

# CITY OF OAKLAND

## AGENDA REPORT

FILED  
OFFICE OF THE CITY CLERK  
OAKLAND

2008 JAN 10 PM 5:07

TO: Office of the City Administrator  
ATTN: Deborah A. Edgerly  
FROM: Office of the City Administrator, Equal Access Office  
DATE: January 22, 2008

RE: **Updated Status Report on the Implementation of the Equal Access Ordinance**

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### SUMMARY

This report provides the Finance and Management Committee and the City Council with updated status report on compliance efforts for the Equal Access Ordinance.

### FISCAL IMPACT

This report is for informational purposes only, therefore fiscal impacts are not included.

### BACKGROUND

The purpose of the Equal Access to Services Ordinance is to establish equal access to City services and programs. This is to be achieved by requiring City Departments to offer bilingual services and materials if a substantial portion of the public utilizing City services does not speak English effectively because it is not their primary language. In addition, the Ordinance provides for the hiring of a sufficient number of bilingual employees to ensure that the needs of the Limited English Proficiency (LEP) community are fully served.

### KEY ISSUES AND IMPACTS

The following responds to the Finance and Management Committee's September 11, 2007 information requests:

**1. Identify areas of the City with substantial LEP populations.**

Through 2000 census data, correlated with global information systems (GIS), staff identified language capabilities within the City's geographic boundaries. The census and language information is helpful in identifying the languages spoken in specific communities, but does not provide essential information regarding the level or degree of English language proficiency found within each community. Language Population Maps are found at *Attachment A*.

**2. Assess whether Senior Centers, Recreation Centers, Police Beats, Firehouses, Libraries, Swim Centers, and Neighborhood Services Coordinator positions located in areas with a**

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**significant concentration of a substantial number of limited English speaking persons group(s) are staffed by a sufficient number of bilingual employees. (SEC.2.30.040)**

Staff compiled a spreadsheet that identifies individual facilities and beats relative to the geographic area(s) served. The total numbers of Public Contact Positions (PCPs) are also identified within each facility or beat, and the languages spoken by the PCPs within them are noted. Also included is a comparison of the language capabilities at each facility or beat to the language capabilities (within a range) of the surrounding geographic areas *Attachment B*.

**3. Fine tune position control data for each Department.**

For the purposes of developing tables and charts for this report, staff utilized the citywide position control data of November 13, 2007. Staff reviewed and reconciled the authorized positions approved by Council for FY07-08 during the program's monthly reconciliation process.

**4. Eliminate or explain any discrepancies.**

From November 13th through November 28th, each City Departments/Agency and the Budget Office reviewed the report for accuracy by noting that all authorized positions were reflected and that the FTE, organization, fund, project, program and incumbent status was valid for the designated time period. All discrepancies found were resolved prior to the distribution of this report.

**5. Create summary tables of the number of PCPs in each Department, languages spoken, new hires, and vacancies (information should be broken out for both Spanish- and Cantonese-speaking employees).**

A summary table containing the requested information is found at *Attachment C*.

**6. Provide information on how many of the NEW PCPs are bilingual, and in which languages.**

A summary of this information is found at *Attachment C*.

**7. Recalculate the number of bilingual employees based on how many speak a second language, not based on whether or not they receive bilingual pay.**

A summary of bilingual employees excluding those who receive bilingual pay is found at *Attachment C*.

**8. Provide the following information in the compliance plan:**

**a. The office locations of the bilingual employees in PCPs.**

This information has been added to the compliance plan at *Attachment D, part A.1.*

**b. A description of each Department's plan for filling these positions, including a brief narrative describing the methods employed to ensure a pool of qualified bilingual applicants and the methods used to assess language skills.**

The City of Oakland utilizes a centralized recruitment function located within the Office of Personnel Resource Management (OPRM). The City's recruitment model differs from those of other jurisdictions. Oakland's Departments/Agencies are encouraged to identify opportunities to staff PCPs with bilingual employees when the language need is evident. The compliance plan has been modified to capture agency and department efforts to fill PCP from a qualified pool of applicants *Attachment D, part A.4.*

When vacancies occur, departments and agencies submit a Personnel Requisition to fill all vacancies, including PCPs. OPRM certifies a current eligibility list to the departments or agencies. If the position is a Public Contact Position and requires bilingual skills, OPRM selectively certifies the top candidates from the eligibility list who have indicated bilingual skills on their application materials. Prior to a new employee starting employment in a bilingual PCP, they must demonstrate the required language proficiency through a written test.

**c. A list of the qualified applicants pool lists for each PCP filled, identifying whether each applicant had bilingual capabilities.**

Each time a Personnel Requisition is submitted to OPRM indicating a Public Contact Position and the requirement for bilingual skills, the eligibility lists are selectively certified. Those candidates possessing bilingual skills are certified first to the hiring department or agency for selection consideration.

The list of eligibility list is found at *Attachment E.*

**d. The names, addresses, telephone numbers, and contact person of each recruitment firm used to search for qualified applicants.**

The City does not currently utilize recruitment firms to search for qualified applicants other than consultants that are contracted to search for high level executive management positions,

and those contracted to develop promotional examinations (assessment centers) for fire and police classifications.

- e. **For each firm, the total number of employees and bilingual PCPs hired from the firm in the current year, including the employee's title and department.**

There is no information to report on this item because the use of outside firms is limited as noted previously.

- f. **A narrative assessing the adequacy of each firm to recruit applicants for bilingual PCPs.**

Similarly, staff can not evaluate the adequacy of firms to recruit because of the reasons previously stated.

9. **Return in January 2008 with more comprehensive hiring plans for Parks & Recreation, Fire Department, and Police Services.**

Currently, Oakland Parks and Recreation, Oakland Police Department, and Oakland Fire Department submit Personnel Requisitions when they wish to receive an existing eligibility list for PCPs and other non-sworn positions. These departments also alert OPRM to initiate a recruitment and examination process to create new eligibility lists. This is the standard procedure for filling vacancies within the City.

The annual compliance plans have been revised to include specific strategies utilized to help ensure qualified bilingual candidates are given full consideration for Public Contact Positions *Attachment D. part A.5.*

10. **Provide a list of each Department's written materials required to be translated, which have been translated, and into what languages.**

A list of each Department's translated documents and into what languages is found at *Attachment F.*

11. **Provide a plan as to how the list of local Community Based Organizations will be used for recruitment.**

The City plans to mail job announcements to every CBO on the list of 159 organizations whenever a Public Contact Position recruitment is requested by any department or agency. With assistance from the CBOs, the City's expects to attract increased numbers of qualified

bilingual applicants. The City will also encourage CBOs to distribute the job announcements and opportunities to other community members as well as post and publicize the information within the community.

In addition to providing hard copies of job announcements, the City plans to take advantage of more advanced technology, including electronic mailing lists for recruitment purposes.

The following information responds to the City Council's requests from the September 18, 2007 meeting:

**12. Return with direction to insert State levels for access, provide information on non-English speaking citizens' use versus limited speaking citizens.**

The Dymally-Alatorre Bilingual Services Act (California Government Code Section 7290) primarily provides for the provision of services for non-English speaking persons. Section 7293 requires the employment of qualified bilingual employees in public contact positions by local agencies serving a substantial number of non-English speaking people, to ensure provision of information and services in the language of the non-English speaking person. The Act does not establish quantitative levels of service that must be provided or specify the number of bilingual employees that must be hired.

The non-English speaking community may be viewed as linguistically isolated, rather than of limited proficiency. The United States Census Bureau defines a linguistically isolated (LI) household as one in which no one 14 years old and over speaks only English or speaks a non-English language and speaks English "very well." In other words, all members of the household 14 years old and over have at least some difficulty with English.

A comparison of LI households against the Limited English Proficiency (LEP) population may be useful. In the Spanish speaking community, LI households represent 4.6% of all households, while the LEP population is considerably larger at 13.48%. Similarly, in the Asian-Pacific Island language speaking communities, the LI households represent 5.82% of all households while the LEP population represents 8.42% of the total population. This 2006 census data reviewed simply suggests that the LI community is smaller than the LEP community.

**13. Commence with departmental survey, as required by the State, annually for Oakland.**

The Dymally-Alatorre Act requires a biennial survey (every 2 years) to identify if LEP needs are being met and provides flexibility in how state and local entities choose to address any deficiencies found. The State of California's implementation requires all qualifying departments and agencies to conduct biennial surveys.

Staff has revised its work plan and will incorporate annual surveys into all Department/Agency compliance plans, conduct annual service surveys and include survey data in annual program reports. See *Attachment D, part B.12.*

**14. Monitoring of limited English speaking persons who receive services.**

Similar to state guidance, monitoring LEP service delivery enables the City to more accurately quantify service levels in response to the indicated need. The work plan was revised to include the need to capture data on those limited English speaking persons who receive services in the annual compliance plans and report this information in the annual reports. See *Attachment D, part B.13.*

**15. Look at various populations that have changed.**

In the September 11, 2007 report to the Committee, staff reported it had reviewed Oakland Unified School District data and the 2005 American Community Survey. According to the California Department of Education, Educational Demographics Office, total District enrollment was 47, 012 students. Only two non-English language groups exceeded 1% of the total student enrollment. These languages were Spanish and Cantonese.

The number of English learners whose primary language is Spanish was 10,265 or 21.83%. English learners among Cantonese speaking students were 1,167 or 2.48%. Vietnamese speaking English learning students represented about one percent (0.99%) of the student population. The 44 Mandarin speaking English learning students represented less than one percent (0.09%) of the student population.

The 2005 United States Census, American Community Survey showed that for languages spoken at home (population 5 years and over) that in the Spanish language community 43,314 or 12.48% of the population spoke English less than "very well." An updated review of 2006 data showed this same Spanish language community increased to 46,828 or 13.48%. Among the Asian and Pacific Islander language community 30,070 or 8.66% spoke English less than "very well" in 2005. This same group decreased to 29,241 or 8.42 % in the 2006 survey.

**16. Look at the implementation to make sure there are no lawsuits.**

The Dymally-Alatorre Act focuses on service levels to the non-English speaking community. Section 7296.2 defines a substantial number of non-English speaking people as members of a group who do not speak English, or who are unable to effectively communicate in English because it is not their native language and who comprise 5 percent or more of the people served by any local office or facility of a state agency.

Section 7296.4 defines a sufficient number of qualified bilingual persons in public contact positions as the number required to provide the same level of service to non-English speaking persons as is available to English-speaking persons seeking such services.

Section 7299, "Implementation", consistent with public funds, federal law and civil service notes: The provisions of this act shall be implemented to the extent that local, state or federal funds are available, and to the extent permissible under federal law and the provisions of civil service law governing the state and local agencies.

The City's civil service rules do not address language skills relative to merit based hiring standards. The City has however, developed boilerplate language for all civil service recruitments with selective certification for specific languages. The language states:

"This is a public contact position. Bilingual skills in Spanish, Cantonese, Mandarin and Vietnamese are highly desirable in candidates who are considered to fill these vacancies. In keeping with Section 5.04 of the Civil Service Rules, eligible candidates whose names are certified to the hiring authority shall be the highest ranking candidates willing to accept employment and who possess bilingual skills in the languages noted above. Bilingual skills will be tested prior to final offer of employment."

Language found in the "Additional Qualifications" section of the vacancy announcement states:

"Bi-Lingual skills in Spanish, Cantonese, Mandarin, and Vietnamese are highly desirable."  
This language is intended to welcome and attract applicants with bi-lingual skills.

Individuals and groups have raised fairness concerns regarding implementation plans. The City received a pre-litigation demand letter from the Law Center for Families that contends the City has not produced compliance plans that comply with the Ordinance.

**17. Look at the 5% threshold when this item returns to committee.**

Staff interpreted this direction to be in response to concerns raised on behalf of individuals and groups advocating for the equitable inclusion of all language groups in the City's service objectives.

The practical difficulty of administering the Ordinance in a manner that provides the same level of service to all Oakland residents who do not speak English, Spanish or Chinese as their primary language is challenging.

All citizens have a reasonable expectation of access to the full range of City services. It is also important to consider that the five percent (5%) threshold may not adequately address the

perception of preferential employment consideration for bilingual applicants who can speak Spanish, Chinese and Vietnamese.

The federal government recommends a 5% threshold in administering its Title VI program. The Dymally-Alatorre Act provides for those who comprise 5% or more of the people served by any local office or facility of a state agency. The San Francisco Equal Access Ordinance offers additional flexibility, providing for a 5 percent population or 5 percent local contact threshold.

After staff reviewed the Oakland Unified School District data and the 2005 and 2006 American Community Survey, only two non-English language groups (Spanish and Cantonese) exceeded 1% of the total student enrollment. No other language groups approach the 5 percent threshold at this time. Changing the language threshold to include all language groups may not be administratively practical at this time, but the equity issue should be more closely evaluated.

## **PROGRAM DESCRIPTION**

The Equal Access to Services Ordinance, Oakland Municipal Code, Chapter 2.30, was adopted by Oakland's City Council on May 8, 2001. Its purpose was to remove language barriers that Limited English Proficiency residents may have in accessing City services. The Ordinance establishes the City Administrator's authority to advise the Council on issues related to the City's language access provisions.

## **SUSTAINABLE OPPORTUNITIES**

*Economic:* More City residents can enjoy the benefits of City services.

*Environmental:* No environmental opportunities have been identified.

*Social Equity:* More limited English proficiency residents will have better access to City services.

## **DISABILITY AND SENIOR CITIZEN ACCESS**

There are no ADA or senior citizen access issues contained in this report.

## **RECOMMENDATION(S) AND RATIONALE**


Council is encouraged to continue monitoring progress and provide input as necessary to ensure that program objectives are achieved. Staff also respectfully requests that Council consider and support staff's ongoing efforts to complete the necessary infrastructure development in order to facilitate long term program objectives.



**ACTION REQUESTED OF THE CITY COUNCIL**

Staff recommends the Council accept this report and its recommendations

Respectfully submitted,

  
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Monique K. Tsang  
Manager, Equal Access Office

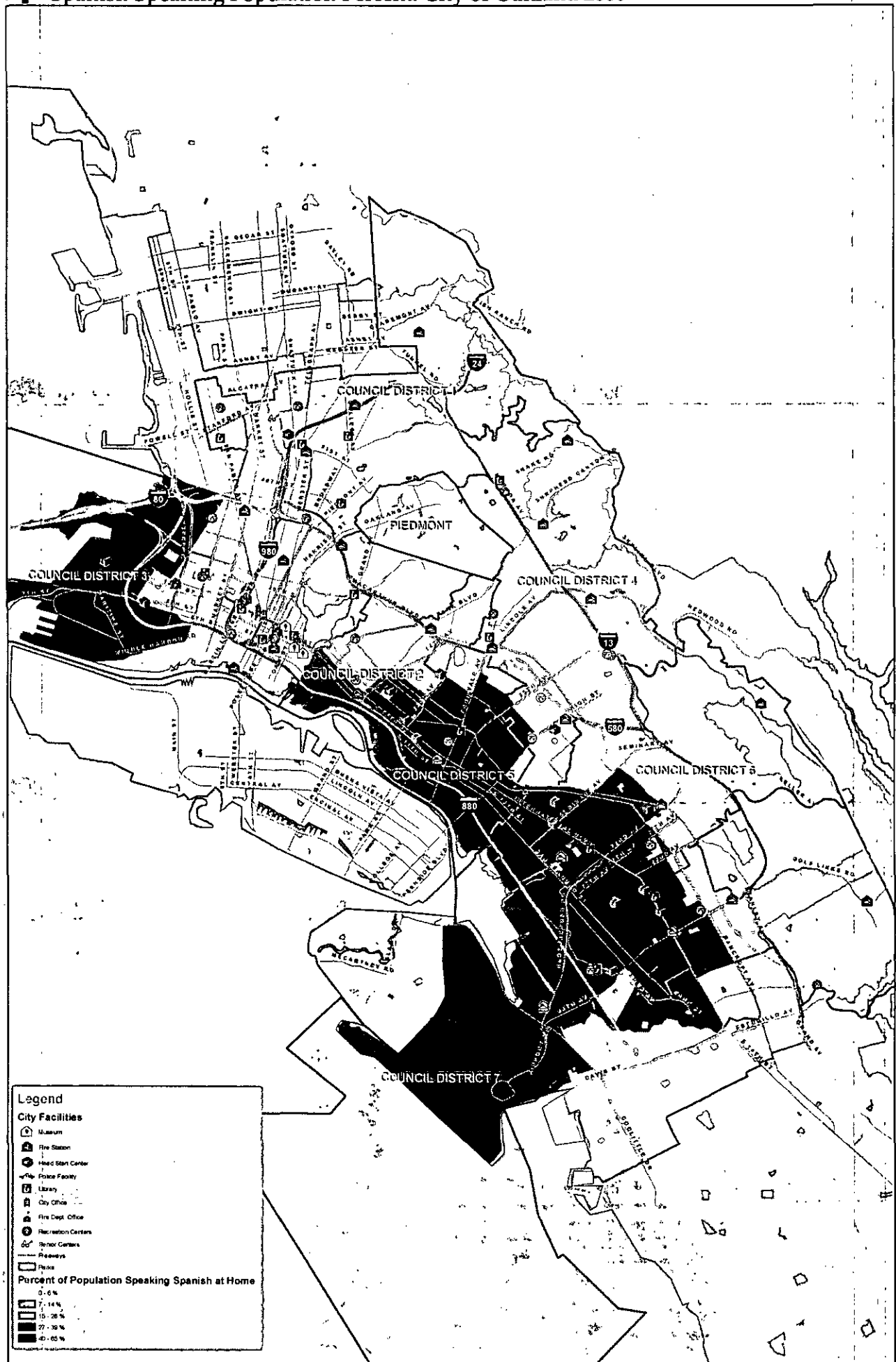
APPROVED AND FORWARDED TO THE  
FINANCE AND MANAGEMENT COMMITTEE:

