIG one pager, and the Siblings in Oversight initiative brochures.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.
The OIG has not conducted an assessment on steps needed to develop messages in multiple languages and multilingual hotlines for the office. Currently, inquiries are received via email, via phone to OIG's office number, and in-person during Police Commission meetings.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.
The OIG continues to incorporate multilanguage literature and informational materials in the Communications Strategic Plan, Annual Report, OIG One Pager, and other brochures. The OIG continues to meet with various communities via its Summer Listening Tour, Mayor's Community Listening Sessions, OPC townhalls, Chinatown Chamber of Commerce, Latino Chamber of Commerce, and others.
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).
The OIG has not received any complaints related to language access.
3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.

2024 Language Access Survey Administration

The OIG's administration of the 2024 Language Access Survey reflects a citywide commitment to equity, accessibility, and public trust. The survey was designed to capture community experiences

and barriers related to accessing Oakland Police Department (OPD) services in languages other than English.

Efforts included:

- Outreach partnerships with neighborhood groups, legal advocates, and community centers serving limited English proficient (LEP) populations
- Distribution across multiple platforms — including translated print materials, digital forms, and community listening sessions
- Collaboration with interpreters and cultural liaisons to ensure linguistic and contextual relevance
- An emphasis on anonymous feedback to foster candid responses from vulnerable or historically underrepresented residents

Using Survey Findings to Guide Strategy

Survey data provides a roadmap for the OIG's future language access efforts, including:

- Identifying high-need language groups (e.g., Spanish, Cantonese, Vietnamese) to prioritize translation of OPD policies, complaint procedures, and public-facing materials
- Highlighting gaps in language capacity during emergency or traffic stops, guiding recommendations for officer training and interpreter access
- Informing a review of OPD's compliance with Oakland's Language Access Ordinance and federal Title VI obligations
- Developing community language equity benchmarks for annual OIG audits

Taken together, these data sources inform how the OIG prioritizes audits, crafts policy recommendations, and ensures that Oakland's oversight system reflects the city's diverse and multilingual population.

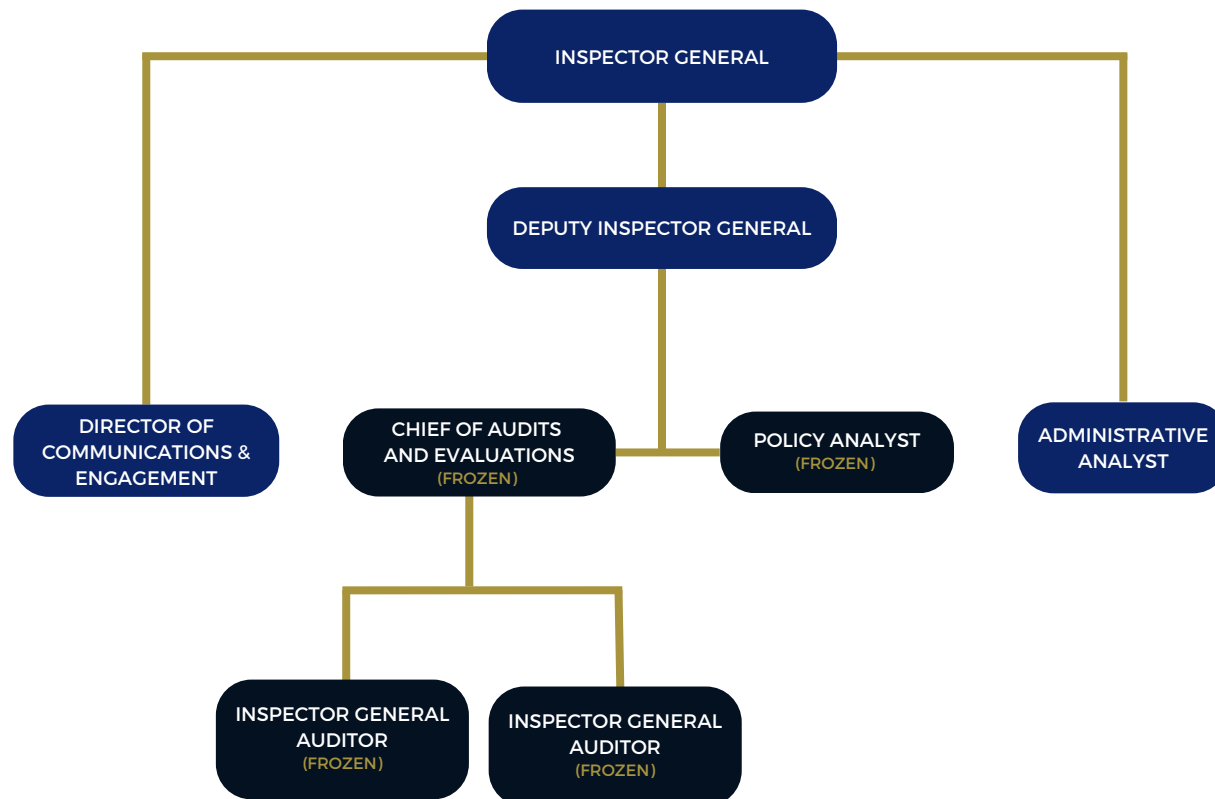
E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

The OIG plans to incorporate multilanguage literature and informational materials in the next Communications Strategic Plan. Also, social media posts will be published in both English and Spanish. Lastly, OIG plans to publish frequently asked questions in both English and Spanish.



OFFICE OF INSPECTOR GENERAL ORGANIZATIONAL CHART



OIG PCP STAFFING REPORT

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HI	PCP_P	PCP_LANG	NOTES
66311- Inspector Gel250 Frank Ogawa Plaza, Suit		Administrative Analyst II	23-Dec-23	YES	YES	Spanish	
66311-Inspector Gel250 Frank Ogawa Plaza, Suit		Inspector General	1-Jan-22		YES		Waived effective 11-13-2024
66311 - Inspector Gel 250 Frank Ogawa Plaza, Suit		Inspector General Policy Analyst	19-Aug-23	YES	YES		
66311 - Inspector Gel 250 Frank Ogawa Plaza, Suit		Inspector General Prog & Perf Audit Mgr	16-Apr-22		NO		
66311 - Inspector Gel 250 Frank Ogawa Plaza, Suit		Public Information Officer II	8-Jun-24	YES	YES	Spanish	
66311-Inspector Gel250 Frank Ogawa Plaza, Suit		Inspector General			YES		Offer in progress
66311-Inspector Gel250 Frank Ogawa Plaza, Suit		Inspector General Program & Perf At:16ior			YES		Job Classification: 16ior review-1/11/24
66311-Inspector Gel 250 Frank Ogawa Plaza, Suit		Inspector General Program & Perf At:18itor			YES		Job Classification: 18itor review-1/11/24
66311-Inspector Gel250 Frank Ogawa Plaza, Suit		Inspector General Program & Perf At:1efitor			YES		Job Classification: 11efitor review-1/11/24

Department Name: OPRYD
Fiscal Year: FY2024-25



CITY OF OAKLAND

EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Fred Kelley, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Parks Recreation & Youth Development was submitted on 06/27/2025.

Fred Kelley
Fred Kelley (Jun 30, W 07:28 PDT)

Director Signature

Fred Kelley

Type Name

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Fred Kelley	Jasmine Finney	Denise Aaron
Title	OPRYD Director	Acting Administrative Services Mar I	Acting Administrative Services Mgr I
Address	250 Frank H Ogawa Ste 3330	250 Frank H Ogawa Ste 3330	250 Frank H Ogawa Ste 3330
Phone#		510-238-3192	510-238-3504
Email	FKelley@oaklandca.gov	JFinney@oaklandca.gov	DAaron@oaklandca.gov

Table 2A. Department Employee Statistics

By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	220.95		New Hires	180	
Public Contact Positions (PCP)	212.95	100%	New PCP Hires	180	100%
PCP With Spanish Language Skill	78	37 %	New PCP Hires with SP Skill	48	26%
PCP With Chinese Language Skill	34	16 %	New PCP Hires with CH Skill	15	8%

Table 2B. Language Selective Certification Hiring

Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes - Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)

Administration	Sports
Arts, Nature & Science	
Aquatics (Pools & Boating)	
Facilities (Rental)	
Recreation Centers	

Table 3B. Department Organization Structure -- Update

Any changes occurred in the organization structure this fiscal year?	☒ No ☐ Yes - Please describe below

Table 3C. Department Organization Structure - Super PCP Unit Reporting

Any Super PCP Unit in the department?	☐ No ☒ Yes - Please describe below.			
Super PCP Unit	Language Goal FTE		Actual FTE	
Arroyo Viejo Recreation Center	SP= 1	CH = 0	SP= 2	CH = 0
Carmen Flores Recreation Center	SP=4	CH= 1	SP= 7	CH=0
FM Smith Recreation Center	SP= 1	CH = 3	SP= 1	CH= 1
Lincoln Square Recreation Center	SP= 2	CH= 15	SP=2	CH= 16

Department Name:
Fiscal Year: FY2024-25

Table 4A Vital Documents List

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Town Camp Summer Flyer	y	y	
OPRYD Registration	y	y	
TOT Jamboree	y	y	
Activity Registration Form	y	y	
Release of Liability Waiver Form	y	y	
Financial Aid Request Form	y	y	
Town After School	y	y	
Welcome Letter	y	y	
Total # of vital documents reported =	8	8	

Table 4B. Vital Documents Status Summary

Department's known vital documents translated into Spanish and Chinese?	☒ Yes ☐ No - Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings

Location Description	Telephone Number	Status
Administrative Offices/General Information	510-238-7275	EN/SP/CH
Arroyo Viejo Recreation	510-615-5755	EN/SP
Lincoln Recreation Center	510-238-7738	EN/SP/CH

Table 6. Analysis by Community Based Service Locations

Facility Name	Address	Zip Code	Phone #	PCP	SP		CH	
				HC #	HC #	%	# HC	%
Administrative Offices	250 Frank H. Ogawa Plaza, 3330	94612	238-7275	13	3	23%	1	7%
Aquatics & Boating:								
Lake Merritt Boating Center	568 Bellevue Avenue	94610	238-2196	22	4	18%	1	4%
DeFremery Pool	1651 Adeline Street	94607	238-7739	10	0	0	1	10%
Dimond (Lions) Pool	3860 Hanly Road	94602	482-7831	10	4	40%	4	40%
Fremont Pool	4550 Foothill Boulevard	94601	535-5614	10	4	40%	0	0
Larry E. Reid Sports Center (Aquatics)	6161 Edes Avenue	94605	615-5755	10	1	10%	0	0
Temescal Pool & Live Oak	371 45th Street	94609	597-5013	10	3	30%	0	0
Cultural Arts:								
Malanga Casquelourd Center for the Arts	1428 Alice Street	94612	535-5625	2	0	0	0	0
Studio Once Art Center	365 45th Street	94609	597-5027	65	5	7%	1	1%
Recreation Centers:								
Allendale	3711 Suter Street	94619	535-5635	6	2	33%	0	0
Arroyo Viejo	7701 Krause Avenue	94603	615-5838	8	2	25%	0	0
Brookdale	2535 High Street	94601	535-5632	6	0	0	0	0
Bushrod	560 59 th Street	94609	597-5031	12	0	0	0	0
Carmen Flores	1637 Fruitvale Avenue	94601	535-5631	8	7	87%	0	0
DeFremery	1651 Adeline Street	94607	238-7739	9	1	11%	1	11%
Dimond	3860 Hanly Road	94602	482-7831	8	1	12%	0	0
FM Smith	1969 Park Boulevard	94606	238-7742	9	1	11%	1	11%
Franklin	1010 East 15 th Street	94606	238-7741	10	1	10%	4	40%
Golden Gate	1075 62 nd Street	94608	597-5032	23	0	0	0	0

Department Name:
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Ira Jinkins	9175 Edes Avenue	94603	615-5959	9	5	0	0	0
Larry E. Reid Sports Center	6161 Edes Avenue	94605	615-5755	30	10	33%	0	0
Lincoln Square	250 10 th Street	94607	238-7738	40	2	5%	16	40%
Manzanita	2701 22 nd Avenue	94606	535-5625	16	8	50%	3	18%
Montclair	6300 Moraga Avenue	94611	482-7812	15	0	0	0	0
Mosswood	365 45 th Street	94609	597-5027	6	1	16%	0	0
Rainbow	5800 International Boulevard	94621	615-5751	28	2	7%	0	0
Redwood Heights	3883 Aliso Avenue	94619	482-7827	24	3	12%	0	0
Tassafaronga	975 85 th Avenue	94621	615-5764	7	2	28%	0	0
Willie Keyes (Poplar)	3131 Union Street	94608	597-5042	12	0	0	0	0
Sports (City Wide)								
City Wide Youth Sports	250 Frank H. Ogawa Plaza #3330	94612	238-3491	6	0	0	0	0
Youth & Adult Sports	250 Frank H. Ogawa Plaza #3330	94612	238-3494	7	0	0	0	0
Davie Tennis Stadium	198 Oak Road	94610	444-5663	6	0	0	0	0
Girls' Sports	250 Frank H. Ogawa Plaza #3330	94612	238-3494	6	0	0	0	0
Area One Special Sport	11450 Golf Links	94605	351-0391	6	0	0	0	0
Other:								
ADA Inclusion Programs	666 Bellevue Avenue	94610	238-2197	4	0	0	0	0
Central Reservations	250 Frank H. Ogawa Plaza, #3330	94612	238-3187	28	6	21%	1	3%
Community Gardens	666 Bellevue Avenue	94610	238-2197	N/A	N/A	N/A	N/A	N/A
Discovery Center East	2521 High Street	94601	535-5657	N/A	N/A	N/A	N/A	N/A

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	Yes ☐ No ☐
Language Card/ Language List displayed at reception area	Yes ☐ No ☐
Department staff provided with language access resources (Interpretation#, FAQ, training ...etc)	Yes ☐ No ☐

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
F Y Total Usage Minutes	
F Y Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
220.95	212.95	10%	78	y	4%	34	y

Goal= PCP X %

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

OPRYD partners with the Equal Access Department to ensure site locations have efficient staffing available to provide the best service to our bilingual community. In addition, during our hiring cycles in Summer and Spring, we provided a staffing needs spreadsheet that includes a need for bilingual staff.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

OPRYD is committed to staffing sites with the appropriate amount of staffing needed for language capacity. Language needs are indicated in the recruitment report provided by Center Directors and Supervisor during our mass hiring in the Winter and Spring.

3. Highlight positive changes, successes, and best practices.

OPRYD participated in the 2024 language assessment with the community. OPRYD received over 350+ surveys from community members that have visited sites. Members rated the service and availability of language services as great and helpful.

OPRYD ensure flyers and announcements are available in multiple languages.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

Equal Access assistance are displayed at sites as well as, I-Speak cards that constitutes can take with them to use for future needs.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Facility Name	Address	Zip Code
Administrative Offices	250 Frank H. Ogawa Plaza, 3330	94612
Allendale	3711 Suter Street	94619
Arroyo Viejo	7701 Krause Avenue	94603
Brookdale	2535 High Street	94601
Bushrod	560 59 th Street	94609
Carmen Flores	1637 Fruitvale Avenue	94601
DeFremery	1651 Adeline Street	94607
Dimond	3860 Hanly Road	94602
FM Smith	1969 Park Boulevard	94606
Franklin	101 O East 15 th Street	94606
Golden Gate	1075 62 nd Street	94608
Ira Jenkins	9175 Edes Avenue	94603
Lincoln Square	250 10 th Street	94607
Manzanita	2701 22 nd Avenue	94606
Montclair	6300 Moraga Avenue	94611
Mosswood	365 45 th Street	94609
Rainbow	5800 International Boulevard	94621
Redwood Heights	3883 Aliso Avenue	94619
Sheffield Village	247 Marlow Drive	94605
Tassafaronga	975 85 th Avenue	94621
Willie Keyes (Poplar)	3131 Union Street	94608

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

All Vital and non-vital documents are translated into threshold languages Spanish and Chinese.

3. Describe other materials the Department has provided in multiple languages?

OPRYD provides communications in multiple languages such as flyers, announcements social media engagement and emails.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

OPRYD is currently working with ITD to resolve phone and internet issues at some sites. Once completed, multilanguage messages will be added to all sites.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

OPRYD has bilingual services available at recreation centers, facilities, front counters, and lobbies.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

This was not a complaint but more of a highlight. During the EOC of the Oakland Hill Fires, some community members required language assistance at the shelters. OPRYD was able to utilize our bilingual list available in the department and contact staff members to assist during this challenging time.

3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.

OPRYD participated in the 2024 language assessment with the community. Surveys were available in all reception areas and offered to community members when visiting sites. Additionally, surveys were offered via social media engagement.

OPRYD intends to use the feedback received and continue to provide the best service as surveys stated. We will continue this by continuing to offer translation assistance as needed and keeping our staff levels at the goal for language access.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

OPRYD will continue to meet every year during staff meetings to ensure we are meeting staffing needs to meet the goal of threshold languages.

We will continue to offer the Bilingual Test through Equal Access for staff that would like to provide language services the community.

Organization	Address	Positon	Hire Date	New	PCP Pc	PCP Lang
509232 - Brookdale Recreation Center	2535 High Street	Recreation Leader I, PT	08-JUL-23		Y	Spanish
503231 - Allendale Recreation Center	3711 Suter Street	Recreation Leader I, PT	27-MAY-23		Y	Spanish
503231 - Allendale Recreation Center	3711 Suter Street	Recreation Aide, PT	25-MAY-24	Y	Y	Spanish
509235 - Rainbow	5800 International Blvd	Recreation Leader I, PT	26-JUN-21		Y	Spanish
509235 - Rainbow	5800 International Blvd	Recreation Attendant I, PT	25-MAY-24	Y	Y	Spanish
503236 - Redwood Heights Recreation Center	3883 Aliso Avenue	Recreation Leader I, PT	13-JUN-20		Y	Spanish
503236 - Redwood Heights Recreation Center	3883 Aliso Avenue	Recreation Aide, PT	11-NOV-23		Y	Spanish
501250 - Special Programs	3612 Webster Street	Recreation Leader I, PT	25-JUN-22		Y	Spanish
502236 - Mosswood Recreation Center	3612 Webster Street	Recreation Leader I, PT	25-JUN-22		Y	Spanish
502232 - Defremery Recreation Center	1651 Adeline St	Recreation Aide, PT	25-MAY-24	Y	Y	Chinese
503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Leader I, PT	25-Jun-22		Y	Spanish
503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Leader I, PT	11-Jun-22		Y	Spanish
503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Leader I, PT	29-May-21		Y	Spanish
503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Leader I, PT	8-Jun-13		Y	Cantonese
503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Aide, PT	13-May-23		Y	Spanish
503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Aide, PT	22-Jun-13		Y	Spanish
503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Aide, PT	27-May-23		Y	Spanish
503233 - Franklin Recreation Center	1010 E 15th St	Recreation Center Director	31-Mar-07		Y	Khmer
503233 - Franklin Recreation Center	1010 E 15th St	Recreation Leader I, PT	11-Jun-11		Y	Khmer
503233 - Franklin Recreation Center	1010 E 15th St	Recreation Leader I, PT	14-May-22		Y	Cantonese
503233 - Franklin Recreation Center	1010 E 15th St	Recreation Leader I, PT	3-Jun-17		Y	Cantonese
509236 - Tassafaranga Recreation Center	971 85th St	Recreation Aide, PT	25-May-24		Y	Tigrinya
509236 - Tassafaranga Recreation Center	971 85th St	Recreation Aide, PT	25-Jun-22		Y	Spanish
509236 - Tassafaranga Recreation Center	971 85th St	Recreation Leader I, PT	20-May-17		Y	Spanish
509236 - Tassafaranga Recreation Center	971 85th St	Recreation Attendant I, PT	25-Jun-22		Y	Spanish
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Center Director	1-Sep-01		Y	Spanish
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Leader II, PPT	4-Jun-16		Y	Chinese
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Specialist I, PT	27-Dec-97		Y	Spanish
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Leader I, PT	14-May-22		Y	Spanish
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Aide, PT	25-Jun-22		Y	Spanish
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	21-Jan-23		Y	Cantonese/Mandarin
502234 - Lincoln Recreation Center	250 10th St	Recreation Leader I, PT	14-May-22		Y	Cantonese
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	27-Jun-20		Y	Cantonese/Mandarin
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	8-May-17		Y	Cantonese
502234 - Lincoln Recreation Center	250 10th St	Recreation Leader I, PT	2-Jun-18		Y	Cantonese/Mandarin
502234 - Lincoln Recreation Center	250 10th St	Recreation Leader I, PT	9-Feb-19		Y	Cantonese
502234 - Lincoln Recreation Center	250 10th St	Recreation Leader I, PT	24-Sep-16		Y	Cantonese/Mandarin
502234 - Lincoln Recreation Center	250 10th St	Recreation Leader I, PT	29-Jun-19		Y	Cantonese/Mandarin
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	13-May-23		Y	Mandarin
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	9-Jul-22		Y	Spanish
509231 - Arroyo Recreation Center	7701 Krause Ave	Recreation Leader II, PT	15-Jun-19		Y	Spanish
509231 - Arroyo Recreation Center	7701 Krause Ave	Recreation Leader I, PT	23-Jul-22		Y	Spanish
502340 - Youth & Adult Sports -Davies Tennis	198 Oak Rd	Recreation Leader I, PT	20-Jan-24	Y	Y	Spanish
502340 - Youth & Adult Sports -Davies Tennis	198 Oak Rd	Recreation Aide, PT	25-May-24	Y	Y	Spanish
502340 - Youth & Adult Sports -Davies Tennis	198 Oak Rd	Recreation Aide, PT	27-Jun-20		Y	Spanish
502340 - Youth & Adult Sports -Davies Tennis	198 Oak Rd	Recreation Center Director	20-Apr-19		Y	Latvian/Russian
504330 - Studio One	365 45th St	Recreation Aide, PT	29-May-21		Y	Spanish

504330 - Studio One	365 45th St	Recreation Leader II, PT	30-Jul-16		Y	Spanish
504330 - Studio One	365 45th St	Recreation Specialist I, PT	4-May-19		Y	Spanish
504330 - Studio One	365 45th St	Recreation Aide, PT	30-May-09		Y	Chinese
502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Leader II, PPT	22-Jun-02		Y	Spanish
502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	24-Jun-23		Y	Spanish
502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	30-Jun-18		Y	Japanese
503237 - FM Smith Recreation Center	1969 Park Blvd	Recreation Leader II, PPT	8-May-04		Y	Chinese
503237 - FM Smith Recreation Center	1969 Park Blvd	Recreation Leader I, PT	19-May-18		Y	Chinese
503237 - FM Smith Recreation Center	1969 Park Blvd	Recreation Aide, PT	9-Jul-22		Y	Spanish
509233 - Ira Jinkins Recreation Center	1969 Park Blvd	Recreation Leader I, PT	20-Jul-13		Y	Spanish
509233 - Ira Jinkins Recreation Center	1969 Park Blvd	Recreation Leader I, PT	6-Jun-16		Y	Spanish
509233 - Ira Jinkins Recreation Center	1969 Park Blvd	Recreation Leader I, PT	1-Jun-19		Y	Spanish
509233 - Ira Jinkins Recreation Center	1969 Park Blvd	Recreation Attendant I, PT	25-Jun-22		Y	Spanish
509233 - Ira Jinkins Recreation Center	1969 Park Blvd	Recreation Aide, PT	11-May-24	Y	Y	Spanish
509233 - Ira Jinkins Recreation Center	1969 Park Blvd	Recreation Attendant I, PT	8-Jul-23	Y	Y	Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	19-May-18		Y	Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	27-Jun-20		Y	Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	4-Jun-16		Y	Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	9-Jul-22		Y	Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	25-Jun-22		Y	Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	12-Nov-22		Y	Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	25-Jun-22		Y	Spanish
502350 - Boating	568 Bellvue Ave	Recreation Aide, PT	22-Jul-23		Y	Spanish
502350 - Boating	568 Bellvue Ave	Recreation Aide, PT	29-May-21		Y	Cantonese
502312 - Dimond Aquatics	3860 Hanly Road	Lifeguard, PT	27-Nov-21		Y	Spanish
502312 - Dimond Aquatics	3860 Hanly Road	Lifeguard, PT	17-Aug-13		Y	Spanish
502312 - Dimond Aquatics	3860 Hanly Road	Lifeguard, PT	27-May-23		Y	Spanish
502312 - Dimond Aquatics	3860 Hanly Road	Lifeguard, PT	7-May-16		Y	Spanish
502312 - Dimond Aquatics	3860 Hanly Road	Lifeguard, PT	28-May-22		Y	Cantonese
502313 - Defremery Aquatics	3860 Hanly Road	Lifeguard, PT	27-May-23		Y	Spanish
502313 - Defremery Aquatics	3860 Hanly Road	Pool Manager, PT	20-May-17		Y	Cantonese
502314 - Temescal Aquatics	371 45th Street	Pool Manager, PT	11-Jun-11		Y	Spanish
502314 - Temescal Aquatics	371 45th Street	Pool Manager, PT	28-May-22		Y	Spanish
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	27-May-23		Y	Spanish
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	6-Jan-24	Y	Y	Spanish
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	29-Aug-15		Y	Spanish
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	24-Jun-23		Y	Spanish
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	27-May-23		Y	Cantonese
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	24-Jun-23		Y	Cantonese
502314 - Temescal Aquatics	371 45th Street	Pool Manager, PT	4-Jul-15		Y	Portuguese, Spanish
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	8-Jul-23	Y	Y	Cantonese
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	28-May-22		Y	Spanish
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	25-Nov-23	Y	Y	Cantonese
502315 - Fremont Aquatics	4550 Foothill Boulevard	Lifeguard, PT	23-Jul-22		Y	Spanish
502315 - Fremont Aquatics	4550 Foothill Boulevard	Lifeguard, PT	18-Feb-23		Y	Spanish
502315 - Fremont Aquatics	4550 Foothill Boulevard	Lifeguard, PT	25-Jun-22		Y	Spanish
502315 - Fremont Aquatics	4550 Foothill Boulevard	Lifeguard, PT	27-May-23		Y	Spanish
502315 - Fremont Aquatics	4550 Foothill Boulevard	Lifeguard, PT	17-Jun-17		Y	Spanish
502315 - Fremont Aquatics	4550 Foothill Boulevard	Lifeguard, PT	27-Aug-16		Y	Spanish

502315 - Fremont Aquatics	4550 Foothill Boulevard	Pool Manager, PT	14-Jul-18		Y	Spanish
502315 - Fremont Aquatics	4550 Foothill Boulevard	Recreation Attendant I, PT	27-May-23		Y	Spanish
502332 - East Oakland Sports Center -Aquatics	6161 Edes Avenue	Lifeguard, PT	21-Mar-20		Y	Spanish
502332 - East Oakland Sports Center -Aquatics	6161 Edes Avenue	Lifeguard, PT	25-Jun-22		Y	Spanish
502332 - East Oakland Sports Center -Aquatics	6161 Edes Avenue	Lifeguard, PT	2-Oct-21		Y	Spanish
502332 - East Oakland Sports Center -Aquatics	6161 Edes Avenue	Lifeguard, PT	7-Aug-21		Y	Spanish
502332 - East Oakland Sports Center -Aquatics	6161 Edes Avenue	Lifeguard, PT	20-May-17		Y	Spanish
502332 - East Oakland Sports Center -Aquatics	6161 Edes Avenue	Lifeguard, PT	2-Jun-18		Y	Spanish
502332 - East Oakland Sports Center -Aquatics	6161 Edes Avenue	Lifeguard, PT	24-Jul-21		Y	Spanish
502332 - East Oakland Sports Center -Aquatics	6161 Edes Avenue	Lifeguard, PT	27-Nov-21		Y	Spanish
502332 - East Oakland Sports Center -Aquatics	6161 Edes Avenue	Lifeguard, PT	27-May-23		Y	Spanish
502233 - Golden Gate Recreation Center	1075 62nd Street	Recreation Aide, PT	17-Sep-22		Y	Spanish
502233 - Golden Gate Recreation Center	1075 62nd Street	Recreation Leader I, PT	29-May-21		Y	Spanish
502233 - Golden Gate Recreation Center	1075 62nd Street	Recreation Leader II, PPT	21-May-16		Y	Kswahilli
502233 - Golden Gate Recreation Center	1075 62nd Street	Recreation Center Director	31-Oct-05		Y	Yoruba
502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Attendant, PT	25-May-24		Y	Spanish
502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Aide, PT	24-Jun-23		Y	Spanish
502237 - Poplar Recreation Center	3131 Union Street	Recreation Leader I, PT	27-Jun-20		Y	Spanish
501240 - Central Reservations	250 Frank H. Ogawa Plaza, #333	Public Service Representative	29-Sep-97		Y	Spanish
501240 - Central Reservations	250 Frank H. Ogawa Plaza, #333	Public Service Representative	29-Sep-97		Y	Chinese
502350 - Boating	568 Bellvue Ave	Recreation Attendant, PT	25-May-24		Y	Mandarin
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Aide, PT	11-May-24	Y	Y	Spanish
503233 - Franklin Recreation Center	1010 E 15th St	Recreation Aide, PT	25-May-24	Y	Y	Spanish
503233 - Franklin Recreation Center	1010 E 15th St	Recreation Aide, PT	25-May-24	Y	Y	Spanish
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	11-MAY-24	Y	Y	Chinese
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	24-MAY-25	Y	Y	Chinese
502234 - Lincoln Recreation Center	250 10th St	Recreation Leader I, PT	21-JAN-23		Y	Chinese
502234 - Lincoln Recreation Center	250 10th St	Recreation Center Director	14-NOV-98		Y	Chinese
502234 - Lincoln Recreation Center	250 10th St	Recreation Leader II, PT	04-JUN-16		Y	Spanish
509236 - Tassafaranga Recreation Center	971 85th St	Recreation Center Director	30-SEP-00		Y	Spanish
503236 - Redwood Heights Recreation Center	3883 Aliso Avenue	Recreation Aide, PT	25-MAY-24	Y	Y	Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	24-MAY-25	Y	Y	Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	02-JUN-18		Y	Spanish
502350 - Boating	568 Bellvue Ave	Recreation Leader I, PT	01-JUN-19		Y	Spanish
502350 - Boating	568 Bellvue Ave	Recreation Aide, PT	27-MAY-23		Y	Spanish
Dimond Recreation Center	3860 Hanly Road	Recreation Leader I, PT	12-JUN-21		Y	Spanish
504330 - Studio One	365 45th St	Recreation Leader II, PT	27-JUN-20		Y	Spanish
504330 - Studio One	365 45th St	Recreation Specialist III, PT	13-JUN-98		Y	Spanish
501240 - Central Reservations	250 Frank H. Ogawa Plaza, #333	Facility Security Assistant, PT	14-OCT-23		Y	Spanish
501240 - Central Reservations	250 Frank H. Ogawa Plaza, #333	Recreation Attendant II, PT	23-SEP-17		Y	Spanish
501240 - Central Reservations	250 Frank H. Ogawa Plaza, #333	Recreation Attendant I, PT	27-NOV-21		Y	Spanish
501240 - Central Reservations	250 Frank H. Ogawa Plaza, #333	Recreation Attendant I, PT	14-OCT-23		Y	Spanish
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Leader I, PT	11-MAY-24	Y	Y	Spanish
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Aide, PT	24-MAY-25	Y	Y	Spanish
502232 - Defremery Recreation Center	1651 Adeline St	Recreation Aide, PT	25-MAY-25	Y	Y	Spanish
503233 - Franklin Recreation Center	1010 E 15th St	Recreation Aide, PT	24-May-25	Y	Y	Spanish