  
Office of the City Administrator

**Attachments:**

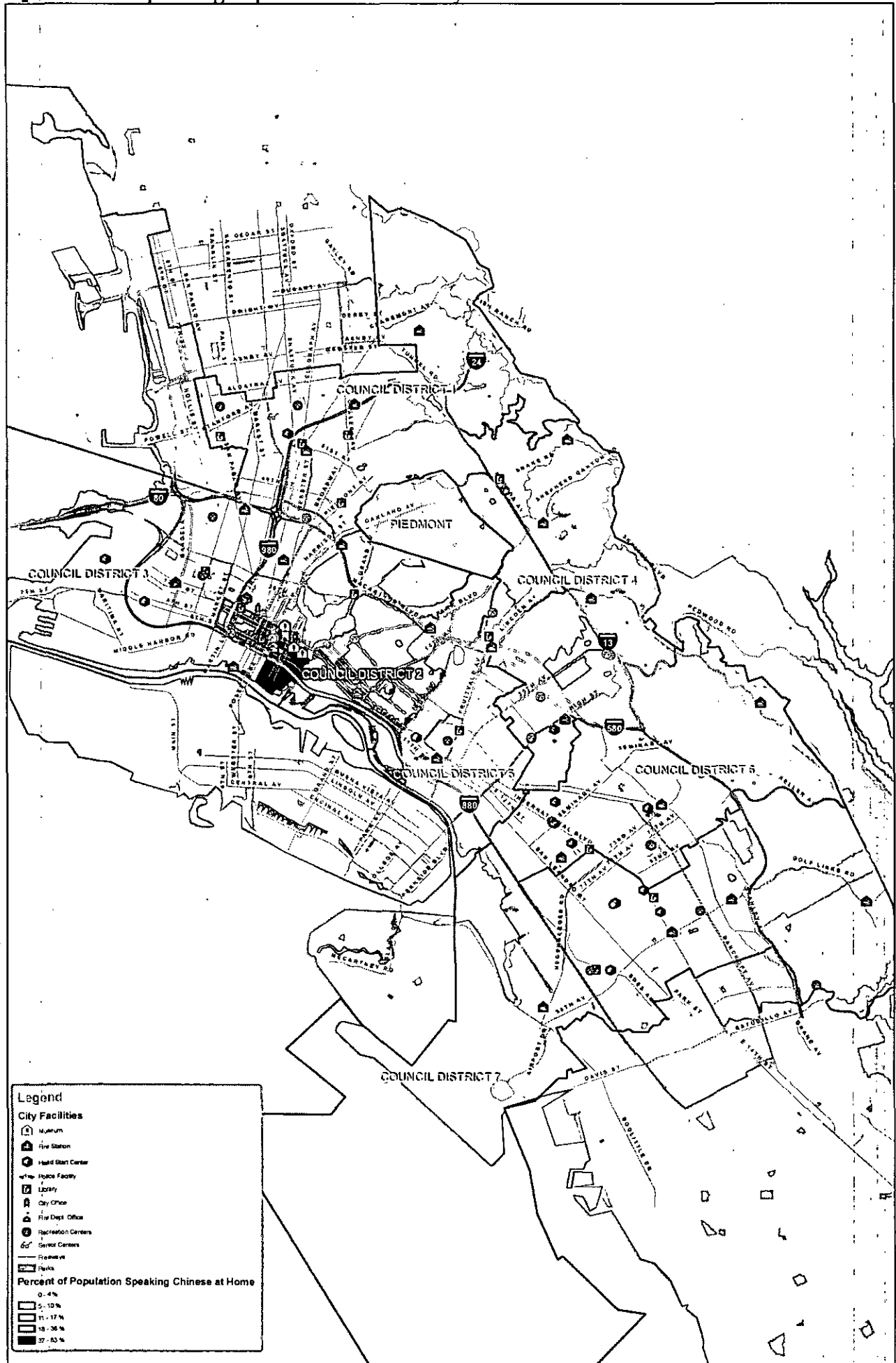
- A. Language Population Maps
- B. Facilities, Beats, PCPs, Geographic Comparison spreadsheet
- C. PCPs in Each Department, Languages Spoken, New Hires and Vacancies
- D. FY 07-08 Compliance Plans
- E. Eligibility Lists
- F. Translated Documents (As of December 2007)
- G. PowerPoint Presentation

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Finance and Management Committee  
January 22, 2008





# Chinese Speaking Population Percent: City of Oakland 2000



### Senior Center Location Totals as of 11-13-07

| Location           | Street           | Floor | Suite | PCPs | Spanish PCPs | Spanish % | GIS Spanish | Chinese PCPs | Chinese % | GIS Chinese |
|--------------------|------------------|-------|-------|------|--------------|-----------|-------------|--------------|-----------|-------------|
| Senior Center Unit | 1724 Adeline St. |       |       | 1    | 0            | 0.00%     | 7%-14%      | 0            | 0.00%     | 5%-10%      |
| Senior Center Unit | 200 Grand Avenue |       |       | 1    | 0            | 0.00%     | 7%-14%      | 0            | 0.00%     | 0%-4%       |
| Senior Center Unit | 5714 MLK Jr. Way |       |       | 1    | 0            | 0.00%     | 7%-14%      | 0            | 0.00%     | 0%-4%       |
| Senior Center Unit | 9255 Edes Ave    |       |       | 1    | 0            | 0.00%     | 27%-39%     | 0            | 0.00%     | 0%-4%       |

## Recreation Center Location Totals as of 11-13-07

| Location                            | Street                     | Floor | Suite | PCPs | Spanish PCPs | Spanish % | GIS Spanish | Chinese PCPs | Chinese % | GIS Chinese |
|-------------------------------------|----------------------------|-------|-------|------|--------------|-----------|-------------|--------------|-----------|-------------|
| OPR - Franklin Recreation Center    | 1010 E 15th Street         |       |       | 3    | 0            | 0.00%     | 15%-26%     | 0            | 0.00%     | 18%-36%     |
| OPR - Golden Gate Rec Center        | 1075 62nd Street           |       |       | 4    | 0            | 0.00%     | 7%-14%      | 0            | 0.00%     | 0%-4%       |
| OPR - Carmen Flores Rec Center      | 1637 Fruitvale Avenue      |       |       | 2    | 1            | 50.00%    | 40%-65%     | 0            | 0.00%     | 0%-4%       |
| OPR - Defremery Recreation Center   | 1651 Adeline Street        |       |       | 7    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 0%-4%       |
| OPR - San Antonio Rec Center        | 1701 E 19th Street         |       |       | 1    | 0            | 0.00%     | 27%-39%     | 0            | 0.00%     | 18%-36%     |
| OPR - FM Smith Recreation Center    | 1969 Park Blvd             |       |       | 5    | 0            | 0.00%     | 7%-14%      | 0            | 0.00%     | 11%-17%     |
| OPR - Sheffield Village Rec Center  | 247 Marlow Drive           |       |       | 3    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 0%-4%       |
| OPR - Lincoln Recreation Center     | 250 10th Street            |       |       | 7    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 37%-83%     |
| OPR - Brookdale Recreation Center   | 2535 High Street           |       |       | 4    | 0            | 0.00%     | 40%-65%     | 0            | 0.00%     | 5%-10%      |
| OPR - Manzanita Recreation Center   | 2701 22nd Avenue           |       |       | 3    | 0            | 0.00%     | 15%-26%     | 0            | 0.00%     | 18%-36%     |
| OPR - Poplar Recreation Center      | 3131 Union Street          |       |       | 3    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 0%-4%       |
| OPR - Mosswood Recreation Center    | 3612 Webster Street        |       |       | 4    | 0            | 0.00%     | 7%-14%      | 0            | 0.00%     | 5%-10%      |
| OPR - Allendale Recreation Center   | 3711 Suter Street          |       |       | 3    | 1            | 33.33%    | 15%-26%     | 0            | 0.00%     | 11%-17%     |
| OPR - Dimond Recreation Center      | 3860 Hamly Road            |       |       | 14   | 1            | 7.14%     | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| OPR - Redwood Heights Rec Center    | 3801 Aliso Ave.            |       |       | 9    | 0            | 0.00%     | 7%-14%      | 0            | 0.00%     | 11%-17%     |
| OPR - Radical Roving Recreation     | 7101 Edgewater Dr - Bldg 4 |       |       | 2    | 0            | 0.00%     | 27%-39%     | 0            | 0.00%     | 0%-4%       |
| OPR - Arroyo Recreation Center      | 2795 Butters Drive         |       |       | 5    | 0            | 0.00%     | 27%-39%     | 0            | 0.00%     | 0%-4%       |
| OPR - Radical Roving Recreation     | 800 Willow Street          |       |       | 1    | 0            | 0.00%     | 15%-26%     | 0            | 0.00%     | 0%-4%       |
| OPR - Ira Jenkins Recreation Center | 9175 Edes Avenue           |       |       | 7    | 0            | 0.00%     | 27%-39%     | 0            | 0.00%     | 0%-4%       |
| OPR - Tassafaranga Recreation       | 975 85th Avenue            |       |       | 3    | 0            | 0.00%     | 40%-65%     | 0            | 0.00%     | 0%-4%       |
| OPR - Montclair Recreation Center   | 6300 Moraga Ave            |       |       | 8    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 0%-4%       |

## Police Beat Location Totals as of 11-13-07

| District                 | Beat | PCPs      | Spanish PCPs | Spanish %     | GIS Spanish | Chinese PCPs | Chinese %    | GIS Chinese |
|--------------------------|------|-----------|--------------|---------------|-------------|--------------|--------------|-------------|
| District 1               | 1    | 9         | 1            | 11.11%        | 0%-6%       | 1            | 11.11%       | 0%-4%       |
|                          | 2    | 8         | 1            | 12.50%        | 40%-65%     | 0            | 0.00%        | 0%-4%       |
|                          | 3    | 4         | 0            | 0.00%         | 7%-14%      | 1            | 25.00%       | 37%-83%     |
|                          | 4    | 6         | 0            | 0.00%         | 7%-14%      | 0            | 0.00%        | 11%-17%     |
|                          | 5    | 7         | 2            | 28.57%        | 15%-26%     | 1            | 14.29%       | 5%-10%      |
|                          | 6    | 5         | 0            | 0.00%         | 7%-14%      | 0            | 0.00%        | 0%-4%       |
|                          | 7    | 6         | 0            | 0.00%         | 27%-39%     | 0            | 0.00%        | 0%-4%       |
| <b>District 1 Totals</b> |      | <b>45</b> | <b>4</b>     | <b>8.89%</b>  |             | <b>3</b>     | <b>6.67%</b> |             |
| District 2               | 8    | 6         | 0            | 0.00%         | 7%-14%      | 0            | 0.00%        | 5%-10%      |
|                          | 9    | 6         | 1            | 16.67%        | 0%-6%       | 0            | 0.00%        | 0%-4%       |
|                          | 10   | 5         | 1            | 20.00%        | 7%-14%      | 0            | 0.00%        | 0%-4%       |
|                          | 11   | 6         | 1            | 16.67%        | 7%-14%      | 0            | 0.00%        | 0%-4%       |
|                          | 12   | 6         | 1            | 16.67%        | 0%-6%       | 0            | 0.00%        | 0%-4%       |
|                          | 13   | 5         | 0            | 0.00%         | 0%-6%       | 0            | 0.00%        | 0%-4%       |
| <b>District 2 Totals</b> |      | <b>34</b> | <b>4</b>     | <b>11.76%</b> |             | <b>0</b>     | <b>0.00%</b> |             |
| District 3               | 14   | 3         | 1            | 33.33%        | 0%-6%       | 0            | 0.00%        | 5%-10%      |
|                          | 15   | 4         | 1            | 25.00%        | 7%-14%      | 0            | 0.00%        | 18%-36%     |
|                          | 16   | 3         | 0            | 0.00%         | 0%-6%       | 0            | 0.00%        | 0%-4%       |
|                          | 17   | 3         | 1            | 33.33%        | 7%-14%      | 0            | 0.00%        | 18%-36%     |
|                          | 18   | 3         | 1            | 33.33%        | 27%-39%     | 1            | 33.33%       | 18%-36%     |
|                          | 19   | 3         | 0            | 0.00%         | 27%-39%     | 0            | 0.00%        | 18%-36%     |
| <b>District 3 Totals</b> |      | <b>19</b> | <b>4</b>     | <b>21.05%</b> |             | <b>1</b>     | <b>5.26%</b> |             |
| District 4               | 20   | 7         | 2            | 28.57%        | 40%-65%     | 0            | 0.00%        | 5%-10%      |
|                          | 21   | 10        | 1            | 10.00%        | 27%-39%     | 2            | 20.00%       | 5%-10%      |
|                          | 22   | 6         | 1            | 16.67%        | 7%-14%      | 0            | 0.00%        | 11%-17%     |
|                          | 23   | 6         | 3            | 50.00%        | 40%-65%     | 0            | 0.00%        | 5%-10%      |
|                          | 24   | 6         | 1            | 16.67%        | 40%-65%     | 0            | 0.00%        | 5%-10%      |
|                          | 25   | 6         | 1            | 16.67%        | 7%-14%      | 0            | 0.00%        | 5%-10%      |
| <b>District 4 Totals</b> |      | <b>41</b> | <b>9</b>     | <b>21.95%</b> |             | <b>2</b>     | <b>4.88%</b> |             |
| District 5               | 26   | 7         | 1            | 14.29%        | 40%-65%     | 0            | 0.00%        | 0%-4%       |
|                          | 27   | 6         | 2            | 33.33%        | 40%-65%     | 0            | 0.00%        | 0%-4%       |
|                          | 28   | 5         | 1            | 20.00%        | 15%-26%     | 0            | 0.00%        | 0%-4%       |
|                          | 29   | 5         | 2            | 40.00%        | 7%-14%      | 0            | 0.00%        | 0%-4%       |
|                          | 30   | 6         | 0            | 0.00%         | 27%-39%     | 0            | 0.00%        | 0%-4%       |
| <b>District 5 Totals</b> |      | <b>29</b> | <b>6</b>     | <b>20.69%</b> |             | <b>0</b>     | <b>0.00%</b> |             |
| District 6               | 31   | 8         | 0            | 0.00%         | 27%-39%     | 0            | 0.00%        | 0%-4%       |
|                          | 32   | 7         | 0            | 0.00%         | 40%-65%     | 0            | 0.00%        | 0%-4%       |
|                          | 33   | 6         | 1            | 16.67%        | 40%-65%     | 1            | 16.67%       | 0%-4%       |
|                          | 34   | 7         | 1            | 14.29%        | 27%-39%     | 0            | 0.00%        | 0%-4%       |
|                          | 35   | 6         | 0            | 0.00%         | 15%-26%     | 0            | 0.00%        | 0%-4%       |
| <b>District 6 Totals</b> |      | <b>34</b> | <b>2</b>     | <b>5.88%</b>  |             | <b>1</b>     | <b>2.94%</b> |             |

## Other Police Location Totals as of 11-13-07

| Location   | Street                 | Floor | Suite/<br>Room | PCPs | Spanish<br>PCPs | Spanish<br>% | GIS<br>Spanish | Chinese<br>PCPs | Chinese<br>% | GIS<br>Chinese |
|--|------------------------|-------|----------------|------|-----------------|--------------|----------------|-----------------|--------------|----------------|
| Police - Airport Security                          | 1 Airport Blvd         |       |                | 24   | 0               | 0.00%        | 27%-39%        | 0               | 0.00%        | 0%-4%          |
| Police - Animal Shelter                            | 1101 29th Ave          |       |                | 16   | 0               | 0.00%        | 40%-65%        | 1               | 6.25%        | 5%-10%         |
| Police   | 2651 73rd Ave          |       |                | 263  | 27              | 10.27%       | 27%-39%        | 8               | 3.04%        | 0%-4%          |
| Police - Field Support                             | 3590 Sanborn Drive     |       |                | 11   | 1               | 9.09%        | 7%-14%         | 0               | 0.00%        | 5%-10%         |
| Police - BFO Admin/Court Liaison                   | 455 7th Street         | 1     |                | 8    | 0               | 0.00%        | 7%-14%         | 1               | 12.50%       | 18%-36%        |
| Police - Research, Planning & Crime Analysis       | 455 7th Street         | 9     |                | 4    | 0               | 0.00%        | 7%-14%         | 0               | 0.00%        | 18%-36%        |
| Police - Bureau of Administration                  | 455 7th Street         |       | Rm 822         | 1    | 0               | 0.00%        | 7%-14%         | 0               | 0.00%        | 18%-36%        |
| Police - Criminalistics Unit                       | 455 7th Street         |       | Rm 608         | 1    | 0               | 0.00%        | 7%-14%         | 0               | 0.00%        | 18%-36%        |
| Police - Identification Section                    | 455 7th Street         |       | Rm 313         | 5    | 0               | 0.00%        | 7%-14%         | 0               | 0.00%        | 18%-36%        |
| Police - Information Technology / Research         | 455 7th Street         | 9     |                | 5    | 0               | 0.00%        | 7%-14%         | 0               | 0.00%        | 18%-36%        |
| Police - Office of Chief - Administration          | 455 7th Street         | 8     |                | 10   | 0               | 0.00%        | 7%-14%         | 0               | 0.00%        | 18%-36%        |
| Police - Patrol Division                           | 455 7th Street         |       | Rm B-19        | 190  | 9               | 4.74%        | 7%-14%         | 3               | 1.58%        | 18%-36%        |
| Police - Personnel / Fiscal Services               | 455 7th Street         | 7     |                | 2    | 0               | 0.00%        | 7%-14%         | 0               | 0.00%        | 18%-36%        |
| Police - Problem Solving Officers Area 1           | 455 7th Street         |       |                | 1    | 1               | 100.00%      | 7%-14%         | 0               | 0.00%        | 18%-36%        |
| Police - Property and Evidence                     | 455 7th Street         | B     |                | 6    | 0               | 0.00%        | 7%-14%         | 0               | 0.00%        | 18%-36%        |
| Police - Records & Warrants                        | 455 7th Street         | 3     |                | 27   | 2               | 7.41%        | 7%-14%         | 2               | 7.41%        | 18%-36%        |
| Police - Records & Warrants                        | 455 7th Street         | 4     |                | 58   | 3               | 5.17%        | 7%-14%         | 0               | 0.00%        | 18%-36%        |
| Police - Records Unit                              | 455 7th Street         |       | Rm 307         | 1    | 0               | 0.00%        | 7%-14%         | 0               | 0.00%        | 18%-36%        |
| Police - Robbery/Theft/Homicide                    | 455 7th Street         | 2     |                | 49   | 8               | 16.33%       | 7%-14%         | 0               | 0.00%        | 18%-36%        |
| Police - Special Operations Section Administration | 455 7th Street         |       | Rm B-82        | 1    | 0               | 0.00%        | 7%-14%         | 0               | 0.00%        | 18%-36%        |
| Police - Training Unit                             | 455 7th Street         | 5     |                | 14   | 1               | 7.14%        | 7%-14%         | 0               | 0.00%        | 18%-36%        |
| Police - Youth & Family Services                   | 470 27th St            |       |                | 3    | 2               | 66.67%       | 0%-6%          | 0               | 0.00%        | 0%-4%          |
| Police - Communications Unit                       | 7101 Edgewater, Bldg 8 |       |                | 78   | 8               | 10.26%       | 27%-39%        | 0               | 0.00%        | 0%-4%          |
| Police - Internal Affairs                          | 250 Frank Ogawa Plaza  |       | Suite C        | 16   | 0               | 0.00%        | 0%-6%          | 1               | 0.0625       | 5%-10%         |
| Police - Internal Affairs                          | 250 Frank Ogawa Plaza  |       | Suite D        | 5    | 1               | 0.2          | 0%-6%          | 0               | 0            | 5%-10%         |

## Fire Department Location Totals as of 11-13-07

| Location                      | Street                  | Floor | Suite | PCPs | Spanish % | GIS Spanish | Chinese PCPs | Chinese % | GIS Chinese |
|-------------------------------|-------------------------|-------|-------|------|-----------|-------------|--------------|-----------|-------------|
| Emergency Services / Planning | 1605 MLK Jr. Way        |       |       | 7    | 14.29%    | 0%-6%       | 1            | 14.29%    | 5%-10%      |
| Fire Chief / Human Resources  | 150 Frank Ogawa Plaza   | 3     | 3354  | 9    | 0.00%     | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| FPB                           | 250 Frank Ogawa Plaza   | 3     | 3341  | 33   | 9.09%     | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| Measure N - Paramedic         | 47 Clay Street          |       |       | 7    | 14.29%    | 0%-6%       | 0            | 0.00%     | 0%-4%       |
| Station 1                     | 1603 MLK Jr Way         |       |       | 67   | 2.99%     | 0%-6%       | 1            | 1.49%     | 5%-10%      |
| Station 3                     | 1445 14th Street        |       |       | 27   | 11.11%    | 15%-26%     | 0            | 0.00%     | 0%-4%       |
| Station 4                     | 1235 East 14th Street   |       |       | 29   | 13.79%    | 27%-39%     | 1            | 3.45%     | 18%-36%     |
| Station 5                     | 934 34th Street         |       |       | 12   | 0.00%     | 7%-14%      | 0            | 0.00%     | 0%-4%       |
| Station 6                     | 7080 Colton Blvd        |       |       | 10   | 0.00%     | 0%-6%       | 0            | 0.00%     | 0%-4%       |
| Station 7                     | 1006 Amto Avenue        |       |       | 10   | 0.00%     | 0%-6%       | 0            | 0.00%     | 0%-4%       |
| Station 8                     | 463 51st Street         |       |       | 22   | 13.64%    | 7%-14%      | 0            | 0.00%     | 5%-10%      |
| Station 10                    | 172 Santa Clara Avenue  |       |       | 12   | 8.33%     | 0%-6%       | 0            | 0.00%     | 0%-4%       |
| Station 12                    | 822 Alice Street        |       |       | 11   | 9.09%     | 0%-6%       | 0            | 0.00%     | 37%-83%     |
| Station 13                    | 1225 Derby Avenue       |       |       | 12   | 33.33%    | 40%-65%     | 0            | 0.00%     | 5%-10%      |
| Station 15                    | 455 27th Street         |       |       | 28   | 7.14%     | 0%-6%       | 0            | 0.00%     | 0%-4%       |
| Station 16                    | 3600 13th Avenue        |       |       | 12   | 0.00%     | 15%-26%     | 0            | 0.00%     | 11%-17%     |
| Station 17                    | 3344 High Street        |       |       | 19   | 10.53%    | 7%-14%      | 1            | 5.26%     | 0%-4%       |
| Station 18                    | 1700 50th Avenue        |       |       | 22   | 22.73%    | 40%-65%     | 0            | 0.00%     | 0%-4%       |
| Station 19                    | 5776 Miles Avenue       |       |       | 13   | 7.69%     | 0%-6%       | 0            | 0.00%     | 0%-4%       |
| Station 20                    | 1401 98th Avenue        |       |       | 31   | 3.23%     | 27%-39%     | 0            | 0.00%     | 0%-4%       |
| Station 21                    | 13150 Skyline Blvd      |       |       | 11   | 9.09%     | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| Station 22                    | 751 Air Cargo Way       |       |       | 16   | 12.50%    | 27%-39%     | 0            | 0.00%     | 0%-4%       |
| Station 23                    | 7100 Foothill Blvd      |       |       | 14   | 0.00%     | 27%-39%     | 1            | 7.14%     | 0%-4%       |
| Station 24                    | 5900 Shepherd Canyon Rd |       |       | 13   | 15.38%    | 0%-6%       | 0            | 0.00%     | 0%-4%       |
| Station 25                    | 2795 Butters Drive      |       |       | 10   | 0.00%     | 7%-14%      | 0            | 0.00%     | 5%-10%      |
| Station 26                    | 2611 98th Avenue        |       |       | 13   | 0.00%     | 15%-26%     | 0            | 0.00%     | 0%-4%       |
| Station 27                    | 8501 Pardee Drive       |       |       | 12   | 0.00%     | 27%-39%     | 0            | 0.00%     | 0%-4%       |
| Station 28                    | 4615 Grass Valley Road  |       |       | 10   | 10.00%    | 0%-6%       | 0            | 0.00%     | 0%-4%       |
| Station 29                    | 1016 66th Avenue        |       |       | 10   | 10.00%    | 27%-39%     | 0            | 0.00%     | 0%-4%       |
| Support & Services Unit       | 3459 Champion Street    |       |       | 2    | 50.00%    | 15%-26%     | 0            | 0.00%     | 11%-17%     |
| Training                      | 250 Victory Court       |       |       | 6    | 0.00%     | 0%-6%       | 0            | 0.00%     | 37%-83%     |
| U.S.A.R                       | 6550 Coliseum Way       |       |       | 1    | 0.00%     | 40%-65%     | 0            | 0.00%     | 0%-4%       |



### Library Location Totals as of 11-13-07

| Location                          | Street                  | Floor | Suite | PCPs | Spanish PCPs | Spanish % | GIS Spanish | Chinese PCPs | Chinese % | GIS Chinese |
|-----------------------------------|-------------------------|-------|-------|------|--------------|-----------|-------------|--------------|-----------|-------------|
| African-American Museum & Library | 659 14th Street         |       |       | 6    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 18%-36%     |
| Asian Branch                      | 388 9th Street          |       | 190   | 13   | 0            | 0.00%     | 0%-6%       | 5            | 38.46%    | 37%-83%     |
| Bookmobile                        | 1801 Adeline St         | 1     |       | 3    | 0            | 0.00%     | 7%-14%      | 0            | 0.00%     | 5%-10%      |
| Brookfield Village Branch         | 9255 Edes Ave           | 1     |       | 7    | 1            | 14.29%    | 27%-39%     | 1            | 14.29%    | 0%-4%       |
| Dimond Branch                     | 3565 Fruitvale Ave      | 1     |       | 10   | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| Eastmont Branch                   | 7200 Bancroft           | 2     | 211   | 8    | 0            | 0.00%     | 27%-39%     | 0            | 0.00%     | 0%-4%       |
| Golden Gate Branch                | 5606 San Pablo Ave      | 1     |       | 6    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 0%-4%       |
| Lakeview Branch                   | 550 El Embarcadero      | 1     |       | 7    | 0            | 0.00%     | 7%-14%      | 0            | 0.00%     | 18%-36%     |
| Latin American Branch             | 3301 E. 12th Street     | 2     | 271   | 8    | 5            | 62.50%    | 7%-14%      | 0            | 0.00%     | 5%-10%      |
| Literacy/West Oakland             | 1801 Adeline Street     | 2     |       | 5    | 0            | 0.00%     | 7%-14%      | 0            | 0.00%     | 5%-10%      |
| M. L. King Jr. Branch             | 6833 International Blvd | 1     |       | 7    | 1            | 14.29%    | 27%-39%     | 0            | 0.00%     | 0%-4%       |
| Melrose Branch                    | 4805 Foothill Blvd      | 1     |       | 7    | 2            | 28.57%    | 40%-65%     | 0            | 0.00%     | 0%-4%       |
| Montclair Branch                  | 1687 Mountain Blvd      | 1     |       | 7    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 0%-4%       |
| Piedmont Branch                   | 160 - 41st Street       | 1     |       | 7    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 0%-4%       |
| Rockridge Branch                  | 5366 College Ave        | 1     |       | 12   | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 0%-4%       |
| Temescal Branch                   | 2795 Butters Drive      |       |       | 8    | 1            | 12.50%    | 7%-14%      | 0            | 0.00%     | 5%-10%      |
| West Oakland Branch               | 1801 Adeline St         | 1     |       | 6    | 0            | 0.00%     | 7%-14%      | 0            | 0.00%     | 5%-10%      |
| Elmhurst Branch                   | 1427 88th Ave           | 1     |       | 7    | 1            | 14.29%    | 27%-39%     | 0            | 0.00%     | 0%-4%       |
| Main Library                      | 125 14th St             | 1     |       | 36   | 8            | 22.22%    | 0%-6%       | 0            | 0.00%     | 11%-17%     |
| Main Library                      | 125 14th St             | 2     |       | 36   | 4            | 11.11%    | 0%-6%       | 2            | 5.56%     | 11%-17%     |
| Main Library                      | 125 14th St             | B     |       | 22   | 2            | 9.09%     | 0%-6%       | 1            | 4.55%     | 11%-17%     |
| On-Call Public Services           | System-wide Placement   |       |       | 5    |              | 0.00%     |             |              | 0.00%     |             |

### Swim Center Location Totals as of 11-13-07

| Location                 | Street                   | Floor | Suite | PCPs | Spanish PCPs | Spanish % | GIS Spanish | Chinese PCPs | Chinese % | GIS Chinese |
|--------------------------|--------------------------|-------|-------|------|--------------|-----------|-------------|--------------|-----------|-------------|
| OPR - Live Oak Aquatics  | 1055 MacArthur Boulevard |       |       | 4    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 27%-39%     |
| OPR - Defremery Aquatics | 1269 18th Street         |       |       | 2    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 0%-4%       |
| OPR - Temescal Aquatics  | 371 45th Street          |       |       | 2    | 0            | 0.00%     | 7%-14%      | 0            | 0.00%     | 5%-10%      |
| OPR - Fremont Aquatics   | 4550 Foothill Boulevard  |       |       | 3    | 0            | 0.00%     | 40%-65%     | 0            | 0.00%     | 0%-4%       |

| Neighborhood Services Coordinator Location Totals as of 11-13-07 |                 |      |              |           |             |              |           |             |
|--|-----------------|------|--------------|-----------|-------------|--------------|-----------|-------------|
| Position   | Police Beat     | PCPs | Spanish PCPs | Spanish % | GIS Spanish | Chinese PCPs | Chinese % | GIS Chinese |
| Neighborhood Services Coordinator                                | 1, 6 and 7      | 1    | 0            | 0%        | 7-14%       | 0            | 0%        | 0-4%        |
| Neighborhood Services Coordinator                                | 3, 4 and 19     | 1    | 0            | 0%        | 27-39%      | 1            | 100%      | 18-36%      |
| Neighborhood Services Coordinator                                | 2 and 5         | 1    | 0            | 0%        | 27-39%      | 0            | 0%        | 0-4%        |
| Neighborhood Services Coordinator                                | 8, 9, 11 and 13 | 1    | 0            | 0%        | 0-6%        | 0            | 0%        | 0-4%        |
| Neighborhood Services Coordinator                                | 10 and 12       | 1    | 0            | 0%        | 7-14%       | 0            | 0%        | 0-4%        |
| Neighborhood Services Coordinator                                | 12, 13 and 17   | 1    | 0            | 0%        | 0-6%        | 0            | 0%        | 0-4%        |
| Neighborhood Services Coordinator                                | 17, 18 and 19   | 1    | 1            | 100%      | 27-39%      | 0            | 0%        | 18-36%      |
| Neighborhood Services Coordinator                                | 14, 15 and 16   | 1    | 0            | 0%        | 0-6%        | 0            | 0%        | 11-17%      |
| Neighborhood Services Coordinator                                | 22 and 25       | 1    | 0            | 0%        | 7-14%       | 0            | 0%        | 11-17%      |
| Neighborhood Services Coordinator                                | 20, 23 and 24   | 1    | 1            | 100%      | 40-65%      | 0            | 0%        | 5-10%       |
| Neighborhood Services Coordinator                                | 21 and 24       | 1    | 1            | 100%      | 15-26%      | 0            | 0%        | 5-10%       |
| Neighborhood Services Coordinator                                | 26 and 33       | 1    | 1            | 100%      | 40-65%      | 0            | 0%        | 0-4%        |
| Neighborhood Services Coordinator                                | 27, 28 and 29   | 1    | 0            | 0%        | 7-14%       | 0            | 0%        | 0-4%        |
| Neighborhood Services Coordinator                                | 30 and 27       | 1    | 0            | 0%        | 27-39%      | 0            | 0%        | 0-4%        |
| Neighborhood Services Coordinator                                | 31, 32 and 35   | 1    | 0            | 0%        | 15-26%      | 0            | 0%        | 0-4%        |
| Neighborhood Services Coordinator                                | 31, 32 and 34   | 1    | 1            | 100%      | 15-26%      | 0            | 0%        | 0-4%        |
| Neighborhood Services Coordinator                                | 25 and 35       | 1    | 0            | 0%        | 0-6%        | 0            | 0%        | 5-10%       |

## Other Location Totals as of 11-13-07

| Location   | Street                     | Floor | Suite | PCPs | Spanish PCPs | Spanish % | GIS Spanish | Chinese PCPs | Chinese % | GIS Chinese |
|--|----------------------------|-------|-------|------|--------------|-----------|-------------|--------------|-----------|-------------|
| Business License Tax Unit  | 250 Frank Ogawa Plaza      | 1     | 1320  | 12   | 1            | 8.33%     | 0%-6%       | 1            | 8.33%     | 5%-10%      |
| Citezens Police Review Board                                     | 1 Frank Ogawa Plaza        | 11    |       | 6    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| City Attorney's Office   | 1 Frank Ogawa Plaza        | 6     |       | 12   | 1            | 8.33%     | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| City Auditor Unit  | 1 Frank Ogawa Plaza        | 4     |       | 1    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| City Clerk   | 1 Frank Ogawa Plaza        | 2     |       | 2    | 2            | 100.00%   | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| City Council   | 1 Frank Ogawa Plaza        | 2     |       | 15   | 2            | 13.33%    | 0%-6%       | 2            | 13.33%    | 5%-10%      |
| CAO - Administration Unit  | 1 Frank Ogawa Plaza        | 3     |       | 5    | 1            | 20.00%    | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| Clean Oakland Program / Litter                                   | 750 50th Ave.              |       |       | 7    | 1            | 14.29%    | 40%-65%     | 0            | 0.00%     | 0%-4%       |
| DCP - Administration   | 250 Frank Ogawa Plaza      | 3     | 3341  | 9    | 1            | 11.11%    | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| DCP - Purchasing   | 150 Frank Ogawa Plaza      | 6     |       | 2    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| DHS / Primarily Head Start Unit                                  | 150 Frank Ogawa Plaza      | 5     |       | 20   | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| DHS General  | 150 Frank Ogawa Plaza      | 4     |       | 27   | 2            | 7.41%     | 0%-6%       | 2            | 7.41%     | 5%-10%      |
| Employment and Classification Unit                               | 150 Frank Ogawa Plaza      | 2     | 2336  | 3    | 0            | 0.00%     | 0%-6%       | 1            | 33.33%    | 5%-10%      |
| CAO - Equal Access   | 1 Frank Ogawa Plaza        | 9     |       | 1    | 0            | 0.00%     | 0%-6%       | 1            | 100.00%   | 5%-10%      |
| FMA - Citywide Liens, Revenue                                    | 150 Frank Ogawa Plaza      | 5     | 5342  | 35   | 2            | 5.71%     | 0%-6%       | 1            | 2.86%     | 5%-10%      |
| IT   | 150 Frank Ogawa Plaza      | 8     |       | 1    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| Litter Fee Ordinance Admin / Rent Adjustment                     | 2795 Butters Drive         | 1     | 5342  | 3    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| Mayors Office  | 1 Frank Ogawa Plaza        | 3     |       | 21   | 5            | 23.81%    | 0%-6%       | 1            | 4.76%     | 5%-10%      |
| Parking Citation Assistance Center                               | 250 Frank Ogawa Plaza      | 6     | 6300  | 17   | 2            | 11.76%    | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| Parking Enforcement  | 250 Frank Ogawa Plaza      | 1     | 1333  | 1    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| Public Works Call Center   | 7101 Edgewater Drive, #2   |       |       | 4    | 0            | 0.00%     | 27%-39%     | 0            | 0.00%     | 0%-4%       |
| PWA - Human Resources  | 250 Frank Ogawa Plaza      | 4     | 4314  | 1    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| OPR - Studio One   | 1428 Alice Street          |       |       | 14   | 0            | 0.00%     | 7%-15%      | 0            | 0.00%     | 11%-17%     |
| OPR - City-Wide Programs Unit                                    | 1520 Lakeside Drive        |       |       | 1    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 11%-17%     |
| OPR - City-Wide Programs Unit                                    | 250 Frank Ogawa Plaza      | 3     | 3330  | 36   | 2            | 5.56%     | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| OPR - Discovery  | 2521 High Street           |       |       | 5    | 1            | 20.00%    | 40%-65%     | 0            | 0.00%     | 5%-10%      |
| OPR - Bushrod Recreation Center                                  | 560 59th Street            |       |       | 5    | 0            | 0.00%     | 7%-14%      | 0            | 0.00%     | 0%-4%       |
| OPR - Boating  | 568 Bellevue Ave           |       |       | 13   | 1            | 7.69%     | 7%-14%      | 0            | 0.00%     | 0%-4%       |
| OPR - Rainbow  | 5800 E 14th Street         |       |       | 3    | 0            | 0.00%     | 40%-65%     | 0            | 0.00%     | 0%-4%       |
| OPR - General  | 666 Bellevue Ave           |       |       | 28   | 0            | 0.00%     | 7%-14%      | 0            | 0.00%     | 0%-4%       |
| CEDA - Streets and Structures                                    | 250 Frank Ogawa Plaza      | 4     | 4314  | 9    | 0            | 0.00%     | 0%-6%       | 2            | 22.22%    | 5%-10%      |
| CEDA - Construction and Field / Transportation / Sanitary Sewers | 250 Frank Ogawa Plaza      | 4     | 4344  | 16   | 3            | 18.75%    | 0%-6%       | 1            | 6.25%     | 5%-10%      |
| CEDA - Construction and Field Services / Survey and Testing Lab  | 7101 Edgewater Dr - Bldg 4 |       |       | 16   | 0            | 0.00%     | 27%-39%     | 0            | 0.00%     | 0%-4%       |
| CEDA - Engineering Services/Inspection Services                  | 250 Frank Ogawa Plaza      | 2     | 2340  | 106  | 13           | 12.26%    | 0%-6%       | 6            | 5.66%     | 5%-10%      |