OPRYD FY 2024-2025 New Hires Data

DATE_START	JOB_DATE	TITLE	ORG
20-JUL-24	20-JUL-24	Recreation Specialist I, PT	504330 - Studio One
31-AUG-24	31-AUG-24	Recreation Specialist II, PT	504330 - Studio One
14-SEP-24	14-SEP-24	Recreation Specialist II, PT	504330 - Studio One
24-MAY-25	24-MAY-25	Recreation Leader II, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Leader II, PT	502330 - City-Wide Sports
24-MAY-25	24-MAY-25	Recreation Leader I, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Leader II, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Leader I, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Attendant I, PT	502332 - East Oakland Sports Center
24-MAY-25	24-MAY-25	Sports Official, PT	502330 - City-Wide Sports
24-MAY-25	24-MAY-25	Lifeguard, PT	502332 - East Oakland Sports Center
24-MAY-25	24-MAY-25	Recreation Leader I, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	502234 - Lincoln Recreation Center
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Leader I, PT	502234 - Lincoln Recreation Center
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Attendant I, PT	502332 - East Oakland Sports Center
24-MAY-25	24-MAY-25	Recreation Leader II, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Leader I, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Leader II, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Specialist I, PT	504410 - City-Wide Programs Unit
24-MAY-25	24-MAY-25	Recreation Leader I, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Specialist I, PT	502350 - Boating
24-MAY-25	24-MAY-25	Recreation Attendant I, PT	502313 - Defremery Aquatics
24-MAY-25	24-MAY-25	Recreation Leader I, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Lifeguard, PT	502332 - East Oakland Sports Center
24-MAY-25	24-MAY-25	Recreation Attendant I, PT	502332 - East Oakland Sports Center
24-MAY-25	24-MAY-25	Recreation Specialist II, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Specialist II, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Specialist II, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Attendant I, PT	502330 - City-Wide Sports
24-MAY-25	24-MAY-25	Recreation Attendant I, PT	501240 - Central Reservations
24-MAY-25	24-MAY-25	Recreation Specialist II, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Leader I, PT	502235 - Montclair Recreation Center
24-MAY-25	24-MAY-25	Lifeguard, PT	502332 - East Oakland Sports Center
24-MAY-25	24-MAY-25	Recreation Specialist I, PT	504330 - Studio One

24-MAY-25	24-MAY-25	Recreation Aide, PT	504330 - Studio One
24-MAY-25	24-MAY-25	Recreation Aide, PT	504330 - Studio One
24-MAY-25	24-MAY-25	Recreation Leader I, PT	504330 - Studio One
24-MAY-25	24-MAY-25	Recreation Attendant I, PT	502232 - Defremery Recreation Center
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Sports Official, PT	502330 - City-Wide Sports
24-MAY-25	24-MAY-25	Recreation Specialist I, PT	504410 - City-Wide Programs Unit
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	504330 - Studio One
24-MAY-25	24-MAY-25	Recreation Leader I, PT	502260 - Rotary Nature Center
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
07-JUN-25	07-JUN-25	Recreation Attendant I, PT	502332 - East Oakland Sports Center
07-JUN-25	07-JUN-25	Recreation Attendant I, PT	502332 - East Oakland Sports Center
07-JUN-25	07-JUN-25	Recreation Aide, PT	504330 - Studio One
07-JUN-25	07-JUN-25	Recreation Specialist II, PT	504330 - Studio One
07-JUN-25	07-JUN-25	Recreation Attendant I, PT	502330 - City-Wide Sports
07-JUN-25	07-JUN-25	Lifeguard, PT	502310 - Aquatics Supervision
07-JUN-25	07-JUN-25	Recreation Leader I, PT	501250 - Special Programs
07-JUN-25	07-JUN-25	Recreation Specialist II, PT	504410 - City-Wide Programs Unit
07-JUN-25	07-JUN-25	Recreation Aide, PT	501250 - Special Programs
07-JUN-25	07-JUN-25	Recreation Aide, PT	501250 - Special Programs
07-JUN-25	07-JUN-25	Recreation Aide, PT	501250 - Special Programs
07-JUN-25	07-JUN-25	Recreation Aide, PT	504330 - Studio One
07-JUN-25	07-JUN-25	Recreation Aide, PT	501250 - Special Programs
07-JUN-25	07-JUN-25	Recreation Aide, PT	504330 - Studio One
21-JUN-25	21-JUN-25	Lifeguard, PT	502310 - Aquatics Supervision
25-MAY-24	25-MAY-24	Recreation Attendant I, PT	502350 - Boating
25-MAY-24	25-MAY-24	Recreation Aide, PT	503233 - Franklin Recreation Center
25-MAY-24	25-MAY-24	Recreation Leader I, PT	502340 - Youth & Adult Sports
25-MAY-24	25-MAY-24	Recreation Attendant I, PT	502260 - Rotary Nature Center
25-MAY-24	25-MAY-24	Recreation Aide, PT	503232 - Dimond Recreation Center
25-MAY-24	25-MAY-24	Recreation Attendant I, PT	501240 - Central Reservations
25-MAY-24	25-MAY-24	Recreation Aide, PT	503235 - Manzanita Recreation Center
25-MAY-24	25-MAY-24	Recreation Aide, PT	504330 - Studio One
25-MAY-24	25-MAY-24	Recreation Aide, PT	502260 - Rotary Nature Center
25-MAY-24	25-MAY-24	Recreation Attendant I, PT	502350 - Boating
25-MAY-24	25-MAY-24	Recreation Leader I, PT	509236 - Tassafaranga Recreation Center
25-MAY-24	25-MAY-24	Recreation Aide, PT	502312 - Dimond Aquatics
25-MAY-24	25-MAY-24	Recreation Attendant I, PT	502350 - Boating
25-MAY-24	25-MAY-24	Recreation Aide, PT	502340 - Youth & Adult Sports
06-JUN-24	11-MAY-24	Recreation Aide, PT	502234 - Lincoln Recreation Center
08-JUN-24	08-JUN-24	Recreation Aide, PT	503232 - Dimond Recreation Center
08-JUN-24	08-JUN-24	Lifeguard, PT	502332 - East Oakland Sports Center
08-JUN-24	08-JUN-24	Lifeguard, PT	502332 - East Oakland Sports Center
08-JUN-24	08-JUN-24	Recreation Leader I, PT	503236 - Redwood Heights Recreation Center
08-JUN-24	08-JUN-24	Recreation Aide, PT	502231 - Bushrod Recreation Center
08-JUN-24	08-JUN-24	Recreation Aide, PT	501250 - Special Programs

08-JUN-24	08-JUN-24	Van Driver, PT	507510 - OPR Transportation
08-JUN-24	08-JUN-24	Lifeguard, PT	502332 - East Oakland Sports Center
08-JUN-24	08-JUN-24	Lifeguard, PT	502332 - East Oakland Sports Center
08-JUN-24	08-JUN-24	Van Driver, PT	507510 - OPR Transportation
22-JUN-24	22-MAY-24	Lifeguard, PT	502332 - East Oakland Sports Center
22-JUN-24	22-JUN-24	Lifeguard, PT	502332 - East Oakland Sports Center
22-JUN-24	22-JUN-24	Recreation Aide, PT	502350 - Boating
22-JUN-24	22-JUN-24	Lifeguard, PT	502332 - East Oakland Sports Center
22-JUN-24	22-JUN-24	Recreation Leader I, PT	501250 - Special Programs
20-JUL-24	20-JUL-24	Recreation Specialist I, PT	504330 - Studio One
31-AUG-24	31-AUG-24	Recreation Specialist II, PT	504330 - Studio One
14-SEP-24	14-SEP-24	Recreation Specialist II, PT	504330 - Studio One
24-MAY-25	24-MAY-25	Recreation Leader II, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Leader II, PT	502330 - City-Wide Sports
24-MAY-25	24-MAY-25	Recreation Leader I, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Leader II, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Leader I, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Attendant I, PT	502332 - East Oakland Sports Center
24-MAY-25	24-MAY-25	Sports Official, PT	502330 - City-Wide Sports
24-MAY-25	24-MAY-25	Lifeguard, PT	502332 - East Oakland Sports Center
24-MAY-25	24-MAY-25	Recreation Leader I, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	502234 - Lincoln Recreation Center
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Leader I, PT	502234 - Lincoln Recreation Center
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Attendant I, PT	502332 - East Oakland Sports Center
24-MAY-25	24-MAY-25	Recreation Leader II, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Leader I, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Leader II, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Specialist I, PT	504410 - City-Wide Programs Unit
24-MAY-25	24-MAY-25	Recreation Leader I, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Specialist I, PT	502350 - Boating
24-MAY-25	24-MAY-25	Recreation Attendant I, PT	502313 - Defremery Aquatics
24-MAY-25	24-MAY-25	Recreation Leader I, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Lifeguard, PT	502332 - East Oakland Sports Center
24-MAY-25	24-MAY-25	Recreation Attendant I, PT	502332 - East Oakland Sports Center
24-MAY-25	24-MAY-25	Recreation Specialist II, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Specialist II, PT	501250 - Special Programs

24-MAY-25	24-MAY-25	Recreation Specialist II, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Attendant I, PT	502330 - City-Wide Sports
24-MAY-25	24-MAY-25	Recreation Attendant I, PT	501240 - Central Reservations
24-MAY-25	24-MAY-25	Recreation Specialist II, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Leader I, PT	502235 - Montclair Recreation Center
24-MAY-25	24-MAY-25	Lifeguard, PT	502332 - East Oakland Sports Center
24-MAY-25	24-MAY-25	Recreation Specialist I, PT	504330 - Studio One
24-MAY-25	24-MAY-25	Recreation Aide, PT	504330 - Studio One
24-MAY-25	24-MAY-25	Recreation Aide, PT	504330 - Studio One
24-MAY-25	24-MAY-25	Recreation Leader I, PT	504330 - Studio One
24-MAY-25	24-MAY-25	Recreation Attendant I, PT	502232 - Defremery Recreation Center
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Sports Official, PT	502330 - City-Wide Sports
24-MAY-25	24-MAY-25	Recreation Specialist I, PT	504410 - City-Wide Programs Unit
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
24-MAY-25	24-MAY-25	Recreation Aide, PT	504330 - Studio One
24-MAY-25	24-MAY-25	Recreation Leader I, PT	502260 - Rotary Nature Center
24-MAY-25	24-MAY-25	Recreation Aide, PT	501250 - Special Programs
07-JUN-25	07-JUN-25	Recreation Attendant I, PT	502332 - East Oakland Sports Center
07-JUN-25	07-JUN-25	Recreation Attendant I, PT	502332 - East Oakland Sports Center
07-JUN-25	07-JUN-25	Recreation Aide, PT	504330 - Studio One
07-JUN-25	07-JUN-25	Recreation Specialist II, PT	504330 - Studio One
07-JUN-25	07-JUN-25	Recreation Attendant I, PT	502330 - City-Wide Sports
07-JUN-25	07-JUN-25	Lifeguard, PT	502310 - Aquatics Supervision
07-JUN-25	07-JUN-25	Recreation Leader I, PT	501250 - Special Programs
07-JUN-25	07-JUN-25	Recreation Specialist II, PT	504410 - City-Wide Programs Unit
07-JUN-25	07-JUN-25	Recreation Aide, PT	501250 - Special Programs
07-JUN-25	07-JUN-25	Recreation Aide, PT	501250 - Special Programs
07-JUN-25	07-JUN-25	Recreation Aide, PT	501250 - Special Programs
07-JUN-25	07-JUN-25	Recreation Aide, PT	504330 - Studio One
07-JUN-25	07-JUN-25	Recreation Aide, PT	501250 - Special Programs
07-JUN-25	07-JUN-25	Recreation Aide, PT	504330 - Studio One
21-JUN-25	21-JUN-25	Lifeguard, PT	502310 - Aquatics Supervision

New 2024-2025 Hires	Count	Spanish	Chinese
Rec. Aide	70	15	7
Rec. Attendant I, PT	25	8	2
Rec. Leader I, PT	26	7	1
Rec. Leader II, PT	10	2	1
Rec. Specialist I, PT	10	5	2
Rec. Specialist II, PT	16	5	1
Sports Official, PT	4	0	0
Lifeguard, PT	17	6	1
Total New Hires	180	48	15

Department Name:PBD
Fiscal Year: FY2024-25



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, William A. Gilchrist, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Planning & Building Department was submitted on June 27, 2025.

William Gilchrist

William Gilchrist (Jun 26, 2025 16:56 PDT)

William A. Gilchrist, Director

William A. Gilchrist

Name

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Planning & Building Dept.

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	William A. Gilchrist	Nachele Jackson	Nachele Jackson
Title	Director	Administrative Analyst II	Administrative Analyst II
Address	250 Frank H. Ogawa Plaza, Suite 3315	250 Frank H. Ogawa Plaza, Suite 3315	250 Frank H. Ogawa Plaza, Suite 3315
Phone#	510-238-2229	510-238-3150	510-238-3150
Email	WGilchrist@oaklandca.gov	njackson@oaklandca.gov	njackson@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	152		New Hires	7	
Public Contact Positions (PCP)	93	100%	New PCP Hires	4	100%
PCP With Spanish Language Skill	15	15 %	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	3	3 %	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes: Will request from EAO immediately.	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Operations & Administration	Infrastructure Inspections
Strategic & Digital Planning	Engineering: Project Coordination
Zoning & Development Planning	Inspections: Commercial Building
Engineering: Permit Center	Inspections: Residential Building
Admin: Engineering	Inspections: Infrastructure
Admin: Building Inspection	Inspections: Neighborhood Preservation

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	No ☒ Yes – Please describe below
Description: PBD's Permit Counter supervision is now under the management of the Deputy Director/Building Official.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	☐ No ☒ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
City Planning – Other (Strategic Planning)	SP= 1 CH = 1	SP= 2 CH = 2
Inspection Services Admin – Other Inspection Services – Other Building Inspection – Residential Other (Inspection: Residential Building) Engineering Services (Permit Center)	SP= 4 CH = 3	SP= 4 CH = 5

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Billing Appeal	YES	YES	
Blight Brochure	YES	YES	
Condominium Conversion	YES	YES	
Foreclosed and Defaulted Residential Registration Program	YES	YES	
Hearing Fact Sheet	YES	YES	
Heritage Property Application Form	YES	YES	
Important Additions and Alterations for Residents	YES	YES	
Keep Oakland Beautiful, Clean and Green	YES	YES	Vietnamese
Mills Act	YES	YES	
Minimum Residential Code & Resources Guide	YES	YES	
Mobile Food Vending Brochure	YES	YES	Vietnamese
Mold and Moisture (Landlord and Homeowners)	YES	YES	
Mold and Moisture (Tenant)	YES	YES	
Protect Your Home From Earthquakes	YES	YES	Vietnamese
Q-Matic	YES	YES	
Single Family Dwellings	YES	YES	
Secondary Unit Regulations	YES	YES	Vietnamese
Site Plans	YES	YES	
Smoke Alarm Brochure	YES	YES	Vietnamese
Smoke Detectors and Carbon Monoxide Installation	YES	YES	Vietnamese
Stop Work Brochure	YES	YES	
Truck Management Plan	YES	YES	
Undocumented Dwelling	YES	YES	
West Oakland Truck Management Plan	YES	YES	
What Is a Variance	YES	YES	

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☒ Yes ☐ No – Please describe below

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Citywide and Strategic Planning Division Main Office	510-238-3941	Completed
Building Services Division – Permit Center	510-238-3443	Completed
Building Inspections	510-238-3444	Completed
Zoning and Major Projects	510-238-3911	Completed
Zoning Application Submittal Appointments	510-238-3940	Completed

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
N/A								

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	☒ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☒ Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	N/A
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
152	93	12%	15	Yes	3%	3	No

Goal = PCP X %

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Planning and Building Department (PBD) meets compliance goals set forth by the Equal Access to City Services Ordinance related to bilingual employees in Public Contact Positions (PCPs). PBD has approximately 20 bilingual PCP staff and an additional non-PCP bilingual staff. PBD's bilingual staff speak the threshold languages of Spanish and Chinese as well as Japanese and Vietnamese. In summary, approximately 15 percent of PBD staff is bilingual. Furthermore, PBD has ensured that all vital documents and main telephone numbers are multilingual to ensure that customers are able to access the information that they need.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

For all recruitments, PBD works with Human Resources Management Department (HRM) and the Equal Access Office (EAO) to assess the PCP status and language requirements for each position. However, PBD may benefit from additional PCP staff proficient in Chinese within the Planning & Zoning Units.

3. Highlight positive changes, successes, and best practices.

PBD utilizes the following best practices in providing the best customer service: signage is provided in multiple languages; informational hotlines and recorded messages are in English, Spanish, and Chinese; informational brochures, community documents, and forms provided in multiple languages not limited to Spanish, Chinese, and English; bilingual staff utilized to provide best service to customers as needed; translation services provided at community meetings; public notices and public hearings.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

PBD maintains a departmental list of bilingual staff not limited to threshold languages, which is provided to all staff along with instructions on how to utilize City Translation and Interpretation Services.

B. Translation of Written Vital Documents Assessment

1. **Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.**

The Permit & Zoning and the Inspections Service counter located at 250 Frank Ogawa Plaza, 2nd Floor. Additionally, the Admin Unit Reception Area 250 Frank Ogawa Plaza, 3rd Floor.

2. **Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?**

PBD has 25 vital documents which are translated into Spanish and Chinese, with some translated in Vietnamese.

3. **Describe other materials the Department has provided in multiple languages?**

The planning bureau has received requests to translates public meeting announcements to better serve the LES community.

C. Multilingual Telephone Messages Assessment

1. **Provide an assessment on the provision of multilingual messages and hotlines.**

PBD has approximately five (5) public access telephones lines, which have been recorded with multilingual messages. The lines are assigned to employees who retrieve messages on a regular basis.

D. Assessment of Department Communication with LES Populations

1. **Describe outreach efforts to communicate and engage LES populations.**

PBD facilitates communication by providing translated materials and having bilingual staff available for language translation during business hours. Counter staff have been provided with information within the department with instructions on how to use the City's translation and interpretation services if necessary.

2. **State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s). N/A**
3. **Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.**

PCP counter staff inform and ask customers if they require bilingual services to better assist their needs. Additionally, recorded information hotlines are multilingual.

E. Action Plan

1. **Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.**

PBD continuously translates departmental vital documents as they are created and updated to make them readily available to the public. This includes having materials translated for the Downtown Specific Plan Options Memo into Chinese and Spanish, which we can use at the community meetings.

Departmental vacancies may be selectively certified based on the bilingual need at the time of the recruitment. To the extent possible, PBD will continue to provide subject matter expert bilingual interpreters when available to provide service to Limited English Speakers.

PBD will continue to work collaboratively with the Information Technology Department and Equal Access Office to maintain bilingual platforms online through Accela Citizen Access.

ORGANIZATION	ADDRESS_LI	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_POSIT	BILINGUAL
84111 - Admin: Planning, E250 FRANK		Account Clerk II	30-MAR-24		NO	
84111 - Admin: Planning, E250 FRANK		Account Clerk III	18-SEP-21		NO	
84111 - Admin: Planning, E250 FRANK		Accountant III	19-OCT-19		NO	
84111 - Admin: Planning, E250 FRANK		Administrative Analyst II	28-OCT-23		NO	
84111 - Admin: Planning, E250 FRANK		Administrative Analyst II	19-AUG-23		NO	Chinese
84111 - Admin: Planning, E250 FRANK		Administrative Analyst II	06-APR-19		NO	
84111 - Admin: Planning, E250 FRANK		Administrative Analyst II	06-JAN-14		NO	
84111 - Admin: Planning, E250 FRANK		Assistant Director, Planning & Building	07-SEP-19		NO	
84111 - Admin: Planning, E250 FRANK		Business Analyst II	09-DEC-23		NO	
84111 - Admin: Planning, E250 FRANK		Business Analyst III	10-DEC-22		NO	
84111 - Admin: Planning, E250 FRANK		Business Analyst III	16-JUL-18		NO	Spanish
84111 - Admin: Planning, E250 FRANK		Director of Planning & Building	11-SEP-17		NO	
84111 - Admin: Planning, E250 FRANK		Executive Assistant to the Director	02-JUN-08		NO	
84111 - Admin: Planning, E250 FRANK		Management Assistant	19-AUG-23		NO	
84111 - Admin: Planning, E250 FRANK		Project Manager II	03-APR-21		NO	
84111 - Admin: Planning, E250 FRANK		Public Service Representative	11-NOV-23		YES	Spanish
84111 - Admin: Planning, E250 FRANK		Public Service Representative	18-MAY-19		YES	
84111 - Admin: Planning, E250 FRANK		Public Service Representative	13-APR-15		YES	
84111 - Admin: Planning, E250 FRANK		Public Service Representative	03-FEB-14		YES	
84111 - Admin: Planning, E250 FRANK		Public Service Representative	26-JUL-10		YES	Chinese
84111 - Admin: Planning, E250 FRANK		Public Service Representative	24-SEP-07		YES	
84111 - Admin: Planning, E250 FRANK		Public Service Representative	04-DEC-06		YES	
84111 - Admin: Planning, E250 FRANK		Public Service Representative	20-NOV-93		YES	
84111 - Admin: Planning, E250 FRANK		Public Service Representative, Senior	19-MAY-08		YES	Spanish
84111 - Admin: Planning, E250 FRANK		Public Service Representative, Senior	16-JUN-07		YES	
84111 - Admin: Planning, E250 FRANK		Spatial Data Analyst III	16-JUN-08		NO	
84111 - Admin: Planning, E250 FRANK		Technical Communications Specialist	01-JUN-19		NO	
84111 - Admin: Planning, E250 FRANK		Temp Contract Svcs Employee, PT	29-OCT-22		NO	
84211 - Planning	250 FRANK	Deputy Director/City Planner	14-JUN-10		NO	
84211 - Planning	250 FRANK	Management Intern, PT	09-DEC-23		NO	
84211 - Planning	250 FRANK	Management Intern, PT	25-NOV-23		NO	
84211 - Planning	250 FRANK	Management Intern, PT	11-NOV-23		NO	
84211 - Planning	250 FRANK	Manager, Planning	27-JUN-05		NO	
84211 - Planning	250 FRANK	Planner I	09-JUL-22		NO	
84211 - Planning	250 FRANK	Planner II	26-APR-25	YES	NO	

84211 - Planning	250 FRANK	Planner III	01-APR-23		NO	
84211 - Planning	250 FRANK	Planner III	01-MAY-21		NO	
84211 - Planning	250 FRANK	Planner III	03-APR-21		NO	
84211 - Planning	250 FRANK	Planner III	25-AUG-18		NO	Spanish
84211 - Planning	250 FRANK	Planner IV	20-FEB-21		NO	
84211 - Planning	250 FRANK	Planner IV	06-FEB-21		NO	
84211 - Planning	250 FRANK	Planner IV	21-SEP-19		NO	
84211 - Planning	250 FRANK	Planner IV	28-SEP-15		NO	
84211 - Planning	250 FRANK	Public Service Representative	16-APR-22		YES	
84229 - Zoning	250 FRANK	Administrative Assistant II	29-SEP-97		NO	
84229 - Zoning	250 FRANK	Manager, Planning	24-JAN-05		NO	
84229 - Zoning	250 FRANK	Manager, Zoning	08-APR-02		NO	
84229 - Zoning	250 FRANK	Planner I	02-APR-22		NO	
84229 - Zoning	250 FRANK	Planner I	12-OCT-15		NO	Mandarin
84229 - Zoning	250 FRANK	Planner II	30-APR-22		NO	
84229 - Zoning	250 FRANK	Planner II	07-FEB-01		NO	
84229 - Zoning	250 FRANK	Planner III	15-APR-23		NO	
84229 - Zoning	250 FRANK	Planner III	18-FEB-23		NO	
84229 - Zoning	250 FRANK	Planner III	15-JUL-17		NO	
84229 - Zoning	250 FRANK	Planner III	20-JUN-16		NO	
84229 - Zoning	250 FRANK	Planner III	29-AUG-05		NO	Spanish
84229 - Zoning	250 FRANK	Planner III, Historic Preservation	29-AUG-83		NO	
84229 - Zoning	250 FRANK	Planner IV	26-NOV-22		NO	
84229 - Zoning	250 FRANK	Planner IV	06-FEB-21		NO	
84229 - Zoning	250 FRANK	Planner IV	07-NOV-16		NO	
84229 - Zoning	250 FRANK	Planner IV	29-APR-03		NO	
84229 - Zoning	250 FRANK	Planner IV	04-NOV-02		NO	
84229 - Zoning	250 FRANK	Planner IV	28-AUG-00		NO	
84229 - Zoning	250 FRANK	Public Service Representative, Senior	04-APR-20		YES	
84411 - Admin: Engineerin	250 FRANK	Deputy Director/Building Official	31-AUG-24	YES	NO	
84412 - Admin: Building In	250 FRANK	Administrative Analyst I	07-SEP-19		NO	
84412 - Admin: Building In	250 FRANK	Administrative Analyst I	31-AUG-13		NO	
84412 - Admin: Building In	250 FRANK	Administrative Analyst I	30-MAY-89		NO	
84412 - Admin: Building In	250 FRANK	Administrative Analyst II	13-FEB-18		NO	
84412 - Admin: Building In	250 FRANK	Administrative Analyst II	31-AUG-15		NO	Spanish
84412 - Admin: Building In	250 FRANK	Administrative Assistant I	06-JAN-24		NO	

84412 - Admin: Building In 250 FRANK	Administrative Assistant I	29-APR-23		NO
84412 - Admin: Building In 250 FRANK	Administrative Assistant I	12-NOV-22		NO
84412 - Admin: Building In 250 FRANK	Management Assistant	02-SEP-80		NO
84412 - Admin: Building In 250 FRANK	Office Assistant II	17-SEP-22		NO
84412 - Admin: Building In 250 FRANK	Office Assistant II	17-OCT-20		NO
84412 - Admin: Building In 250 FRANK	Office Assistant II	06-APR-19		NO
84412 - Admin: Building In 250 FRANK	Office Assistant II	26-SEP-16		NO
84412 - Admin: Building In 250 FRANK	Public Service Representative	03-FEB-24		YES
84412 - Admin: Building In 250 FRANK	Public Service Representative	18-SEP-21		YES
84412 - Admin: Building In 250 FRANK	Public Service Representative	27-APR-15		YES
84412 - Admin: Building In 250 FRANK	Public Service Representative, Senior	07-DEC-15		YES
84412 - Admin: Building In 250 FRANK	Student Trainee, PT	27-MAR-17		YES
84421 - Engineering: Perm 250 FRANK	Permit Technician I	26-APR-25	YES	YES
84421 - Engineering: Perm 250 FRANK	Permit Technician I	02-MAR-24		YES
84421 - Engineering: Perm 250 FRANK	Permit Technician I	26-NOV-22		YES
84421 - Engineering: Perm 250 FRANK	Permit Technician I	22-JAN-22		YES
84421 - Engineering: Perm 250 FRANK	Permit Technician I	30-OCT-21		YES
84421 - Engineering: Perm 250 FRANK	Permit Technician I	07-JUN-14		YES
84421 - Engineering: Perm 250 FRANK	Permit Technician II	15-JUN-19		YES
84421 - Engineering: Perm 250 FRANK	Planner III	06-JAN-97		YES
84421 - Engineering: Perm 250 FRANK	Public Service Representative	16-OCT-21		YES
84421 - Engineering: Perm 250 FRANK	Specialty Combination Inspector, Senior	23-MAY-05		YES
84421 - Engineering: Perm 250 FRANK	Temp Contract Svcs Employee, PT	15-OCT-22		NO
84431 - Building & Infrastr 250 FRANK	Engineer, Assistant II (Office)	16-NOV-19		NO
84431 - Building & Infrastr 250 FRANK	Engineer, Assistant II (Office)	17-JUN-17		NO
84431 - Building & Infrastr 250 FRANK	Engineer, Assistant II (Office)	14-FEB-05		NO
84431 - Building & Infrastr 250 FRANK	Engineer, Assistant II (Office)	25-AUG-01		NO
84431 - Building & Infrastr 250 FRANK	Engineer, Civil (Office)	13-JAN-18		NO
84431 - Building & Infrastr 250 FRANK	Engineer, Civil (Office)	07-NOV-16		NO
84431 - Building & Infrastr 250 FRANK	Engineer, Civil (Office)	13-NOV-12		NO
84431 - Building & Infrastr 250 FRANK	Engineer, Civil (Office)	14-MAY-12		NO
84431 - Building & Infrastr 250 FRANK	Engineer, Civil (Office)	22-FEB-05		NO
84431 - Building & Infrastr 250 FRANK	Engineer, Civil Supervising (Office)	07-AUG-00		NO
84432 - Engineering: Proje 250 FRANK	Planner IV	27-MAY-23		NO
84432 - Engineering: Proje 250 FRANK	Process Coordinator II	07-OCT-17		NO
84432 - Engineering: Proje 250 FRANK	Process Coordinator II	16-OCT-06		NO

84432 - Engineering: Proje 250 FRANK	Process Coordinator III	13-JUL-19		NO	
84432 - Engineering: Proje 250 FRANK	Process Coordinator III	17-NOV-18		NO	Cantonese
84432 - Engineering: Proje 250 FRANK	Process Coordinator III	06-JUL-15		NO	
84432 - Engineering: Proje 250 FRANK	Process Coordinator III	21-APR-08		NO	Chinese
84451 - Inspections: Comn 250 FRANK	Exempt Limited Duration Employee	18-JAN-25	YES	NO	
84451 - Inspections: Comn 250 FRANK	Principal Inspection Supv	13-DEC-99		YES	Spanish
84451 - Inspections: Comn 250 FRANK	Specialty Combination Inspector	08-JUN-24		YES	Chinese
84451 - Inspections: Comn 250 FRANK	Specialty Combination Inspector	15-APR-23		YES	
84451 - Inspections: Comn 250 FRANK	Specialty Combination Inspector	18-MAR-23		YES	
84451 - Inspections: Comn 250 FRANK	Specialty Combination Inspector	05-SEP-20		YES	
84451 - Inspections: Comn 250 FRANK	Specialty Combination Inspector	29-JUN-19		YES	
84451 - Inspections: Comn 250 FRANK	Specialty Combination Inspector	17-NOV-18		YES	Spanish
84451 - Inspections: Comn 250 FRANK	Specialty Combination Inspector	21-OCT-17		YES	
84451 - Inspections: Comn 250 FRANK	Specialty Combination Inspector	11-SEP-17		YES	Vietnamese
84451 - Inspections: Comn 250 FRANK	Specialty Combination Inspector	07-DEC-15		YES	
84451 - Inspections: Comn 250 FRANK	Specialty Combination Inspector	28-APR-14		YES	
84451 - Inspections: Comn 250 FRANK	Specialty Combination Inspector	06-JAN-14		YES	
84451 - Inspections: Comn 250 FRANK	Specialty Combination Inspector	16-OCT-06		YES	
84451 - Inspections: Comn 250 FRANK	Specialty Combination Inspector	15-NOV-99		YES	Spanish
84451 - Inspections: Comn 250 FRANK	Specialty Combination Inspector	06-OCT-98		YES	Spanish
84452 - Inspections: Residi 250 FRANK	Principal Inspection Supv	01-NOV-99		YES	
84452 - Inspections: Residi 250 FRANK	Specialty Combination Inspector	22-JUN-24		YES	
84452 - Inspections: Residi 250 FRANK	Specialty Combination Inspector	15-APR-23		YES	
84452 - Inspections: Residi 250 FRANK	Specialty Combination Inspector	04-APR-20		YES	
84452 - Inspections: Residi 250 FRANK	Specialty Combination Inspector	14-DEC-19		YES	
84452 - Inspections: Residi 250 FRANK	Specialty Combination Inspector	14-DEC-19		YES	
84452 - Inspections: Residi 250 FRANK	Specialty Combination Inspector	01-DEC-18		YES	
84452 - Inspections: Residi 250 FRANK	Specialty Combination Inspector	03-NOV-18		YES	
84452 - Inspections: Residi 250 FRANK	Specialty Combination Inspector	10-NOV-14		YES	
84452 - Inspections: Residi 250 FRANK	Specialty Combination Inspector	24-JUL-06		YES	
84452 - Inspections: Residi 250 FRANK	Specialty Combination Inspector	01-NOV-99		YES	
84452 - Inspections: Residi 250 FRANK	Specialty Combination Inspector	10-JUN-91		YES	Vietnamese
84452 - Inspections: Residi 250 FRANK	Specialty Combination Inspector	15-MAY-89		YES	
84452 - Inspections: Residi 250 FRANK	Specialty Combination Inspector, Senior	29-JUN-19		YES	
84452 - Inspections: Residi 250 FRANK	Specialty Combination Inspector, Senior	11-SEP-17		YES	
84453 - Inspections: Infrs 250 FRANK	Construction Inspector, Sr (Field)	04-MAR-02		YES	

84454 - Inspections: Neigh 250 FRANK	Principal Inspection Supv	13-FEB-07	NO	Spanish
84454 - Inspections: Neigh 250 FRANK	Program Analyst III	10-APR-06	NO	
84454 - Inspections: Neigh 250 FRANK	Specialty Combination Inspector	15-OCT-22	YES	Vietnamese
84454 - Inspections: Neigh 250 FRANK	Specialty Combination Inspector	16-APR-22	YES	
84454 - Inspections: Neigh 250 FRANK	Specialty Combination Inspector	11-OCT-21	YES	
84454 - Inspections: Neigh 250 FRANK	Specialty Combination Inspector	18-SEP-21	YES	
84454 - Inspections: Neigh 250 FRANK	Specialty Combination Inspector	18-SEP-21	YES	
84454 - Inspections: Neigh 250 FRANK	Specialty Combination Inspector	18-SEP-21	YES	
84454 - Inspections: Neigh 250 FRANK	Specialty Combination Inspector	12-MAR-18	YES	
84454 - Inspections: Neigh 250 FRANK	Specialty Combination Inspector	11-SEP-17	YES	
84454 - Inspections: Neigh 250 FRANK	Specialty Combination Inspector	07-DEC-15	YES	Mandarin
84454 - Inspections: Neigh 250 FRANK	Specialty Combination Inspector	23-JAN-12	YES	
84454 - Inspections: Neigh 250 FRANK	Specialty Combination Inspector	24-JUL-06	YES	
84454 - Inspections: Neigh 250 FRANK	Specialty Combination Inspector, Senior	11-SEP-17	YES	
84454 - Inspections: Neigh 250 FRANK	Specialty Combination Inspector, Senior	07-DEC-15	YES	
85111 - Admin: Economic : 250 FRANK	Account Clerk III	02-APR-22	NO	

Department Name: Oakland Police Department
Fiscal Year: FY2024-25



CITY OF OAKLAND

EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Floyd Mitchell, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Oakland Police Department was submitted on July 2, 2025.