| Location                                       | Street                   | Floor | Suite  | PCPs | Spanish PCPs | Spanish % | GIS Spanish | Chinese PCPs | Chinese % | GIS Chinese |
|--|--------------------------|-------|--------|------|--------------|-----------|-------------|--------------|-----------|-------------|
| CEDA - Housing Development / Municipal Lending | 250 Frank Ogawa Plaza    | 5     | 5313   | 27   | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| CEDA - Residential Rent Arbitration            | 250 Frank Ogawa Plaza    | 5     | 5313   | 4    | 0            | 0.00%     | 0%-6%       | 1            | 25.00%    | 5%-10%      |
| CEDA - Right of Way Management                 | 250 Frank Ogawa Plaza    | 4     | 4340   | 33   | 1            | 3.03%     | 0%-6%       | 1            | 3.03%     | 5%-10%      |
| CEDA - ZONING                                  | 250 Frank Ogawa Plaza    | 3     | 3330   | 36   | 4            | 11.11%    | 0%-6%       | 0            | 0.00%     | 5%-10%      |
| Head Start Unit                                | 1010 E. 15th St          |       |        | 1    | 0            | 0.00%     | 15%-26%     | 1            | 100.00%   | 18%-36%     |
| Head Start Unit                                | 1050 7th St              |       |        | 5    | 2            | 40.00%    | 7%-14%      | 0            | 0.00%     | 0%-4%       |
| Head Start Unit                                | 1058 West Grand Ave      |       |        | 4    | 1            | 25.00%    | 11%-17%     | 0            | 0.00%     | 0%-4%       |
| Head Start Unit                                | 1266 26th Ave            |       |        | 2    | 1            | 50.00%    | 40%-65%     | 0            | 0.00%     | 5%-10%      |
| Head Start Unit                                | 1701 E. 19th St.         |       |        | 6    | 1            | 16.67%    | 27%-39%     | 2            | 33.33%    | 18%-36%     |
| Head Start Unit                                | 2228 E 15th St           |       |        | 4    | 2            | 50.00%    | 27%-39%     | 0            | 0.00%     | 18%-36%     |
| Head Start Unit                                | 2563 International Blvd  |       |        | 4    | 2            | 50.00%    | 40%-65%     | 0            | 0.00%     | 7%-14%      |
| Head Start Unit                                | 2701 22nd Ave            |       |        | 2    | 2            | 100.00%   | 15%-26%     | 0            | 0.00%     | 11%-17%     |
| Head Start Unit                                | 274 12th St              |       |        | 1    | 0            | 0.00%     | 0%-6%       | 1            | 100.00%   | 37%-83%     |
| Head Start Unit                                | 2795 Butters Drive       |       |        | 7    | 2            | 28.57%    | 40%-65%     | 0            | 0.00%     | 0%-4%       |
| Head Start Unit                                | 4335 Virginia Ave.       |       |        | 5    | 1            | 20.00%    | 15%-26%     | 0            | 0.00%     | 0%-4%       |
| Head Start Unit                                | 647 55th St              |       |        | 3    | 0            | 0.00%     | 0%-6%       | 1            | 33.33%    | 0%-4%       |
| Head Start Unit                                | 6818 Lion Way            |       |        | 5    | 2            | 40.00%    | 15%-26%     | 2            | 40.00%    | 11%-17%     |
| Head Start Unit                                | 7200 Bancroft Ave.       |       |        | 8    | 3            | 37.50%    | 27%-39%     | 2            | 25.00%    | 0%-4%       |
| Head Start Unit                                | 7701 Krause Avenue       |       |        | 3    | 1            | 33.33%    | 27%-39%     | 0            | 0.00%     | 0%-4%       |
| Head Start Unit                                | 8501 International Blvd. |       |        | 7    | 3            | 42.86%    | 40%-65%     | 2            | 28.57%    | 0%-4%       |
| Head Start Unit                                | 9600 Edes Ave            |       |        | 5    | 2            | 40.00%    | 27%-39%     | 0            | 0.00%     | 0%-4%       |
| Head Start Unit                                | 975 85th Ave             |       |        | 1    | 1            | 100.00%   | 40%-65%     | 0            | 0.00%     | 0%-4%       |
| Year-Round Lunch Program Unit                  | Multiple Sites City-wide |       |        | 5    |              | 0.00%     |             |              | 0.00%     |             |
| Museum - Conservation Office                   | 52 - 9th Street          |       |        | 1    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 37%-83%     |
| Museum - Natural Science / Education           | 1000 Oak Street          | 1     |        | 3    | 0            | 0.00%     | 0%-6%       |              | 0.00%     | 37%-83%     |
| Museum - History / Docent                      | 1000 Oak Street          | 2     |        | 5    | 0            | 0.00%     | 0%-6%       | 0            | 0.00%     | 37%-83%     |
| Museum - Art/Director/Admin/Natural Science    | 1000 Oak Street          | 3     |        | 11   | 1            | 9.09%     | 0%-6%       | 1            | 9.09%     | 37%-83%     |
| Museum - Security / Landscaping                | 1000 Oak Street          |       | Campus | 16   | 2            | 12.50%    | 0%-6%       | 0            | 0.00%     | 37%-83%     |

## Department/Agency Totals as of 11-13-07

| Dept/Agency   | FTE            | PCP         | New Hires as of 7/2/07 | *New Hire PCPs | Bi-Lingual PCP New Hires as of 7/2/07 | Total Bi-Lingual Employees | Spanish Speaking EE's | Chinese Speaking EE's | Vacant     |
|---------------|----------------|-------------|------------------------|----------------|---------------------------------------|----------------------------|-----------------------|-----------------------|------------|
| CAO           | 86.80          | 14          | 0                      | 0              | 0                                     | 16                         | 7                     | 1                     | 13         |
| CEDA          | 460.72         | 247         | 10                     | 8              | 0                                     | 66                         | 29                    | 21                    | 65         |
| City Attorney | 79.35          | 12          | 2                      | 2              | 1 Sp                                  | 11                         | 6                     | 5                     | 0          |
| City Auditor  | 10             | 1           | 0                      | 0              | 0                                     | 0                          | 0                     | 0                     | 4          |
| City Clerk    | 13             | 2           | 0                      | 0              | 0                                     | 3                          | 2                     | 1                     | 1          |
| City Council  | 35.5           | 15          | 0                      | 0              | 0                                     | 6                          | 4                     | 2                     | 2          |
| DGP           | 28             | 11          | 3                      | 1              | 0                                     | 3                          | 1                     | 0                     | 5          |
| DHS           | 286.64         | 125         | 8                      | 2              | 0                                     | 64                         | 32                    | 13                    | 25         |
| IT            | 101            | 1           | 2                      | 0              | 0                                     | 0                          | 0                     | 0                     | 0          |
| Fire          | 599            | 57          | 2                      | 2              | 0                                     | 63                         | 43                    | 7                     | 76         |
| FMA           | 298.05         | 72          | 16                     | 1              | 0                                     | 58                         | 18                    | 15                    | 18         |
| Library       | 232.87         | 233         | 3                      | 3              | 0                                     | 40                         | 28                    | 11                    | 47         |
| Mayor         | 24             | 22          | 5                      | 5              | 1 Sp, 1 K                             | 8                          | 5                     | 1                     | 2          |
| Museum        | 51.83          | 36          | 2                      | 2              | 0                                     | 12                         | 7                     | 1                     | 5          |
| Parks & Rec   | 246.16         | 214         | 6                      | 5              | 2 Sp, 1Ca                             | 12                         | 7                     | 1                     | 82         |
| Police        | 1190.13        | 1033        | 8                      | 3              | 0                                     | 174                        | 102                   | 26                    | 137        |
| PWA           | 690.31         | 13          | 23                     | 0              | 0                                     | 63                         | 34                    | 7                     | 55         |
| <b>Totals</b> | <b>4433.36</b> | <b>2108</b> | <b>90</b>              | <b>34</b>      | <b>6</b>                              | <b>599</b>                 | <b>325</b>            | <b>112</b>            | <b>537</b> |

Sp = Spanish  
Ca = Cambodian  
K = Korean

**\* New Hire PCPs:**

Library - 3 Library Aide

FMA - 1 Tax Auditor II

DGP - 1 Contract Compliance Field Tech

DHS - 1 Nurse Case Manager, 1 Senior Aide

Fire - 1 Office Assistant II, 1 Fire Protection E

Museum - 1 Museum Guard, 1 Curator of Art Senior

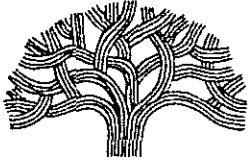
Parks & Rec - 2 Recreation Program Director (1 Sp, 1 Ca), 1 Recreation Attendant I, 1 Recreation Specialist II, 1 Admin Asst I (Sp)

Police - 1 Ranger, 1 Police Communication Dispatcher, 1 Police Records Specialist

City Attorney - 1 Legal Communications Officer (Sp), 1 Exempt Limited Duration Employee

Mayor - 3 Deputy Director, Program Planning & Development (1 Sp), 1 Mayor's PSE, 1 Project Manager III (K)

CEDA - 2 Admin Asst I, 2 Housing Development Coordinator III, 3 Planner II, 1 Specialty Combination Inspector



City of Oakland

## EQUAL ACCESS ORDINANCE

### LANGUAGE ACCESS PLAN

For  
FY 07-08

The language access plan must be completed by all organizations.

#### Part A: Public Contact Positions/Employees:

*A "public contact position" shall mean a position, whether of a clerical, service, professional or sworn nature, that emphasizes greeting, meeting, contact, or provision of information and/or services to the public in the performance of the duties of that position. (Oakland Municipal Code Sec.2.30.020 g). A bilingual employee is an employee who is proficient in the English language and a language other than English that is spoken by not less than 10000 Limited English Speaking persons who are Oakland residents. (Oakland Municipal Code Sec.2.30.020 b).*

1. Review the position listings in attachment A for accuracy. If the position is inaccurately identified, or the address or beat information is incorrect, please make the necessary revisions.
2. Indicate which of the listed positions were filled between July 1, 2007 and June 30, 2008. (A simple check mark on the form next to the position title is fine.)
3. Identify any of the current public contact employees that have been tested for language proficiency in the last year by the City and determined to be sufficiently fluent (verbal) in a non-English language? (A check mark in the language column is fine.)
4. How many vacant public contact positions does the organization anticipate during the next fiscal year (FY 08-09)?
5. Describe any specific strategies implemented to help ensure qualified bilingual candidates are given full consideration for these positions.

## EQUAL ACCESS ORDINANCE

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### **Part B: Translated Materials**

6. Review the translated documents identified at attachment B for accuracy and revise as necessary. If there are other documents that have been translated during the 07-08 fiscal year, please list them for addition to the table.
7. Does the organization regularly coordinate its translation activities with the Equal Access Office? Explain.
8. If you do not coordinate with the Equal Access Office, describe how document translation needs are met.
9. How does your organization handle non-English correspondence?
10. Does your organization contract for interpretation or translation services?
11. Other than bilingual employees and translated documents, what foreign language tools and/or resources does the department have available to assist its Limited-English Proficient (LEP) constituency (e.g., Web site in Spanish; Informational Recordings such as CITYLINE, in Spanish, Cantonese, Mandarin, Vietnamese; and multilingual hotlines in Spanish, Cantonese, Mandarin, and Vietnamese, etc.)?
12. Did the organization complete the annual agency/departmental survey and submit it to the Equal Access Office on schedule?
13. Does the organization monitor and document all contacts with Limited English speaking citizens?
14. Identify any specific initiatives taken to facilitate compliance with the Equal Access Act/Ordinance.



## EQUAL ACCESS ORDINANCE

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### **Part C: Action Plans**

15. Identify three major challenges that tend to impact your organization's efforts to fully implement the Equal Access Ordinance.
  
16. Describe the specific actions planned to resolve the 3 challenges identified above.
  
17. Indicate if your organization will need specific assistance or additional resources to address the challenges identified.
  
18. Identify the person(s) responsible for completing the remedial actions identified.
  
19. Provide the expected date(s) the remedial actions identified will be completed.

### **Plan Information**

|  |
|--|
| Language Access Coordinator:<br>Title:<br>Telephone Number:<br>E-mail Address: |
|--|

## LIST OF ELIGIBILITY LISTS FOR PUBLIC CONTACT POSITIONS

| JOB TITLE                           | LIST NUMBER                    | LANGUAGE CERTIFICATION REQUESTED | LANGUAGE REQUESTED | COMMENTS                  |
|-------------------------------------|--------------------------------|----------------------------------|--------------------|---------------------------|
| Library Aide                        | 05-AP222-022                   | No                               |                    |                           |
| Tax Auditor II                      | 07-AF022-042                   | No                               |                    |                           |
| Contract Compliance Field Tech      | 99-3057-084                    | No                               |                    |                           |
| Nurse Case Manager                  | 04-AP263-081                   | No                               |                    |                           |
| Senior Aide                         |                                |                                  |                    | Exempt Position - No List |
| Office Assistant II                 | 06-SS153-051                   | No                               |                    |                           |
| Fire Protection Engineer            | 06-PS143-117                   | No                               |                    |                           |
| Museum Guard                        | 06-PS155-057                   | No                               |                    |                           |
| Senior Curator of Art               | 07-AP159-010                   | No                               |                    |                           |
| Recreation Program Director         | 06-PP135-060                   | No                               |                    |                           |
| Recreation Attendant I              | 07-SS178-018                   | No                               |                    |                           |
| Recreation Specialist II            | 07-PP138-028                   | No                               |                    |                           |
| Administrative Assistant I          | 06-SS102-032                   | No                               |                    |                           |
| Ranger                              | 07-PS174-020                   | No                               |                    |                           |
| Police Communication Dispatcher     | 07-PS162-056                   | No                               |                    |                           |
| Police Records Specialist           | 05-SS165-152                   | No                               |                    |                           |
| Legal Communications Officer        |                                |                                  |                    | Exempt Position - No List |
| Exempt Limited Duration Employee    |                                |                                  |                    | Exempt Position - No List |
| Deputer Director                    |                                |                                  |                    | Exempt Position - No List |
| Program Planning & Development      | 04-AP177-048                   | No                               |                    |                           |
| Mayor's PSE                         |                                |                                  |                    | Exempt Position - No List |
| Project Manager III                 |                                |                                  |                    | Exempt Position - No List |
| Housing Development Coordinator III | 07-AP199-044                   | No                               |                    |                           |
| Planner II                          | 07-AP272-030 +<br>06-AP272-069 | No                               |                    | Merged two lists          |
| Specialty Combo Inspector           | 06-IS119-038                   | No                               |                    |                           |

\* NOTE: The first part of the List Number indicates the year list was established.

## List of Each Department's Translated Documents

| Department | Division            | Type         | Name of Document (English)  | SP | GI | VI | OT |
|------------|---------------------|--------------|---|----|----|----|----|
| CAO        | ADA                 | Brochure     | ADA Programs Resources  | X  | X  |    |    |
| CAO        | ADA                 | Brochure     | ADA Services Brochure Aug 05  | X  | X  | X  |    |
| CAO        | ADA                 | Handout      | Community Meeting Agenda  | X  |    |    |    |
| CAO        | Administration      | Application  | Citizens Academy Application  |    |    |    |    |
| CAO        | Administration      | Brochure     | Citizens Academy Brochure   | X  | X  |    |    |
| CAO        | Administration      | Flyer        | Beat 17X NCPC (Community Bella Vista Park) Flyer                          | X  | X  | X  |    |
| CAO        | Administration      | Flyer        | SDS Flyer Final   | X  | X  | X  |    |
| CAO        | Administration      | Flyer        | Web Site Meeting flyer Outdated   | X  | X  | X  |    |
| CAO        | Administration      | Letter       | 320 8th St. Letter  |    | X  |    |    |
| CAO        | Administration      | Letter       | 511.org   |    | X  | X  |    |
| CAO        | Administration      | Letter       | Closure Details of Alternate Routs  |    | X  | X  |    |
| CAO        | Administration      | Letter       | S320 8th ST. Letter   |    | X  |    |    |
| CAO        | Administration      | Letter       | SDS Youth Outreach  | X  |    |    |    |
| CAO        | Administration      | Letter       | Tom's Chinese Kitchen   |    | X  |    |    |
| CAO        | Administration      | News Release | Click It or Ticket  | X  | X  | X  |    |
| CAO        | Administration      | Notice       | (City of Oakland Close)   | X  | X  |    |    |
| CAO        | Administration      | Notice       | (City of Oakland Close)   | X  | X  |    |    |
| CAO        | Administration      | Notice       | Emergency Messages  | X  | X  | X  |    |
| CAO        | Administration      | PowerPoint   | Intro to Government 20050810  |    | X  |    |    |
| CAO        | Administration      | PowerPoint   | Power point Presentation  |    | X  |    |    |
| CAO        | Budget              | Letter       | Referral to a Post Storage  | X  |    |    |    |
| CAO        | Budget              | PowerPoint   | Budget Overview Citizen's Academy Oct 05                                  |    | X  |    |    |
| CAO        | Budget              | PowerPoint   | PowerPoint Presentation- Budget Office                                    |    | X  |    |    |
| CAO        | Contract Compliance | Cover Letter | Certification Cover Letter  | X  | X  |    |    |
| CAO        | Contract Compliance | Flyer        | Living Wage Bulletin  | X  |    |    |    |
| CAO        | Contract Compliance | Form         | New Certification Form  | X  | X  |    |    |
| CAO        | CPRB                | Brochure     | Brochure w/ Board in Chinese  |    | X  |    |    |
| CAO        | CPRB                | Flyer        | District 7 Flyer. doc   |    | X  |    |    |
| CAO        | CPRB                | Flyer        | Howard Elementary School Safety   | X  |    |    |    |
| CAO        | CPRB                | Flyer        | Office of Mayor & District 7 Council Member                               | X  |    |    |    |
| CAO        | CPRB                | Flyer        | SDS 6 Flyer   | X  | X  |    |    |
| CAO        | CPRB                | Flyer        | Smoking Pollution Control Act   | X  | X  |    |    |
| CAO        | CPRB                | Letter       | 2345 Bartlett ST. Compliance  | X  |    |    |    |
| CAO        | CPRB                | Letter       | 839 8th Compliance Plan.doc   |    | X  |    |    |
| CAO        | CPRB                | Letter       | Dog Letter  |    | X  |    |    |
| CAO        | CPRB                | Letter       | Letter to Massage Therapist   |    | X  |    |    |
| CAO        | CPRB                | Letter       | Letter to Massage Therapist for Seminar Jan. 24                           |    | X  |    |    |
| CAO        | CPRB                | Letter       | Notice of Public Hearing for Potentially Dangerou Dog Letter (2007.06.27) | X  |    |    |    |
| CAO        | CPRB                | Letter       | TAXI Biennial Public Hearing  | X  | X  |    |    |
| CAO        | CPRB                | Letter       | Tenants meeting April 2005  | X  | X  | X  |    |
| CAO        | CPRB                | Memo         | Multi-Lingual Script Meeting Memo   | X  | X  | X  |    |

### List of Each Department's Translated Documents

| Department | Division      | Type         | Name of Document (English)                                | SP | CH | VI | OT                        |
|------------|---------------|--------------|---|----|----|----|---------------------------|
| CAO        | CPRB          | Memo         | Multi-Lingual Script Meeting Memo                         | X  | X  | X  |                           |
| CAO        | CPRB          | Notice       | Notice of Violation 439 8th                               | X  | X  |    |                           |
| CAO        | CPRB          | Poll         | Second Hand Smoke Poll                                    | X  |    |    |                           |
| CAO        | CPRB          | Survey       | Elmhurst Business Survey Template                         | X  | X  |    |                           |
| CAO        | CPRB          | Survey       | Elmhurst Neighbor Survey Template                         | X  | X  |    |                           |
| CAO        | CPRB          | Survey       | No Smoking Survey   | X  | X  |    |                           |
| CAO        | CPRB          | Survey       | Survey Letter   | X  | X  |    |                           |
| CAO        | Cultural Arts | Application  | Application 2005-2006                                     | X  | X  |    |                           |
| CAO        | Cultural Arts | Application  | Artisan Application                                       | X  | X  |    |                           |
| CAO        | Cultural Arts | Booklet      | Handbook for Artisans 07-08                               | X  | X  |    |                           |
| CAO        | Cultural Arts | Cover Letter | Application Cover Letter                                  | X  | X  |    |                           |
| CAO        | Cultural Arts | Cover Letter | Letter to Artisans  | X  | X  |    |                           |
| CAO        | Cultural Arts | Handbook     | Handbook  | X  | X  |    |                           |
| CAO        | Cultural Arts | Handbook     | Market Place Handbook                                     | X  | X  |    |                           |
| CAO        | Cultural Arts | Letter       | Cover Letter  | X  | X  |    |                           |
| CAO        | Cultural Arts | RFP          | Carmen Flores RFP Extension                               | X  |    |    |                           |
| CAO        | Cultural Arts | Text         | Maps Information  | X  | X  |    |                           |
| CAO        | EAO           | Article      | Sing Tao USA  |    |    |    | English                   |
| CAO        | EAO           | Brochure     | City of Oakland Draft Fact Sheet 2-9                      | X  | X  | X  |                           |
| CAO        | EAO           | Brochure     | Equal Access  | X  | X  | X  |                           |
| CAO        | EAO           | Brochure     | Equal Access  | X  | X  | X  |                           |
| CAO        | EAO           | Card         | Language Identification Flashcard                         | X  | X  | X  | Japanese, Korean, Russian |
| CAO        | EAO           | EAO Report   | Attachment A F.Y.4-2004-05.                               | X  | X  |    |                           |
| CAO        | EAO           | Flyer        | Immigration Townhall 2007 Save the Date Flyer (Chinatown) |    | X  |    |                           |
| CAO        | EAO           | Flyer        | Immigration Townhall 2007 Save the Date Flyer (Fruitvale) | X  |    |    |                           |
| CAO        | EAO           | Form         | CA Graduation Game  |    | X  |    |                           |
| CAO        | EAO           | Form         | CA Graduation Game Eng.                                   |    | X  |    |                           |
| CAO        | EAO           | Form         | Citizens Academy Commitments                              |    | X  |    |                           |
| CAO        | EAO           | Form         | Complaint Form  | X  | X  | X  |                           |
| CAO        | EAO           | Form         | Waiver Release Form                                       |    | X  |    |                           |
| CAO        | EAO           | Handout      | Access to Capital Word                                    |    | X  |    |                           |
| CAO        | EAO           | Handout      | Alex Greenwood Bio  |    | X  |    |                           |
| CAO        | EAO           | Handout      | Bio Francis Land  |    | X  |    |                           |
| CAO        | EAO           | Handout      | David Cheung Bio  |    | X  |    |                           |
| CAO        | EAO           | Handout      | Diana Ton   |    | X  |    |                           |
| CAO        | EAO           | Handout      | Donna Hom Bio   |    | X  |    |                           |
| CAO        | EAO           | Handout      | Jonathan Wu Bio   |    | X  |    |                           |
| CAO        | EAO           | Handout      | Kim Catano's Bio  |    | X  |    |                           |
| CAO        | EAO           | Handout      | Lending Presentation PPT                                  |    | X  |    |                           |
| CAO        | EAO           | Handout      | Tips on print interviewing document                       | X  |    |    |                           |

## List of Each Department's Translated Documents

| <i>Department</i> | <i>Division</i> | <i>Type</i>  | <i>Name of Document (English)</i>               | <i>SP</i> | <i>CH</i> | <i>VI</i> | <i>OT</i> |
|-------------------|-----------------|--------------|---|-----------|-----------|-----------|-----------|
| CAO               | EAO             | Handout      | Tips on radio interviewing document             | X         |           |           |           |
| CAO               | EAO             | Handout      | Tips on writing effective letters to the editor | X         |           |           |           |
| CAO               | EAO             | Handout      |   |           | X         |           |           |
| CAO               | EAO             | Information  | Becky Dowdakin Bio                              |           | X         |           |           |
| CAO               | EAO             | Information  | Stephanie Floyd Bio                             |           | X         |           |           |
| CAO               | EAO             | Letter       | Commendation EAOv01                             |           | X         |           |           |
| CAO               | EAO             | Letter       | EAO Letter Head                                 | X         |           | X         |           |
| CAO               | EAO             | Logo         | New City Logo                                   | X         |           | X         |           |
| CAO               | EAO             | Logo         | New Logo of City Oakland                        | X         | X         | X         |           |
| CAO               | EAO             | News Article | Newspaper Article                               |           |           |           | English   |
| CAO               | EAO             | Notice       | City of Oakland Office Closing                  | X         | X         |           |           |
| CAO               | EAO             | Poster       | Poster SBF                                      |           | X         |           |           |
| CAO               | EAO             | PowerPoint   | Citizens Academy 4-06 Presentation              |           | X         |           |           |
| CAO               | EAO             | Report       | 4.11 Annual Status Report -EAO                  | X         | X         |           |           |
| CAO               | EAO             | Survey       | EAO Passport                                    |           | X         |           |           |
| CAO               | EAO             |              | 199 Alameda County Work for You                 | X         | X         |           |           |
| CAO               | EAO             |              | Chinatown Street Festival                       |           |           |           | English   |
| CAO               | EAO             |              | CityLine  |           |           |           | English   |
| CAO               | EAO             |              | Fish Consumption                                |           | X         |           |           |
| CAO               | EAO             |              | Scripts to Check (Cityline)                     |           |           |           | English   |
| CAO               | KTOP            | Hotline      | Script  | X         | X         | X         |           |
| CAO               | KTOP            | PSA Script   | 2006 Night Out 2006                             | X         | X         | X         |           |
| CAO               | KTOP            | PSA Script   | BTWD 2007 Script Translation Grid               | X         | X         | X         |           |
| CAO               | KTOP            | PSA Script   | DVD Library                                     | X         | X         | X         |           |
| CAO               | KTOP            | PSA Script   | Library DVD Graphics Translations               | X         | X         |           |           |
| CAO               | KTOP            | PSA Script   | National Night Out                              | X         | X         | X         |           |
| CAO               | KTOP            | PSA Script   | Neighbor Emergency Groups                       | X         | X         | X         |           |
| CAO               | KTOP            | PSA Script   | Older American 07                               | X         | X         |           |           |
| CAO               | KTOP            | PSA Script   | Parks & recreation PSA                          | X         | X         | X         |           |
| CAO               | KTOP            | PSA Script   | PSA   | X         | X         | X         |           |
| CAO               | KTOP            | PSA Script   | PSA Scrip                                       | X         | X         | X         |           |
| CAO               | KTOP            | PSA Script   | Rent Adjust men Board PSA script                | X         | X         | X         |           |
| CAO               | KTOP            | PSA Script   | Safe neighborhoods Final                        | X         | X         | X         |           |
| CAO               | KTOP            | PSA Script   | Shop Oakland                                    | X         | X         | X         |           |
| CAO               | KTOP            | PSA Script   | Shop Oakland psa 1 vo script. doc               | X         | X         | X         |           |
| CAO               | Marketing       | Card         | Mayor's Economic Summit                         | X         | X         |           |           |
| CAO               | Marketing       | Flyer        | Community Meeting                               | X         | X         | X         |           |
| CAO               | Marketing       | Flyer        | Union Point Park                                |           |           | X         |           |
| CAO               | Marketing       | Handout      | A Small Office Network doc                      | X         | X         |           |           |
| CAO               | Marketing       | Handout      | a-fhm.pdf/Small Office                          | X         | X         |           |           |

## List of Each Department's Translated Documents

| <i>Department</i> | <i>Division</i>   | <i>Type</i>   | <i>Name of Document (English)</i>                | <i>SP</i> | <i>CH</i> | <i>VI</i> | <i>OT</i> |
|-------------------|-------------------|---------------|--|-----------|-----------|-----------|-----------|
| CAO               | Marketing         | Handout       | Bal-sheet engl. MDI                              | X         | X         |           |           |
| CAO               | Marketing         | Handout       | CEDA Workshop Sept. 29,2005                      | X         | X         |           |           |
| CAO               | Marketing         | Handout       | Getting Started Update 8-15-05                   | X         | X         | X         |           |
| CAO               | Marketing         | Handout       | Leadership Culture                               | X         | X         |           |           |
| CAO               | Marketing         | Handout       | NewBiz Checklist                                 | X         | X         |           |           |
| CAO               | Marketing         | Handout       | Newbiz resources                                 | X         | X         |           |           |
| CAO               | Marketing         | Handout       | Osborne resources2                               | X         | X         |           |           |
| CAO               | Marketing         | Handout       | Proofreading new recycling materials             | X         | X         | X         |           |
| CAO               | Marketing         | Handout       | Registration form w/ logo                        | X         | X         |           |           |
| CAO               | Marketing         | Handout       | Small business symposium 05 workshop final       | X         | X         |           |           |
| CAO               | Marketing         | Handout       | Stmnt of OPS engl.MDI                            | X         | X         |           |           |
| CAO               | Marketing         | Handout       | Symposium outline                                | X         | X         |           |           |
| CAO               | Marketing         | Handout       | Why does a small office need a server            | X         | X         |           |           |
| CAO               | Marketing         | Handout       | Workshop grids. doc                              | X         | X         |           |           |
| CAO               | Marketing         | Phrase        | Phrase   | X         | X         | X         |           |
| CAO               | Marketing         | Phrase        | Phrase Translated                                | X         | X         |           |           |
| CAO               | Marketing         | Phrase        | Pictures of Chinese Characters (5)               |           | X         |           |           |
| CAO               | Marketing         | Postcard      | Postcard (Illustrator eps.file) Universal Circus | X         | X         |           |           |
| CAO               | Marketing         | Postcard      | SBS Card   | X         | X         |           |           |
| CAO               | Marketing         | Press Release | Art & Soul Press Release                         | X         |           |           |           |
| CAO               | Marketing         | Press Release | El Mensajero Announcement                        | X         |           |           |           |
| CAO               | Marketing         | Press Release | Latin Stage Release                              | X         |           |           |           |
| CAO               | Marketing         | Press Release | Press Release                                    | X         |           |           |           |
| CAO               | Marketing         | PSA Script    | OPD Recreating TV                                | X         |           |           |           |
| CAO               | Marketing         | Speech        | Mayor's Speech                                   | X         | X         |           |           |
| CAO               | Marketing         | Survey        | Shop Oakland Survey                              | X         | X         | X         |           |
| CAO               | Marketing         | Survey        | Shop Oakland Survey Postcard                     | X         | X         | X         |           |
| CAO               | Marketing         | Survey        | Text for Survey Splash Page                      | X         | X         | X         |           |
| CAO               | Marketing         | Text          | OAB Marketing Text                               |           | X         |           |           |
| CAO               |                   | Ad            | Inside Oakland                                   | X         | X         |           |           |
| CAO               |                   | Brochure      | Don't Borrow trouble                             | X         | X         |           |           |
| CAO               |                   | Flyer         | Fireworks Permit                                 |           | X         | X         |           |
| CAO               |                   | Guide         | Disability Guide Cover                           | X         | X         |           |           |
| CAO               |                   | Letter        | Letter   | X         |           |           |           |
| CAO               |                   | Letter        | Letter to Chamber of Commerce                    |           | X         | X         |           |
| CAO               |                   | Letter        | Notice of Private Practice                       | X         | X         | X         |           |
| CAO               |                   | Newsletter    | Inside Oakland                                   | X         | X         |           |           |
| CAO               |                   | Text          | Script for voiceover                             | X         | X         | X         |           |
| CEDA              | Building Services | Letter        | Letter to Parents                                | X         | X         | X         | Korean    |
| CEDA              | Building Services | Notice        | Chinatown Encroachment Notice                    |           | X         | X         |           |