Floyd Mitchell, Chief of Police

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Floyd Mitchell	Lea Rubio	Amber Fuller
Title	Chief of Police	Administrative Analyst II	Human Resources Manager
Address	455 7 th St, 7 th floor	455 7 th St, 7 th floor	455 7 th St, 7 th floor
Phone#	510-238-3455	510-238-3156	510-238-3733
Email	FMitchell@oaklandca.gov	LRubio@oaklandca.gov	AFuller@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	901		New Hires	8	
Public Contact Positions (PCP)	844	94%	New PCP Hires	8	
PCP With Spanish Language Skill	170	20%	New PCP Hires with SP Skill	3	37%
PCP With Chinese Language Skill	35	4%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	☐ No ☒ Yes – Please describe below
Job Title	Outcome
Police Communications Dispatcher (Chinese)	☐ Hired-SP ☐ Hired-CH ☒ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes: The recruitment is current and on-going, and we are actively interviewing all candidates who are Chinese language speakers.	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
See Organizational chart attached.	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	☐ No ☒ Yes – Please describe below
Description: During this reporting period the Department made the following organizational changes:	
- The Internal Affairs Division was reorganized and renamed the Internal Affairs Bureau (IAB). The command structure for IAB changed and now has a Deputy Chief who oversees operations in the IAB. - The Department added a Deputy Chief to the Bureau of Risk Management to oversee the bureau operations. - The Department added the Real Time Operating Center (RTOC).	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	☐ No ☒ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Communications Division	SP= 6 CH = 3	SP= 16 CH = 2
Records Division	SP= 3 CH = 3	SP= 4 CH = 2

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
1. Notification to serve Crime Victims	YES	YES	
2. Filing a complaint (TF-3098)	YES	YES	Vietnamese
3. Sexual Assault Resource Card – Marcy’s Card	YES	YES	Vietnamese
4. Citizen Crime Report (TF-862-2)	YES	YES	Vietnamese
5. Tow Resource Guide (TF 3202)	YES	YES	Vietnamese
6. Resource Card for victims of violent crimes (TF-869)	YES	YES	Vietnamese
7. Auto Burglary Information Card	YES	YES	Vietnamese
8. Identity Theft (TF-3168)	YES	NO	
9. Vehicle Release Fee (stored vehicles) (TF-2093)	YES	YES	Vietnamese
10. Safety Tips -Avoid being a robbery victim	YES	YES	Vietnamese
11. Mental Health Resource Card (TF-3354)	YES	YES	Vietnamese
12. Homicide Resource Card	YES	YES	Vietnamese
13. Youth and family services	YES	YES	
14. Commercial security tips and facts	YES	YES	
15. Vehicle release form (TF 748)	YES	YES	Vietnamese
16. Business Information Record Card	YES	YES	
17. Miranda Rights - Text	YES	YES	Vietnamese
18. Illegal food vending handout	YES	YES	
19. Petition to seal and destroy arrest records	YES	YES	
20. ATM Safety tips	YES	YES	Vietnamese
21. Miranda Rights - written	YES	YES	Vietnamese
22. Safety Tips brochure	YES	YES	Vietnamese
23. Immigration policy 415	YES	YES	Vietnamese
24. Missing Persons Information	YES	YES	Vietnamese
25. Oakland door hanger	YES	YES	
26. Human Trafficking	YES	YES	Vietnamese
27. Hate Crimes	YES	YES	Vietnamese
28. Domestic Violence Resource Cards	YES	YES	Vietnamese
29. Loss of Child Resources (TF 3534)	YES	NO	
30. Victim Compensation Information Card	YES	NO	
31. Flavored tobacco Ordinance	YES	YES	Vietnamese Farsi Arabic
32. Gunfire alert notice	YES	YES	Vietnamese
33. Phone script	YES	YES	
34. U Visa certification	YES	YES	
35. Town Hall meeting	YES	YES	
36. East Lake Merchant Meeting	YES	YES	Vietnamese
37. Tow Warning Notice	YES	YES	Vietnamese
38. Business cards	YES	YES	Vietnamese Arabic
39. Victim Bill of Rights – Marcy’s Card	YES	YES	Vietnamese
40. Special Victims Resource Card - Domestic Violence, Human Trafficking, Missing Person, Sexual Assault (TF-869)	YES	YES	Vietnamese
41. Auto Burglary (TF-3554)	YES	YES	Vietnamese
42. Missing Persons Brochure (TF 3350)	YES	YES	Vietnamese
43. Human Trafficking Brochure (TF 3531)	YES	YES	Vietnamese
44. Hate Crimes Brochure (TF3352)	YES	YES	Vietnamese
Continued			

45. Domestic Violence Brochure (TF 3533)	YES	YES	Vietnamese
46. Homicide/Assault Resource Card (TF 3532)	YES	YES	Vietnamese
47. Family Resource Guide for Homicide Victims	YES	YES	
Total # of vital documents reported = Forty-seven (47)			

Table 4B. Vital Documents Status Summary

Department's known vital documents translated into Spanish and Chinese?	☒ Yes ☐ No – Please describe below
Action Plan & Timeline: Last reporting period the Department added eleven (11) documents to the Police Department's Vital Documents list. Nearly all of the documents have been translated into both Spanish and Chinese. There are three (3) documents (in red) pending translation to Chinese. The documents were sent to the Equal Access Unit but placed on hold due to the budget constraints. To mitigate any language barriers the Department contracts with a language service line and utilizes many employees who speak various languages.	

Table 5. Multilingual Telephone Recordings

Location Description	Telephone Number	Status
Internal Affairs Bureau (IAB)	510-238-3161	Complete/active
Drug Hotline	510-238-3784	Complete/active
Fireworks and Prostitution Hotline (Spanish, Chinese and Vietnamese)	510-238-2373	Complete/active
Emergency (911)	510-777-3211	Complete/active
Non-emergency line	510-777-3333	Complete/active
Records Division (4:00 p.m. - 8:00 a.m.)	510-238-3021	Complete/active

Table 6. Analysis by Community Based Service Locations

Facility Name	Address	Zip Code	Phone #	PCP	SP		CH	
				#FTE	#FTE	%	#FTE	%
Police Administration Building	455 7 th Street	94607	510-238-3455	448	79	18%	22	5%
Eastmont Sub-Station	2651 73 rd Avenue	94605	510-777-8500	265	66	25%	6	2%
Communications Division	7101 Edgewater Drive	94621	510-777-3333	76	16	21%	2	3%
Recruiting and Backgrounds Unit	250 Frank H. Ogawa Plaza	94612	510-238-3339	7	0	0	1	14%
Internal Affairs Bureau	250 Frank H. Ogawa Plaza	94612	510-238-3161	35	6	17%	2	6%
Domestic Violence Unit	470 27 th Street and 455 7 th St	94612	510-547-2505	13	3	23%	2	15%

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources

Language access notice displayed at reception area	☒ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☒ Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B (1).

Table 8. OPD & OFD Report on Language Interpretation Line

Vendor Name: Language Line Services, Inc.	
Top 5 languages requested: Spanish, Cantonese, Mandarin, Arabic, Vietnamese (in order)	
FY Total Usage Minutes	39,704
FY Total Expenditure	\$37,321.76

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
901	844	10%	170	YES	4%	35	YES

(This FY's goal = 10% Spanish speaking PCP, 4% Chinese speaking PCP)
Goal = (PCP X %) Spanish Goal = 84 Chinese Goal = 34

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. **Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).**

As of June 13, 2025, the Oakland Police Department (OPD) had 661 sworn and 240 professional staff. Of the approximate 844 public contact positions (PCP), there are 170 Spanish, and 35 Chinese bilingual employees assigned to various divisions throughout the department including but not limited to the following: Communications Division, Records Division, Internal Affairs Bureau, Criminal Investigation Division, Special Operations Division, Training Section, Field Operations, and the Office of the Chief of Police.

During this reporting period, OPD exceeded the current threshold of 10% for members proficient in Spanish, with 19% of personnel meeting this criterion. Additionally, 4% of members are proficient in Chinese, meeting the established goal for Chinese language capability. The Department has consistently met the Spanish language goals for the past ten (10) years. While meeting the Chinese language goal has historically been a challenge, significant progress has been made since 2015. Although the language goals were met overall for the entire department, we continue to strive to meet the Chinese language goal for the Super PCP units (Communications and Records divisions).

The Department remains compliant with the Equal Access Ordinance (EAO) by ensuring Community Resource Officers (CROs) are assigned to all police beats throughout the city. CROs serve as liaisons between the community and the Police Department, working collaboratively with residents to address criminal activity and quality-of-life concerns impacting the citizens of Oakland.

OPD also deploys foot patrol officers in three (3) Areas of the city including Downtown/Chinatown, the Fruitvale district (with a focus on Spanish-speaking residents), and East Oakland. To support communication and engagement, Chinese and Spanish language materials – including brochures, flyers, guides, resource cards, and recruitment materials are provided to officers assigned to patrol beats and CRO assignments citywide. These efforts aim to address the low application rates in recruitment and increase community awareness of select-certified positions requiring Chinese and Spanish language proficiency (see examples attached).

Most recruitment efforts were paused during the reporting period due to the city's budget challenges. In response, the Department reevaluated staffing levels and reorganized to maintain adequate police coverage across the city despite the reduction in personnel.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

Although the city implemented a hiring freeze OPD continued its outreach efforts to the Chinese and Spanish speaking populations through the following recruitment efforts:

- Providing bilingual recruitment material in both Chinese and Spanish while hosting recruitment events such as virtual recruiting informational webinars, *Life in the Academy* Zoom calls, various workshops including those for the Police Officer Trainee (POT) oral board and physical training – promoting the POT, Police Communications Dispatcher, and Police Cadet positions. Additionally, scheduling tours, police ride-alongs and Dispatcher sit-alongs.
- Attended sixty-one (61) events including but not limited to the following:
 - The Oakland Chinatown Night Festival, Oakland Chinatown Improvement Council (OCIC) Event, Chinatown Safety Resource Fair, the Oakland Diversity Employment Career Fair, college job fairs, Oakland Chinatown Bazaar, Travis Airforce Base Job Fair, and Fit Expos (promoting physical fitness for potential law enforcement candidates), OPD's Trunk or Treat (Halloween event).
- When attending recruiting events, the Recruiting and Backgrounds Unit ensured translated recruitment materials were available for distribution.
- Collaborated with CROs and Foot Patrol Officers in three police patrol areas (Fruitvale District, East Oakland, and Downtown/Chinatown) to increase the pool of bilingual applicants and raise community awareness that the Department actively seeks Chinese and Spanish speaking candidates for police personnel.
- Distributed anti-crime and safety educational materials in the appropriate languages and placed them in highly visible areas in the Department where the public is served.

3. Highlight positive changes, successes, and best practices.

The Department is fully aware of the need to serve Limited English Speaking (LES) communities and continues to practice outreach efforts currently in practice. Although recruiting events and outreach efforts were scaled back during this reporting period due to budget constraints, OPD continued to participate in events within the Chinese and Spanish-speaking communities to reinforce the Department's commitment to cultural diversity. The Department recognizes the importance of maintaining a workforce that reflects the diversity of the City of Oakland and remains fully committed to providing exceptional service to the Limited English Speaking (LES) community.

4. **Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.**

Additional measures included ensuring that resource documents and Victim Services materials remain accessible to the public by prominently displaying them in the following department buildings: The Police Administration Building lobby at 455 7th St., Eastmont Substation at 2651 73rd Ave., Recruiting and Backgrounds Unit at 250 Frank Ogawa Plaza STE D, and the Domestic Violence Unit at 470 27th Street. The materials are placed in highly visible areas where the public congregates and has access to materials.

Patrol Officers and professional staff who are assigned to patrol must carry Victim Services Cards and other resource materials in multiple languages in their patrol vehicles, thus providing access to multiple languages (Spanish, Chinese, Vietnamese, and Arabic) while working on patrol.

B. Translation of Written Vital Documents Assessment

1. **Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.**

- Police Administration Building (455 7th St): First floor lobby Records Division Kiosk, Patrol Desk (first floor), Criminal Investigation Division (2nd floor), ID Unit (3rd floor), and the Missing Persons Unit (4th floor).
- Eastmont Substation (2651 73rd Avenue).
- Internal Affairs Bureau (250 Frank H. Ogawa Plaza, Suite C).
- Recruiting and Backgrounds Unit (250 Frank H. Ogawa Plaza, Suite D).
- Special Victims Unit (470 27th Street).

2. **Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?**

The Department has translated many of its vital documents into Spanish and Chinese, with three (3) documents pending translation to Chinese. Additionally, 70% of the vital documents have been translated into Vietnamese. Although the goal of full translation was paused due to budget constraints, the Department remains committed to ensuring all community members have equal access to services in a language they understand – through written materials, language line services, and bilingual staff members.

3. Describe other materials the Department has provided in multiple languages?

The Department fully embraces technology and, on its website, provides a “**Google Translate**” drop down option at the top right-hand corner on the first page of the website. This feature provides community members with the ability to translate reports, forms, and articles on the website in ten (10) different languages.

In addition, the OPD Website includes thirteen (13) resource documents for the **Victim and Witness Assistance Program** available in four (4) languages (English, Spanish, Chinese, and Vietnamese). The documents are included in the link below.

<https://www.oaklandca.gov/resources/victim-and-witness-assistance>

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

OPD maintains phone message recordings in multiple languages; Chinese, Spanish, Vietnamese and two (2) additional languages for units that have high volume public contact. The messages provide information for further assistance in the designated language. The Department currently has six (6) phone lines that are recorded for multilingual users. Please refer to Table 5 Multilingual Telephone Recordings in the Quantitative Assessment Part II.

While assessing the high call-volume phone lines accessible to the public we found the Criminal Investigation Division (CID) had three (3) phones lines that do not have translated voicemail messages. A goal has been set to ensure the voicemails are translated.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

OPD follows Administrative Instruction 145 and the Equal Access Ordinance by informing LES populations of their rights to bilingual services. There are visible postings regarding interpretation services at pre-designated locations accessible to the public. The high-volume phone lines have translated messages in Spanish, Chinese, and Vietnamese languages, vital documents required for the public are translated and made available in the required languages, and the website offers translation in eleven (11) languages. The Department utilizes a translation Language Service line providing the ability for an individual to speak in their own language to a live person on the phone who will translate the entire conversation with police personnel.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

There was one (1) language access complaint filed during this reporting period regarding the provision of bilingual oral and written services. The complaint was resolved by providing training to the employee regarding the Language Line Service. The complaint process is outlined in the departmental General Order M-3 and accessible to all department personnel via the Power DMS training and information database.

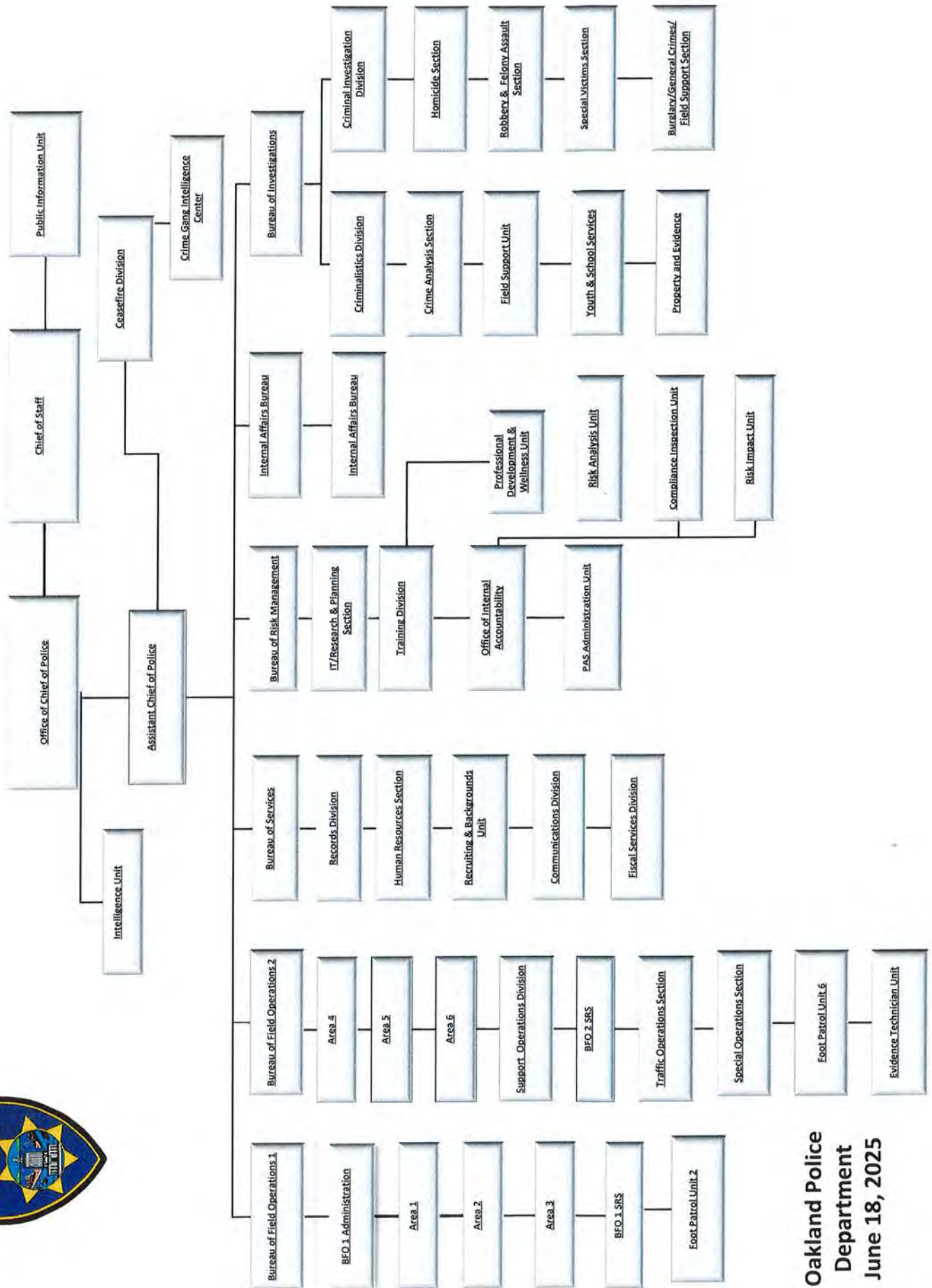
3. **Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.**

The 2024 Language Access Survey was conducted in two high-traffic areas of the Department – the Police Administration Building at 455 7th St and Eastmont Substation at 2651 73rd Ave. Survey responses were overwhelmingly positive. Community members reported that OPD's language services were excellent, and they were able to receive assistance in languages they understood. Many respondents were surprised to learn they could request translation services or that OPD personnel could provide language support. In addition to displaying translated written materials, OPD's Language Access Coordinator has set a goal to display a TV monitor announcement in the Police Administration Building lobby to inform the public that translation services are available upon request.

E. Action Plan

1. **Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.**
- Ensure vital documents are translated, kept in stock and on display in high public volume areas.
 - **GOAL:** display a written announcement on a TV monitor in the Police Administration Building lobby in English, Spanish, Chinese, and Vietnamese informing the public that translation services are available upon request.
 - Continue recruiting in LES communities to ensure the candidate pool is well represented and reflective of the Oakland community.
 - Continue to increase relationships with LES individuals through our community outreach and community policing efforts.
 - Continue to maintain bilingual staff in all public contact positions.
 - Continue to attend and increase recruitment efforts at multi-cultural events in Oakland and throughout the Bay Area.
 - Work with Community Resource Officers to engage the community in an effort to recruit more language diversity for public contact positions.
 - Continue to be aware of the language needs when attending community meetings and be prepared with materials that are translated into the high demand languages (Chinese and Spanish).
 - The OPD Language Coordinator in the Human Resources Section (HRS) will continue to informally survey staff as they enter the HRS – asking whether they are certified in another language and encouraging them to request testing to help enhance access to language services.
 - **GOAL:** Implement departmentwide communication from OPD's Language Coordinator to encourage bilingual speakers to seek bilingual certification.

- Continue to work closely with City of Oakland Human Resources Management to ensure job postings are sent to Asian-centric organizations, publications, and/or law enforcement associations.
- Collaborate with the Equal Access Office to develop a card/brochure regarding over-the-phone interpreting services available.
 - **GOAL:**
 - Distribute the card/brochure to all PCPs.
 - Display in the five (5) police department locations listed in section B. (pg. 3).
- Work with CID staff to ensure that voicemail messages on the Criminal Investigations Division's high-call-volume public phone lines are translated into the City of Oakland's mandated languages.
 - **GOAL:** translate the voicemails in CID.



**Oakland Police
Department
June 18, 2025**

Si tiene la vocación para una carrera en el cumplimiento de la ley, estos son los pasos a seguir...

PROCESO DE SELECCIÓN

Los candidatos a Policía

Principiantes deben

cumplir cada etapa del proceso. En OPDJOBs.com, tendrá la información útil, actualizada y completa

sobre el proceso de

selección, talleres

disponibles, como solicitar

el puesto y mucho más.

- Examen de aptitud física
- Examen escrito—POST (puntajes-T de 45 o más que han sido verificados serán exentos del examen)
- Entrevista oral
- Evaluación de aptitud psicológica/antecedentes
- Trámite posterior al ofrecimiento de Puesto
- Certificación y asignación

REQUISITOS MÍNIMOS

- 21 años cumplidos al salir de la academia
- Ciudadano de EE.UU. o elegible para serlo
- Sin antecedentes penales
- Certificado de High School/GED
- Licencia de manejo de CA vigente al día de la contratación

APTITUDES DESEADAS:

Acondicionamiento físico, será examinado en las siguientes áreas...

- Lagartijas
- Abdominales
- Levantamientos en barra
- Carrera de milla y media

Fortaleza mental - incluye lo siguiente...

- Buena destreza de razonamiento
- Buena capacidad de comunicación

El Departamento de Policía de

Oakland hace una investigación

a fondo de los antecedentes para

asegurar que sólo los más

calificados sean reclutados. Por

esta razón, los candidatos pueden

ser eliminados en cualquier etapa

del proceso de selección.

CONTÁCTENOS EN:

OPDJOBs.com

SÍGANOS EN

TWITTER

[@OPDJobs](https://twitter.com/OPDJobs)



Unidad de Reclutamiento y

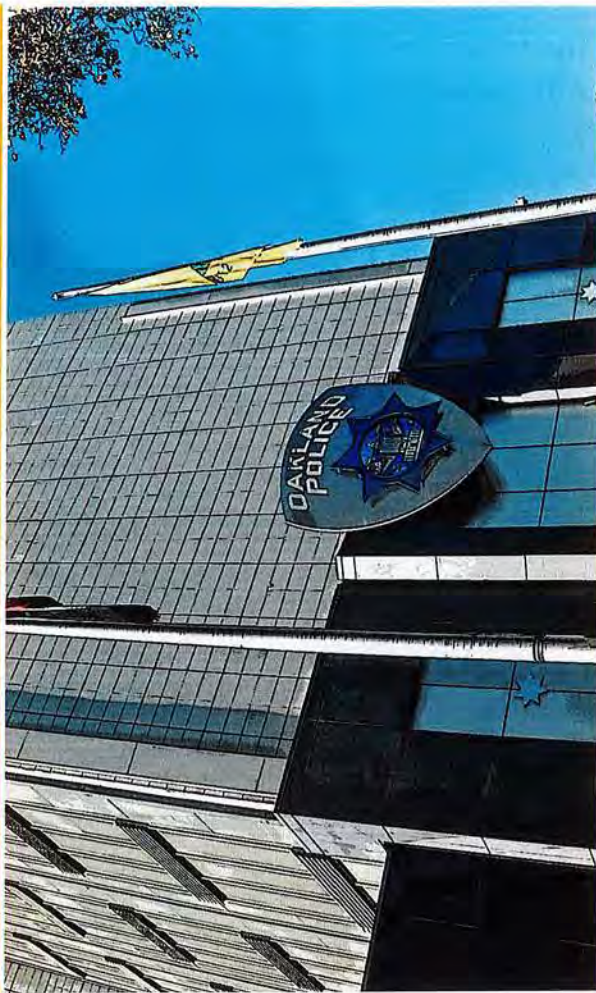
Antecedentes

250 Frank Ogawa

Plaza, Suite D

Oakland, CA 94612

DEPARTAMENTO DE POLICÍA DE OAKLAND



ES EL DESAFÍO SUPREMO Y LA RECOMPENSA DEFINITIVA.

ES MÁS DE LO QUE PIENSA.



OPDJOBs.com

Participación Comunitaria • Excelentes Prestaciones • Carrera Satisfactoria



SÍGANOS EN

TWITTER



El Departamento de Policía de Oakland ofrece un modelo de vida comunitaria. De la bahía al centro urbano del Este de la ciudad y sirve a una población de más de 400,000 ciudadanos. Con un clima, 19 millas de costa, una cantidad de actividades recreativas, comunidades únicas y diversas, y tres importantes equipos de deporte profesional, Oakland lo tiene todo!

La ciudad de Oakland de llegar a ser una ciudad modelo en los EE.UU., incluye la mejora en seguridad pública, con el Departamento de Policía de Oakland como primer ejemplo de esto mismo.



OTRAS OPORTUNIDADES

Únase a un equipo creciente de profesionales talentosos y dedicados en un departamento de gran prestigio. Hay muchas oportunidades para servir a la comunidad en el Departamento de Policía de Oakland.

- Coordinador de Comunicaciones Policiales
- Técnico en Evidencias Policiales
- Especialista en Expedientes Policiales
- Técnico Forense
- Técnico en Servicios Policiales
- Cadete de Policía

EL DEPARTAMENTO

El Departamento de Policía de Oakland vive en la vigilancia comunitaria y considera seriamente este modelo en el proceso de selección, capacitación en la Academia y estrategias de asignación.

Los oficiales inician su carrera en patrullas y trabajan en contacto con la comunidad, empresas y demás cuerpos de seguridad pública para promover la seguridad pública y conservar la paz.



ES UNA ENCOMIENDA MÁS ELEVADA.

EL DESAFÍO SUPREMO Y LA RECOMPENSA DEFINITIVA.

BUEN SALARIO

Los salarios iniciales están entre los más altos del Estado, y aumentan con la permanencia en el empleo...

- Entrenamiento en academia con sueldo
- Aumento de sueldo al salir de la academia
- 6 etapas con aumento de sueldo
- Prestaciones base laborales para titulados universitarios
- Incentivos económicos para certificados POST intermedios y avanzados
- Atención médica y dental pagados para usted y su familia
- Plan de retiro PERB 2.7% @ 57
- Periodo de vacaciones inicial de 3 semanas al año, y aumento con la antigüedad
- Reembolso en colegiaturas
- Dotación de uniforme y equipo

EXCELENTE BENEFICIOS

Algunos de los beneficios incluyen:

PARTICIPACIÓN COMUNITARIA

No hay mejor manera de participar en su comunidad que asumir un papel de liderazgo dentro de ella. El Departamento de Policía de Oakland es un lugar ideal para asumir tal liderazgo.

如果你有志從事執法工作，請按照以下申請步驟...

警察人員受訓學員必須通過甄選程序。

選擇進程

- 體能測試
- OPDJOBS.com網站包括了關於甄選程序、研討會、申請有方式的有用、現行和深入深入的資訊、以及關於甄選程序的更多資訊。
- 口試
- 心理/背景適宜性評價
- 入職後的進程
- 認證和委任

最低要求

奧克蘭警察署會開展全面的背景調查，以確保只有最合格的人士成為雇員。基於這一原因，在選擇進程中必須從任何一點對候選人進行篩選。

- 21 歲專業畢業
- 美國公民、或者具有美國公民資格
- 沒有重罪定罪
- 高中畢業證書/一般同等文憑
- 截至雇用日期具有有效的駕照

聯繫我們：

應具有的品質：

強健的體魄 - 你會被檢測：

- 俯臥撐
- 仰臥起坐
- 引體向上
- 1.5英里的跑步
- 堅強的意志 - 示例包括：
- 良好的推理能力
- 良好的溝通技巧

OPDJOBS.COM

在推特上追蹤我們



招聘和背景部門

加州94612, 奧克蘭

250 Frank Ogawa

廣場, 房間 D

這里有著終極的挑戰、以及絕佳的回報。

這遠遠超出你所想象的。



OPDJOBS.COM

社區參與·絕佳的福利·令人滿意的職業



在推特上追蹤我們



如今的奧克蘭富有活力、處于商業、科技的最前沿、并且正在不斷地發展之中。從奧克蘭灣到丘陵地帶 - 奧克蘭是東灣最大的城市中心、服務超過400,000的人口。這裡有著絕佳的氣候，19英里的海岸線，豐富的休閒活動，多樣、獨特的社區、以及三個專業運動隊。

奧克蘭的願景是成為一個現代美國城市，其中就包括促進公眾安全，這使得奧克蘭警察署成為實現這一願景的中堅力量。



警察署

奧克蘭警察署對社區治安有著極大的信心，并且非常關注選擇進程、學院培訓、以及部署策略方面所采用的方法。

警員是通過巡邏來開展其工作的，他們與社區、企業、以及其他公共安全機構緊密合作來促進公眾安全、以及維護和平。

這會實現您更高的理想。

這裡有著終極的挑戰、以及絕佳的回報。



其他機會

加入到一個受到高度關注部門由精美、專業人士組成的正在發展壯大的團隊。奧克蘭警察署可提供服務社區的眾多不同職業機會。

- 警察通信調度
- 警方證據技術員
- 警方記錄專家
- 法醫技術員
- 警察服務技術員
- 警察學校學生

豐厚的薪水

剛開始時，薪水在全州中是最高的，并且隨著時間的推移，會繼續增加....

- 付費的專業培訓
- 在完成專業培訓之后薪水就會增加
- 6層級加薪
- 針對具有大學學士的人士提供豐厚的補助
- 為擁有中級和高級 POST 證書人士提供金錢獎勵

優厚的福利

一些福利包括：

- 為你和你家人支付醫療保健和牙醫
- 27% @ 57 PERS 退休計劃
- 剛開始每年的假期為 3 周，以后會逐年增加
- 學費補助
- 制服和裝備補貼

社區參與

這是一個參與你的社區、并且在你的社區內發揮領導作用的絕佳機會。奧克蘭警察署是讓你發揮領導作用的理想場所。

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_POSITION	BILINGUAL
102140 - Research, Planning & Crime Analysis	455 7th Street	Police Officer (PERS)	01-APR-23		NO	spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	02-APR-13		YES	Spanish
107510 - Traffic Operations	455 7th Street	Police Services Technician II	02-DEC-13		YES	spanish
102320 - Homicide	455 7th Street	Police Officer (PERS)	02-DEC-13		YES	Spanish
107710 - Special Operations	455 7th Street	Police Services Technician II	02-FEB-87		YES	Chinese
108710 - Special Resources BFO 1	455 7th Street	Police Officer (PERS)	02-JAN-14		YES	Chinese
107710 - Special Operations	455 7th Street	Police Officer (PERS)	02-JUL-18		NO	spanish
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	02-OCT-03		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	02-SEP-23		No	spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	02-SEP-23		No	spanish
108630 - Ceasefire	455 7th Street	Sergeant of Police (PERS)	02-SEP-23		YES	spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	03-AUG-15		YES	spanish
108150 - District Area 5	455 7th Street	Captain of Police (PERS)	03-AUG-98		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	03-FEB-24		No	spanish
103242 - Records & Warrants	455 7th Street	Police Records Supervisor	03-JAN-05		YES	Spanish
102610 - Criminalistics Unit	455 7th Street	Criminalist II	04-APR-11		NO	Chinese
102610 - Criminalistics Unit	455 7th Street	Criminalist II	04-FEB-23		NO	spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	04-JAN-99		YES	Vietnamese
103242 - Records & Warrants	455 7th Street	Police Records Specialist	05-AUG-13		YES	spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	05-DEC-15		YES	Spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	05-FEB-22		YES	spanish
102330 - Robbery & Burglary Section	455 7th Street	Lieutenant of Police (PERS)	05-JUN-06		YES	spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Lieutenant of Police (PERS)	05-JUN-06		YES	Spanish
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	05-JUN-06		YES	Spanish
108160 - District Area 6	455 7th Street	Police Officer (PERS)	05-MAR-22		YES	spanish
108010 - District Command Administration	455 7th Street	Police Records Specialist	05-MAR-22		YES	spanish
108160 - District Area 6	455 7th Street	Police Officer (PERS)	05-MAR-22		YES	spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	05-SEP-00		YES	Spanish
102320 - Homicide	455 7th Street	Police Officer (PERS)	06-FEB-06		YES	spanish
108160 - District Area 6	455 7th Street	Police Officer (PERS)	06-FEB-06		YES	Spanish
108160 - District Area 6	455 7th Street	Police Services Technician II	06-JAN-14		YES	spanish
108120 - District Area 2	455 7th Street	Police Services Technician II	06-JAN-14		YES	spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	06-JUL-15		YES	Chinese-Cantonese
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	06-JUL-15		YES	Spanish
106810 - PAS Administration	455 7th Street	Administrative Analyst II	06-JUN-00		NO	Chinese
108160 - District Area 6	455 7th Street	Police Officer (PERS)	06-NOV-17		YES	spanish
108160 - District Area 6	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	spanish
108160 - District Area 6	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	spanish
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	07-APR-14		YES	chinese
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	07-DEC-00		YES	Spanish
103310 - Communications Unit	455 7th Street	Police Communications Manager	07-FEB-11		YES	Chinese-Cantonese
101120 - Internal Affairs	455 7th Street	Sergeant of Police (PERS)	07-SEP-18		NO	spanish
101130 - Office of the Inspector General	455 7th Street	Administrative Analyst II	08-APR-13		NO	chinese
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	08-DEC-14		YES	Spanish
108140 - District Area 4	455 7th Street	Police Services Technician II	08-DEC-14		YES	Spanish
103430 - Training Unit	455 7th Street	Police Records Specialist	08-JUL-96		No	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	08-JUN-24		No	spanish
108710 - Special Resources BFO 1	455 7th Street	Police Officer (PERS)	08-JUN-98		YES	Spanish

108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	09-DEC-13		YES	spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher, Se	09-JUL-01		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	09-JUL-07		YES	spanish
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	09-JUL-07		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	09-JUL-22		No	spanish
108160 - District Area 6	455 7th Street	Police Officer (PERS)	09-JUL-22		YES	spanish
108710 - Special Resources BFO 1	455 7th Street	Police Officer (PERS)	09-MAR-00		YES	spanish
108710 - Special Resources BFO 1	455 7th Street	Police Officer (PERS)	09-MAR-19		YES	Spanish
108710 - Special Resources BFO 1	455 7th Street	Police Officer (PERS)	09-MAR-19		YES	spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	10-JUL-21		YES	spanish
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	10-JUL-21		YES	spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	10-JUL-21		YES	Tagalog/Filipino
108120 - District Area 2	455 7th Street	Police Officer (PERS)	10-JUL-21		YES	spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	10-MAR-00		YES	spanish
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	10-MAR-00		YES	Spanish
108160 - District Area 6	455 7th Street	Sergeant of Police (PERS)	10-MAR-08		YES	spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	10-MAY-25	YES	YES	spanish
103242 - Records & Warrants	455 7th Street	Police Records Specialist	10-NOV-14		YES	Chinese-Cantonese
108150 - District Area 5	455 7th Street	Police Officer (PERS)	10-OCT-16		YES	spanish
107510 - Traffic Operations	455 7th Street	Lieutenant of Police (PERS)	11-DEC-06		YES	Spanish
108140 - District Area 4	455 7th Street	Lieutenant of Police (PERS)	11-JUL-05		YES	Spanish
102320 - Homicide	455 7th Street	Police Officer (PERS)	11-JUL-16		YES	spanish
108160 - District Area 6	455 7th Street	Police Officer (PERS)	11-MAY-18		YES	spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	11-NOV-23		No	spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	11-NOV-23		YES	spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	12-DEC-20		YES	spanish
108160 - District Area 6	455 7th Street	Police Officer (PERS)	12-DEC-20		YES	spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	12-DEC-20		YES	spanish
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	12-SEP-11		YES	Spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	13-JUL-19		YES	spanish
108160 - District Area 6	455 7th Street	Police Officer (PERS)	13-JUL-19		YES	spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	13-MAY-23		YES	spanish
108160 - District Area 6	455 7th Street	Police Officer (PERS)	13-NOV-21		YES	spanish
108820 - Special Resources BFO 2	455 7th Street	Police Officer (PERS)	14-MAY-22		YES	chinese
106510 - Fiscal Services	455 7th Street	Accountant III	15-DEC-18		NO	Chinese
102330 - Robbery & Burglary Section	455 7th Street	Sergeant of Police (PERS)	15-MAR-99		YES	Vietnamese
103110 - Bureau of Services - Administration	455 7th Street	Project Manager II	15-MAY-21		NO	spanish
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	15-OCT-07		YES	Spanish
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	15-OCT-22		YES	spanish
102120 - Property and Evidence	455 7th Street	Police Property Specialist	16-APR-22		YES	spanish
102320 - Homicide	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	spanish
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	spanish
108710 - Special Resources BFO 1	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	spanish
108710 - Special Resources BFO 1	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-OCT-21		YES	spanish
101120 - Internal Affairs	455 7th Street	Deputy Chief of Police (PERS)	16-SEP-96		NO	Spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	17-FEB-24		YES	spanish
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	17-MAR-14		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-MAR-14		YES	chinese

108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	17-MAY-02		YES	Spanish
108820 - Special Resources BFO 2	455 7th Street	Police Officer (PERS)	17-MAY-02		YES	Tagalog/Filipino
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	17-MAY-18		YES	spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-MAY-18		YES	spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-MAY-18		YES	spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	spanish
101120 - Internal Affairs	455 7th Street	Sergeant of Police (PERS)	17-SEP-12		NO	Chinese
102320 - Homicide	455 7th Street	Lieutenant of Police (PERS)	17-SEP-12		YES	spanish
101120 - Internal Affairs	455 7th Street	Sergeant of Police (PERS)	17-SEP-12		NO	spanish
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	17-SEP-12		YES	Chinese
102310 - Criminal Investigations	455 7th Street	Police Services Technician II	17-SEP-22		YES	spanish
102310 - Criminal Investigations	455 7th Street	Police Records Specialist	18-FEB-14		YES	Chinese
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	18-MAY-19		YES	spanish
108140 - District Area 4	455 7th Street	Captain of Police (PERS)	19-JUN-00		YES	Spanish
103310 - Communications Unit	455 7th Street	Police Records Specialist	19-SEP-20		YES	spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15		YES	spanish
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	20-APR-15		YES	spanish
108820 - Special Resources BFO 2	455 7th Street	Police Officer (PERS)	20-APR-15		YES	spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Spanish
108820 - Special Resources BFO 2	455 7th Street	Police Officer (PERS)	20-APR-15		YES	spanish
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	20-AUG-12		YES	Spanish
103242 - Records & Warrants	455 7th Street	Police Records Specialist	20-JAN-24		YES	spanish
108010 - District Command Administration	455 7th Street	Police Records Specialist	20-JAN-24		YES	spanish
102610 - Criminalistics Unit	455 7th Street	Criminalist III	20-OCT-08		NO	Chinese-Cantonese
106210 - Police Personnel	455 7th Street	Administrative Analyst II	20-OCT-08		NO	spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Chinese
108140 - District Area 4	455 7th Street	Police Officer (PERS)	21-APR-14		YES	spanish
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	21-APR-14		YES	Spanish
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Chinese
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	21-APR-14		YES	spanish
108710 - Special Resources BFO 1	455 7th Street	Police Officer (PERS)	21-APR-14		YES	chinese
108130 - District Area 3	455 7th Street	Captain of Police (PERS)	22-APR-02		YES	Chinese
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	22-JAN-22		YES	spanish
102320 - Homicide	455 7th Street	Police Officer (PERS)	22-JUL-02		YES	Tagalog/Filipino
108710 - Special Resources BFO 1	455 7th Street	Lieutenant of Police (PERS)	22-JUL-02		YES	Spanish
108630 - Ceasefire	455 7th Street	Lieutenant of Police (PERS)	22-JUL-02		YES	Spanish
108820 - Special Resources BFO 2	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	spanish
103242 - Records & Warrants	455 7th Street	Police Records Specialist	22-JUN-15		YES	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	chinese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	spanish
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	22-JUN-15		YES	spanish
108820 - Special Resources BFO 2	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	chinese
103242 - Records & Warrants	455 7th Street	Police Records Specialist	22-MAY-03		YES	Chinese-Cantonese
108150 - District Area 5	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	spanish
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	22-SEP-14		YES	spanish
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	22-SEP-14		YES	spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	22-SEP-18		YES	spanish
108010 - District Command Administration	455 7th Street	Police Records Specialist	23-APR-18		YES	spanish
106610 - Background & Recruiting	455 7th Street	Administrative Analyst II	23-APR-18		NO	Chinese-Cantonese
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	23-DEC-23		YES	spanish
108140 - District Area 4	455 7th Street	Police Services Technician II	23-FEB-15		YES	Chinese-Cantonese
108140 - District Area 4	455 7th Street	Police Officer (PERS)	23-FEB-19		YES	spanish

107710 - Special Operations	455 7th Street	Police Officer (PERS)	23-FEB-99		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	23-JUL-22		YES	spanish
102130 - Special Victims Section	455 7th Street	Police Services Technician II	23-MAR-19		YES	spanish
102310 - Criminal Investigations	455 7th Street	Administrative Analyst II	23-OCT-89		YES	Tagalog/Filipino
108110 - District Area 1	455 7th Street	Police Officer (PERS)	24-APR-01		YES	Chinese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	24-AUG-19		YES	spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	24-AUG-19		No	spanish
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	24-AUG-19		YES	Chinese
108140 - District Area 4	455 7th Street	Police Officer (PERS)	24-AUG-19		YES	spanish
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	24-DEC-22		YES	spanish
108130 - District Area 3	455 7th Street	Police Services Technician II	24-MAR-14		YES	spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-AUG-18		YES	spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-JAN-20		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	25-JAN-20		YES	Chinese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	spanish
108710 - Special Resources BFO 1	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	chinese
102280 - Crime Analysis Section	455 7th Street	Crime Analyst	25-NOV-23		NO	spanish
107710 - Special Operations	455 7th Street	Sergeant of Police (PERS)	25-OCT-99		YES	Spanish
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	25-SEP-13		YES	Chinese-Cantonese
102320 - Homicide	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	spanish
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	25-SEP-13		YES	spanish
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	26-FEB-07		NO	spanish
108820 - Special Resources BFO 2	455 7th Street	Police Officer (PERS)	26-FEB-07		YES	spanish
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	26-FEB-07		YES	Chinese
108150 - District Area 5	455 7th Street	Police Officer (PERS)	26-JUL-10		YES	Spanish
108820 - Special Resources BFO 2	455 7th Street	Police Officer (PERS)	26-JUL-10		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	26-JUN-21		YES	spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	26-JUN-21		YES	spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	26-NOV-22		YES	spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	26-NOV-22		YES	spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	26-OCT-24	YES	YES	spanish
101120 - Internal Affairs	455 7th Street	Intake Technician	26-SEP-16		YES	Chinese-Cantonese
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Chinese
108710 - Special Resources BFO 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-OCT-14		YES	spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	28-AUG-06		YES	Cambodian
108140 - District Area 4	455 7th Street	Sergeant of Police (PERS)	28-FEB-05		YES	spanish
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	28-FEB-05		YES	French
107510 - Traffic Operations	455 7th Street	Sergeant of Police (PERS)	28-JAN-08		YES	spanish
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	28-JAN-08		YES	Chinese
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Sergeant of Police (PERS)	28-JAN-08		YES	Spanish
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	28-JUL-18		YES	spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	28-NOV-05		YES	Spanish
103430 - Training Unit	455 7th Street	Lieutenant of Police (PERS)	28-NOV-05		No	Spanish
103430 - Training Unit	455 7th Street	Police Records Specialist	29-AUG-01		No	Tagalog/Filipino
102350 - Youth & School Services Section	455 7th Street	Police Records Specialist	29-FEB-16		YES	spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	29-JUN-19		YES	spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	29-NOV-99		YES	Spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	29-OCT-12		YES	Chinese
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	29-OCT-12		YES	spanish

106510 - Fiscal Services	455 7th Street	Administrative Analyst II	29-OCT-90		NO	Spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	30-DEC-13		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	30-MAR-24		No	spanish
108160 - District Area 6	455 7th Street	Lieutenant of Police (PERS)	30-MAY-00		YES	Vietnamese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	30-OCT-21		YES	spanish

Department Name: Oakland Police Commission
Fiscal Year: FY2024-25



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Mykah Montgomery, hereby certify that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Oakland Police Commission was submitted on June 24, 2025.

Mykah Montgomery

Chief of Staff Signature

Mykah Montgomery

Type Name

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director Chief of Staff	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Mykah Montgomery	Mykah Montgomery	Mykah Montgomery
Title	Chief of Staff	Chief of Staff	Chief of Staff
Address	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza
Phone#	510-495-5415	510-495-5415	510-495-5415
Email	mmontgomery@oaklandca.gov	mmontgomery@oaklandca.gov	mmontgomery@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees			New Hires		
Public Contact Positions (PCP)	1	100%	New PCP Hires	0	100%
PCP With Spanish Language Skill	0	0%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	0	0%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below
Job Title	Outcome
N/A	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes: N/A	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Police Commission ("OPC") Volunteer Board	
OPC Chief of Staff – Only staff member	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	☒ No ☐ Yes – Please describe below
Description: N/A	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	☒ No ☐ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
N/A	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Community Engagement Flyers	yes	yes	
FAQs	yes	yes	
Total # of vital documents reported			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☒ Yes ☐ No – Please describe below
As part of the Action Plan for the OPC, the following materials and events were translated into Spanish and Chinese: - Police Chief Recruitment – Community Forums - Inspector General (OIG) Recruitment – Community Forums - Pursuit Policy – Community Forums - Pursuit Policy – Frequently Asked Questions (FAQs)	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
The voicemail system has been translated	510-238-2187	complete

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	☒ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☒ Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name: N/A	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Department Name: Police Commission
Fiscal Year: FY2024-25

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
1	1	1	0	no	0	0	no

Goal = PCP X %

This report covers fiscal year 2024-2025, and data is reported as of June 2025.

1. Provide an assessment of the Department’s effort to achieve compliance with the Equal Access Ordinance (EAO).

There were efforts to hire a Spanish-speaking Administrative Analyst in 2024. We were actively in the hiring process when the City’s budget crisis forced a halt to all hiring activity, ultimately resulting in the position being eliminated. Therefore, the goal of establishing a bilingual public contact position was not achieved.

2. Describe the Department’s effort in outreach, recruitment and hiring of bilingual candidates.
See above.

3. Highlight positive changes, successes, and best practices.

While our staffing capacity is currently limited—with one full-time position (Chief of Staff) and no bilingual staff—we have continued to prioritize accessible, transparent public engagement to the best of our ability. In 2024, we actively pursued hiring a Spanish-speaking Administrative Analyst to expand our bilingual support. Unfortunately, the position was eliminated due to the City’s budget crisis and subsequent hiring freeze.

Despite this challenge, we have implemented several best practices to support inclusive public contact:

- Our website includes built-in translation capabilities, allowing the public to read the main content in languages other than English. However, agendas, meeting minutes, and attached documents—such as reports and presentations—are currently only available in English once opened or downloaded.
 - If there is a way to enable automatic translation of linked documents—such as agendas and meeting minutes—directly through the website, it would significantly enhance accessibility. In the meantime, we collaborate with the City’s Equal Access Language Team when multilingual collateral is needed to ensure inclusive public communication.
- We provide live Spanish interpretation during Commission public forums through coordination with the City’s language access team.
- We respond to community members' language needs by collaborating with other City departments when bilingual support is requested.

Although we are currently a single-person office, we remain committed to language access and continue to advocate for resources that would allow us to meet the needs of Oakland's diverse communities.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

N/A

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

These notices are posted in the office, 250 Frank Ogawa Plaza, Ste. 6302, and on our speaker cards and website.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

5% of our documents are translated as needed.

3. Describe other materials the Department has provided in multiple languages?

N/A

C. Multilingual Telephone Messages Assessment

1. Provide an assessment of the provision of multilingual messages and hotlines.

The Equal Access team created multilingual voicemail messages for our public-facing phone number.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

When high-profile topics arise—such as the Pursuit Policy, the hiring of a new Chief of Police, Inspector General, or CPRA Executive Director—we ensure that all public-facing materials, including event flyers, community forum announcements, FAQs, and other key documents, are translated into multiple languages. These materials are then posted on our website, shared with our distribution list, and disseminated through Twitter and other social media platforms as appropriate.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

There have been no language access complaints received this year.

3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.

In 2024, our department supported the administration of the City's Language Access Survey by sharing it through our communication channels, including our website and email distribution list. While we do not currently have an internal language access strategy beyond leveraging the City's Equal Access Language Team for translation and interpretation needs, we recognize the importance of this work and are committed to making language access a priority within our operational capacity.

As a single-staff department, we do not have the internal resources or staffing necessary to implement a comprehensive language access plan on our own. The City's budget constraints have also eliminated previously planned staffing increases that could have supported this work.

That said, we would welcome the opportunity to use survey findings to inform a more intentional strategy in the future—particularly in identifying which languages are most commonly spoken among our community stakeholders, and tailoring public-facing communications accordingly. We are also open to aligning our efforts with any citywide recommendations or frameworks that emerge from the survey results.

While we do not currently use additional survey tools for community engagement, we continue to seek out feedback through public comment, community forums, and direct engagement, and we remain committed to inclusive and equitable communication practices to the extent possible within our limited staffing structure.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

See above.

Police Commission FY 2024-2025						
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_	BILINGUAL
66111 - Police Commission	1 Frank Ogawa Plaza	Project Manager II	25-NOV-23	Prov to Perm Hire	Yes	NO

Department Name:
Fiscal Year: FY2024-25



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, JOSH ROWAN, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for OAKLAND PUBLIC WORKS DEPARTMENT was submitted on JUNE 30, 2025.

A handwritten signature in blue ink, appearing to be "JR" or "Josh Rowan".

Josh Rowan (Jul 9, 2025 09:34 PDT)

Director Signature

JOSH ROWAN

Type Name

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: OPW

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Josh Rowan	Robyn Hanson	Robyn Hanson
Title	Director of Public Works	Support Services Manager	Support Services Manager
Address	250 Frank H. Ogawa Plz., Ste. 4314	250 Frank H. Ogawa Plz., Ste. 4314	250 Frank H. Ogawa Plz., Ste. 4314
Phone#	510-238-4470	510-238-2296	510-238-2296
Email	jrowan@oaklandca.gov	rhanson@oaklandca.gov	rhanson@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	743.63		New Hires	7	
Public Contact Positions (PCP)	31	100%	New PCP Hires	0	100%
PCP With Spanish Language Skill	6	19%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	2	6%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
30111 – Director and Human Resources Unit	30555 – Facilities Roving Custodial - OPR
30112 – Human Resources	30556 – Facilities Maintenance
30121 – PWA Fiscal Services	30557 – Facilities Structural
30181 – Management Information Systems Unit	30558 – Facilities Electrical/Project
30211 – Engineering and Construction - Administration	30559 – Facilities Custodial - OPL
30231 – Project Delivery - Administration	30611 – Facilities & Environment Asst. Director's Office
30232 – Construction Management and Material Testing	30651 – Parks/Bldg. Maintenance Administration
30234 – Facilities Planning and Development	30652 – Landscape Maintenance
30241 – Engineering Design and ROW - Administration	30654 – Tree Services
30244 – Sanitary Sewer Design	30671 – SCGA Administration
30245 – Watershed and Stormwater Program	30672 – Street Cleaning
30511 – Infrastructure & Ops Asst. Director's Office	30673 – Graffiti Abatement & Rapid Response
30532 – Storm Drain Maintenance	30674 – Illegal Dumping
30553 – Sewer System Maintenance	30676 – Litter Enforcement
30541 – Equipment Services Administration	30681 – Environmental Services Administration
30551 – Facilities Administration	30682 – Environmental Services Recycling & Solid Waste
30552 – Facilities Civic Center Complex	30683 – Environmental Services Environmental Remediation
30553 – Facilities Hall of Justice Complex	30684 – Environmental Services Sustainability
30554 – Facilities Plant Operations	30689 – Environmental Services Energy Group

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	☒ No ☐ Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	☒ No ☐ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Access Letters	X	X	
Additional Stop Waste	X	X	
Adopt a Drain Flyer	X	X	Vietnamese
Adopt a Spot Request & Agreement	X	X	Vietnamese
Allendale Park Tot Lot - NTP for Sustainable Urban Neighborhoods Sign	X	X	
Battery Recycling: Safe and Legal in Oakland	X	X	Vietnamese
Building Electrification Flyer	X	X	
Building Electrification Info Flyer	X	X	
Building Electrification Website Survey	X	X	
Stormwater Best Management Practices for Restaurants Booklet	X	X	Korean
BSIP Enforcement Letter	X	X	
BSIP Inspection Invoice and Letter		X	
Bulky Block Party	X	X	
Business Stormwater Inspection Letter	X	X	
Business Stormwater Inspection Notice of Fee Letter	X	X	
Business Stormwater Inspection Program Brochure	X	X	
Business Stormwater Inspection Update	X	X	
Business Stormwater Letter Update	X	X	
Chinese Phrase	X	X	
CIP Translations	X	X	
Construction Management Door Hangers	X	X	Vietnamese Mandarin
Construction Notice	X	X	Vietnamese
Correction Notice & Service Letter	X	X	Korean Arabic Vietnamese
Courtland Creek Text	X	X	
Courtland Creek Text	X	X	
Creek to Bay Flyer	X	X	
Creek to Bay Day Postcard	X	X	
Creek to Bay Day Poster	X	X	
Cyanobacteria Sign	X	X	
Cyanobacteria Signs	X	X	
Cyanobacteria Sign Review Flyer	X	X	
Dead Fish Warning Review Signs	X	X	Vietnamese
Earth Day Flyer	X	X	
Earth Day Postcard	X	X	
Earth Day Poster	X	X	

Earth EXPO Flyer	X	X	
Earth EXPO Postcard	X	X	
Earth EXPO Poster	X	X	
East 12 th Street Encampment Notice	X	X	Arabic Vietnamese
EEU Email	X		
El Nino – Be Storm Ready Pamphlet	X	X	
Electrification Survey	X	X	
Email Template	X	X	
Environmentally Sensitive Vegetation Management	X	X	Vietnamese
ESD Recycling – Accessories Sign	X	X	
Event Requirement Flyers	X	X	
FEMA Text	X	X	
Fire House 29 Survey & Flyer (New)	X	X	
Fire Station 4 PPT	X	X	
Fire Station 4 PPT Complete Set	X	X	
FOG/Wipes Disposal Bill Insert	X	X	
Fruitvale Alive	X	X	Arabic
FS Engagement Materials Flyer	X	X	
FS Engagement Materials Media	X	X	
FS 29 Save the Date	X	X	
Green Guide for Restaurants	X	X	
Greenware Ordinance Flyer	X	X	Vietnamese
Guide for Oakland Food Vendors	X	X	Vietnamese
Holiday Notices	X	X	
Home Energy Efficiency Outreach Material	X	X	
Inspection Letter and Fact Sheet	X	X	
Lake Merritt Interpretive Project	X	X	
Lake Merritt Interpretive Sign Sanctuary History	X	X	
Lake Merritt Interpretive Sign Hot Spot Birds	X	X	
Lake Merritt Interpretive Sign Keep Wildlife Wild	X	X	
Lake Merritt Interpretive Sign Keep Waterways Clean	X	X	
Lake Merritt Interpretive Sign Tidal Lagoon	X	X	
Lake Merritt Interpretive Sign Watershed	X	X	
Lake Merritt Warning Sign	X	X	
Mandela Parkway Trash Capture	X	X	
Matrix Graphic General 10 Docs	X	X	Vietnamese
MFD and Rate Increase Mailers	X	X	Vietnamese
Montclair Village Antioch Court Pedestrian Improvements	X	X	Arabic Mandarin
Notice of Correction (NOC) Follow-up Flyer	X	X	Korean Arabic Vietnamese
Oakland Compost for Businesses Video Voiceover	X	X	
Oakland Creeks Map and Watershed Education Poster	X	X	
Oakland Reusables Ordinance	X	X	Vietnamese
Oaktown Proud Illegal Dumping Resource Guide	X	X	
Open Office Hours' Notice for Environmental Services Division	X	X	
Park Closure Notice	X	X	
Peralta Park Hours	X	X	
PR Letter	X	X	Arabic Vietnamese
PR Letter 14 th Ave	X	X	Vietnamese
PR Letter Lakeside Family Streets	X	X	

PR Letter Project 1006105	X	X	
PR Letter Street Resurfacing	X	X	
PR Letter Translation Request – Project Number 1005340	X	X	Arabic Mandarin
PR Letter Translation Request – Project Number 1005512 Citywide Paving	X	X	Arabic Vietnamese
PR Letter – Project Number 1000977 – 85 th & 105 th Ave RR Crossings Improv.	X	X	Mandarin
PR Letters	X	X	Mandarin
PR Notification Letter	X	X	Mandarin
Project Letter Paving	X	X	Mandarin
Project Letter Sidewalk	X	X	Arabic Mandarin
Project Number 1000724-Fruitvale	X	X	Mandarin
Project Number 1003233 Letter	X	X	Korean Mandarin
Project Number 1004807 Letter	X	X	Arabic Japanese
Project Number 1004387 Letter	X	X	Mandarin Vietnamese
Project Number 1004016-Montclair Pedestrian Improvement Letter	X	X	Arabic Mandarin
Project Number 1004807 Letter	X	X	Arabic
Recycling MFD Mailer	X	X	Vietnamese
Recycling Program Guide	X	X	Vietnamese
Residential Fat, Oil & Grease Postcard	X	X	
Resilience Hub Application	X		
Response to Appeal	X	X	
Reusable Container	X	X	
Reusables Ordinance BL	X	X	Vietnamese
RV Safe Wastewater Disposal Outreach Flier	X	X	
RV Water Outreach Post Card Flyer	X	X	
Sanitary Sewer Rehabilitation Letter	X	X	Arabic
Small Business Recycling	X	X	
Stewardship Brochure	X	X	
Stop Waste Notices	X	X	
Stormwater Inspection Brochure	X	X	
Stormwater Inspection Brochure Update	X	X	
Survey Translation	X	X	
TMIP Notification and Attachment	X	X	
Two (2) Sentences Lake Merritt	X	X	
Urban Forest Master Plan Survey	X	X	
Urban Forest Plan – Postcard Translation	X	X	
Urban Forest Plan – Public Presentation Slides Translation	X	X	
Urban Forest Plan – Interactive Posters for Public Information Sessions	X	X	
Urban Forest Plan – Executive Summary translation	X	X	
Urban Forest Plan – Live Interpretation for Virtual Public Information Session	X	X	
Urban Forest Plan – Live Interpretation for In-Person Public Information Session	X	X	
Urban Forest Plan – Final Draft	X	X	
Vantage Point Park Site	X	X	
Volunteer Opportunities	X	X	
Volunteer Guidelines & Safety Sheet	X	X	
Volunteer Waiver	X	X	
Volunteer Sign-In Sheet	X	X	
Volunteer Incident/Injury Report Form	X	X	

Watershed's Program Text	X	X	
Website Title Review Signs	X	X	Vietnamese
Zero Waste SFD Service Brochure	X	X	Vietnamese
Zero Waste MFD Service Brochure	X	X	Vietnamese
Zero Waste 1-2-3 Composting Instruction Card	X	X	Vietnamese
Total # of vital documents reported = 136			

Table 4B. Vital Documents Status Summary

Department's known vital documents translated into Spanish and Chinese?	☒ Yes ☐ No – Please describe below
Action Plan & Timeline: Below are several vital documents that were translated in only one threshold language or other language. The department will review and decide on which of these documents will be translated to comply with the Equal Access ordinance for next year's report. • Accessories Sign • Community Service Agreement • Courtland Creek Invite • Doorhanger – Bulky Pickup • Fire House 29 Survey & Flyer • Fire Station 10 Construction Fire Notification • FOG Enforcement Letter • Holly Mini Park Ceremony • Inspection Letter and Fact Sheet • Melrose Bulky Block Park • Mini Park Ribbon Cutting Ceremony • PR Letter – Project Number 1001169 • Recycling Brochure • Stop Waste Notices	

Table 5. Multilingual Telephone Recordings

Location Description	Telephone Number	Status
OPW Main Reception Desk	510-238-3961	Completed
OPW Construction Management	510-238-3051	Completed
Recycling Hotline	510-238-7283	Completed
Volunteer Opportunities	510-238-7630	Completed
Event Hotline	510-238-7611	Completed
Adopt-a-Spot Hotline	510-238-7630	Completed

Table 6. Analysis by Community Based Service Locations

Facility Name	Address	Zip Code	Phone #	PCP	SP		CH	
				#FTE	#FTE	%	#FTE	%
N/A								

Department Name: OPW
 Fiscal Year: FY2024-25

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources		
Language access notice displayed at reception area	☒ Yes	☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes	☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☒ Yes	☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
743.63	31	4	6	Yes	2	2	Yes

Goal = PCP X %

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Oakland Public Works (OPW) department has continued to effectively comply with the Equal Access to Services Ordinance this past reporting year.