## List of Each Department's Translated Documents

| <i>Department</i> | <i>Division</i>      | <i>Type</i> | <i>Name of Document (English)</i>            | <i>SP</i> | <i>CH</i> | <i>VI</i> | <i>OT</i> |
|-------------------|----------------------|-------------|--|-----------|-----------|-----------|-----------|
| CEDA              | Building Services    | PSA Script  | Acad 2 Equal Access Scripts.doc              | X         | X         | X         |           |
| CEDA              | Building Services    | PSA Script  | Hotline                                      | X         | X         | X         |           |
| CEDA              | DCS                  | Sign        | Parking sign                                 |           | X         |           |           |
| CEDA              | Economic Development | Brochure    | Business Tax License                         | X         | X         |           |           |
| CEDA              | Housing              | Agenda      | Agenda                                       |           |           |           |           |
| CEDA              | Housing              | Agenda      | Agenda                                       | X         |           | X         |           |
| CEDA              | Housing              | Brochure    | DAP Brochure                                 |           | X         |           |           |
| CEDA              | Housing              | Brochure    | Home Ownership Loan Program                  | X         | X         | X         |           |
| CEDA              | Housing              | Brochure    | Rent Control Brochure                        | X         | X         | X         |           |
| CEDA              | Housing              | Brochure    | Rental Information Post Card                 | X         |           |           |           |
| CEDA              | Housing              | Brochure    | Salud Dacunus Brochure                       |           | X         |           |           |
| CEDA              | Housing              | Evaluation  | Home Ownership Evaluation                    | X         | X         |           |           |
| CEDA              | Housing              | Flyer       | Community Workshop                           | X         |           | X         |           |
| CEDA              | Housing              | Flyer       | Flyer RRAP & Promotional Flyer               | X         | X         |           |           |
| CEDA              | Housing              | Flyer       | Home Fair Flyer                              | X         | X         | X         |           |
| CEDA              | Housing              | Guide       | Tenant Guide                                 | X         | X         | X         |           |
| CEDA              | Housing              | Handout     | City Restrictions Summary                    | X         | X         | X         |           |
| CEDA              | Housing              | Handout     | City Restrictions Summary                    | X         | X         | X         |           |
| CEDA              | Housing              | Handout     | Instructions for Use of Tables               | X         | X         | X         |           |
| CEDA              | Housing              | Handout     | Sausal Resale                                | X         | X         | X         |           |
| CEDA              | Housing              | Handout     | Sausal Resale Price Scenal 10                | X         | X         | X         |           |
| CEDA              | Housing              | Letter      | Complaint Letter                             | X         | X         |           |           |
| CEDA              | Housing              | Letter      | Landlord Notification Letter                 | X         | X         | X         |           |
| CEDA              | Housing              | Letter      | Landlord Request for Mediation               | X         | X         | X         |           |
| CEDA              | Housing              | Letter      | Landlord Response                            | X         | X         | X         |           |
| CEDA              | Housing              | Letter      | Post Petition Services                       | X         | X         | X         |           |
| CEDA              | Housing              | Letter      | Request for Postponement                     | X         | X         | X         |           |
| CEDA              | Housing              | Letter      | Tenant Notification Letter                   | X         | X         | X         |           |
| CEDA              | Housing              | Notice      | Caper /Public Notice                         | X         | X         | X         |           |
| CEDA              | Housing              | Notice      | Con Plan Public Notice 5-17-07               | X         | X         |           |           |
| CEDA              | Housing              | Notice      | Notice of Tenants                            | X         | X         | X         |           |
| CEDA              | Housing              | Notice      | Notice of Tenants                            | X         | X         | X         |           |
| CEDA              | Housing              | Notice      | Notice of Tenants Rev 01-20-06               | X         | X         | X         |           |
| CEDA              | Housing              | Notice      | Notice to Abate Template                     | X         | X         | X         |           |
| CEDA              | Housing              | Notice      | Notice to Tenants                            | X         | X         | X         |           |
| CEDA              | Housing              | Notice      | Notice to Tenants of Residential             | X         | X         | X         |           |
| CEDA              | Housing              | Notice      | PUBLIC NOTICE-DS.doc                         | X         | X         |           |           |
| CEDA              | Housing              | Notice      | Rent Law: Post EE revision exemption owner   | X         | X         | X         |           |
| CEDA              | Housing              | Notice      | RFP Public Notice (Housing Related Services) | X         | X         |           |           |
| CEDA              | Housing              | Notice      | RFP Public Notice (Rent Arbitration)         | X         | X         |           |           |

## List of Each Department's Translated Documents

| Department | Division          | Type          | Name of Document (English)                       | SP | CH | VI | OT |
|------------|-------------------|---------------|--|----|----|----|----|
| CEDA       | Housing           | Ordinance     | Just Cause Ordinance                             | X  | X  |    |    |
| CEDA       | Housing           | Postcard      | Homefair PC v2                                   | X  | X  |    |    |
| CEDA       | Housing           | Poster        | Home Fair Poster v2                              | X  | X  |    |    |
| CEDA       | Housing           | Poster        | Poster   | X  | X  | X  |    |
| CEDA       | Housing           | Poster/Card   | Home Buyers Poster/Card                          | X  | X  |    |    |
| CEDA       | Housing           | Text          | Phrases  | X  | X  | X  |    |
| CEDA       | Housing           |               | Homeownership Fair Post                          | X  | X  | X  |    |
| CEDA       | NSC               | Brochure      | Good Government Brochure                         | X  | X  |    |    |
| CEDA       | OBRA              | Letter        | Chronology of Accomplishments                    |    | X  |    |    |
| CEDA       | Planning & Zoning | Brochure      | Mills Act.                                       | X  | X  | X  |    |
| CEDA       | Planning & Zoning | Flyer         | Community Meeting Invite                         | X  |    |    |    |
| CEDA       | Redevelopment     | Ad            | Auction-Newspaper Ad. Exhibit                    | X  | X  |    |    |
| CEDA       | Redevelopment     | Agenda        | Proposed Agenda                                  | X  |    |    |    |
| CEDA       | Redevelopment     | Brochure      | CRA Brochure                                     |    | X  |    |    |
| CEDA       | Redevelopment     | Brochure      | DAP Brochure 10 04                               | X  | X  | X  |    |
| CEDA       | Redevelopment     | Brochure      | FTHB Brochure                                    | X  | X  |    |    |
| CEDA       | Redevelopment     | Brochure      | MAP Brochure REVOT                               |    |    | X  |    |
| CEDA       | Redevelopment     | CD            | CD   | X  | X  | X  |    |
| CEDA       | Redevelopment     | FAQ Flyer     | What is the Commercial Property Facade Imp Prog. |    | X  |    |    |
| CEDA       | Redevelopment     | Flyer         | 14th Streetscape Project                         | X  | X  | X  |    |
| CEDA       | Redevelopment     | Flyer         | 14th Streetscape Project                         | X  | X  |    |    |
| CEDA       | Redevelopment     | Flyer         | 18th Streetscape Project                         | X  | X  |    |    |
| CEDA       | Redevelopment     | Flyer         | 23rd Ave 11216 Flyer                             | X  | X  | X  |    |
| CEDA       | Redevelopment     | Flyer         | Draft May 1st 2006                               |    | X  |    |    |
| CEDA       | Redevelopment     | Flyer         | Job Flyer  | X  | X  | X  |    |
| CEDA       | Redevelopment     | Flyer         | Publisher file 2000                              | X  | X  | X  |    |
| CEDA       | Redevelopment     | Flyer         | Town Hall Meeting                                | X  | X  | X  |    |
| CEDA       | Redevelopment     | Flyer         | Workshop Flyer Txt                               | X  |    |    |    |
| CEDA       | Redevelopment     | Form          | Statement of interest                            | X  | X  | X  |    |
| CEDA       | Redevelopment     | Letter        | Informational Code Letter to Merchants           | X  | X  | X  |    |
| CEDA       | Redevelopment     | List          | Façade Program Contacts                          |    | X  |    |    |
| CEDA       | Redevelopment     | Media Release | ADDI Media Release doc                           | X  |    |    |    |
| CEDA       | Redevelopment     | Memo          | City of Oakland - Memorandum                     | X  | X  |    |    |
| CEDA       | Redevelopment     | PowerPoint    | PP Cantonese Business Symposium                  |    | X  |    |    |
| CEDA       | Redevelopment     | PSA Script    | Housing 6160                                     |    |    |    |    |
| CEDA       | Redevelopment     | Survey        | Survey Instrument 4.30.07                        | X  | X  | X  |    |
| CEDA       | Redevelopment     |               | Attachment A                                     | X  | X  |    |    |
| CEDA       | Redevelopment     |               | Attachment B                                     | X  | X  |    |    |
| CEDA       | Redevelopment     |               | Attachment C                                     | X  | X  |    |    |
| CEDA       | Redevelopment     |               | Door GH  |    | X  | X  |    |



## List of Each Department's Translated Documents

| <i>Department</i> | <i>Division</i>         | <i>Type</i> | <i>Name of Document (English)</i>        | <i>SP</i> | <i>CH</i> | <i>VI</i> | <i>OT</i> |
|-------------------|-------------------------|-------------|--|-----------|-----------|-----------|-----------|
| CEDA              | RLS                     | Brochure    | RLS Brochure Final 07                    | X         | X         | X         |           |
| CEDA              | Transportation Services | Letter      | Speedbump petition                       |           | X         |           |           |
| CEDA              | Transportation Services | Link        | Link to Website Inf.                     | X         | X         | X         |           |
| CEDA              | Transportation Services | Newsletter  | Newsletter for Oakland Bicyclist         | X         | X         | X         |           |
| CEDA              | Transportation Services | Petition    | Speed Bump Petition                      |           | X         | X         |           |
| CEDA              | Transportation Services | Phrase      | Oakland Bike Program (title)             | X         | X         | X         |           |
| CEDA              | WIB                     | Agreement   | Save Energy / Access Agreement           |           |           | X         |           |
| CEDA              | WIB                     | Flyer       | 2004 Job Fair Seeker Flyer               | X         | X         | X         |           |
| CEDA              | WIB                     | Flyer       | April 2006.doc                           |           | X         |           |           |
| CEDA              | WIB                     | Flyer       | Attic Insulation Assessment              | X         |           | X         |           |
| CEDA              | WIB                     | Flyer       | Low Income Rebate                        | X         |           | X         |           |
| CEDA              | WIB                     | Form        | Client Feedback                          | X         |           | X         |           |
| CEDA              | WIB                     | Form        | Client Interview Sheet                   | X         |           | X         |           |
| CEDA              | WIB                     | Form        | Home Assessment Form                     | X         |           | X         |           |
| CEDA              | WIB                     | Form        | Oakland Agent Registration (OAKEZ.1)     | X         | X         |           |           |
| CEDA              | WIB                     | Form        | Oakland Business Registration. Doc       | X         | X         |           |           |
| CEDA              | WIB                     | Form        | Oakland Location Registration (oake2-3)  | X         | X         | X         |           |
| CEDA              | WIB                     | Handout     | Oakland Qualified Category Info (122104) | X         | X         |           |           |
| CEDA              | WIB                     | Notice      | Public Notice May 05.doc (33KB)          | X         | X         | X         |           |
| CEDA              | WIB                     | Voucher     | Oakland Voucher Checklist                | X         | X         |           |           |
| CEDA              |                         | Ad          | RFP Newspaper ad.                        | X         | X         |           |           |
| CEDA              |                         | Agenda      | Planning Commission Agenda               |           | X         |           |           |
| CEDA              |                         | Ballot      | PAC Business Owner                       | X         | X         |           |           |
| CEDA              |                         | Ballot      | PAC Residential Owner                    | X         | X         |           |           |
| CEDA              |                         | Ballot      | PAC Residential Tenant                   | X         | X         |           |           |
| CEDA              |                         | Brochure    | Home Occupation Folder                   | X         | X         |           |           |
| CEDA              |                         | Brochure    | Housing Programs                         | X         | X         |           |           |
| CEDA              |                         | Brochure    | How to Reach Us                          | X         | X         |           |           |
| CEDA              |                         | Brochure    | HUD                                      | X         | X         |           |           |
| CEDA              |                         | Brochure    | Major Residential                        | X         | X         |           |           |
| CEDA              |                         | Brochure    | PAC                                      | X         | X         |           |           |
| CEDA              |                         | Brochure    | Parking Problem                          | X         |           |           |           |
| CEDA              |                         | Brochure    | Plot Plan                                | X         | X         |           |           |
| CEDA              |                         | Brochure    | Services and Permits                     | X         | X         |           |           |
| CEDA              |                         | Brochure    | Single Family                            | X         | X         |           |           |
| CEDA              |                         | Bulletin    | Bulletin – Commercial Unit (Jun 04).doc  | X         | X         |           |           |
| CEDA              |                         | Bulletin    | Bulletin – Shoplifting (Jun 04).doc      | X         | X         |           |           |
| CEDA              |                         | Fax         | Fax                                      |           | X         |           |           |
| CEDA              |                         | Flyer       | 2 Making Oakland More Beautiful          | X         | X         | X         |           |
| CEDA              |                         | Flyer       | 2006 Revised Job Fair Flyers             | X         | X         | X         |           |

### List of Each Department's Translated Documents

| <i>Department</i> | <i>Division</i> | <i>Type</i> | <i>Name of Document (English)</i>          | <i>SP</i> | <i>CH</i> | <i>VI</i> | <i>OT</i> |
|-------------------|-----------------|-------------|--|-----------|-----------|-----------|-----------|
| CEDA              |                 | Flyer       | 23rd Ave. 6.29.06 Flyer                    | X         |           |           |           |
| CEDA              |                 | Flyer       | 23rd Ave. Flyer                            | X         | X         |           |           |
| CEDA              |                 | Flyer       | Bike to Work Day                           | X         | X         |           |           |
| CEDA              |                 | Flyer       | CCE Flyer (Impout mkt. pdf)                | X         | X         | X         |           |
| CEDA              |                 | Flyer       | Don't Trash Oakland                        | X         | X         |           |           |
| CEDA              |                 | Flyer       | Flyer Cedar Rap                            | X         | X         | X         |           |
| CEDA              |                 | Flyer       | Money Matters                              | X         | X         |           |           |
| CEDA              |                 | Flyer       | Rent Program Flyer                         |           |           |           | Tagalog   |
| CEDA              |                 | Flyer       | Street tress for Oakland                   | X         | X         |           |           |
| CEDA              |                 | Flyer       | Telegraph Breakfast Meeting Flyer          |           |           |           | Korean    |
| CEDA              |                 | Flyer       | Tree Planting Process                      | X         | X         |           |           |
| CEDA              |                 | Form        | Applying for a Permit                      | X         | X         |           |           |
| CEDA              |                 | Form        | Construction Plan Check List               | X         | X         |           |           |
| CEDA              |                 | Form        | Design Limitations for Professionals       | X         | X         |           |           |
| CEDA              |                 | Form        | Legalization of Undocumented U.            | X         | X         |           |           |
| CEDA              |                 | Form        | Notice of Violation                        | X         | X         |           |           |
| CEDA              |                 | Form        | PAC Business Filing                        | X         | X         |           |           |
| CEDA              |                 | Form        | PAC Organization filling                   | X         | X         |           |           |
| CEDA              |                 | Form        | PAC Resident Owner Filing                  | X         | X         |           |           |
| CEDA              |                 | Form        | PAC Resident-Tenant Filing                 | X         | X         |           |           |
| CEDA              |                 | Form        | PAC Rules                                  | X         | X         |           |           |
| CEDA              |                 | Form        | Preliminary Plan                           | X         | X         |           |           |
| CEDA              |                 | Form        | Public Zoning Notification                 | X         | X         |           |           |
| CEDA              |                 | Form        | Viewing Copying Archive Plans              | X         | X         |           |           |
| CEDA              |                 | Form        | Work Exempt for Permits                    | X         | X         |           |           |
| CEDA              |                 | Handout     | Clean City Resources                       | X         | X         | X         |           |
| CEDA              |                 | Handout     | Garbage Matrix                             | X         | X         | X         |           |
| CEDA              |                 | Letter      | March 20 Tam v Ngo Letter                  |           | X         |           |           |
| CEDA              |                 | Letter      | Vacant Property                            | X         | X         |           |           |
| CEDA              |                 | List        | Commercial Loan Checklist                  | X         | X         |           |           |
| CEDA              |                 | List        | SBA loan checklist.doc                     | X         | X         |           |           |
| CEDA              |                 | Logo        | Don't Trash Oakland                        | X         | X         |           |           |
| CEDA              |                 | Notice      | Abament Notice                             | X         | X         |           |           |
| CEDA              |                 | Notice      | Chinatown Encroachment Notice to Merchants |           | X         |           |           |
| CEDA              |                 | Notice      | Notice of Tenants Revision                 | X         | X         | X         |           |
| CEDA              |                 | Notice      | Public Notice 06.07                        | X         | X         |           |           |
| CEDA              |                 | Notice      | Public Notice 06-07                        | X         | X         |           |           |
| CEDA              |                 | Phrase      | Translate Sentence on the E-mail           | X         | X         | X         |           |
| CEDA              |                 | Poster      | Don't Trash Oakland                        | X         | X         |           |           |
| CEDA              |                 | Report      | Planning Comm. Staff Report                |           | X         |           |           |