OPW's Bureau of Administration has two and one half (2.5) FTEs that are designated as PCPs; *one (1) Public Information Officer II, one (1) Administrative Assistant I, and a part-time Senior Aide*. The Public Information Officer II position serves as the liaison between the department and the community. The Administrative Assistant I and Senior Aide are responsible for the day-to-day operations of assisting and directing the public and other City staff at the department's main reception counter which is located at 250 Frank H. Ogawa Plaza, Suite 4314. The main reception counter is open to the public and City staff and the PCP staff members continue to answer all incoming calls and assist the public with inquiries and questions regarding services that OPW provides.

The Bureau of Design and Construction (BDC) have a total of two (2) FTEs designated as PCP's; one (1) Spanish-speaking staff member and one (1) Chinese-speaking staff member. These positions (*Assistant Engineer I and Capital Improvement Project Coordinator*) are located at 250 Frank H. Ogawa Plaza, 4th Floor. This number remains the same as last year. However, we did hire three (3) Capital Improvement Project Coordinator staff members who speak Spanish, Cantonese and Chinese and Arabic even though these positions are not considered PCP positions. DHRM have certified list(s) for some of the engineering series classifications that have several vacancies (Assistant Engineer II, Civil Engineer and Supervising Civil Engineer. We are hopeful that individuals interviewed and hired for some of these vacancies will be designated as PCPs. Also, a recruitment is in progress to hire more *Capital Improvement Project Coordinators and a Capital Improvement Program Manager*.

The Bureau of Maintenance and Information Services (BMIS) have a total of two (2) FTEs designated as PCP's; one (1) Spanish-speaking staff member and one (1) Chinese-speaking staff member which this number is slightly lower than last year. These positions (*Administrative Analyst II and Public Works Supervisor II*) are located at 7101 Edgewater Drive and 250 Frank H. Ogawa Plaza. BMIS have submitted several personnel requisitions (*for Sewer Maintenance Planner, Sewer Maintenance Worker, Pool Tech, Administrative Services Manager I and Construction Maintenance Mechanic*) which are in progress to initiate recruitments, and they plan to improve their efforts to support the LES community by designating more vacant positions as PCPs.

The Bureau of Environment (BOE) have a total of twenty-one (21) FTEs designated as PCPs which is slightly lower than last year. These positions (*Environmental Enforcement Officers,*

Environmental Program Specialist I and IIs, Environmental Program Supervisor, Clean Community Supervisor, Program Analyst IIs and IIIs, Recycling Program Specialist I and IIs, and Student Trainees) are located at 750 – 50th Avenue and 250 Frank H. Ogawa Plaza, 5th Floor. Also, BOE have submitted personnel requisitions (*for Environmental Services Manager, Recycling Program Specialist III and Tree Trimmer Crew Leader*) which will initiate a recruitment to fill the vacancies. We are hopeful that those recruitments will improve our efforts to identify viable candidates that will meet the criteria for PCPs.

Please note that even though the OAK311 Call Center is now under the umbrella of the City Administrator's Office; we are still partners. OPW rely on OAK311 staff heavily in receiving, responding to, and closing out all the department's service requests.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

OPW has continued to commit to hiring more bilingual candidates and to provide more outreach efforts to the LES community. OPW's recruitments and hiring selections are closely reviewed by the Department of Human Resources Management (DHRM) and Equal Access to ensure that the needs of the LES community is met. Currently, OPW employs staff that is proficient in Spanish, Cantonese, Chinese, Mandarin, Vietnamese, Tagalog, Arabic, German, Persian, French, and Mian.

This reporting year OPW hired 7 (seven) full-time employees and 3 of those employees speak Spanish, Cantonese, Chinese and Arabic. Due to the City of Oakland's budget deficit, filling our vacancies and hiring for this reporting year have been very challenging. However, Budget and HRM have slowly begin to approve our personnel requisition; therefore, we are hopeful the hiring will begin to move forward again.

OPW will continue to expand our hiring outreach efforts to different professional organizations, social media outlets, colleges and universities for our future recruitments which will give us a more diverse and broader pool of candidates.

3. Highlight positive changes, successes, and best practices.

OPW is still working with DHRM to have continuous recruitments for several of the department's classifications, such as Assistant Engineer I, Assistant Engineer II, Civil Engineer along with part-time Custodians, Park Attendants and Student Trainees and DHRM has continued to honor this request.

OPW continue to be extremely proud of the huge success of the OPW Youth & Young Adult Training Academy which was developed through grant funding from the Office of Governor Newsom and California Volunteer that supports youth workforce jobs. This academy was created to fill part-time vacancies within our department and provide well-rounded training and support to local youth and adults to successfully gain and maintain employment within the department. We have worked closely with DHRM to facilitate the hiring of youth and young adults ages 16 through 30 that are from various diverse backgrounds, are low-income, are unemployed and/or out of school, are transitioning from foster care, were justice-involved, engaged with the mental health or substance abuse system, and/or youth and young adults that may have difficulty finding employment for any other reason—but are eager, motivated, and well-suited for public service employment.

This reporting year, OPW is hoping to fill nine (9) vacancies for the training academy (*awaiting approval of the personnel requisition*). These youth and adults will be hired as part-time

Custodians, Park Attendants, Student Trainees and Office Assistants. They will be making contributions to alleviate the workload of divisions and increase services provided to the community. Since the inception of this training academy, these youth and young adults have continued to prepare themselves to apply for permanent OPW jobs; have strengthened their knowledge, skills, and abilities; and have participated in resume enhancement, mock interviewing, and other trainings.

In addition, OPW will continue to expand their outreach efforts to numerous high schools, colleges, and universities to hire part-time Engineering Interns and Student Trainees. These students are all from various diverse backgrounds that will work in several units of the department. This is a great opportunity for OPW to help students gain insight and knowledge of how Oakland City Government works and specifically how OPW serves the LES community and the citizens of Oakland in general.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

OPW has continued to use volunteers at several of our annual departmental events and activities (i.e., Battle of the Bay/Creek to Bay Day, Adopt-a-Spot, Adopt-a-Storm Drain, MLK Day of Service, and Earth EXPO/Earth Day). These events are attended in large numbers by the LES community and some volunteers serve as translators periodically.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

All required notices are at the following locations:

- OPW Main Reception Information desk at 250 Frank H. Ogawa Plaza – Administration, Suite 4314
- Bureau of Environment, Environmental Services, 250 Frank H. Ogawa Plaza, Suite 5302
- Bureau of Environment, Environmental Enforcement Unit, 750 – 50th Avenue

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

As shown in Table 4A, 100% of vital documents were translated into threshold languages with 136 vital documents translated in Spanish and Chinese. There are several vital documents that were translated only in one threshold language or other language (i.e., in Spanish, Chinese, Vietnamese, Korean, Arabic, Mandarin, Tagalog or Farsi). The department will review and decide on whether these documents will be translated into the required threshold languages to become in compliance with the Equal Access Ordinance.

3. Describe other materials the Department has provided in multiple languages?

This reporting year, OPW translated the following materials in multiple languages, specifically Spanish and Chinese (these are included in the 136 total count):

- Access Letters
- Additional Stop Waste

- Chinese Phase
- CIP Translations
- Construction Notice
- Courtland Creek Text (2)
- Email Template
- ESD Recycling – Accessories Sign
- Event Requirement Flyers
- FEMA Text
- Green Guide for Restaurants
- Inspection Letter and Fact Sheet
- Mandela Parkway Trash Capture
- MFD and Rate Increase Mailers
- Oakland Reusables Ordinance
- Park Closure Notice
- Peralta Park Hours
- PR Letters (14th Ave; Lakeside Family Streets; Project 1006105; Street Resurfacing)
- Recycling MFD Mailer
- Response to Appeal
- Reusable Container
- Reusables Ordinance BL
- Stewardship Brochure
- Stop Waste Notices
- TMIP Notification & Attachment

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

As shown in Table 5, OPW have six (6) multilingual telephone message lines:

- OPW Main Reception Information Desk – 510-238-3961
- OPW Construction – 510 238-3051
- Recycling Hotline – 510-238-7283
- Volunteer Opportunities – 510-238-7630
- Event Hotlines – 510-238-7611
- Adopt-a-Spot Event Hotline – 510-238-7630

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

As stated in section A4, OPW will continue its outreach efforts to the LES community through community meetings, and department special events and activities.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

There were no oral or written complaints filed with the Department regarding bilingual services this reporting period.

3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.

OPW administered the 2024 Language Access Survey from September 23, 2024, to October 4, 2024. There were only 17 surveys that were completed. The department can use this survey data as a tool to motivate staff to engage more with the public. OPW receives calls constantly where individuals are asking about certain services the department provides. These calls provide a great opportunity for staff to highlight those services.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

OPW continues to have several continuous recruitments within the next 12 months which will give the department a broad pool of candidates to hire additional bilingual staff. Currently, there is a continuous recruitment taking place for Civil Engineer along with a recruitment in progress for CIP Coordinator and CIP Manager. In addition, there are upcoming recruitments for Sewer Maintenance Planner, Sewer Maintenance Worker, Pool Tech, Administrative Manager I, Construction & Maintenance Mechanic, Environmental Services Manager, Recycling Program Specialist III and Tree Trimmer Crew Leader. We will continue to hire for part-time Student Trainees, Engineering Interns, Park Attendants and Custodians for our Bureau of Design and Construction, Bureau of Environment and Bureau of Maintenance and Information Services. OPW is expecting to continue our efforts of hiring a diverse group of candidates for these current and upcoming recruitments.

OPW FY 2024-2025							
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_POSITION	PCP_LANG	
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Executive Assistant to the Director	26-DEC-20		NO		
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Manager, Agency Administrative	14-MAY-12		NO		
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Public Information Officer II	30-APR-22		YES	Persian	French
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Public Works Operations Manager	12-SEP-16		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	04-MAR-23		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	28-JAN-08		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	23-OCT-06		NO		
30112 - Human Resources	7101 Edgewater Dr - Bldg 4	Administrative Assistant I	10-JUN-23		YES		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Exempt Limited Duration Employee	04-JAN-25	YES	NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Manager, Support Services	07-MAR-20		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Program Analyst I	29-OCT-22		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Student Trainee, PT	06-JAN-24		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Support Services Supervisor	25-NOV-23		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Support Services Supervisor	20-MAR-21		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Training & Public Services Administrator	01-DEC-18		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Account Clerk III	07-JAN-23		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Account Clerk III	17-AUG-15		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Accountant III	12-NOV-22		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Accountant III	02-JAN-01		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Administrative Services Manager II	19-APR-10		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Management Assistant	13-OCT-14		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Senior Aide, PT	21-JUL-14		YES		
30123 - Grant Support Team	PWA FISCAL	Accountant II	18-MAY-19		NO		
30123 - Grant Support Team	PWA FISCAL	Budget & Grants Administrator	18-OCT-04		NO		
30181 - Management Information Systems Unit	PWA FISCAL	Business Analyst II	11-JUL-18		NO		
30181 - Management Information Systems Unit	PWA FISCAL	Business Analyst II	24-APR-06		NO		
30181 - Management Information Systems Unit	150 Frank Ogawa Plaza	Business Analyst III	15-JUN-19		NO		
30181 - Management Information Systems Unit	250 Frank Ogawa Plaza	Business Analyst III	09-MAY-16		NO		
30181 - Management Information Systems Unit	PWA FISCAL	Business Analyst III	26-NOV-07		NO		
30181 - Management Information Systems Unit	PWA FISCAL	Manager, Technology Program	18-OCT-04		NO		
30211 - Engineering and Construction - Administration	250 FRANK H. OGAWA PLAZA	Administrative Assistant I, PT	15-JUL-17		NO		
30211 - Engineering and Construction - Administration	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	05-AUG-23		NO		
30211 - Engineering and Construction - Administration	250 FRANK H. OGAWA PLAZA	Administrative Services Manager I	10-APR-06		NO		
30211 - Engineering and Construction - Administration	250 FRANK H. OGAWA PLAZA	Assistant Director, Public Works Agency	13-APR-24		NO		
30211 - Engineering and Construction - Administration	250 FRANK H. OGAWA PLAZA	Manager, Capital Contracts	26-MAY-98		NO		
30211 - Engineering and Construction - Administration	250 Frank Ogawa Plaza	Student Trainee, PT	25-JUN-22		NO		
30211 - Engineering and Construction - Administration	250 Frank Ogawa Plaza	Student Trainee, PT	13-JUL-19		NO		
30231 - Project Delivery - Administration	7101 Edgewater Dr - Bldg 4	Administrative Analyst II	03-APR-96		NO		
30231 - Project Delivery - Administration	250 Frank Ogawa Plaza	Engineer, Civil Principal	29-MAY-12		NO		
30232 - Construction Management and Material Testing	250 Frank Ogawa Plaza	Construction Inspector (Field)	15-MAY-21		NO		
30232 - Construction Management and Material Testing	250 Frank Ogawa Plaza	Construction Inspector (Field)	17-JUL-06		NO		
30232 - Construction Management and Material Testing	250 Frank Ogawa Plaza	Construction Inspector (Field)	15-MAR-04		NO	German	Persian
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Construction Inspector Sup (Field)	15-OCT-96		NO		
30232 - Construction Management and Material Testing	250 Frank Ogawa Plaza	Construction Inspector, Supervisor II	24-JAN-00		NO	Arabic	French
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Assistant I (Office)	06-JAN-24		NO	Spanish	
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Assistant I (Office)	12-NOV-22		NO		
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	21-JAN-23		NO		
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	25-JAN-20		NO		
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	02-JUN-18		NO		
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	22-AUG-11		NO		
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	22-OCT-07		YES	Spanish	
30232 - Construction Management and Material Testing	250 Frank Ogawa Plaza	Engineer, Civil (Field)	08-JUL-23		NO	Chinese	
30232 - Construction Management and Material Testing	250 Frank Ogawa Plaza	Engineer, Civil (Field)	27-MAY-23		NO	Spanish	
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Civil (Office)	24-JUL-21		NO		
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Civil (Office)	10-JUL-21		NO		
30232 - Construction Management and Material Testing	7101 Edgewater Dr - Bldg 4	Engineer, Civil Supervising (Office)	09-FEB-19		NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Account Clerk III	12-APR-04		NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coordinator	07-Jun-25	YES	NO	Arabic	
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coordinator	29-MAR-25	YES	NO	Spanish	
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coordinator	29-MAR-25	YES	NO	Cantonese	Chinese
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coordinator	25-JAN-99		YES	Chinese	
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Manager, Capital Improvement Program	12-SEP-16		NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Manager, Capital Improvement Program	23-OCT-06		NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Project Manager	05-FEB-22		NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Project Manager	22-JAN-22		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Administrative Analyst II	30-APR-01		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Construction Inspector (Field)	11-AUG-18		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Construction Inspector (Field)	11-OCT-04		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	04-MAR-89		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Drafting Technician, Intermediate	12-NOV-22		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Drafting/Design Technician, Sr	13-MAR-17		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	08-FEB-20		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	25-JAN-20		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	23-APR-07		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	12-JUN-95		NO		

30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil (Field)	12-JUN-21		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	28-SEP-24	YES	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil Principal	04-JUN-07		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	07-APR-18		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	27-FEB-01		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Student Trainee, PT	13-JUL-19		NO		
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Engineer, Civil (Office)	10-JUL-21		NO		
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Program Analyst III	17-JAN-17		NO		
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Program Analyst III	10-NOV-14		NO		
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Program Analyst III	10-SEP-13		NO		
30245 - Watershed and Stormwater Program	250 FRANK H. OGAWA PLAZA	Project Manager II	17-JUN-17		NO		
30511 - Infrastructure& Ops Asst Director's Office	7101 Edgewater Dr - Bldg 4	Administrative Assistant II	03-MAR-03		NO		
30511 - Infrastructure& Ops Asst Director's Office	7101 Edgewater Dr - Bldg 4	Assistant Director, Public Works Agency	26-MAY-14		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Administrative Assistant I	06-OCT-03		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	14-OCT-02		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	17-SEP-22		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	17-SEP-22		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	20-FEB-21		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	27-JUN-20		NO		
30532 - Storm Drain Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	22-SEP-18		NO		
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	28-JUL-18		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	21-OCT-17		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	29-SEP-14		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	31-AUG-13		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	08-JUL-13		NO		
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	08-AUG-09		NO		
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	15-DEC-97		NO		
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Public Works Supervisor I	20-SEP-10		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	11-FEB-91		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor II	19-APR-99		NO		
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Street Maintenance Leader	05-OCT-19		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	08-SEP-18		NO		
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Street Maintenance Leader	11-SEP-17		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	23-OCT-06		NO		
30532 - Storm Drain Maintenance	5050 COLISEUM WAY	Street Maintenance Leader	03-AUG-02		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	14-APR-01		NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	03-JUL-93		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	22-OCT-17		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	09-MAY-05		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Management Assistant	12-JUN-10		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Operations Manager	01-OCT-94		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	05-JAN-15		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	02-JAN-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	27-OCT-03		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	29-JAN-96		NO		
30533 - Sewer System Maintenance	750 50th Ave.	Public Works Supervisor II	01-OCT-12		NO		
30533 - Sewer System Maintenance	5921 Shepherd Canyon Rd	Public Works Supervisor II	18-OCT-93	YES			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	08-FEB-20		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	05-OCT-19		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	21-MAY-18		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	23-SEP-17		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	23-DEC-13		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	23-DEC-13		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	25-JUN-12		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	14-MAY-12		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	23-JAN-12		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	24-JAN-11		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	23-OCT-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	02-JUN-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	02-JAN-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	02-JAN-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	09-SEP-06		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	19-AUG-02		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	18-AUG-01		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	19-APR-99		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	20-MAR-99		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	15-MAR-93		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	12-OCT-87		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	13-MAY-23		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	15-APR-23		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	01-APR-23		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	01-APR-23		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	01-APR-23		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	01-APR-23		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	27-NOV-21		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	24-JUL-21		NO		

30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	22-AUG-20		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	08-FEB-20		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	28-AUG-17		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	03-JUN-17		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	06-JAN-14		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	23-DEC-13		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	08-JUL-13		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	12-JUL-10		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	08-AUG-09		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	07-APR-08		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	23-OCT-07		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	01-JUL-06		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	22-JUN-02		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	10-JAN-00		NO	Spanish	
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	18-OCT-99		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	16-FEB-93		NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Temp Contract Svcs Employee, PT	18-JAN-25	YES	NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Temp Contract Svcs Employee, PT	14-OCT-23		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Administrative Analyst II	01-APR-23		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	09-DEC-23		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	19-AUG-23		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	06-FEB-21		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	22-AUG-20		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	22-AUG-20		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	27-FEB-17		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	12-MAY-14		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	03-DEC-07		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	27-FEB-06		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Service Worker	31-MAR-14		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Service Worker	27-SEP-04		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Body Repair Worker	10-JUN-23		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Parts Technician	31-AUG-24	YES	NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Parts Technician	09-DEC-23		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Parts Technician	05-JUN-17		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Services Superintendent	13-AUG-07		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Supervisor	13-MAR-17		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Supervisor	11-AUG-03		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Facility Security Assistant, PT	29-SEP-14		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Fleet Compliance Coordinator	11-MAY-15		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Fleet Specialist	19-NOV-07		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	30-SEP-23		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	30-SEP-23		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	16-SEP-23		NO		
30541 - Equipment Services Administration	250 Frank Ogawa Plaza	Heavy Equipment Mechanic	30-APR-22		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	19-FEB-22		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	19-FEB-22		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	24-JUL-21		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	22-AUG-20		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	21-SEP-19		NO		
30541 - Equipment Services Administration	250 Frank Ogawa Plaza	Heavy Equipment Mechanic	21-SEP-19		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	27-FEB-17		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	05-JUL-16		NO		
30541 - Equipment Services Administration	250 Frank Ogawa Plaza	Heavy Equipment Mechanic	11-MAY-15		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Service Worker	06-JAN-24		NO	Spanish	
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Service Worker	09-DEC-23		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Service Worker	22-AUG-20		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Supervisor	31-MAR-14		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Supervisor	05-NOV-07		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Management Assistant	18-DEC-06		NO		
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Manager, Equipment Services	01-JUN-99		NO		
30551 - Facilities: Administration	7101 Edgewater Dr - Bldg 4	Administrative Analyst II	31-DEC-05		NO		
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Administrative Analyst II	07-OCT-02	YES		Spanish	
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Capital Imp Proj Coord, Asst	26-AUG-17		NO		
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Facilities Complex Manager	29-MAY-12		NO		
30551 - Facilities: Administration	7101 Edgewater Dr - Bldg 4	Facilities Complex Manager	12-JUN-00		NO		
30551 - Facilities: Administration	750 50th Ave.	Facility Security Assistant, PPT	18-APR-88		NO		
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Project Manager	19-DEC-05		NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodial Services Supervisor I	03-MAY-08		NO		
30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	13-APR-24		NO	Spanish	
30552 - Facilities: Civic Center Complex	8201 EDGEWATER DRIVE	Custodian	02-MAR-24		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	02-MAR-24		NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	17-OCT-20		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	17-OCT-20		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	17-OCT-20		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	19-SEP-20		NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	06-APR-19		NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	23-MAR-19		NO		

30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	16-FEB-16	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	16-FEB-16	NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	21-JUL-14	NO		
30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	18-FEB-14	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	04-JAN-99	NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	29-NOV-97	NO	Chinese	
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	24-NOV-97	NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	11-MAY-92	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	11-MAY-24	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	17-OCT-20	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	19-SEP-20	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	26-AUG-17	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	16-FEB-16	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	02-FEB-15	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	21-NOV-05	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Maintenance Mechanic	23-NOV-15	NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Stationary Engineer	18-AUG-03	NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Stationary Engineer, Chief	01-FEB-99	NO		
30553 - Facilities: Hall of Justice Complex	7101 Edgewater Dr - Bldg 4	Custodial Services Supervisor I	18-FEB-14	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian	19-SEP-20	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian	11-SEP-17	NO		
30553 - Facilities: Hall of Justice Complex	8201 EDGEWATER DRIVE	Custodian	16-FEB-16	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian	18-FEB-14	NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	17-MAY-04	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian	31-JAN-04	NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	22-MAY-03	NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	06-JUL-02	NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	02-JAN-01	NO		
30553 - Facilities: Hall of Justice Complex	666 Bellvue Ave	Custodian, PPT	25-JUL-98	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	11-MAY-24	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	19-OCT-19	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	26-AUG-17	NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Stationary Engineer	03-OCT-20	NO		
30553 - Facilities: Hall of Justice Complex	1000 Oak Street	Stationary Engineer	08-OCT-18	NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Stationary Engineer	10-MAY-04	NO		
30553 - Facilities: Hall of Justice Complex	455 7th Street	Stationary Engineer, Chief	05-NOV-07	NO		
30554 - Facilities: Plant Operations	250 Frank Ogawa Plaza	Construction & Maintenance Mechanic	26-DEC-20	NO		
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer	07-DEC-13	NO		
30554 - Facilities: Plant Operations	7101 Edgewater Dr - Bldg 2	Stationary Engineer	30-SEP-02	NO		
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer	30-JUN-97	NO		
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer, Chief	10-JAN-05	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodial Services Supervisor I	03-MAY-10	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodial Services Supervisor I	08-NOV-99	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian	11-MAY-24	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian	19-SEP-20	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian	22-FEB-20	NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	16-FEB-16	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian	16-FEB-16	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian	16-FEB-16	NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	31-JAN-15	NO		
30555 - Facilities: Roving Custodial - OPR	7101 Edgewater Dr - Bldg 4	Custodian	31-JUL-06	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian	19-JUN-04	NO		
30555 - Facilities: Roving Custodial - OPR	150 Frank H. Ogawa Plaza	Custodian	31-JAN-04	NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	08-DEC-03	NO		
30555 - Facilities: Roving Custodial - OPR	7101 Edgewater Dr - Bldg 4	Custodian	30-MAR-02	NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	11-JAN-97	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PPT	08-FEB-20	NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian, PPT	22-MAY-04	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	02-MAR-24	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	17-OCT-20	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	19-SEP-20	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	08-OCT-16	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	31-JAN-15	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	31-JAN-15	NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	30-OCT-21	NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	20-JAN-15	NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	21-MAY-07	NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Supy I	26-MAR-07	NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Custodian	17-OCT-20	NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Custodian	16-FEB-16	NO		
30556 - Facilities: Maintenance	250 Frank Ogawa Plaza	Maintenance Mechanic	01-JUN-19	NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Painter	10-DEC-22	NO		
30556 - Facilities: Maintenance	250 Frank Ogawa Plaza	Painter	14-MAY-22	NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Painter	19-MAR-22	NO		

30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Painter	03-NOV-99	NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Painter	23-JAN-89	NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Plumber	05-JAN-15	NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Plumber	26-OCT-02	NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Plumber	15-APR-02	NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	25-NOV-23	NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	25-NOV-23	NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	19-NOV-07	NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	26-MAR-07	NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	18-OCT-93	NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	22-AUG-20	NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	29-APR-13	NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	31-JUL-06	NO		
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	28-OCT-02	NO		
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Supv I	31-JUL-06	NO		
30558 - Facilities: Electrical/ Project	250 Frank Ogawa Plaza	Electrical Engineer II	16-SEP-02	NO		
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg 2	Electrician	28-JUN-10	NO		
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg 2	Electrician Leader	31-JAN-05	NO		
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian	16-MAR-24	NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian	20-OCT-06	NO		
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg 4	Custodian	31-AUG-02	NO		
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian	02-FEB-02	NO		
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg 4	Custodian	30-OCT-00	NO		
30559 - Facilities: Custodial - OPL	150 Frank H. Ogawa Plaza	Custodian	28-JUL-98	NO		
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg 4	Custodian	23-AUG-93	NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	11-MAY-24	NO		
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	28-OCT-23	NO		
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	02-SEP-23	NO		
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	02-SEP-23	NO		
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	05-AUG-23	NO		
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	24-JUN-23	NO		
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	27-MAY-23	NO		
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	27-MAY-23	NO		
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	27-MAY-23	NO		
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	17-OCT-20	NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	08-FEB-20	NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	08-FEB-20	NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	09-MAR-19	NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	02-FEB-15	NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	16-APR-11	NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	13-NOV-10	NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	01-AUG-05	NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	31-AUG-02	NO		
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	18-APR-98	NO		
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Painter	24-DEC-22	NO		
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	30-MAR-24	NO		
30611 - Facilities & Environ Asst. Director's Office	7101 Edgewater Dr - Bldg 2	Administrative Services Manager I	10-DEC-12	NO		
30611 - Facilities & Environ Asst. Director's Office	7101 Edgewater Dr - Bldg 4	Assistant Director, Public Works Agency	30-MAR-98	NO		
30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr - Bldg 4	Administrative Assistant II	11-DEC-99	NO	Spanish	
30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr - Bldg 4	Manager, Park Services	06-AUG-12	NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	04-FEB-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	26-NOV-22	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	11-DEC-21	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	13-NOV-21	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	13-NOV-21	NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	13-NOV-21	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	21-AUG-21	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	07-AUG-21	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	24-JUL-21	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	24-JUL-21	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	08-AUG-20	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	01-JUN-19	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	01-JUN-19	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	06-APR-19	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	09-JUN-14	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	09-JUN-14	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Gardener Crew Leader	04-SEP-12	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	04-SEP-12	NO		
30652 - Landscape Maintenance	7101 Edgewater Drive	Gardener Crew Leader	06-AUG-12	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	03-MAY-10	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Gardener Crew Leader	08-AUG-09	NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	15-DEC-07	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	08-OCT-07	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	04-JUN-07	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	07-MAY-07	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	11-SEP-06	NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	17-APR-06	NO		

30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	02-SEP-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	05-AUG-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	05-AUG-23	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Gardener II	04-MAR-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	18-FEB-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	07-JAN-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	10-DEC-22	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	26-NOV-22	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	16-APR-22	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	05-MAR-22	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	11-DEC-21	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	08-AUG-20	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	04-MAY-19	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	06-APR-19	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	28-JUL-18	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	05-JUL-16	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	05-JUL-16	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	06-JUL-15	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	09-JUN-14	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	03-JUL-06	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	02-FEB-02	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	29-MAR-96	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	06-MAY-17	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	09-MAY-11	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	28-OCT-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	30-SEP-23	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	20-JAN-24	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	11-NOV-23	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	11-NOV-23	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	11-NOV-23	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	11-NOV-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	28-OCT-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	28-OCT-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	28-OCT-23	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	14-OCT-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	30-SEP-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	22-JUL-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	08-JUL-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	08-JUL-23	YES		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	08-JUL-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	24-JUN-23	YES		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	24-JUN-23	YES		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	15-APR-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	04-MAR-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	21-JAN-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	07-JAN-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	07-JAN-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	07-JAN-23	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	15-OCT-22	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	15-OCT-22	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	03-SEP-22	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	08-JAN-22	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	11-DEC-21	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	13-NOV-21	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	08-AUG-20	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	06-APR-19	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	06-APR-19	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	20-MAY-17	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	17-JAN-17	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	11-SEP-06	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	21-AUG-21	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	08-JUL-13	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	04-SEP-12	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	04-SEP-12	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	03-OCT-11	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	12-JUN-10	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	05-AUG-23	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	07-AUG-21	NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Park Supervisor I	12-JUN-21	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	11-AUG-18	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	05-JUL-16	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	24-NOV-14	NO		
30652 - Landscape Maintenance	250 FRANK H. OGAWA PLAZA	Park Supervisor I	14-APR-01	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor II	14-APR-14	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor II	12-NOV-13	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Temp Contract Svcs Employee, PT	18-FEB-23	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Administrative Assistant II	22-JAN-22	NO		

30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Arboricultural Inspector	23-MAR-19	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Arboricultural Inspector	14-APR-14	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Arboricultural Inspector	27-APR-91	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Supervisor I	13-NOV-21	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Supervisor II	29-JAN-18	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	14-NOV-20	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	31-OCT-20	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	31-OCT-20	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	16-JUN-18	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	04-JUN-18	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	07-SEP-09	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Worker	22-JUL-23	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Worker	13-NOV-21	NO		
30671 - SCGA Admin	750 50th Ave.	Administrative Analyst II	28-JUL-18	NO		
30671 - SCGA Admin	750 50th Ave.	Public Works Operations Manager	29-OCT-22	NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Public Works Supervisor I	03-SEP-13	NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Public Works Supervisor I	19-APR-99	NO		
30672 - Street Cleaning	750 50th Ave.	Public Works Supervisor II	12-OCT-87	NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Maintenance Leader	11-MAR-85	NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	09-DEC-23	NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	25-NOV-23	NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	08-JUL-23	NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	07-JAN-23	NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	05-OCT-19	NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	16-JAN-18	NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	03-DEC-17	NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	22-OCT-17	NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	28-SEP-15	NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	29-APR-13	NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	01-OCT-12	NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	23-OCT-06	NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	10-OCT-06	NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	29-AUG-05	NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	18-JAN-05	NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	22-JUL-01	NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	10-SEP-96	NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Heavy Equipment Operator	07-JAN-13	NO		
30673 - Graffiti Abatement & Rapid Response	5050 COLISEUM WAY	Painter	31-MAR-14	NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Painter	02-OCT-06	NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Public Works Maintenance Worker	11-DEC-21	NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Public Works Maintenance Worker	20-FEB-21	NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Public Works Maintenance Worker	28-JUL-18	NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Public Works Maintenance Worker	19-MAY-18	NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Public Works Maintenance Worker	07-JUL-14	NO		
30673 - Graffiti Abatement & Rapid Response	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	23-JUL-01	NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Street Maintenance Leader	08-SEP-18	NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Street Maintenance Leader	15-DEC-07	NO		
30674 - Illegal Dumping	455 7th Street	Office Assistant I, PT	19-JUN-17	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	27-MAY-23	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	27-MAY-23	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	13-MAY-23	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	13-MAY-23	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	17-SEP-22	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-JAN-22	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	26-JUN-21	NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	06-MAR-21	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	06-MAR-21	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	20-FEB-21	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	19-OCT-19	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	05-OCT-19	NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	18-MAY-19	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	06-APR-19	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-SEP-18	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-SEP-18	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	21-MAY-18	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	21-APR-18	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	16-JAN-18	NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	16-JAN-18	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-OCT-17	NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	23-SEP-17	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	23-SEP-17	NO		
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	20-MAY-17	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	23-NOV-15	NO		
30674 - Illegal Dumping	5050 COLISEUM WAY	Public Works Maintenance Worker	23-NOV-15	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	21-JUL-14	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	28-MAY-13	NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	04-SEP-12	NO		

30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	09-JUL-08	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	13-JUL-96	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Supervisor I	28-AUG-09	NO		
30674 - Illegal Dumping	5050 COLISEUM WAY	Public Works Supervisor I	10-JUL-00	NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Supervisor II	29-OCT-03	NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	20-FEB-21	NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	22-SEP-18	NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	23-SEP-17	NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	23-NOV-15	NO		
30674 - Illegal Dumping	5050 COLISEUM WAY	Street Maintenance Leader	13-JUN-14	NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	01-MAR-14	NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	29-APR-13	NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	13-JUN-11	NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	22-OCT-07	NO		
30674 - Illegal Dumping	5050 COLISEUM WAY	Street Maintenance Leader	13-MAY-02	NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	13-MAY-02	NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	16-OCT-01	NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	11-OCT-93	NO		
30681 - Environmental Services Admin	250 Frank Ogawa Plaza	Administrative Analyst II	03-JAN-07	NO		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Manager Recycling Program	17-OCT-20	YES		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Manager Recycling Program	11-SEP-07	YES		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Program Specialist I	20-AUG-22	YES		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Program Specialist II	03-FEB-24	YES		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Program Specialist II	26-JUN-21	YES	Chinese	
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Program Specialist II	26-DEC-20	YES		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Environmental Program Specialist	29-OCT-22	YES		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Environmental Program Supervisor	03-OCT-05	YES		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Program Analyst II	24-DEC-22	YES	Spanish	
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Program Analyst II	17-SEP-13	YES	Spanish	
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Program Analyst III	28-JUL-07	YES		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Student Trainee, PT	02-SEP-23	YES		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Student Trainee, PT	02-OCT-21	YES		
30686 - Environment Enforcement Program	PWA FISCAL	Administrative Analyst I	09-OCT-17	NO		
30686 - Environment Enforcement Program	250 Frank Ogawa Plaza	Clean Community Supervisor	27-MAY-23	YES		
30686 - Environment Enforcement Program	PWA FISCAL	Environmental Enforcement Officer	25-NOV-23	YES		
30686 - Environment Enforcement Program	PWA FISCAL	Environmental Enforcement Officer	05-MAY-18	YES	Mian	
30686 - Environment Enforcement Program	PWA FISCAL	Environmental Enforcement Officer	20-MAY-17	YES		
30686 - Environment Enforcement Program	PWA FISCAL	Environmental Enforcement Officer	28-JAN-08	YES	Spanish	
30686 - Environment Enforcement Program	PWA FISCAL	Environmental Enforcement Officer	14-APR-03	YES		
30686 - Environment Enforcement Program	250 Frank Ogawa Plaza	Recycling Program Specialist II	02-APR-22	YES	Spanish	
30686 - Environment Enforcement Program	250 Frank Ogawa Plaza	Recycling Program Specialist II	02-OCT-00	YES		

Department Name:
Fiscal Year: FY2024-25



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Suzanne Doran, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Public Ethics Commission was submitted on 07/31/2025.

Suzanne Doran
Suzanne Doran (Aug 1, 2025 14:30:18 PDT)

Director Signature

Suzanne Doran
Type Name

Department Name:
Fiscal Year: FY2024-25

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Suzanne Doran	Teddy Teshome	Teddy Teshome
Title	Acting Executive Director	Administrative Analyst I	Administrative Analyst I
Address	250 Frank H. Ogawa Plaza, Suite 6303 Oakland, CA 94612	250 Frank H. Ogawa Plaza, Suite 6303 Oakland, CA 94612	250 Frank H. Ogawa Plaza, Suite 6303 Oakland, CA 94612
Phone#	510-238-6620	510-238-2257	510-238-2257
Email	SDoran@oaklandca.gov	tteshome@oaklandca.gov	tteshome@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	9		New Hires	2	
Public Contact Positions (PCP)	4	44%	New PCP Hires	1	100%
PCP With Spanish Language Skill	1	25 %	New PCP Hires with SP Skill	1	%
PCP With Chinese Language Skill		%	New PCP Hires with CH Skill		%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Org Chart attached	
Enforcement	
Education	
Administration	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	☐ No ☒ Yes – Please describe below
Description: We had one staff leave in 24 – 25. New Hires Enforcement Chief & Ethics Analyst II. Program Manager will be supervising the Admin Analyst 1, Ethics Analyst 2, and Admin Assistant 2.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	☒ No ☐ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Department Name:
Fiscal Year: FY2024-25

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Complaint form	Yes	Yes	
Commissioner application form	Yes	Yes	
Total # of vital documents reported = 2			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☒ Yes ☐ No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
250 Frank H. Ogawa Plaza, Suite 6303	510-238-2257	completed

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
N/A								

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	☒ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☒ Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
9	4	1	1	Yes	1	0	No

Goal = PCP X %

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

- Provide an assessment of the Department’s effort to achieve compliance with the Equal Access Ordinance (EAO). **The Public Ethics Commission ensures compliance by ensuring all vital documents are translated into Spanish and Chinese. As a small department, we rely on the services offered by the Equal Access department for interpretation and translation requirements. These measures aim to facilitate effective communication and engagement with our diverse community members.**
- Describe the Department’s effort in outreach, recruitment and hiring of bilingual candidates.
The Department has been actively engaged in outreach, recruitment, and hiring efforts, particularly focusing on bilingual candidates. Recently, we conducted hiring processes for positions including Ethics Investigator, Ethics Analyst II, Administrative Analyst I, and Administrative Assistant II. Our outreach initiatives have included targeted efforts to reach diverse communities and organizations that serve populations fluent in languages such as Spanish and Chinese.
- Highlight positive changes, successes, and best practices.
The Public Ethics Commission in Oakland has significantly improved accessibility and inclusivity by providing translation services for non-English speaking residents. This initiative ensures that crucial information about ethics regulations and civic responsibilities is accessible in languages such as Spanish, Chinese, and Vietnamese. By offering these services, the Commission has enhanced community engagement and participation, fostering a more informed and involved citizenry across diverse linguistic backgrounds. This approach not only promotes transparency but also strengthens civic trust and compliance with ethical standards among all residents of Oakland.
- Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services. **The PEC’s vital documents, including its Complaint intake form, have been translated into Spanish and Chinese. Frontline staff are trained on accessing Language Line for interpretation needs. In addition, as the PEC prepares to implement the Democracy Dollars Public Financing Program, the PEC secured \$210,000 in grant funding to hire community engagement specialists to develop**

outreach plans to ensure all of Oakland's diverse communities, including LEP communities, are engaged in the Program. Finally, the PEC has taken efforts to ensure recruitment for future Commissioners reaches diverse communities, including reaching out to organizations that have a heavy emphasis on serving LEP communities, such as Family Bridges and Unity Council.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted. **The Public Ethics Commission is committed to ensuring that all members of the public, including those with Limited English Proficiency (LEP), are informed of their right to language access services. To achieve this, notices detailing language access rights are prominently displayed in the lobby area of our office. These notices serve to educate visitors and clients about the availability of language assistance services, ensuring they can access necessary information and communicate effectively in their preferred language. Additionally, our commitment extends to providing language access materials upon request, accommodating the diverse linguistic needs of individuals seeking our services. By proactively disseminating information and offering tailored support, we strive to promote inclusivity and facilitate equal access to the resources and proceedings of the Public Ethics Commission.** Location: 250 Frank H Ogawa Plaza, Suite 6303 Oakland CA 94612
2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated? **100% of our vital documents have been translated.**
3. Describe other materials the Department has provided in multiple languages? **None this year outside of our Vital Documents**

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines. **Last year, the Public Ethics Commission took steps to enhance accessibility by translating its main phone line into Spanish and Mandarin. This initiative was lead by former Administrative Analyst, Ana Lara Franco, aiming to better serve non-English-speaking residents and facilitate communication effectively.**

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations. **PEC is implementing Democracy Dollars Program which we are creating strategies to targeted outreach to engage Limited English Proficiency communities effectively. This involves translating materials, partnering with community and organizations, and training communities and ensuring accessibility to further enhance participation and understanding.**
Additionally, PEC seeks new commissioners who value bilingual skills to effectively engage underserved communities. Bilingual abilities are recognized as crucial for bridging communication gaps and building trust with diverse populations, ensuring equitable participation in civic programs the PEC administers, such as Democracy Dollars in the future. These efforts aim to foster inclusive engagement and empower underserve communities in the democratic process.
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s). **None**
3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well. **The Public Ethics Commission supported the 2024 Language Access Survey by encouraging staff participation and sharing the survey internally. Once results are available, we will use the findings to identify service gaps and strengthen our language access strategy—such as expanding translated materials and improving outreach to LEP communities. We also incorporate feedback from community partners and outreach events to guide broader engagement efforts, especially for programs like Democracy Dollars.**

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives. **The Public Ethics Commission will continue to collaborate with organizations providing services in various languages to enhance outreach programs. Furthermore, they will leverage comprehensive language resources to effectively communicate with communities where our staff and Commissioners do not speak the languages. This approach aims to improve accessibility and engagement, fostering better communication and understanding across diverse groups.**

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	PCP_POSITION	BILINGUAL
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Administrative Analyst I	14-MAY-22	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Administrative Assistant II	16-MAR-24	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Administrative Services Manager II	16-FEB-16	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Enforcement Chief, Public Ethics Comm	18-JAN-25	YES	Spanish
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Ethics Analyst II	18-AUG-14	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Ethics Analyst II	03-AUG-24	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Ethics Analyst III	20-JAN-24	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Ethics Investigator	26-OCT-15	YES	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Executive Director, Public Ethics Comm	13-MAY-23	NO	

Department Name:
Fiscal Year: FY2024-25

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Jamie Turbak	Tabitha Pulliam	Tabitha Pulliam
Title	Director	Administrative Services Manager	Administrative Services Manager
Address	125 14 th Street, Oakland, CA 94612	125 14 th Street, Oakland, CA 94612	125 14 th Street, Oakland, CA 94612
Phone#	510-238-6610	510-238-6595	510-238-6595
Email	JTurbak@oaklandlibrary.org	TPulliam@oaklandlibrary.org	TPulliam@oaklandlibrary.org

Table 2A. Department Employee Statistics

By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	311.10		New Hires	37	
Public Contact Positions (PCP)	288.25	100%	New PCP Hires	37	100%
PCP With Spanish Language Skill	82	28.44%	New PCP Hires with SP Skill	3	3.65%
PCP With Chinese Language Skill	38	13.18%	New PCP Hires with CH Skill	2	5.26%

Table 2B. Language Selective Certification Hiring

Any selective certification in language required for recruitment this fiscal year?	☐ No ☒ Yes – Please describe below
Job Title: Librarian I (Cantonese) – Asian Branch	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
This recruitment is open and active/continuous	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes: N/A	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)

Director Unit (61111)	Brookfield Branch Library (61331)
Departmental Operation Unit (Financial & Administrative Services Office) (61121)	Dimond Branch Library (61332)
Automation (Computer Services) (61131)	Eastmont Branch Library (61333)
Children Services/Youth Room (Cataloging/Processing) (61132)	Elmhurst Branch Library (61334)
Community Relations (61133)	M.L. King Jr. Branch Library (61335)
Acquisitions (61135)	Montclair Branch Library (61336)
Administrative Unit (61211)	Rockridge Branch Library (61337)
On-Call Public Services (61212)	Temescal Branch Library (61338)
Literacy (Second Start Adult Literacy (61213)	District I Administration (81 st Avenue Branch) Library (61339)
Main Library Administration (61221)	Asian Branch Library (61341)
Art/History/Literature (61231)	Bookmobile (61342)
Magazines & Newspaper (61235)	Golden Gate Branch Library (61343)
Science Business and Sociology (61236)	Lakeview Branch Library (61344)
Children's Room (61237)	Latin American (Cesar Chavez) Branch Library (61345)
Circulation/Automation (61243)	Melrose Branch Library (61346)
Branch Administration (61311)	Piedmont Branch Library (61347)
Children's Services/Youth (61313)	West Oakland Branch Library (61348)
Support Services (Teen Services) (61321)	African American Museum & Library (61511)

Department Name:
Fiscal Year: FY2024-25

Table 3B. Department Organization Structure -- Update

Any changes occurred in the organization structure this fiscal year? ☒ No ☐ Yes – Please describe below

Description: **There have been no changes to the organization's structure this fiscal year.**

Table 3C. Department Organization Structure - Super PCP Unit Reporting

Any Super PCP Unit in the department? ☐ No ☒ Yes – Please describe below.

	Language Goal FTE	Actual FTE
Super PCP Unit: Main Branch • Department Operations (61121) • Administrative Unit (61211) • Automation – (61131) • Director Unit (61111) • Acquisitions (61135) • Youth Services (61132) • Main Library Administration (61221) • Art/History/Literature (61213) • Magazines & Newspapers (61235) • Science, Business & Technology (61236) • Children's Room (61237) • Circulation/Automation (61243)		
Super PCP Unit: Asian Branch (61341)	SP= 0 CH = 3	SP= 0 CH = 5
Super PCP Unit: Cesar Chavez Branch (61345)	SP= 5 CH = 0	SP= 8 CH = 1

Table 4A Vital Documents List

Document Name:	SP Translation Available?	CH Translation Available?	Other? Specify:
Adult Library Card Application	Yes	Yes	Vietnamese, Arabic
Children's Library Card Application	Yes	Yes	Vietnamese, Arabic
Teen Library Card Application	Yes	Yes	
OPL Extended Services Application	Yes	Yes	Vietnamese
Library Behavior Guidelines	Yes	Yes	
Comment Card	Yes	Yes	
Welcome to Your Library	Yes	Yes	
Library Privacy Statement	Yes	Yes	
Authorized User form	Yes	Yes	
Circulation Policy	Yes	Yes	
Translations for Mobile Print Text	Yes	Yes	Arabic, Tigrinya, & Vietnamese

Table 4B. Vital Documents Status Summary

Department's known vital documents translated into Spanish and Chinese? ☒ Yes ☐ No – Please describe below

Action Plan & Timeline: **All documents are translated.**

Table 5. Multilingual Telephone Recordings

Location Description	Telephone Number	Status
Asian Branch Library	510-238-3400	English/Chinese

Department Name:
Fiscal Year: FY2024-25

Brookfield Branch Library	510-615-5725	English/Spanish
Elmhurst Branch Library	510-615-5727	English/Spanish
Latin American (Cesar Chavez) Branch Library	510-535-5620	English/Spanish
Main Library – Information Line	510-238-3134	English/Spanish/Chinese
Main Library – Reference Desk	510-238-3138	English/Spanish/Chinese
Melrose Branch Library	510-535-5623	English/Spanish
81st Avenue Branch Library	510-615-5812	English/Spanish

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Main Library (Includes On-Call, Teen & Children's Svc, Book Mobile, Branch Admin)	125 14 th Street	94612	VARIOUS	197	21		16	
Cesar Chavez	3301 East 12 th Street #271	94601	535-5620	10.25	8		1	
Melrose	4805 Foothill Blvd	94601	535-5623	5	5		0	
Dimond	3565 Fruitvale Avenue	94602	482-7844	10.6	1		0	
Brookfield	9255 Edes Avenue	94603	615-5725	3.80	1		2	
Eastmont	7200 Bancroft Ave #211	94605	615-5726	5.60	2		0	
African American Museum	659 14th Street	94607	637-0200	5.00	0		0	
Asian	388 9th Street #190	94607	238-3400	7.0	0		5	
West Oakland	1801 Adeline Street	94607	238-7352	4.60	2		0	
Golden Gate	5606 San Pablo	94608	597-5023	4.60	1		1	
Temescal	5208 Telegraph Avenue	94609	597-5049	7.4	1		0	
Lakeview	550 El Embarcadero	94610	238-7344	5.2	3		0	
Montclair	1687 Mountain Blvd	94611	482-7810	5.6	0		0	
Piedmont	80 Echo Avenue	94611	597-5011	4.8	1		0	
Rockridge	5366 College Avenue	94618	597-5017	12.2	0		0	
81st Avenue	1021 81st Avenue	94621	615-5812	12.80	7		0	
Elmhurst	1427 88th Avenue	94621	615-5869	4.60	1		0	
Martin Luther King Jr.	6833 International Blvd	94621	615-5728	5.60	5		0	

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	☒ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☒ Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.



CITY OF OAKLAND

EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Darlene Flynn, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Race and Equity was submitted on 6.27.2025.


Director Signature

Darlene Flynn
Type Name

II. QUANTITATIVE ASSESSMENT REPORT

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Darlene Flynn	Jacque Larrainzar	Darlene Flynn
Title	Director	Program Analyst III	Director
Address	1 Frank H Ogawa Plaza 11 th floor	1 Frank H Ogawa Plaza 11 th floor	1 Frank H Ogawa Plaza 11 th floor
Phone#	510-238-	510-238-7657	510-238-
Email	DFlynn2@oaklandca.gov	JLarrainzar@oaklandca.gov	DFlynn2@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	5		New Hires	0	
Public Contact Positions (PCP)	0	100%	New PCP Hires	0	100%
PCP With Spanish Language Skill	0	%	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	0	%	New PCP Hires with CH Skill	0	%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below
Job Title : NA	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
The department has four full-time employees:	Daniel Tan, Data Analyst
Darlene Flynn, Director	
Ayanna Allen, Executive Assistant to the Director	There are no Divisions or Units due to our department's small size.
Jacque Larrainzar, Program Analyst III	
Amy Ferguson-Yap, Program Analyst III	
And one part -time intern:	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	☐ No ☒ Yes – Please describe below
Description: The part time data intern and the executive assistant to the Director was eliminated as part of the midcycle budget reductions. The position covered several administrative functions in the department.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	☒ No ☐ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Department of Race and Equity one-pager brochure describing the work of the department	Yes	Yes	NA
https://www.oaklandca.gov/documents/document-brochure			
Total # of vital documents reported = 1			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☒ Yes ☐ No – Please describe below
Action Plan & Timeline:	
No additional vital documents have been identified for translation per EAO section 2.30.050. for this reporting period.	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Location Description- City Hall 11 th floor	Telephone Number	Status
Public Line	(510) 238-3638	Completed
Director's Line	(510) 238-2904	Completed
Program Analysts Line	(510) 238-7657	Completed
Program Analyst Line	(510) 238-7184	Completed

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
NA	NA	NA	NA	NA	NA	NA	NA	NA

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	☒ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc.)	☒ Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name: NA	
Top 5 languages requested: NA	
FY Total Usage Minutes: NA	
FY Total Expenditure: NA	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
5	0						

Goal = PCP X %

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

For the Department of Race and Equity (DRE) Language Access is crucial for achieving racial equity because it ensures that individuals, regardless of their language skills, have equal access to opportunities, resources, and information. By providing language services and promoting inclusive engagement practices the City of Oakland can create a more inclusive and equitable environment for all.

Our Departments works to achieve compliance on two levels:

In our own internal operations DRE:

- Offer the public information about their rights under the language access ordinance by posting notices in our office public spaces.
- Offer resources and information to department staff regarding Language Access requirements so they can provide translation and interpretation services to the public as needed and assist Oakland residents to exercise their rights under the Language Access Ordinance.
- Offer a one-pager brochure in our [website](#) with information about the mission, vision, and work of the department in Spanish, Chinese and English.

DRE works with City departments and due to tis small size does not have capacity to directly provide outreach and information services to the community. However, **in our work with Departments:**

- DRE supports staff to plan for and include Language access in planning processes and Outreach and Engagement efforts.
- Encourages Equity team leads and Equity team members to ensure LEP Persons have meaningful access to information and ways of participating in public meetings and dialogue on policy discussions that impact their everyday lives as part of the work of their departments to advance racial equity.
- Work closely with the City-wide Inclusive Engagement Workgroup and the City's Engagement Officer and Communications to encourage outreach and engagement staff *to set strategic goal to promote inclusion and full participation for all residents of the City and in particular pay attention the removing barriers to access for community members that speak limited English.*
- Continue to support the implementation of [AI 6802 on Inclusive engagement](#) to set citywide standards for inclusive engagement. The AI encourages departments to budget resources and staff time to plan engagement and outreach activities with enough time to provide translation

and interpretation services as needed. The AI was drafted with input from the Language Access and ADA programs.

- Support the staffing of the City-wide Inclusive Engagement Workgroup in collaborations with the City -wide Communications office in the CAO to support staff involved in outreach and engagement activities by sharing information, resources and training to coordinate and improve how the City engages with its residents. Training provided to workgroup members during this reporting period included presentation about the Language Access Office and how to access translation and interpretation services and how to manage translations for projects in collaboration with the Language Access Office.
- Referrals and contact information for new department staff working on engagement and outreach in equity teams to Language Access.
- Referrals and contact information to other jurisdictions looking for advice and information on how to implement a Language access program.

Inclusive Engagement practices that account for those who face barriers to access information, services and to participate in planning and policy processes supports a strong democracy and is one of the bases for good governance.

2.Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

DRE has not conducted any hiring processes in this reporting period.

3.Highlight positive changes, successes, and best practices.

Language access is not just a matter of convenience but a fundamental aspect of racial equity and social justice. By prioritizing language access, the City of Oakland supports a more inclusive and equitable society where all individuals can thrive and access all its City government has to offer them.

BEST Practices from a Racial Equity Framework

Identifying and serving Threshold Language Groups: Spanish and Chinese, Cantonese.

Providing various language assistance services: Interpretation, translation coordinated by the Language Access Program staff.

Equal Access to Services: DRE has noticed an increase in request for Language Access Services and Technical Assistance for large planning processes like the General Plan and Transportation Projects, to name a few. DRE has also noted that City staff are proactive in discussing issues related to language access and have information and tools to address them. One example is the recent update of the DOT Geographic Equity Toolbox that now includes language data. Staff use the tool as a resource to plan outreach and engagement efforts and DRE shared request from departments across the City to include language information in the update. DRE also provides training to staff regarding equity implementation. Modules 2 and 3 of the academy cover issues of language access and inclusive engagement as part of the curriculum. We also offer information about how to contact Language Access Services and staff. The Racial Equity Analysis worksheet includes questions to guide staff to think about the needs of Limited English Speakers in Oakland for policy projects and services. By ensuring language access is discussed as part of these processes in its conversations

with Department's DRE indirectly supports community members and small business owners who speak limited English by removing barriers to access and information about topics that are important for them and their communities. The Citywide Inclusive Engagement workgroup has also hosted workshop session with Language Access staff and community organizations that work with Limited English speakers to promote a Citywide culture of inclusion and increase awareness about the issues faced by these communities in Oakland. This workshops help staff to be more proactive and design better engagement approaches in their departments.

Empowerment and Inclusion: Providing language services empowers individuals to communicate effectively and participate in decision-making processes. This fosters a sense of belonging and inclusion, which is crucial for building a more just and equitable society. DRE participated in the planning of the recent Community Budget Sessions which were the result of months of planning and collaboration with the Office of Communications, SPUR and others community organizations. Language translation and materials were offered at all sessions and promotional materials were also translated to reach our largest language groups.

Addressing Systemic Racism: Language barriers can exacerbate existing inequalities and reinforce systemic racism. By addressing language access, the City can help dismantle these barriers and create a more equitable society. In a City where almost 40% of the population speaks a language other than English, language access is not just a matter of convenience but a fundamental aspect of racial equity and social justice. By prioritizing language access, the City creates a more inclusive and equitable society where all individuals can thrive.

Legal Mandates: City laws and policy mandate City departments to provide meaningful access to their programs and activities for individuals with limited English proficiency. Racial Equity Policy, such as AI 6802 on Inclusive Engagement and AI 580 on Racial Equity, and the Oakland Municipal Code on Racial Equity reinforce the City's commitment to eliminate disparities in access to services and information for all our residents. Including those with limited English.

Positive Changes and Successes

Oakland addresses language access and racial equity through:

Legislation (Ordinance No. 12324) mandating bilingual services and translated materials, **AI 580 Racial Equity and AI 6802 Inclusive Engagement.** While focused on language access, Ordinance No. 12324 indirectly supports racial equity by promoting meaningful participation of LEP individuals, many of whom may be from racial or ethnic minority groups impacted by disparities in access to services offered by the City. DRE appreciates and supports City policies that promote the elimination of disparities in service and opportunities for all Oaklanders.

Having a Department of Race and Equity: Focused on fairness and access to opportunities for all and supporting the inclusion of actions to address language Access in planning and policy processes City Wide in collaboration with the Language Access Program. The department defines equity as fairness: Ensuring that people have access to the same opportunities, services and information regardless of their language ability.

Aligning local policies with state and federal anti-discrimination laws: Oakland's language access policies align with California Government Code § 11135 and the Bilingual Services Act, which

prohibit discrimination and require agencies to provide equal access without regard to race, color, national origin, or ethnic group.

These efforts demonstrate Oakland's commitment to ensuring that all residents, regardless of their language proficiency or racial background, have equal access to City services and opportunities.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

During this reporting period DRE asked staff in department with Equity Teams to answer the Language Access Survey. We received one recommendation from the Head Start Program to offer Equity Training in different languages for community members. Unfortunately, due to the size of our staff and limited resources due to budget reductions DRE is not able to offer training in different languages to the community. However, we were able to identify local trainers that offer very affordable or free training to community organizations, and we referred them to these resources. Many of these efforts are funded by [the Akonadi Foundation](#).

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Posters and brochures regarding the City's Language Access Program, rights and complaint procedure, as well as forms to file complaints- if desired by the public- are visibly posted at (1) City Hall, 11th-floor at elevators on East and West sides of the floor. Posters have also been visibly placed in the (2) conference room and Language Access Cards have been provided to all department staff along with training on how to use them.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

- a. The department's website is currently the main form of communication with the public. Our mission and scope of work are readily available to the public [here](#). Content can be translated using the google translate button at the bottom of the page.
- b. Per the suggestion of the Language Access Office our department created a one-pager brochure which is available in Spanish and Chinese on our website [here](#)
- c. No other documents have been identified as vital at this point.

3. Describe other materials the Department has provided in multiple languages?

DRE staff helped proofread Spanish outreach materials for the Budget community sessions. No other materials have been provided during this reporting period.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

2019 - Language Services translated a written script for the department's voice mail messages in Chinese and Spanish.

2020 -Recorded messages for all staff lines include messages in, Spanish and English were added.

2021- Chinese message was added to all lines.

2023 some of our messages were lost due to the Cyber incident. Then we lost our admins staff due to budget cuts and we were not able to restore the language messages in 2024. DRE plans to do so this year.

D. Assessment of Department Communication with LES Populations

1. **Describe outreach efforts to communicate and engage LES populations.**

Limited staff and budget resources do not allow for our department to conduct direct public outreach and engagement. However, we advocate and support city-wide efforts and in departments that conduct outreach as part of their planning processes or programs and encourage staff to use DRE tools to plan and budget to provide interpretation and translations and to set internal policies and procedures to ensure this is part of the departments standard operating procedures. DRE is currently working with the Engagement Officer to create a citywide inclusive engagement protocol which could be used by departments to set standards in their operations.

2. **State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).**

None.

3. **Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.**

DRE posted the QR code to the Survey around our floor and asked equity teams to spread the survey widely through their departments and with their community partners.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

In our Citywide work:

- DRE will continue to support Language Access through its equity work city-wide. We will provide information and referrals to staff in Equity Teams regarding translation and interpretation services and will encourage bilingual staff to get tested to provide support for its department's work and for Citywide efforts.
- DRE will continue to support the Inclusive Engagement Workgroup members to model and adopt best practices to provide language access as part of their department engagement strategies and attend workshops and presentations provided by the Inclusive Engagement workgroup on topics related to Language Access and other inclusive engagement best practices.
- DRE will continue to seek opportunities to collaborate and partner with the Language Access Program to provide information and support to advance language access justice.

In our own department work:

- DRE will continue to provide our staff with up-to-date information and materials to provide translations and interpretation for community members as needed.
- DRE will provide community members with information about their language rights and complaint forms at our office location.
- DRE will report any complaints to the Language Access Program as needed and will work to address any issues.

Department of Race & Equity FY 2024-25

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP_1	PCP_LANG	
64111 - Race and Equity	1 Frank Ogawa	Executive Assistant to the Director	04-DEC-06	NO	English		
64111 - Race and Equity	1 Frank Ogawa	Program Analyst III	26-NOV-22	NO	English	Aswahili	French
64111 - Race and Equity	1 Frank Ogawa	Director of Race and Equity	17-OCT-16	NO	English		
64111 - Race and Equity	1 Frank Ogawa	Program Analyst III	21-AUG-17	NO	Spanish	French	
64111 - Race and Equity	1 Frank Ogawa	Management Intern, PT	02-APR-22	NO	Tagalog		

Department Name:OakDOT
Fiscal Year: FY2024-25



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Jamie Parks, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Department of Transportation (OakDOT) was submitted on 6.27.25.

A handwritten signature in black ink, appearing to read "Jamie Parks", written over a blue horizontal line.