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|-------------------|-----------------|---------------|--|-----------|-----------|-----------|-----------|
| CEDA              |                 | Survey        | Security Surveys.doc                                     | X         | X         |           |           |
| CEDA              |                 | Text          | Ad Content   | X         | X         |           |           |
| CEDA              |                 | Web           | Don't Trash Oakland                                      | X         | X         |           |           |
| CEDA              |                 | Web           | To Download  | X         | X         |           |           |
| CEDA              |                 |               | Aggressive Panhandlers (Jan 04).doc                      | X         | X         |           |           |
| CEDA              |                 |               | Arson (Jun 04).doc                                       | X         | X         |           |           |
| CEDA              |                 |               | CEDA brasc.  |           | X         |           |           |
| CEDA              |                 |               | No Parking -- Pirvate Property                           | X         | X         |           |           |
| CEDA              |                 |               | Oak Cares for Translation                                | X         | X         |           |           |
| CEDA              |                 |               | Pilferage -- Employee Theft.doc                          | X         | X         |           |           |
| CEDA              |                 |               | Rob Prev Retail Bus (Jun 04).doc                         | X         | X         |           |           |
| CEDA              |                 |               | Street Safety.doc  | X         | X         |           |           |
| City Attorney     |                 | Application   | Application for Permit to Operate                        | X         | X         | X         |           |
| City Attorney     |                 | Application   | Application for Permit to Operate as a Massage Therapist | X         | X         | X         |           |
| City Attorney     |                 | Brochure      | DBT Brochure Handout                                     | X         | X         |           |           |
| City Attorney     |                 | Brochure      | Vehicle Seizure  | X         | X         | X         |           |
| City Attorney     |                 | Flyer         | Foreclosure  | X         | X         |           |           |
| City Attorney     |                 | Flyer         | Invitation Flyer   | X         |           |           |           |
| City Attorney     |                 | Form          | Procedure in applying for a permit                       | X         | X         | X         |           |
| City Attorney     |                 | Form          | Procedure/applying for/ permit/operate/massage           | X         | X         | X         |           |
| City Attorney     |                 | Handout       | Claim Against the City                                   | X         | X         | X         |           |
| City Attorney     |                 | Handout       | Receipt for Seize property                               | X         | X         | X         |           |
| City Attorney     |                 | Letter        | 2 Letters  | X         | X         |           |           |
| City Attorney     |                 | Letter        | 398244 1 doc   | X         |           |           |           |
| City Attorney     |                 | Letter        | Hardcopy Letter  | X         |           |           |           |
| City Attorney     |                 | Letter        | Letter to Tenant   | X         | X         |           |           |
| City Attorney     |                 | Letter        | Megan's Law letter                                       | X         | X         | X         |           |
| City Attorney     |                 | MOU           | Memorandum of Understanding                              | X         |           |           |           |
| City Attorney     |                 | Notice        | 347012   | X         | X         |           |           |
| City Attorney     |                 | Notice        | 347115 1.Doc (35KB)                                      |           | X         |           |           |
| City Attorney     |                 | Notice        | Legitemp11494  | X         | X         | X         |           |
| City Attorney     |                 | Phrase        | Report Card (Phrase)                                     | X         | X         |           |           |
| City Attorney     |                 | Press Release | 372995 Press Release                                     | X         |           |           |           |
| City Attorney     |                 | Report Card   | OCA Report Card 05 Final                                 |           | X         |           |           |
| City Attorney     |                 | Report Card   | Report Card Just Popular                                 | X         | X         |           |           |
| City Attorney     |                 |               | PRIVATE  |           |           |           | Korean    |
| City Clerk        |                 | Brochure      | City Clerk Brochure                                      | X         | X         | X         |           |
| City Clerk        |                 | Brochure      | DPB Brochure   | X         | X         | X         |           |
| City Clerk        |                 | Flyer         | passport Information                                     | X         | X         | X         |           |
| City Clerk        |                 | PowerPoint    | Citizens Academy PP                                      |           | X         |           |           |

## List of Each Department's Translated Documents

| <i>Department</i> | <i>Division</i> | <i>Type</i> | <i>Name of Document (English)</i>        | <i>SP</i> | <i>CH</i> | <i>VI</i> | <i>OT</i> |
|-------------------|-----------------|-------------|--|-----------|-----------|-----------|-----------|
| City Council      | At-Large        | Flyer       | Mica Micro/Halloween Flyer               | X         |           |           |           |
| City Council      | District 2      | Agenda      | Eastlake Merchant Safety Meeting         |           |           | X         |           |
| City Council      | District 2      | Flyer       | 070505 Final. doc                        | X         | X         | X         |           |
| City Council      | District 2      | Flyer       | Event Invitation                         | X         | X         | X         |           |
| City Council      | District 2      | Flyer       | Ex Felons 11 14                          |           | X         | X         |           |
| City Council      | District 2      | Flyer       | Flyer                                    |           |           | X         |           |
| City Council      | District 2      | Flyer       | Picnic Invite                            | X         | X         |           |           |
| City Council      | District 2      | Handout     | Oakland GOUT. doc                        |           |           |           |           |
| City Council      | District 2      | Handout     | Oakland Vote Initiative 2005             | X         |           |           |           |
| City Council      | District 2      | Handout     | Voter Education Site Kit                 | X         | X         | X         |           |
| City Council      | District 2      | Letter      | CCO020810.doc                            | X         | X         | X         |           |
| City Council      | District 2      | Letter      | Letter to Mr. Cheng                      |           | X         |           |           |
| City Council      | District 2      | Letter      | PWA Notice                               |           | X         |           |           |
| City Council      | District 2      | Newsletter  | Newsletter                               |           |           |           |           |
| City Council      | District 2      | Text        | Paragraph                                | X         | X         | X         |           |
| City Council      | District 2      |             | MeasureY                                 | X         | X         | X         |           |
| City Council      | District 3      | Article     | Korea Crime Article                      |           |           |           | Korean    |
| City Council      | District 3      | Flyer       | Lake Merritt Robberies Flyer             |           | X         |           |           |
| City Council      | District 3      | Flyer       | Walk Oakland basic flyer in Pub 98       | X         | X         | X         |           |
| City Council      | District 3      | Flyer       | WOETF flyer                              | X         |           |           |           |
| City Council      | District 3      | Letter      | West Oakland Invite final                | X         |           |           |           |
| City Council      | District 4      | Bio         | Jean Quan Bio 2005                       |           | X         |           |           |
| City Council      | District 4      | Calendar    | Envisioning MacArthur Calendar           |           | X         |           |           |
| City Council      | District 4      | Flyer       | Allendale General Meetings Flyer         |           | X         |           |           |
| City Council      | District 4      | Flyer       | Announcing Beatwide Meeting Beat 25X doc | X         | X         |           |           |
| City Council      | District 4      | Flyer       | Choi Property Flyer                      |           | X         |           |           |
| City Council      | District 4      | Flyer       | Community Picnic Backside #2             | X         | X         | X         |           |
| City Council      | District 4      | Flyer       | Election Flyer                           |           | X         |           |           |
| City Council      | District 4      | Flyer       | Envisioning MacArthur                    |           | X         |           |           |
| City Council      | District 4      | Flyer       | Home Owner Seismic Srtenght              | X         | X         | X         |           |
| City Council      | District 4      | Flyer       | Laurel Redwoods 2005 Flyer               |           | X         |           |           |
| City Council      | District 4      | Flyer       | Maxwell Park Walk Flyer                  |           | X         | X         |           |
| City Council      | District 4      | Flyer       | Maxwell Park Walk Flyer 2                |           | X         | X         |           |
| City Council      | District 4      | Ordinance   | Food Service Ware Ordinance              | X         | X         |           |           |
| City Council      | District 5      | Agenda      | Agenda                                   | X         |           |           |           |
| City Council      | District 5      | Card        | Copy from Jumbo Card for Spanish         | X         |           |           |           |
| City Council      | District 5      | Flyer       | Beat 21X Meeting Notice 2007             | X         | X         | X         |           |
| City Council      | District 5      | Flyer       | Community Picnic                         | X         |           |           |           |
| City Council      | District 5      | Flyer       | Fireworks Flyer / Revision               | X         | X         | X         |           |
| City Council      | District 5      | Flyer       | Flyer                                    |           | X         | X         |           |

## List of Each Department's Translated Documents

| <i>Department</i> | <i>Division</i> | <i>Type</i> | <i>Name of Document (English)</i>    | <i>SP</i> | <i>CH</i> | <i>VI</i> | <i>OT</i> |
|-------------------|-----------------|-------------|--------------------------------------|-----------|-----------|-----------|-----------|
| City Council      | District 5      | Flyer       | Fruitvale Alice Meeting (Flyer)      |           | X         | X         |           |
| City Council      | District 5      | Flyer       | Fruitvale Alive                      | X         | X         | X         |           |
| City Council      | District 5      | Flyer       | Leaflet Earth Day Flyer              | X         | X         |           |           |
| City Council      | District 5      | Letter      | Cover Letter                         | X         |           |           |           |
| City Council      | District 5      | Letter      | Letter from Ignacio de la Fuente     |           | X         |           |           |
| City Council      | District 5      | Letter      | Letter to Consituents (PRIVATE)      |           |           |           |           |
| City Council      | District 5      | Letter      | Splash Page                          | X         | X         | X         | Korean    |
| City Council      | District 5      | Letter      | Translation for school garden        | X         | X         | X         |           |
| City Council      | District 5      | Newsletter  | Ignacio de la Fuente's News Letter   | X         |           |           |           |
| City Council      | District 5      | Sign        | Antilitter Signs E-mail              | X         | X         | X         |           |
| City Council      | District 5      | Sign        | No Parking Sign                      | X         | X         | X         |           |
| City Council      | District 5      | Text        | Phrase                               | X         |           |           |           |
| City Council      | District 6      | Agenda      | Agenda Election                      | X         |           |           |           |
| City Council      | District 6      | Flyer       | Edwards Avenue Reminder Flyer        | X         |           |           |           |
| City Council      | District 6      | Letter      | Election Cover Letter                | X         |           |           |           |
| City Council      | District 7      | Letter      | Danang Vietnam Sister City           |           |           | X         |           |
| City Council      | District 7      | Letter      | EBMUD – English                      | X         |           |           |           |
| City Council      |                 | Article     | EBALDC Newspaper Article             |           |           |           | English   |
| City Council      |                 | Brochure    | Domestic Partnership                 | X         | X         | X         |           |
| City Council      |                 | Brochure    | Office of the City Clerk             | X         | X         | X         |           |
| City Council      |                 | Card        | Vice Mayor                           |           | X         |           |           |
| City Council      |                 | Flyer       | Flyer                                | X         |           |           |           |
| City Council      |                 | Flyer       | Flyer 80 Bank Park                   | X         |           |           |           |
| City Council      |                 | Flyer       | Food Give Away Concerns              | X         | X         |           |           |
| City Council      |                 | Flyer       | Neighborhood Alert-Final             | X         | X         | X         |           |
| City Council      |                 | Flyer       | Oakland EVG Final                    | X         | X         |           |           |
| City Council      |                 | Flyer       | Passport hours                       | X         | X         | X         |           |
| City Council      |                 | Flyer       | Recruiting Flyer June 2006           |           | X         |           |           |
| City Council      |                 | Flyer       | Recruitment Flyer July 2006          |           | X         |           |           |
| City Council      |                 | Form        | Advisory Recruiting                  | X         | X         | X         |           |
| City Council      |                 | Form        | Litter Fee Dec Forms                 | X         | X         | X         |           |
| City Council      |                 | Letter      | 199 Tax Info 03-09-06                |           | X         |           |           |
| City Council      |                 | Letter      | Letter to Food Community             | X         | X         | X         |           |
| City Council      |                 | Letter      | Letter to Food community J. Apr.06   | X         | X         |           |           |
| City Council      |                 | Letter      | Madison Square Letter                |           | X         |           |           |
| City Council      |                 | Letter      | To Jiangshu Cultural Dept. May 1 06  |           | X         |           |           |
| City Council      |                 | Letter      | To NACHPRC                           |           | X         |           |           |
| City Council      |                 | Letter      | To Nanjing May 1 2006                |           | X         |           |           |
| City Council      |                 | Newsletter  | 1.2006 Edition                       | X         | X         |           |           |
| City Council      |                 | Notice      | Food Vendors Prohibited on Public ST | X         |           |           |           |

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| <i>Department</i> | <i>Division</i> | <i>Type</i>    | <i>Name of Document (English)</i>      | <i>SP</i> | <i>CH</i> | <i>VI</i> | <i>OT</i> |
|-------------------|-----------------|----------------|--|-----------|-----------|-----------|-----------|
| City Council      |                 | Postcard       | Zero Waste Postcard                    | X         | X         |           |           |
| City Council      |                 | Poster         | June Poster                            | X         | X         | X         |           |
| City Council      |                 | Survey         | Customer Survey                        | X         | X         | X         |           |
| City Council      |                 | Web            | WEBPAGE ELF                            | X         | X         | X         |           |
| City Council      |                 |                | Introduction to City Services          | X         | X         |           |           |
| City Council      |                 |                | Introduction to Police Services        | X         | X         |           |           |
| City Council      |                 |                | Residential Security 101               | X         | X         |           |           |
| DHS               |                 | Activity Sheet | JFCS Parent Education Activity Sheet   |           | X         |           |           |
| DHS               |                 | Agreement      | Family Participation Agreement         | X         | X         | X         |           |
| DHS               |                 | Agreement      | Participate Agreement                  | X         | X         | X         |           |
| DHS               |                 | Agreement      | Scoped Drive Agreement                 |           | X         |           |           |
| DHS               |                 | Application    | Application Cover                      | X         | X         | X         |           |
| DHS               |                 | Application    | Paratransit Application                | X         | X         |           |           |
| DHS               |                 | Application    | SCFG application                       | X         | X         |           |           |
| DHS               |                 | Brochure       | Head Start                             | X         | X         |           |           |
| DHS               |                 | Brochure       | Headstart Brochure                     | X         | X         |           |           |
| DHS               |                 | Brochure       | HS Chinese Brochure                    |           | X         |           |           |
| DHS               |                 | Brochure       | Leahs110scv1 & Ch                      |           | X         | X         |           |
| DHS               |                 | Brochure       | Oak4020-Chi-Link / Revisions           |           | X         |           |           |
| DHS               |                 | Brochure       | Oak4020-Chi-MSSP / Revisions           |           | X         |           |           |
| DHS               |                 | Brochure       | Revised Update brochure                | X         | X         |           |           |
| DHS               |                 | Brochure       | Seniors program                        | X         | X         |           |           |
| DHS               |                 | Brochure       | SR2S Pedestrian                        | X         | X         | x         |           |
| DHS               |                 | Brochure       | Walk to School Day                     | X         | X         | X         |           |
| DHS               |                 | Calendar       | JFCS My Child and I Calendar           |           | X         |           |           |
| DHS               |                 | Calendar       | JFCS My Child and I Calendar           |           | X         |           |           |
| DHS               |                 | Evaluation     | General Workshop Evaluation            |           | X         |           |           |
| DHS               |                 | Fact Sheet     | Linkages Fact Sheet                    |           | X         |           |           |
| DHS               |                 | Flyer          | 2005 Thanksgiving Dinner Flier-English | X         | X         | X         |           |
| DHS               |                 | Flyer          | 2005 Thanksgiving Transportation Flyer |           | X         |           |           |
| DHS               |                 | Flyer          | 2937003848 Fire Alarm.doc              | X         | X         |           |           |
| DHS               |                 | Flyer          | ASSETS b                               | X         | X         | X         |           |
| DHS               |                 | Flyer          | CoD Multipsenion Centers               | X         | X         | X         |           |
| DHS               |                 | Flyer          | Designated Guardian                    | X         | X         | X         |           |
| DHS               |                 | Flyer          | Domestic Violence Flyer                | X         | X         |           |           |
| DHS               |                 | Flyer          | Draft Forum Flyer 4.6.05               | X         | X         |           |           |
| DHS               |                 | Flyer          | Enroll Clinic Comm.Flyer               |           | X         | X         |           |
| DHS               |                 | Flyer          | Fall 05 doc                            |           | X         |           |           |
| DHS               |                 | Flyer          | Fire Emergency Proc. English           |           |           |           | Russian   |
| DHS               |                 | Flyer          | Flea Market 6.10.06 Flyer              | X         |           |           |           |

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| <i>Department</i> | <i>Division</i> | <i>Type</i> | <i>Name of Document (English)</i>   | <i>SP</i> | <i>CH</i> | <i>VI</i> | <i>OT</i> |
|-------------------|-----------------|-------------|-------------------------------------|-----------|-----------|-----------|-----------|
| DHS               |                 | Flyer       | Flea Market Flyer                   | X         |           |           |           |
| DHS               |                 | Flyer       | Flyer – Flea Market 6.11.05         | X         |           |           |           |
| DHS               |                 | Flyer       | Flyer Orientation Flyer             | X         |           |           |           |
| DHS               |                 | Flyer       | Health Fair Flyer                   | X         | X         | X         |           |
| DHS               |                 | Flyer       | Inborn Temperament Traits           |           | X         |           |           |
| DHS               |                 | Flyer       | MultiPurpSeni                       | X         | X         | X         |           |
| DHS               |                 | Flyer       | New Revised Flyer                   | X         | X         |           |           |
| DHS               |                 | Flyer       | Oakland Fund For Children and Youth | X         | X         | X         |           |
| DHS               |                 | Flyer       | Oakland Paratransit for the elderly | X         |           |           |           |
| DHS               |                 | Flyer       | Older Americana Flyer               | X         | X         |           |           |
| DHS               |                 | Flyer       | Olderamericans-2005 pdf.            | X         | X         |           |           |
| DHS               |                 | Flyer       | Orientation flyer                   | X         | X         |           |           |
| DHS               |                 | Flyer       | Quality Pre School                  | X         | X         | X         |           |
| DHS               |                 | Flyer       | Redwood gardens                     | X         | X         |           |           |
| DHS               |                 | Flyer       | Resource Fair Flyer                 | X         | X         |           |           |
| DHS               |                 | Flyer       | Safe walk                           | X         | X         | X         |           |
| DHS               |                 | Flyer       | Scoped Dos & Don'ts                 |           | X         |           |           |
| DHS               |                 | Flyer       | Senior center OSCAR flyer           | X         |           |           |           |
| DHS               |                 | Flyer       | Senior companion flyer              | X         | X         |           |           |
| DHS               |                 | Flyer       | Senior Employment Opportunities     | X         | X         | X         |           |
| DHS               |                 | Flyer       | Temperament Bingo.doc               |           | X         |           |           |
| DHS               |                 | Flyer       | TG Flyer                            |           | X         |           |           |
| DHS               |                 | Form        | Application Status                  | X         | X         |           |           |
| DHS               |                 | Form        | Attendance Policy                   | X         | X         |           |           |
| DHS               |                 | Form        | Attendance Policy & Agreement       | X         | X         |           |           |
| DHS               |                 | Form        | CA-ESPIRS                           | X         | X         |           |           |
| DHS               |                 | Form        | CARE Assessment Form                | X         | X         |           |           |
| DHS               |                 | Form        | Client Consent Form                 | X         | X         |           |           |
| DHS               |                 | Form        | Community Letter                    | X         | X         |           |           |
| DHS               |                 | Form        | Consent to Release Information      | X         | X         |           |           |
| DHS               |                 | Form        | Due Process                         | X         | X         | X         |           |
| DHS               |                 | Form        | Emergency Authorization             | X         | X         |           |           |
| DHS               |                 | Form        | Emergency Contact New Doc           | X         |           |           |           |
| DHS               |                 | Form        | Enrollacceptos.doc                  | X         | X         |           |           |
| DHS               |                 | Form        | Enrollment Application              | X         | X         |           |           |
| DHS               |                 | Form        | Enrollment FOS                      | X         | X         | X         |           |
| DHS               |                 | Form        | Event Start Components              | X         | X         |           |           |
| DHS               |                 | Form        | Family Emergency Information        | X         | X         |           |           |
| DHS               |                 | Form        | Family Interview Check List         | X         | X         |           |           |
| DHS               |                 | Form        | Family Participation Agreement      | X         | X         |           |           |