Jamie Parks (Jun 27, 2025 10:16 PDT)

Assistant Director Signature

Jamie Parks, Assistant Director OakDOT
Type Name

II. QUANTITATIVE ASSESSMENT REPORT

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

Department Name: OPW

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Josh Rowan	Melanie Cockerham	Melanie Cockerham
Title	Director	Support Services Manager	Support Services Manager
Address	250 Frank H. Ogawa Plaza, 4 th Floor	250 Frank H. Ogawa Plaza, 4 th Floor	250 Frank H. Ogawa Plaza, 4 th Fl
Phone#	510 238-2967	510 238-6186	510 238-6186
Email	Jrowan@oaklandca.gov	mcockerham@oaklandca.gov	mcockerham@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	438.44		New Hires	11	
Public Contact Positions (PCP)	113	100%	New PCP Hires	5	100%
PCP With Spanish Language Skill	14	12.3925%	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	6	5.31%	New PCP Hires with CH Skill	0	%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	☒ No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Organization Chart Attached	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	☒ No ☐ Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	☒ No ☐ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Bay Wheels E-bike expansion survey	Yes	Yes	
We [bike] Oakland newsletter (twice yearly)	Yes	Yes	Vietnamese
Bike rack request form	Yes	Yes	
Bicycle parking rack installation notice	Yes	Yes	Vietnamese
Traffic calming installation notification postcard	Yes	Yes	Vietnamese
Pedestrian Plan (2017)	Yes	Yes	
Embarcadero West Rail Safety and Access Improvements project postcard	Y	Y	
Embarcadero West Rail Safety and Access Improvements survey	Y	Y	
Embarcadero West Rail Safety and Access Improvements Community Workshop promotional materials	Y	Y	
2nd St Transit Hub and Bike Connection project postcards	Y	Y	
Undercrossing Improvements project postcard	Y	Y	
Undercrossing Improvements engagement boards	Y	Y	
Undercrossing Improvements survey	Y	Y	
Calm East Oakland Streets – 81st/85th Aves Workshop – postcard	Y	Y	
Calm East Oakland Streets – Coliseum-Stonehurst Workshop – postcard	Y	Y	
Calm East Oakland Streets – Workshop Boards	Y	Y	
Calm East Oakland Streets – Branding Boards	Y	Y	
Calm East Oakland Streets – Traffic Diverter – postcard and doorhanger	Y	Y	
8 th Street Corridor Improvements – Fact Sheets	Y	Y	

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☒ Yes ☐ No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Front Desk – Reception Lobby, Suite 4314	510 238-3961	Completed
PCAC – 270 Frank H. Ogawa Plaza	800 500-6484	Completed
PCAC – Line used by PSR's to assist LES customers	1-844-723-6288	Completed

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Department Name: OPW
Fiscal Year: FY2024-25

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	☒ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☒ Yes ☐ No

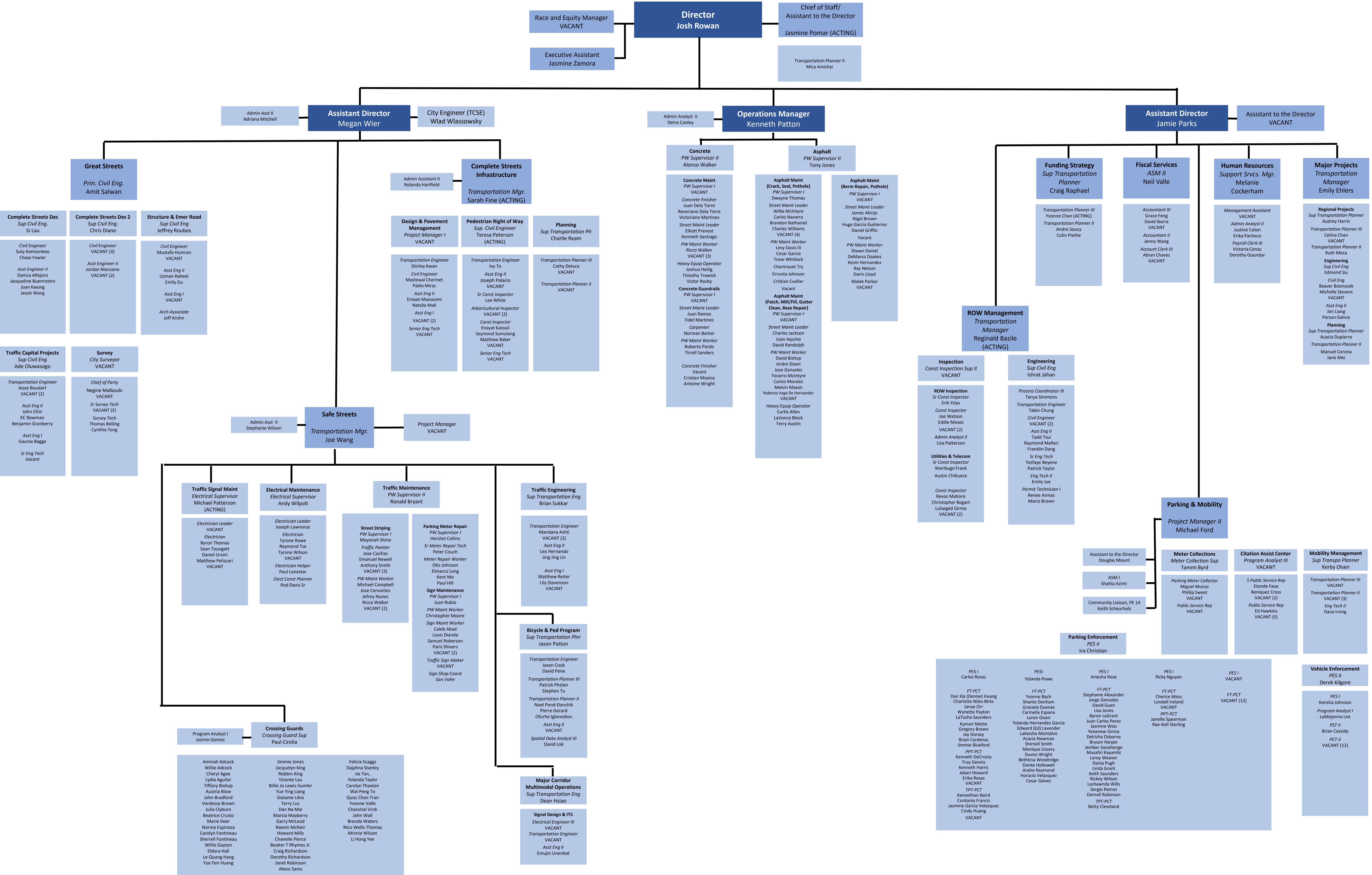
If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Oakland Department of Transportation Organizational Chart

Updated: July 1, 2025



Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
438.44	113	12.43	14	YES	5.65	6	YES

Goal = PCP X %

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

The Oakland Department of Transportation (OakDOT) met compliance with the Equal Access to Services Ordinance (EAO) goal for Spanish-Speaking PCP as well as Chinese-Speaking PCP staff this reporting period. OakDOT's designated Public Contact Position (PCP) roster is comprised of Parking Control Technicians (PCT), Crossing Guards (CG), which primarily report in a Part-Time capacity and Public Service Representatives (PSR), assigned in the Parking Citations Assistance Center (PCAC).

The PCT, PCP's roam Citywide in the performance of their duties, where they may interact with a richly diverse population; an equivalent of 72.51 full-time PCT, PCP's, are on the OakDOT roster, including a Vehicle Enforcement Unit to fulfill a recommendation of the Reimagining Public Safety Task Force and consolidate related functions within OakDOT, increasing operational efficiencies and direct service delivery capacity.

The CG, PCP's assist children crossing the street in designated crosswalks, where they may interact with a richly diverse population including those residing in the immediate vicinity of the school location; there are the equivalent of 25.90 full-time CG, PCP's, on the OakDOT roster.

The PSR, PCP's provide direct customer service delivery via in-person, phone and website contact with Oakland constituents and stakeholders for services related to Parking Citations; there are the equivalent of 11.0 full-time PSR, PCP's, on the OakDOT roster.

OakDOT increased its PCP roster by adding key Engineering, Bike & Pedestrian, Capital Improvement, Planning & Project Development, and Mobility Management staff that interact directly with the public coordinating advisory committee work, community engagement and outreach.

OakDOT strives to serve every member of the Oakland's diverse community. Because Oaklanders speak over 100 different languages, we recognize that there may be challenges to providing service for all our residents. However, OakDOT is committed to providing excellent service delivery through our language specific phone lines; website(s); mobile application(s); and special community-based events, sponsored throughout the year.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

The Civil Service Rules and other established City processes serve as the guidelines by which OakDOT conducts its hiring and recruiting. Oversight of hiring operations is provided by the Department of Human Resources Management and Equal Access to determine whether our recruitment efforts meet the needs of the non-English speaking community. Currently, OakDOT employs staff who speak languages such as Arabic, Cantonese, Farsi, Hindi, Korean, Mandarin, Spanish, Tagalog, and Urdu, though not all staff classifications skilled in bilingual translation are designated public contact positions (PCPs).

3. Highlight positive changes, successes, and best practices.

Oakland is recognized as one of the most diverse cities in the nation. Therefore, as part of the "Responsive Trustworthy Government" section of its Strategic Plan, OakDOT is committed to hiring a pool of employees that best reflect the rich multiethnic landscape that Oakland has to offer.

Responsive Trustworthy Government — Key Points

- Make OakDOT a great place to work and recruit the best employees.
- Ensure that job openings are seen by a wide array of potential talent to recruit the best employees.
- Develop a transportation "career ladder" of job opportunities so applicants can see the range of opportunity.

OakDOT has posted job advertisements on Craigslist, on community and ethnic-specific newspapers and newsletters as well as on the @OakDOT twitter page, and LinkedIn. This process has resulted in the engagement and hiring of multi-cultural and ethnically diverse staff, which is representative of the community OakDOT serves.

OakDOT has secured a diverse, full-time professional and part-time staff including Assistant Engineers, Engineers, Planners, and Paving, Maintenance, and skilled workers. Additionally, Part-time Engineering & Management Interns, Student Trainees, have been recruited through these means and are now proudly part of the OakDOT team.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

In PCAC, the Interactive Voice Response (IVR) system provides thorough instructions in English, Spanish, and Chinese over the phone such as, how to make a payment, dispute a parking citation, information about meter check, information on towed/booted vehicles, etc.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Notices are posted in common direct service delivery areas located at 250 Frank H. Ogawa Plaza, 4th Floor, Suite 4314 (general reception area) and Suite 2314, (Permit Service Center).

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

As shown in Table 4A, 100% of vital documents were translated into both threshold languages; documents are not released without translation in place. This is OakDOT's eighth reporting year, the list in section Part II, Table 4A serves as the baseline for future year vital document additions.

In addition to vital document listed in Part II, Quantitative Assessment OakDOT 2024-2025, the below documents were translated for Chinatown Neighborhood Projects.

Chinatown Complete Streets Plan (2025 Plan Document)
Chinatown Complete Streets Plan Survey #2
Chinatown Complete Streets Plans project demonstration boards
Chinatown Complete Streets Plan project demonstration promotional materials
Chinatown Complete Streets Plan Open House boards
Chinatown Complete Streets Plan open house promotional materials
Chinatown Complete Streets Plan 15% Concept plans
Chinatown Complete Streets Plan Merchant meeting presentation
7th Street Connection Project – Survey for 65%
8th Street Corridor Improvements – Tabling Boards

Over the course of FY25-26, OakDOT will continue to perform a comprehensive assessment of documents to determine if the criteria for being identified as vital documents is met. OakDOT aims to request that identified documents meeting the "Vital Document" criteria be translated into either or both threshold languages.

3. Describe other materials the Department has provided in multiple languages?

This 24/25 annual report showcases the below creative efforts supporting the provision of equal access to language with a multi-partner, collaborative community engagement event, coordinated and co-hosted by OakDOT Major Projects Division.

Chinatown Complete Streets Plan Tactical Urbanism Event, November 16, 2024



The City of Oakland's Department of Transportation (OakDOT), along with the East Bay Asian Local Development Corporation (EBALDC), Sticky Rice Club, and Oakland Bloom, co-hosted a tactical urbanism event called Flow and Flourish: Reimagining Chinatown Streets in Oakland's Chinatown. The goal of the event was to engage community members to inform OakDOT's Chinatown Complete Streets Plan (CCSP). This event temporarily closed 9th Street to vehicles, inviting residents to learn about and influence the CCSP to co-design safer, more accessible, and more culturally inclusive streets that honor the neighborhood's rich heritage. **The event featured a creative approach to urban design, with full-scale, bilingual street prototype designs on each side of 9th Street. Community members talked with OakDOT staff and partner organization interpreters around design boards in English and Chinese to learn about the CCSP and provide feedback on proposed concept designs.**

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

OakDOT has translations available for our Front Desk services. An automated voicemail service directs callers to the language of their choice. Additionally, In PCAC, the Interactive Voice Response (IVR) system provides thorough instructions in English, Spanish, and Chinese over the phone such as, how to make a payment, dispute a parking citation, information about meter check, information on towed/booted vehicles, etc

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

OakDOT and OPW have copies of Equal Access' "Removing Language Barriers – Enhancing Communication" pamphlets translated in Spanish and Chinese at the main reception information desk located at 250 Frank Ogawa Plaza, 4th floor

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

OakDOT is not aware of any complaints received related to the provision (or lack of provision) of bilingual oral and written services

3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.

OakDOT distributed the 2024 Language Access Survey in via direct service delivery units including the Citation Assistance Center and Permit Service Center following suggested guidelines of distribution. Survey findings support OakDOT's commitment to maintain a language diverse staff available to provide excellent customer service to the multi-lingual communities it serves.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

OakDOT will explore the uses of our internal capacity beyond self-identified bilingual (threshold language) speakers as well as outreach methods, creative public engagement strategies and continued efforts to ensure meaningful access and services for the LES community.

OakDOT FY2024-2025						
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_POSI	Language
35111 - Director's Office	250 FRANK H. OGAWA PLAZA	Administrative Assistant II	06-OCT-03		NO	
35111 - Director's Office	250 Frank Ogawa Plaza	Assistant Director, Public Works Agency	21-MAR-20		NO	
35111 - Director's Office	250 Frank Ogawa Plaza	Director of Transportation	13-APR-24		NO	
35111 - Director's Office	250 Frank Ogawa Plaza	Executive Assistant to the Director	06-JAN-09		NO	
35112 - Human Resources	250 Frank Ogawa Plaza	Administrative Analyst II	26-OCT-15		NO	
35112 - Human Resources	250 Frank Ogawa Plaza	Administrative Analyst II	26-JUL-99		NO	Spanish
35112 - Human Resources	250 Frank Ogawa Plaza	Manager, Support Services	30-SEP-96		NO	
35121 - DOT Fiscal Services	250 Frank Ogawa Plaza	Account Clerk III	28-DEC-19		NO	
35121 - DOT Fiscal Services	250 Frank Ogawa Plaza	Accountant II	12-JUN-21		NO	
35121 - DOT Fiscal Services	250 Frank Ogawa Plaza	Accountant III	10-JUL-21		NO	
35121 - DOT Fiscal Services	250 Frank Ogawa Plaza	Administrative Services Manager II	07-DEC-02		NO	
35211 - Great Streets Delivery Admin	250 Frank Ogawa Plaza	Accountant III	21-SEP-19		NO	
35211 - Great Streets Delivery Admin	250 Frank Ogawa Plaza	Assistant to the Director	23-MAR-19		NO	
35211 - Great Streets Delivery Admin	250 Frank Ogawa Plaza	Engineer, Civil Principal	29-OCT-12		NO	
35211 - Great Streets Delivery Admin	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	07-OCT-17		NO	
35211 - Great Streets Delivery Admin	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	07-NOV-16		NO	
35211 - Great Streets Delivery Admin	250 Frank Ogawa Plaza	Engineering Intern, PT	14-SEP-24	YES	NO	
35211 - Great Streets Delivery Admin	250 Frank Ogawa Plaza	Engineering Intern, PT	14-SEP-24	YES	NO	
35211 - Great Streets Delivery Admin	250 Frank Ogawa Plaza	Management Intern, PT	14-SEP-24	YES	NO	
35211 - Great Streets Delivery Admin	250 Frank Ogawa Plaza	Transportation Planner II	24-JUN-23		NO	
35211 - Great Streets Delivery Admin	250 Frank Ogawa Plaza	Transportation Planner II	19-SEP-20		NO	Vietnamese
35211 - Great Streets Delivery Admin	250 Frank Ogawa Plaza	Transportation Planner II	01-JUN-19		NO	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	25-JUN-22		NO	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	08-FEB-20		NO	Spanish
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	19-OCT-19		NO	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	08-FEB-99		NO	Chinese
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	13-APR-24		NO	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	24-DEC-22		NO	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	30-DEC-17		NO	Aramaic
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	09-JUN-03		NO	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Transportation	30-DEC-17		NO	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Management Intern, PT	14-SEP-24	YES	NO	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Management Intern, PT	14-SEP-24	YES	NO	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Student Trainee, PT	14-SEP-24	YES	NO	
35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Administrative Analyst II	31-OCT-88		NO	
35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Construction Inspector (Field)	04-FEB-23		NO	
35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Construction Inspector (Field)	22-FEB-20		NO	Tagalog
35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Construction Inspector (Field)	07-NOV-16		NO	Persian (Farsi)
35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	10-JUN-91		NO	
35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	08-SEP-18		NO	
35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	13-APR-24		NO	Spanish
35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	16-MAR-24		NO	
35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	04-FEB-23		NO	
35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	15-AUG-16		NO	Persian (Farsi)
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	09-FEB-19	YES	NO	Chinese-Cantone
35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Engineer, Civil (Office)	07-JUL-03		NO	Aramaic
35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Engineer, Transportation	30-DEC-17		NO	Vietnamese
35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Engineer, Transportation	14-OCT-02		NO	
35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Project Manager	16-FEB-16		NO	
35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Student Trainee, PT	14-SEP-24	YES	NO	
35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Transportation Planner II	05-FEB-22		NO	

35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Transportation Planner II	09-JAN-21		NO	
35214 - Complete Streets Planning & Project Develop	250 Frank Ogawa Plaza	Program Analyst III	06-JAN-24		NO	
35214 - Complete Streets Planning & Project Develop	250 Frank Ogawa Plaza	Student Trainee, PT	14-SEP-24	YES	NO	
35214 - Complete Streets Planning & Project Develop	250 Frank Ogawa Plaza	Student Trainee, PT	11-JUN-22		NO	
35214 - Complete Streets Planning & Project Develop	250 Frank Ogawa Plaza	Transportation Planner II	14-OCT-23		NO	
35214 - Complete Streets Planning & Project Develop	250 Frank Ogawa Plaza	Transportation Planner II	14-NOV-20		NO	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	02-APR-13		YES	Chinese-Cantone
35214 - Complete Streets Planning & Project Develop	250 Frank Ogawa Plaza	Transportation Planner III	18-FEB-23		NO	
35214 - Complete Streets Planning & Project Develop	250 Frank Ogawa Plaza	Transportation Planner III	16-MAY-20		NO	
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	10-JUN-23		NO	
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	23-JUL-22		NO	
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	16-SEP-02		NO	
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Transportation Supervising	02-MAR-88		NO	
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Transportation	18-SEP-21		NO	
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineering Intern, PT	09-JUL-22		NO	
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineering Intern, PT	27-JUL-19		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Administrative Analyst II	02-JUN-87		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Administrative Assistant II	07-MAY-18		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Assistant Director, Public Works Agency	11-NOV-23		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	26-APR-25	YES	NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	04-FEB-23		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	23-JAN-21		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	07-NOV-16		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	08-NOV-04		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	11-OCT-04		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	29-MAR-04		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector Sup (Field)	29-JUN-19		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	15-OCT-01		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	09-NOV-24	YES	NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	10-FEB-18		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	02-SEP-14		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Engineer, Transportation	23-SEP-17		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Engineering Intern, PT	24-JUN-23		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Engineering Technician II (Office)	30-JUN-18		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Engineering Technician, Sr (Office)	18-APR-11		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Engineering Technician, Sr (Office)	11-OCT-04		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Manager, Transportation	24-AUG-19		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Permit Technician I	25-JUN-22		NO	
35217 - ROW Management	250 Frank Ogawa Plaza	Permit Technician I	30-AUG-14		YES	Spanish
35217 - ROW Management	250 Frank Ogawa Plaza	Process Coordinator III	24-APR-06		NO	
35218 - Survey	7101 Edgewater Dr - Bldg 4	Chief of Party	29-JAN-18		NO	
35218 - Survey	250 Frank Ogawa Plaza	City Land Surveyor	26-NOV-12		NO	
35218 - Survey	250 Frank Ogawa Plaza	Surveying Technician (Field)	10-MAY-25	YES	NO	
35218 - Survey	7101 Edgewater Dr - Bldg 4	Surveying Technician (Field)	09-NOV-24	YES	NO	
35219 - Structures & Emergency Response	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	24-JUN-23		NO	
35219 - Structures & Emergency Response	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	28-MAY-22		NO	Urdu
35219 - Structures & Emergency Response	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	04-JAN-16		NO	
35219 - Structures & Emergency Response	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	07-JAN-23		NO	
35219 - Structures & Emergency Response	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	13-NOV-21		NO	
35221 - Great Streets Maintenance Admin	7101 Edgewater Dr - Bldg 4	Public Works Operations Manager	11-FEB-91		NO	
35222 - Great Streets Maintenance Street & Sidewalk	7101 Edgewater Dr - Bldg 4	Public Works Supervisor II	25-NOV-98		NO	
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	24-AUG-19		NO	
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	16-MAR-15		NO	

35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Heavy Equipment Operator	17-MAR-14		NO	
35223 - Great Streets Maintenance Asphalt	5050 COLISEUM WAY	Public Works Maintenance Worker	13-APR-24		NO	
35223 - Great Streets Maintenance Asphalt	5050 COLISEUM WAY	Public Works Maintenance Worker	19-AUG-23		NO	
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	04-MAR-23		NO	
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	18-SEP-21		NO	
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	06-MAR-21		NO	
35223 - Great Streets Maintenance Asphalt	5050 COLISEUM WAY	Public Works Maintenance Worker	01-JUN-19		NO	
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Public Works Maintenance Worker	21-MAY-18		NO	
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Public Works Maintenance Worker	06-MAY-17		NO	
35223 - Great Streets Maintenance Asphalt	5050 COLISEUM WAY	Public Works Maintenance Worker	05-JUL-16		NO	
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Public Works Maintenance Worker	17-MAR-14		NO	
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	13-MAY-13		NO	
35223 - Great Streets Maintenance Asphalt	5050 COLISEUM WAY	Public Works Maintenance Worker	04-MAR-00		NO	
35223 - Great Streets Maintenance Asphalt	5050 COLISEUM WAY	Public Works Maintenance Worker	15-DEC-97		NO	
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Public Works Supervisor I	11-DEC-00		NO	
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Street Maintenance Leader	20-APR-19		NO	
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Street Maintenance Leader	28-JUL-18		NO	
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Street Maintenance Leader	15-JUL-17		NO	
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Drive	Street Maintenance Leader	09-MAY-05		NO	
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	09-MAY-05		NO	
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	24-JUN-00		NO	
35223 - Great Streets Maintenance Asphalt	5921 Shepherd Canyon Rd	Street Maintenance Leader	11-OCT-93		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Carpenter	26-APR-25	YES	NO	
35224 - Great Streets Maintenance Concrete and Gu	750 50th Ave.	Concrete Finisher	27-MAY-23		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Concrete Finisher	06-MAR-21		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Concrete Finisher	06-MAR-21		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Dr - Bldg 4	Concrete Finisher	06-JUL-04		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Heavy Equipment Operator	29-APR-13		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Heavy Equipment Operator	09-MAY-11		NO	
35224 - Great Streets Maintenance Concrete and Gu	750 50th Ave.	Heavy Equipment Operator	12-OCT-87		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Public Works Maintenance Worker	16-MAR-24		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Public Works Maintenance Worker	16-MAR-24		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Public Works Maintenance Worker	16-MAR-24		NO	
35224 - Great Streets Maintenance Concrete and Gu	750 50th Ave.	Public Works Maintenance Worker	25-NOV-23		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Public Works Maintenance Worker	25-NOV-23		NO	
35224 - Great Streets Maintenance Concrete and Gu	750 50th Ave.	Public Works Maintenance Worker	27-MAY-23		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Public Works Maintenance Worker	27-MAY-23		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	15-OCT-22		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Public Works Maintenance Worker	07-AUG-21		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Public Works Maintenance Worker	22-MAR-21		NO	
35224 - Great Streets Maintenance Concrete and Gu	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	08-FEB-20		NO	
35224 - Great Streets Maintenance Concrete and Gu	750 50th Ave.	Public Works Maintenance Worker	20-SEP-10		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Public Works Supervisor II	15-DEC-97		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Street Maintenance Leader	12-NOV-22		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Street Maintenance Leader	17-NOV-18		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Street Maintenance Leader	23-NOV-15		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Street Maintenance Leader	05-JAN-15		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Drive	Street Maintenance Leader	03-AUG-13		NO	
35224 - Great Streets Maintenance Concrete and Gu	750 50th Ave.	Street Maintenance Leader	20-SEP-10		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	28-JUN-10		NO	
35224 - Great Streets Maintenance Concrete and Gu	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	21-FEB-78		NO	
35231 - Street Lighting Admin	7101 Edgewater Dr - Bldg 2	Administrative Assistant II	22-SEP-03		NO	
35231 - Street Lighting Admin	7101 Edgewater Drive	Exempt Limited Duration Employee	18-APR-20		NO	

35232 - Street Lighting Engineering	7101 Edgewater Dr - Bldg 2	Electrical Construction & Maint Planner	31-DEC-07		NO	
35232 - Street Lighting Engineering	7101 Edgewater Dr - Bldg 2	Student Trainee, PT	14-SEP-24	YES	NO	
35232 - Street Lighting Engineering	7101 Edgewater Dr - Bldg 2	Student Trainee, PT	14-MAY-22		NO	
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrical Supervisor	06-JUN-16		NO	
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrician	09-JUL-22		NO	
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrician	02-FEB-15		NO	
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrician	02-APR-12		NO	
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrician Helper	02-JAN-07		NO	
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrician Leader	15-OCT-01		NO	
35241 - Safe Streets Admin	250 Frank Ogawa Plaza	Concrete Finisher	16-SEP-23		NO	
35241 - Safe Streets Admin	250 Frank Ogawa Plaza	Manager, Transportation	28-APR-97		NO	
35242 - Complete Streets Maintenance	250 Frank Ogawa Plaza	Public Works Maintenance Worker	11-MAY-24		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	19-SEP-20		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	22-OCT-94		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	03-SEP-88		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Public Works Supervisor I	18-JAN-05		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Public Works Supervisor II	17-MAR-14		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Sign Maintenance Worker	13-MAY-23		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Sign Maintenance Worker	22-AUG-20		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Sign Maintenance Worker	03-JUN-17		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Sign Maintenance Worker	24-NOV-14		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Sign Maintenance Worker	14-OCT-02		NO	
35242 - Complete Streets Maintenance	250 Frank Ogawa Plaza	Sign Shop Coordinator	11-JAN-20		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Traffic Painter	10-JUN-02		NO	
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Traffic Painter	08-DEC-97		NO	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	07-SEP-19		YES	Chinese-Cantone
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	10-DEC-13		YES	Chinese-Cantone
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	17-AUG-13		YES	Chinese-Cantone
35331 - Parking Enforcement	455 7TH STREET, 1ST FLOOR	Parking Control Technician	04-OCT-88		YES	Chinese-Cantone
35213 - Complete Streets Pavement & Sidewalk Man	250 Frank Ogawa Plaza	Engineer, Civil (Office)	19-FEB-13		YES	Spanish
35214 - Complete Streets Planning & Project Develop	250 Frank Ogawa Plaza	Transportation Planner II	21-APR-18		YES	Spanish
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	18-AUG-16		YES	Spanish
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	18-OCT-04		YES	Spanish
35243 - Crossing Guard Services	250 Frank Ogawa Plaza	Program Analyst I	07-JUN-14		YES	Spanish
35245 - Bicycle & Pedestrian Program	250 Frank Ogawa Plaza	Transportation Planner II	14-FEB-17		YES	Spanish
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	07-SEP-19		YES	Spanish
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	11-JUL-11		YES	Spanish
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	11-JUL-11		YES	Spanish
35331 - Parking Enforcement	455 7TH STREET, 1ST FLOOR	Parking Control Technician	12-JUL-10		YES	Spanish
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	02-APR-01		YES	Spanish
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician, PT	23-JUN-12		YES	Spanish
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Enforcement Supervisor I	27-AUG-07		YES	Spanish
35243 - Crossing Guard Services	250 Frank Ogawa Plaza	Crossing Guard, PPT	29-APR-02		YES	
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	16-MAR-24		YES	
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	16-MAR-24		YES	
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	17-FEB-24		YES	
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	15-OCT-22		YES	
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	15-OCT-22		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	03-SEP-22		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	03-SEP-22		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	14-MAY-22		YES	
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	08-FEB-20		YES	
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	02-NOV-19		YES	

35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	21-SEP-19		YES	
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	21-SEP-19		YES	
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	21-SEP-19		YES	
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	03-NOV-18		YES	
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	25-AUG-18		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	25-AUG-18		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	25-AUG-18		YES	
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	12-FEB-18		YES	
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	12-FEB-18		YES	
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	04-DEC-17		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	04-DEC-17		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	28-AUG-17		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	28-AUG-17		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	08-MAY-17		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	18-AUG-16		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	18-AUG-16		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	13-OCT-14		YES	
35244 - Neighborhood Traffic Safety	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	04-JAN-25	YES	NO	
35244 - Neighborhood Traffic Safety	250 Frank Ogawa Plaza	Engineer, Assistant II (Field)	08-AUG-20		NO	
35244 - Neighborhood Traffic Safety	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	18-JAN-05		NO	
35244 - Neighborhood Traffic Safety	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	02-JUL-01		NO	
35244 - Neighborhood Traffic Safety	250 Frank Ogawa Plaza	Engineer, Transportation	07-AUG-21		NO	
35244 - Neighborhood Traffic Safety	250 Frank Ogawa Plaza	Engineer, Transportation	18-AUG-14		NO	
35245 - Bicycle & Pedestrian Program	250 Frank Ogawa Plaza	Engineer, Transportation	26-AUG-17		NO	
35245 - Bicycle & Pedestrian Program	7101 Edgewater Dr - Bldg 4	Spatial Data Analyst III	11-APR-16		NO	
35245 - Bicycle & Pedestrian Program	250 Frank Ogawa Plaza	Student Trainee, PT	14-SEP-24	YES	NO	
35245 - Bicycle & Pedestrian Program	250 Frank Ogawa Plaza	Student Trainee, PT	14-SEP-24	YES	NO	
35245 - Bicycle & Pedestrian Program	250 Frank Ogawa Plaza	Student Trainee, PT	11-JUN-22		NO	
35245 - Bicycle & Pedestrian Program	250 Frank Ogawa Plaza	Transportation Planner II	15-DEC-18		NO	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	31-MAR-14		YES	
35245 - Bicycle & Pedestrian Program	250 Frank Ogawa Plaza	Transportation Planner III	01-APR-23		NO	
35245 - Bicycle & Pedestrian Program	250 Frank Ogawa Plaza	Transportation Planner III	18-FEB-23		NO	
35245 - Bicycle & Pedestrian Program	250 Frank Ogawa Plaza	Transportation Planner, Senior	13-NOV-01		NO	
35246 - Major Corridor Multimodal Operations	7101 Edgewater Dr - Bldg 2	Electrician	25-JUN-22		NO	
35246 - Major Corridor Multimodal Operations	7101 Edgewater Dr - Bldg 2	Electrician	10-NOV-14		NO	
35246 - Major Corridor Multimodal Operations	7101 Edgewater Dr - Bldg 2	Electrician	15-APR-13		NO	
35246 - Major Corridor Multimodal Operations	7101 Edgewater Dr - Bldg 2	Electrician Leader	17-DEC-07		NO	
35246 - Major Corridor Multimodal Operations	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	09-DEC-23		NO	
35246 - Major Corridor Multimodal Operations	250 Frank Ogawa Plaza	Engineer, Transportation Supervising	31-OCT-20		NO	
35246 - Major Corridor Multimodal Operations	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	16-MAR-25	YES	NO	
35247 - Mobility Management	250 Frank Ogawa Plaza	Assistant to the Director	11-DEC-21		NO	
35247 - Mobility Management	250 Frank Ogawa Plaza	Engineering Technician II (Office)	01-DEC-18		NO	
35247 - Mobility Management	250 Frank Ogawa Plaza	Student Trainee, PT	29-MAY-21		NO	
35247 - Mobility Management	250 Frank Ogawa Plaza	Transportation Planner III	18-NOV-17		NO	
35311 - Parking Management Admin	250 Frank Ogawa Plaza	Administrative Services Manager I	12-JAN-98		NO	
35311 - Parking Management Admin	250 Frank Ogawa Plaza	Parking Control Technician	10-DEC-13		NO	
35311 - Parking Management Admin	250 Frank Ogawa Plaza	Parking Enforcement Supervisor II	12-SEP-06		NO	
35311 - Parking Management Admin	250 Frank Ogawa Plaza	Project Manager II	25-MAR-13		NO	
35321 - Parking Meter Repair	250 Frank Ogawa Plaza	Parking Meter Repair Worker	08-JUL-13		NO	
35321 - Parking Meter Repair	250 Frank Ogawa Plaza	Parking Meter Repair Worker	17-JAN-06		NO	
35321 - Parking Meter Repair	250 Frank Ogawa Plaza	Parking Meter Repair Worker	03-JAN-05		NO	
35321 - Parking Meter Repair	250 Frank Ogawa Plaza	Parking Meter Repair Worker	02-SEP-97		NO	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	27-JAN-14		YES	

35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	02-APR-13		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	27-AUG-11		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	27-AUG-11		YES	
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	01-DEC-09		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	30-JUN-08		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	29-SEP-03		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	16-NOV-00		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	16-NOV-00		YES	
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	08-MAR-00		YES	
35243 - Crossing Guard Services	250 Frank Ogawa Plaza	School Traffic Safety Supervisor	25-FEB-08		YES	
35331 - Parking Enforcement	1 Frank Ogawa Plaza	Mayor's PSE 14	09-FEB-00		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	07-DEC-24	YES	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	07-DEC-24	YES	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	07-DEC-24	YES	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	07-DEC-24	YES	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	17-FEB-24		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	17-FEB-24		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	21-JAN-23		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	06-AUG-22		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	07-SEP-19		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	07-SEP-19		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	07-SEP-19		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	07-SEP-19		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	20-OCT-18		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	21-APR-18		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	21-APR-18		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	21-APR-18		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	21-APR-18		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	21-APR-18		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	30-AUG-14		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	02-APR-13		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	02-APR-13		YES	
35331 - Parking Enforcement	455 7th Street	Parking Control Technician	23-JAN-12		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	11-JUL-11		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	21-APR-08		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	05-NOV-07		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	24-MAR-07		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	12-SEP-06		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	09-DEC-02		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	08-JAN-00		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	26-OCT-99		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	23-FEB-99		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	21-APR-98		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	25-JUL-95		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	28-MAR-89		YES	
35331 - Parking Enforcement	455 7th Street	Parking Control Technician, PPT	30-AUG-14		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Enforcement Supervisor I	20-JAN-04		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Enforcement Supervisor I	09-DEC-02		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Enforcement Supervisor I	10-SEP-96		YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Enforcement Supervisor II	23-APR-94		YES	
35341 - Parking Meter Collectors	250 Frank Ogawa Plaza	Parking Meter Collection Supervisor	23-AUG-10		NO	

35341 - Parking Meter Collectors	250 Frank Ogawa Plaza	Parking Meter Collector	07-JAN-23		NO	
35341 - Parking Meter Collectors	250 Frank Ogawa Plaza	Parking Meter Collector	10-OCT-94		NO	
35351 - Parking Citations Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	25-NOV-23		YES	
35351 - Parking Citations Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	21-MAR-11		YES	
35351 - Parking Citations Assistance Center	250 Frank Ogawa Plaza	Public Service Representative, Senior	13-JAN-18		YES	
35351 - Parking Citations Assistance Center	250 Frank Ogawa Plaza	Public Service Representative, Senior	09-OCT-17		YES	
35361 - Vehicle Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	17-FEB-24		YES	
35361 - Vehicle Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	17-FEB-24		YES	
35361 - Vehicle Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	17-FEB-24		YES	
35361 - Vehicle Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	17-FEB-24		YES	
35361 - Vehicle Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	17-FEB-24		YES	
35361 - Vehicle Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	13-NOV-21		YES	
35361 - Vehicle Enforcement	250 Frank Ogawa Plaza	Police Services Technician II	06-JAN-14		YES	
35361 - Vehicle Enforcement	250 Frank Ogawa Plaza	Program Analyst I	10-DEC-22		YES	
35421 - Transforming Oakland Waterfront Neighbord	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	16-MAR-24		NO	
35421 - Transforming Oakland Waterfront Neighbord	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	22-JUL-23		NO	
35421 - Transforming Oakland Waterfront Neighbord	250 Frank Ogawa Plaza	Engineer, Civil (Office)	29-MAY-21		NO	
35421 - Transforming Oakland Waterfront Neighbord	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	18-OCT-10		NO	
35421 - Transforming Oakland Waterfront Neighbord	250 Frank Ogawa Plaza	Engineer, Transportation	21-NOV-16		NO	
35421 - Transforming Oakland Waterfront Neighbord	250 Frank Ogawa Plaza	Engineering Intern, PT	24-JUN-23		NO	
35421 - Transforming Oakland Waterfront Neighbord	250 Frank Ogawa Plaza	Engineering Intern, PT	24-JUN-23		NO	
35421 - Transforming Oakland Waterfront Neighbord	250 Frank Ogawa Plaza	Transportation Planner III	19-MAR-22		NO	
35421 - Transforming Oakland Waterfront Neighbord	250 Frank Ogawa Plaza	Transportation Planner, Senior	13-MAY-23		NO	
35421 - Transforming Oakland Waterfront Neighbord	250 Frank Ogawa Plaza	Transportation Planner, Senior	02-MAY-20		NO	

Department Name: Violence Prevention
Fiscal Year: FY2024-25



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Dr. Holly Joshi, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Violence Prevention was submitted on June 27, 2025.


Holly Joshi (Jun 27, 2025 16:04 PDT)

Director Signature

Holly Joshi

Type Name

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Dr. Holly Joshi	Angelina DeMaria	Mailee Wang (co-SPOC Angelina DeMaria)
Title	Chief of Violence Prevention	Management Assistant	Deputy Chief of Violence Prevention
Address	250 Frank H. Ogawa Plaza, Suite 6300	250 Frank H. Ogawa Plaza, Suite 6300	250 Frank H. Ogawa Plaza, Ste. 6300
Phone#	510-238-3707	510-238-3413	510-238-6892
Email	hjoshi@oaklandca.gov	ademaria@oaklandca.gov	mwang@oaklandca.gov

*Data from FY 24-25 shows the priority population served by the DVP is approximately 57% African American, 29% Hispanic or Latinx, 4% Asian, 4% Multi-Racial, 4% White and 2% other living in Oakland neighborhoods hit hardest by gun violence, sex trafficking, and domestic violence. There is very little need for public contact staff to have Chinese language skills.

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	41 FTE (42 employees includes 1 PPT)		New Hires	10	
Public Contact Positions (PCP)	38	100%	New PCP Hires	7	100%
PCP With Spanish Language Skill	9	24%	New PCP Hires with SP Skill	3	43%
PCP With Chinese Language Skill	0*	0%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	X No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Please see attached working DVP Organizational Chart.	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	X No ☐ Yes – Please describe below
Description: No structural changes occurred this fiscal year, however, more full-time employees were added to the department.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	X No ☐ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Program Consent – Spanish & Cantonese	Yes	Yes	
Violence Prevention Service Brochure	Yes	Yes	
Total # of vital documents reported = 4	2	2	

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☒ X Yes ☐ No – Please describe below
Action Plan & Timeline: Does not apply.	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
250 Frank H. Ogawa Plaza, Suite 6300, Reception Area	510-238-6385	VM greeting includes Spanish and Cantonese translation

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
n/a								

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	☒ X Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ X Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☒ X Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name: n/a	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
41	38	10%	9	Yes – 24%	4%	0	No*

Goal = PCP X % (This FY's goal = 10% Spanish speaking PCP, 4% Chinese speaking PCP)

*Data from FY 24-25 shows the priority population served by the DVP is approximately 57% African American, 29% Hispanic or Latinx, 4% Asian, 4% Multi-Racial, 4% White and 2% other living in Oakland neighborhoods hit hardest by gun violence, sex trafficking, and domestic violence. There is very little need for public contact staff to have Chinese language skills.

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

FY 24-25 is the fourth year for the DVP as a standalone Department. All violence prevention services, programming and staff were transferred from the Human Services Department to the DVP during FY 20-21.

Data from FY 24-25 shows the priority population served by the DVP is approximately 57% African American, 29% Hispanic or Latinx, 4% Asian, 4% Multi-Racial, 4% White and 2% other living in Oakland neighborhoods hit hardest by gun violence, sex trafficking, and domestic violence. There is very little need for public contact positions to have Chinese language skills.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

19.51% of DVP public contact staff are Spanish speaking and there is very little need for Chinese translation services, therefore recruitments for bilingual candidates are not necessary.

3. Highlight positive changes, successes, and best practices.

As the DVP develops new communications materials, we will work with the EAO for new translated materials.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

The DVP Direct Service team works to implement a focused deterrence model that works directly with Oakland's highest risk individuals most vulnerable to involvement with group and gun violence and the Gender Based Violence (GBV) team works with survivors living at the intersections of GBV/group/gun violence who have been largely identified as Black and Latino.

All services, interventions and policies of the DVP will be specifically designed with the needs of these residents in mind, especially in terms of racial equity and access. The DVP has eight Spanish speaking public contact staff, translates vital documents for DVP services into Cantonese, and will utilize over-the-phone interpretation services for Cantonese or Mandarin translation if/when needed.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.
Our office space is located at 250 Frank Ogawa Plaza, Suite 6300, Oakland, Ca. 94612. The lobby of our office has two Equal Access Compliance Posters.
2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
The DVP has 100% of our vital documents translated in Spanish and Cantonese:
 - Program Consent – Spanish and Cantonese
 - Violence Prevention Brochure – Spanish and Cantonese
3. Describe other materials the Department has provided in multiple languages?
Miscellaneous outreach materials have been translated into Spanish, Cantonese and Vietnamese.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.
The DVP has a main phone number with voicemail, 510-238-6385. The voicemail has Spanish and Cantonese translation.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.
Outreach materials are translated into Spanish, Cantonese and Vietnamese for public facing staff to distribute during their outreach efforts.
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).
The DVP has not received any language access complaints to our knowledge.
3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.
DVP participated in the 2024 Fall Language Survey launched by the Equal Access office. For two weeks in October 2024, DVP disseminated the survey to all clients, regardless of if English was their primary language or not. DVP would use survey findings to identify language

needs, gaps, and priorities, inform resource allocation, and enhance communication and outreach.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

The DVP is committed to serving the needs of those who are most impacted by violence and trauma in Oakland. This target population is disproportionately represented by African American and Latino residents and other communities of color. All services, interventions and policies of the DVP will be specifically designed with the needs of these residents in mind, especially in terms of racial equity and access.

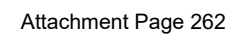
We understand and fully support providing better access to City services. As such, to fulfill the Equal Access requirements, the continued translation of vital documents for DVP services in Cantonese and utilizing over-the-phone interpretation services for Cantonese or Mandarin translation if needed.

ORG#	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE		ETHNICITY	PCP_POSITION	PCP_LANG_1	PCP_LANG_2	PCP_LANG_3	BILINGUAL	TIER
70111	250 Frank Ogawa	Accountant II	05-AUG-23			A	NO					
70111	250 Frank Ogawa	Administrative Analyst I	08-OCT-18	YES		W	YES	Polish				
70111	250 Frank Ogawa	Administrative Assistant I, PPT	11-SEP-13			AA	YES					
70111	250 Frank Ogawa	Budget & Grants Administrator	22-MAY-00	YES		A	NO					
70211	250 Frank Ogawa	Case Manager I	16-MAR-24			AA	YES					
70211	250 Frank Ogawa	Case Manager I	14-OCT-23			AA	YES					
70211	250 Frank Ogawa	Case Manager I	10-JUN-23			AA	YES					
70211	250 Frank Ogawa	Case Manager I	01-APR-23			AA	YES					
70211	250 Frank Ogawa	Case Manager I	14-MAY-22			AA	YES					
70211	250 Frank Ogawa	Case Manager I	30-APR-22			AA	YES					
70211	250 Frank Ogawa	Case Manager I	06-FEB-21			H	YES					
70211	250 Frank Ogawa	Case Manager I	10-FEB-14			H	YES					
70111	250 Frank Ogawa	Chief of Violence Prevention	09-DEC-23			AA	YES					
70111	250 Frank Ogawa	Deputy Chief of Violence Prevention	04-FEB-23			H	YES	Spanish				
70111	250 Frank Ogawa	Deputy Chief of Violence Prevention	30-OCT-21			W	YES					
70111	250 Frank Ogawa	Deputy Chief of Violence Prevention	13-OCT-14			O	NO					
70111	250 Frank Ogawa	Executive Assistant to the Director	05-SEP-20			AA	YES					
70211	250 Frank Ogawa	Exempt Limited Duration Employee	27-May-25	YES		AA	YES					
70211	250 Frank Ogawa	Exempt Limited Duration Employee	15-MAR-25	YES		AA	YES					
70211	250 Frank Ogawa	Exempt Limited Duration Employee	04-JAN-25	YES		AA	YES					
70211	250 Frank Ogawa	Exempt Limited Duration Employee	12-OCT-24	YES		H	YES	Spanish				
70211	250 Frank Ogawa	Exempt Limited Duration Employee	17-AUG-24	YES		H	YES	Spanish				
70211	250 Frank Ogawa	Exempt Limited Duration Employee	20-JUL-24	YES		AA	YES					
70211	250 Frank Ogawa	Exempt Limited Duration Employee	22-JUN-24	YES		AA	YES					
70111	250 Frank Ogawa	Exempt Limited Duration Employee	18-JAN-25	YES		H	YES	Spanish				
70211	250 Frank Ogawa	Exempt Limited Duration Employee	08-JUN-24			AA	YES					
70111	250 Frank Ogawa	Health & Human Services Program Planner	19-AUG-13			W	YES					
70111	250 Frank Ogawa	Health & Human Services Program Planner	24-JAN-11			H	YES	Spanish				
70111	250 Frank Ogawa	Management Assistant	26-NOV-12			O	NO					
70111	250 Frank Ogawa	Program Analyst I	14-OCT-23			H	YES	Spanish				
70111	250 Frank Ogawa	Program Analyst II	07-DEC-15			AA	YES					
70111	250 Frank Ogawa	Program Analyst III	25-DEC-21			W	YES					
70111	250 Frank Ogawa	Outreach Developer	21-SEP-09			H	YES	Spanish				
70211	250 Frank Ogawa	Program Analyst I	18-MAR-23			H	YES	Spanish				
70211	250 Frank Ogawa	Program Analyst II	22-AUG-20			H	YES					
70211	250 Frank Ogawa	Program Analyst III	17-APR-21			AA	YES					
70211	250 Frank Ogawa	Program Analyst III	20-FEB-07			AA	YES					
70111	250 Frank Ogawa	Violence Prevention Program Planner	27-MAY-23			H	YES	Spanish				
70111	250 Frank Ogawa	Violence Prevention Program Planner	12-NOV-22			W	YES					
70211	250 Frank Ogawa	Violence Prevention Services Supervisor	18-MAR-23			AA	YES					
70211	250 Frank Ogawa	Violence Prevention Services Supervisor	30-APR-22			AA	YES					
70211	250 Frank Ogawa	Violence Prevention Services Supervisor	19-FEB-22			AA	YES					

38 PCP

10 New Hires 42 Employees (41 FTE, 1 PPT)

21 African American
 2 Asian
 12 Hispanic
 2 Other
 5 White
42
 50.00%
 4.76%
 28.58%
 4.76%
 11.90%
100%



Department Name:
Fiscal Year: FY2024-25



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

Sign the following certification that the Department Director has reviewed this Annual Compliance Plan for final approval:

I, Emylene Aspilla, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Department of Workplace and Employment Standards was submitted on June 27, 2025


Emylene Aspilla (Jun 27, 2025 16:48 PDT)

Director Signature

Emylene Aspilla
Type Name

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Emylene Aspilla	Juliet Huang	Juliet Huang
Title	Director	Assistant to the Director	Assistant to the Director
Address	250 Frank Ogawa Plaza, Ste 3341, Oakland CA 94612	250 Frank Ogawa Plaza, Ste 3341, Oakland CA 94612	250 Frank Ogawa Plaza, Ste3341, Oakland CA 94612
Phone#	(510) 238-6270	(510) 238-7324	(510) 238-7324
Email	easpilla@oaklandca.gov	jhuang@oaklandca.gov	jhuang@oaklandca.gov

Table 2A. Department Employee Statistics

By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	15		New Hires	2	
Public Contact Positions (PCP)	15	100%	New PCP Hires	1	100%
PCP With Spanish Language Skill	2	13%	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	2	13%	New PCP Hires with CH Skill	0	%

Table 2B. Language Selective Certification Hiring

Any selective certification in language required for recruitment this fiscal year?	X No ☐ Yes – Please describe below
Job Title	Outcome
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
	☐ Hired-SP ☐ Hired-CH ☐ In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)

Business Inclusion Division	See attached
Labor Standards Division	

Table 3B. Department Organization Structure -- Update

Any changes occurred in the organization structure this fiscal year?	No ☒ Yes – Please describe below
Description: One Senior Contract Compliance Officer position was moved to City Contractor Labor Standards. Unfilled positions were frozen due to City Budget conditions, including Management Assistants, one Employment Services Supervisor, Contract Compliance Officer positions, one Executive Assistant position, and one Business Analyst III position.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting

Any Super PCP Unit in the department?	x No ☐ Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Minimum Wage Enforcement Claim form	YES	YES	VIETNAMESE
Measure Z Claim form	YES	YES	VIETNAMESE
Right to Recall Interpretive Regulations	YES	YES	VIETNAMESE
Hospitality and travel worker right to recall ordinance poster	YES	YES	VIETNAMESE
Emergency Paid Sick Leave Poster	YES	YES	VIETNAMESE
Emergency Paid Sick Leave Complaint form	YES	YES	VIETNAMESE
Minimum Wage Poster 2025	YES	YES	VIETNAMESE
Measure Z poster for Hotel Workers	YES	YES	VIETNAMESE
Living Wage Bulletin	YES	YES	VIETNAMESE
Measure FF FAQ	YES	YES	VIETNAMESE
Regulations for the enforcement of Oakland's employment ordinances	YES	YES	VIETNAMESE
Measure Z – final interpretive regulations	YES	YES	VIETNAMESE
FAQ -Oakland's Hotel Workers protection and Employment Standards ordinance	YES	YES	VIETNAMESE
Total # of vital documents reported = 13			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	☒ Yes ☐ No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Minimum Wage phone line	X 6270	Active
General phone line	X 3970	Active

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Not applicable								

Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	☒ Yes ☐ No
I-Speak Card/ Language List displayed at reception area	☒ Yes ☐ No
Department staff provided with language access resources (Interpretation#, FAQ, training...etc)	☒ Yes ☐ No

If you answered "no" to any questions in Table 7, please provide a corrective action plan in the narrative report under Question B(1).

Table 8. OPD & OFD Report on Language Interpretation Line
Vendor Name:
Top 5 languages requested:

Department of Workplace and Employment Standards:
Fiscal Year: FY2024-25

FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Key: PCP = Public Contact Position
FTE = Full Time Equivalent
SP = Spanish-speaking
CH = Chinese-speaking
LES = Limited English-Speaking

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
15	13	10%	2	YES	4%	2	YES

Goal = PCP X %

This report covers fiscal year 2024-2025 and data is reported as of June 2025.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).

DWES has consistently been committed to serving the multi-cultural community in City of Oakland. For the fiscal year, DWES has exceeded the Equal Access Ordinance (EAO) goals for threshold languages, which are defined as having more than 10,000 Limited English Proficiency (LEP) residents. The 13% (2 staff) Spanish-speaking PCPs exceeds the 10% goal. The 13% (2 staff) Chinese-speaking exceeds the 4% goal. In addition, DWES also has one (1) Tagalog-speaking and two (2) Cambodian-speaking staff.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.

The department considers recruiting additional employees who are bilingual in the threshold languages as provided in AI 145. Recruitments are evaluated to determine the need for selective certification language and to ensure the PCP goals are met or exceeded. Since DWES is above the minimum requirement and the goal set last fiscal year, it has not applied to require language certification for the open positions but does consider language ability as a positive factor in hiring. With the retirement of one of the Spanish-speaking employee, DWES may need to consider selective certification on one of the positions available.

3. Highlight positive changes, successes, and best practices.

DWES has increased outreach as a Department around City contracting opportunities for small businesses, Certifications and labor law enforcement. We have attended fifteen (15) external outreach events that partnered with local Chamber of Commerce, government agency, housing developer and other City department with approximately 1200 participants. The Small Business Week Marketplace & Expo, sponsored by Economic and Workforce Development, was a huge success. It brought together small business owners, City staff, and community members to learn more about how to support small businesses in Oakland and how to engage in the City's contracting process. As a best practice we ask registrants for these events, in advance, if they require translation services. Additionally, at site visits we provide interpretive services for small business owners and local hotel workers.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

- Translated thirteen of our vital documents into the threshold languages.

- Established two multicultural phone lines.
- Ensured bi-lingual employees staffed outreach events.
- Provide interpretive services at site visits and in interviews with hotel workers.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.

Reception (front desk) 250 Frank Ogawa Plaza, Ste 3341, Webpage
(www.oaklandca.gov/departments/workplace-employment-standards)

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

All (100%) the documents were translated into threshold language (s).

3. Describe other materials the Department has provided in multiple languages?

Emergency Paid Sick Leave Poster: Spanish, Chinese, Vietnamese
Emergency Paid Leave Claim Form: Spanish, Chinese, Vietnamese
Right to Recall Poster: Spanish, Chinese, Vietnamese
Right to Recall Claim Form: Spanish, Chinese, Vietnamese
Measure FF (Minimum Wage) Poster: Spanish, Chinese, Vietnamese
Measure FF (Minimum Wage) Claim Form: Spanish, Chinese, Vietnamese
Measure FF FAQ: Spanish, Chinese, Vietnamese
Measure Z Claim form: Spanish, Chinese, Vietnamese
Measure Z poster: Spanish, Chinese, Vietnamese
Living Wage Ordinance Bulletin: Spanish, Chinese, Vietnamese
Hospitality and travel worker right to recall ordinance poster: Spanish, Chinese, Vietnamese
Regulations for the enforcement of Oakland's employment ordinances: Spanish, Chinese, Vietnamese
FAQ -Oakland's Hotel Workers protection and Employment Standards ordinance: Spanish, Chinese, Vietnamese

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.

Both of our general line and Minimum Wage phone lines are set up with greeting messages translated in the three threshold languages and additionally, Vietnamese. We regularly use the language access line for translation.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.

The core of the work we do at DWES is to provide equitable opportunities to Oakland businesses owners and workers. It is interwoven into our department culture. We continually strive to serve LES communities by providing access to documents, translation services when needed, and outreach to communities of color.

The mid-year termination of the Fair Labor Oakland contract due to budget constraints eliminated outreach in the second half of the year. In the first half of the year, they reached 4,593 individuals in 125 events. This was about half the number they reached in the prior fiscal year. The grantee, Centro Legal de la Raza, coordinates subgrantees with language and cultural competencies to reach low wage workers in their primary languages, which includes Spanish and Chinese.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

None.

3. Describe department effort in administering the 2024 Language Access Survey. Discuss how you would use survey findings to guide your language access strategy. If your department uses other survey data that guide your community engagement strategy, please discuss here as well.

DWES sent the survey link in three languages in the signature of email responses sent from the departmental email addresses, and from individual email accounts. This reached people who typically write to DWES by email, including local businesses and the general public when they have questions about labor and employment.

DWES would be interested in the survey findings on Oakland residents' preferred modes of communication. In particular, we are concerned about the shift in our public contact accessibility from in-office and phone to primarily returning voicemails and email. Nearly all of our positions are public contact positions. From our professional experience serving disadvantaged populations, these modes of contact are likely to present significant obstacles to communications. The mid-year termination of the grant to Fair Labor Oakland further reduced our source of contact with residents in the community.

Workers in low wage jobs are the ones most vulnerable to wage theft and inhumane working conditions. They may prefer to call in anonymously to have their questions answered. They may not have ready access to email or the internet when at home or work. Workers with low English proficiency may have difficulty expressing their issue in writing or understanding the emailed responses we send back to them. Small local business owners may have difficulty navigating the online certification application. It may be difficult for them to receive the help they need, when they need it, if our public response heavily relies upon returning their voicemails and emailing them responses.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

For the FY 2025-2027 budget, DWES proposed and Council passed a restoration of the Fair Labor Oakland (FLO) grant for the FY 2025-27 budget and new a job classification of Labor Standards Investigators. We will work the grantee, Centro Legal de la Raza, on resuming

outreach and education on workers' rights and developing feasible program goals for the services. While the grant was restored, the amount is lower than in previous years.

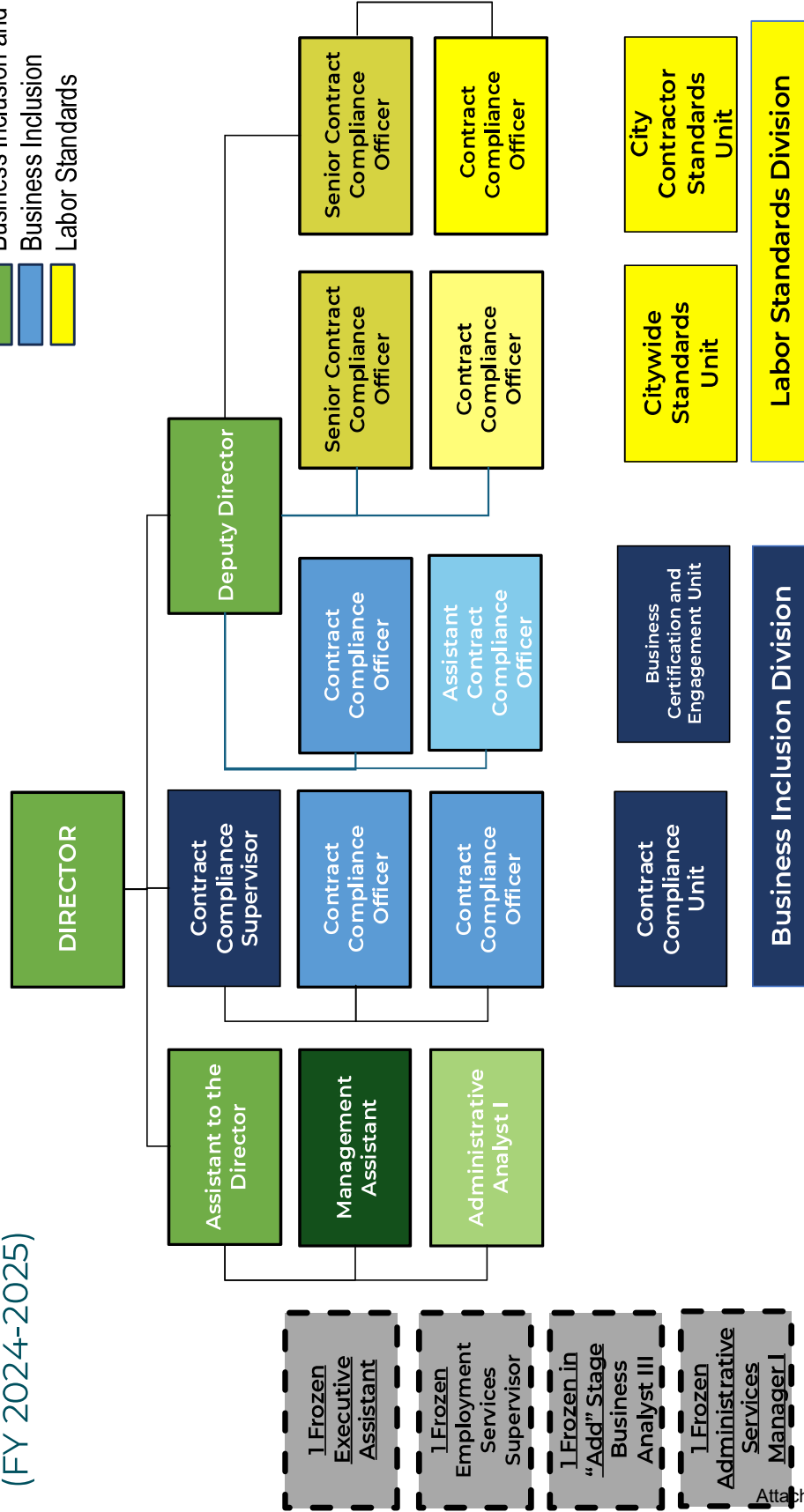
DWES will recruit for specialists in Labor Investigations and invest in training to improve the effectiveness of investigations. DWES will also consider a selective certification for language. With the retirement of one Spanish-speaking employee, DWES will fall below the city language goal of 10%.

DWES will also translate the resource guide to Certifications Program and Local Employment Program.

DWES Organizational Chart

(FY 2024-2025)

Business Inclusion and Labor Standards
Business Inclusion
Labor Standards



Department of Workplace and Employment Standards FY 2024-2025

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_POSITION	PCP_LANG_1	Bilingual Cert
67111 - Administrative Suppl	250 FRANK H. OGAWA PLAZA, 3RD FL	Administrative Analyst I	28-MAR-15		YES	Chinese	Chinese
67111 - Administrative Suppl	250 FRANK H. OGAWA PLAZA, 3RD FL	Assistant to the Director	03-FEB-24		NO		
67111 - Administrative Suppl	250 FRANK H. OGAWA PLAZA, 3RD FL	Deputy Director Workplace & Empl Stds	01-APR-23		YES		
67111 - Administrative Suppl	250 FRANK H. OGAWA PLAZA, 3RD FL	Director of Workplace & Employment Stnd	17-SEP-22		YES	Tagalog	
67111 - Administrative Suppl	250 FRANK H. OGAWA PLAZA, 3RD FL	Temp Contract Svcs Employee, PT	28-SEP-24	YES	NO		
67211 - Workplace Standard	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer	13-SEP-07		YES	Spanish	Spanish
67211 - Workplace Standard	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer, Sr.	01-JUN-15		YES	Spanish	Spanish
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer	12-MAY-98		YES	Cambodian	
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer	22-JAN-08		YES		
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer	06-NOV-06		YES	Cambodian	
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Supervisor	06-OCT-86		YES		
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Exempt Limited Duration Employee	20-JUL-24	YES	YES		
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Exempt Limited Duration Employee	03-AUG-24	YES	YES		
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Exempt Limited Duration Employee	14-OCT-23		YES		
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Management Assistant	11-FEB-08		YES	Chinese	Chinese