## List of Each Department's Translated Documents

| <i>Department</i> | <i>Division</i> | <i>Type</i> | <i>Name of Document (English)</i>           | <i>SP</i> | <i>CH</i> | <i>VI</i> | <i>OT</i> |
|-------------------|-----------------|-------------|---|-----------|-----------|-----------|-----------|
| DHS               |                 | Form        | Family Participation Contract               | X         | X         | X         |           |
| DHS               |                 | Form        | Family Strengths & Goals                    | X         | X         |           |           |
| DHS               |                 | Form        | Gral Consent Release Information            | X         | X         |           |           |
| DHS               |                 | Form        | Img vid Release Form                        | X         | X         | X         |           |
| DHS               |                 | Form        | Medication Consent Form                     |           |           |           |           |
| DHS               |                 | Form        | Notification of Absence                     | X         | X         |           |           |
| DHS               |                 | Form        | Parent permission                           | X         | X         |           |           |
| DHS               |                 | Form        | Parent referral                             | X         | X         |           |           |
| DHS               |                 | Form        | Participant Agreement                       | X         | X         | X         |           |
| DHS               |                 | Form        | Participant Screening                       | X         | X         |           |           |
| DHS               |                 | Form        | Program Application                         | X         | X         |           |           |
| DHS               |                 | Form        | Program Description                         | X         | X         |           |           |
| DHS               |                 | Form        | Recruitment                                 |           | X         | X         |           |
| DHS               |                 | Form        | Request for Information                     | X         | X         |           |           |
| DHS               |                 | Form        | SAES After School Homework                  | X         |           | X         |           |
| DHS               |                 | Form        | San Antonio Even Start Consent              | X         |           | X         |           |
| DHS               |                 | Form        | Summary of Services                         | X         | X         |           |           |
| DHS               |                 | Handbook    | Even Start                                  | X         | X         |           |           |
| DHS               |                 | Handbook    | Even Start Handbook                         | X         | X         | X         |           |
| DHS               |                 | Handbook    | Parent Handbook – Back cover                | X         | x         | X         |           |
| DHS               |                 | Handbook    | Parent Handbook – Front Cover               | X         | X         | X         |           |
| DHS               |                 | Handbook    | Parent Handbook – Inside Cover              | X         | X         | X         |           |
| DHS               |                 | Handbook    | Parent Handbook 2007                        | X         | X         | X         |           |
| DHS               |                 | Handbook    | Resource Guide – 2007                       | X         | X         | X         |           |
| DHS               |                 | Handbook    | Resource Guide – Introduction               | X         | X         | X         |           |
| DHS               |                 | Handout     | Emergency and Health Information Field Trip | X         | X         | X         |           |
| DHS               |                 | Handout     | Even Start Fam Lit Prog                     | X         | X         | X         |           |
| DHS               |                 | Handout     | Flu Chinese                                 |           | X         |           |           |
| DHS               |                 | Handout     | Flu Compare                                 | X         | X         |           |           |
| DHS               |                 | Handout     | Oakland Youth Commission                    | X         | X         | X         |           |
| DHS               |                 | Handout     | Orientation Spanish                         | X         | X         | X         |           |
| DHS               |                 | Letter      | 060512 Rep. Lee Head Start Letter           | X         | X         |           |           |
| DHS               |                 | Letter      | A Letter to Parents on Blocks               | X         | X         |           |           |
| DHS               |                 | Letter      | A Letter to Parents on Computers            | X         | X         |           |           |
| DHS               |                 | Letter      | A Letter to Parents on Cooking              | X         | X         |           |           |
| DHS               |                 | Letter      | A Letter to Parents on Music and Movement   | X         | X         |           |           |
| DHS               |                 | Letter      | A Letter to Parents on Outdoor              | X         | X         |           |           |
| DHS               |                 | Letter      | A Letter to Parents on Sand and Water Play  | X         | X         |           |           |
| DHS               |                 | Letter      | A Letter to Parents on the House Corner     | X         | X         |           |           |
| DHS               |                 | Letter      | Accept Letter Clinic                        | X         | X         | X         |           |



### List of Each Department's Translated Documents

| Department | Division | Type       | Name of Document (English)                             | SP | CH | VI | OT      |
|------------|----------|------------|--|----|----|----|---------|
| DHS        |          | Letter     | Applicant Cover Letter                                 | X  | X  |    |         |
| DHS        |          | Letter     | Cover Letter   | X  | X  |    |         |
| DHS        |          | Letter     | East Oakland Property Assessment Letter                | X  |    |    |         |
| DHS        |          | Letter     | Head Start   |    | X  |    |         |
| DHS        |          | Letter     | Letter of Acceptance                                   | X  | X  |    |         |
| DHS        |          | Letter     | Letter to Parent                                       | X  |    |    |         |
| DHS        |          | Letter     | Letter to Parent to Obtain Reports                     | X  | X  |    |         |
| DHS        |          | Letter     | Letter to Parents on Art                               | X  | X  |    |         |
| DHS        |          | Letter     | Letter to Parents on Table Toys                        | X  | X  |    |         |
| DHS        |          | Letter     | Letter Transfers                                       |    | X  | X  |         |
| DHS        |          | Letter     | Medical Statement Forum                                | X  | X  |    |         |
| DHS        |          | Letter     | Recruitment Central Office                             |    | X  | X  |         |
| DHS        |          | Letter     | Re-enrollment letter                                   |    | X  | X  |         |
| DHS        |          | Letter     | Re-enrollment Letter                                   | X  |    |    |         |
| DHS        |          | Letter     | West Oakland property assessment letter                | X  |    | X  |         |
| DHS        |          | Link       | Oak4020-Hisp-Link                                      | X  | X  |    |         |
| DHS        |          | Manual     | San Antonio Manual                                     | X  | X  | X  |         |
| DHS        |          | Minutes    | NOV S RAG meeting minutes                              | X  |    |    |         |
| DHS        |          | Notice     | 2006-2007 Public Hearing Notice 0505                   | X  | X  |    |         |
| DHS        |          | Notice     | Confirmation of Receipt Notice                         |    | X  | X  |         |
| DHS        |          | Notice     | HIPAA Notice of Private Practice                       | X  |    |    |         |
| DHS        |          | Notice     | HIPAA Notice of Private Practice                       |    |    | X  |         |
| DHS        |          | Poster     | Walk to School Day                                     | X  | X  |    |         |
| DHS        |          | PowerPoint | Tool kit layout  | X  | X  |    |         |
| DHS        |          | PowerPoint | Walk to School Day                                     | X  | X  | X  |         |
| DHS        |          | Receipt    | Confirmation of Receipt                                | X  |    |    |         |
| DHS        |          | Survey     | Exit Survey  | X  | X  | X  |         |
| DHS        |          | Survey     | Hard Copies Chinese and Vietnamese                     |    |    |    | English |
| DHS        |          | Survey     | January 2007 Parent Survey                             |    | X  | X  |         |
| DHS        |          | Survey     | Parent Survey  | X  | X  |    |         |
| DHS        |          | Survey     | Safe Passage   | X  | X  |    |         |
| DHS        |          |            | 1282 HS brochure & Folder                              | X  | X  |    |         |
| DHS        |          |            | 1282 HS Insert   | X  | X  |    |         |
| DHS        |          |            | Application Status                                     |    |    |    |         |
| DHS        |          |            | Consent for General Screenings/Observation/Assessments |    |    |    |         |
| DHS        |          |            | Disaster Release Information                           | X  | X  |    |         |
| DHS        |          |            | Exposure   | X  | X  |    |         |
| DHS        |          |            | Head Start - Attendance Policy                         | X  | X  | X  |         |
| DHS        |          |            | Head Start - Child Health & Development                | X  | X  | X  |         |
| DHS        |          |            | Letter of Acceptance                                   |    |    |    |         |

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| Department | Division | Type       | Name of Document (English)                     | SP | CH | VI | OT     |
|------------|----------|------------|--|----|----|----|--------|
| DHS        |          |            | Notification of Absence                        |    | X  |    |        |
| DHS        |          |            | Photo/Video Release                            |    |    |    |        |
| DHS        |          |            | Request for Information                        |    |    |    |        |
| Fire       | CORE     | Booklet    | CORE III Exercise Indent 2005                  | X  | X  |    |        |
| Fire       | CORE     | Booklet    |  | X  | X  |    |        |
| Fire       | CORE     | Brochure   | CORE   | X  | X  |    |        |
| Fire       | CORE     | Brochure   | CORE I   | X  | X  |    |        |
| Fire       | CORE     | Brochure   | CORE II  | X  | X  |    |        |
| Fire       | CORE     | Fact Sheet | CORE Updated Fact Sheet 2005                   | X  | X  |    |        |
| Fire       | CORE     | Flyer      | April 29, 2006 Final Flyer                     | X  | X  |    |        |
| Fire       | CORE     | Flyer      | Organizing a Neighborhood Exercise             | X  | X  |    |        |
| Fire       | CORE     | Flyer      | Shelter Drill                                  | X  | X  | X  |        |
| Fire       | CORE     | Flyer      | Shelter Rules                                  | X  | X  | X  |        |
| Fire       | CORE     | Flyer      | Things you can do in a shelter                 | X  | X  | X  |        |
| Fire       | CORE     | Form       | Citywide Functional Exercise for CORE          | X  | X  |    |        |
| Fire       | CORE     | Form       | CORE III Participant Evaluation                | X  | X  |    |        |
| Fire       | CORE     | Form       | CORE III Participant Evaluation                | X  | X  |    |        |
| Fire       | CORE     | Form       | Shelter Registration form                      | X  | X  |    |        |
| Fire       | CORE     | Handbook   | CORE Handbook                                  | X  | X  |    |        |
| Fire       | CORE     | Handout    | Shelter Exercise                               | X  | X  | X  |        |
| Fire       | CORE     | Handout    | Shelter Resident information                   | X  | X  | X  |        |
| Fire       |          | Brochure   | OFD  | X  | X  |    |        |
| Fire       |          | Brochure   | SEMs Brochure                                  | X  | X  |    |        |
| Fire       |          | Disclaimer | Disclaimer Receipt 911                         | X  | X  |    |        |
| Fire       |          | Fact Sheet | 2007 CORE Citywide Emergency                   | X  | X  |    |        |
| Fire       |          | Flyer      | OFD Fireworks Flyer                            | X  | X  | X  |        |
| Fire       |          | Flyer      | Open House Fire Flyer                          |    | X  |    |        |
| Fire       |          | Flyer      | Protect Yourself                               | X  | X  |    |        |
| Fire       |          | Flyer      | Scanned doc.                                   | X  | X  | X  |        |
| Fire       |          | Flyer      | Seniors flyer                                  | X  | X  | X  |        |
| Fire       |          | Flyer      | Sirens   | X  | X  |    |        |
| Fire       |          | Flyer      | Vial of life Instructions                      | X  | X  | X  |        |
| Fire       |          | Flyer      | Vial of Life Instructions                      |    |    |    | Korean |
| Fire       |          | Form       | Fire Alarm Guide                               | X  | X  |    |        |
| Fire       |          | Form       | Fire Safety                                    | x  | X  |    |        |
| Fire       |          | Form       | It's the Law                                   | X  | X  |    |        |
| Fire       |          | Form       | Neighborhood Emergency Supply Pack Criteria    | X  | X  |    |        |
| Fire       |          | Form       | Neighborhood Emergency Supply Pack Application | X  | X  |    |        |
| Fire       |          | Form       | Special Activity Report                        | X  | X  |    |        |
| Fire       |          | Form       | Sprinkler Guide                                | X  | X  |    |        |

## List of Each Department's Translated Documents

| Department | Division | Type          | Name of Document (English)       | SP | CH | VI | OT     |
|------------|----------|---------------|----------------------------------|----|----|----|--------|
| Fire       |          | Form          | Vial of Life                     |    | -  | -  | Korean |
| Fire       |          | Form          | Vial of life Form                |    | X  | X  |        |
| Fire       |          | Form          | Vial of Life Form                | X  | X  | X  | Korean |
| Fire       |          | Form          | Vial of Life Instructions        | X  | X  | X  | Korean |
| Fire       |          | Handout       | FAQ Alerting Sirens              | X  | X  |    |        |
| Fire       |          | Handout       | SBS Chinatown 2005               |    | X  |    |        |
| Fire       |          | Invitation    | 2007 Exercise Participation Inv. | X  | X  |    |        |
| Fire       |          | Letter        | CORE Fall 2006 Graduation Invite |    | X  |    |        |
| Fire       |          | Plan          | CORE Citywide Exercise Plan 4-28 | X  | X  |    |        |
| Fire       |          | Questionnaire | Disaster Plan Work Sheet         | X  | X  |    |        |
| Fire       |          | Report        | CANCELED                         |    |    |    |        |
| FMA        | OPRM     | Brochure      | Employment Information           | X  | X  | X  |        |
| FMA        |          | Article       | News Article 2006                | X  |    |    |        |
| FMA        |          | Brochure      | Letter Fee Brochure              | X  | X  | X  |        |
| FMA        |          |               | Council Briefing Book            | X  | X  |    |        |
| Library    |          | Application   | Library Card Application 9.19.06 |    |    |    | Korean |
| Library    |          | Application   | Library Card Teen /Ad            |    |    |    | Korean |
| Library    |          | Brochure      | Brochure Updated                 | X  | X  | X  |        |
| Library    |          | Brochure      | Help Your Baby Toddler           | X  | X  |    |        |
| Library    |          | Brochure      | Help Your Child Learn to Read    | X  | X  |    |        |
| Library    |          | Brochure      | Help Your Kindergardener         | X  | X  |    |        |
| Library    |          | Brochure      | Help Your Preschooler            | X  | X  |    |        |
| Library    |          | Brochure      | Locations.htm                    | X  |    |    |        |
| Library    |          | Brochure      | Revisions                        |    | X  | X  |        |
| Library    |          | Calendar      | Family Reading Calendar          |    | X  |    |        |
| Library    |          | Card          | Cards.htm                        | X  |    |    |        |
| Library    |          | Fact Sheet    | Fact Sheet 2                     | X  |    |    |        |
| Library    |          | Fax           | Fax                              |    | X  |    |        |
| Library    |          | Flyer         | Asian Flyer                      |    | X  |    |        |
| Library    |          | Flyer         | Branch's Upgrades. Doc           | X  |    |    |        |
| Library    |          | Flyer         | Family Literacy Workshop Flyer   | X  | X  |    |        |
| Library    |          | Flyer         | Forgiveness Flyer                | X  | X  |    |        |
| Library    |          | Flyer         | K Drive Parent Flyer             |    |    | X  |        |
| Library    |          | Flyer         | Main Library Handout Open House  | X  | X  |    |        |
| Library    |          | Flyer         | Master System Massager           | X  | X  |    |        |
| Library    |          | Flyer         | PASS Flyer                       | X  | X  | X  |        |
| Library    |          | Flyer         | Services for CH Speakers         |    | X  |    |        |
| Library    |          | Flyer         | Summer reading #                 |    |    |    |        |
| Library    |          | Form          | Extended Service Form            | X  | X  |    |        |
| Library    |          | Form          | PASS Commitment                  | X  | X  | X  |        |

## List of Each Department's Translated Documents

| <i>Department</i> | <i>Division</i> | <i>Type</i>     | <i>Name of Document (English)</i>               | <i>SP</i> | <i>CH</i> | <i>VI</i> | <i>OT</i> |
|-------------------|-----------------|-----------------|---|-----------|-----------|-----------|-----------|
| Library           |                 | Form            | Renew Items.htm                                 |           | X         |           |           |
| Library           |                 | Form            | Renew Items.htm                                 | X         |           |           |           |
| Library           |                 | Form            | Student Reg. doc                                | X         | X         | X         |           |
| Library           |                 | Form            | Student Registration Form                       | X         | X         | X         |           |
| Library           |                 | Form            | Your Library Card                               |           | X         | X         |           |
| Library           |                 | Guide           | Revised October 2005 Guide                      | X         | X         |           |           |
| Library           |                 | Handout         | English Guide for Persons with Disabilities     | X         | X         | X         |           |
| Library           |                 | Handout         | Extended Services for Persons with Disabilities | X         | X         | X         |           |
| Library           |                 | Handout         | Help Your Child Get Ready to Read               |           | X         |           |           |
| Library           |                 | Letter          | OPL Invite                                      |           | X         |           |           |
| Library           |                 | List            | Master OPL SRP Program List                     | X         | X         |           |           |
| Library           |                 | Survey          | Patron survey branch 2005                       | X         | X         |           |           |
| Library           |                 | Survey          | Patron survey main 2005 rev.                    | X         | X         |           |           |
| Library           |                 | Survey          | Student survey spring                           | X         |           |           |           |
| Library           |                 | Text            | Internet Disclaimer                             | X         |           |           |           |
| Library           |                 | Text            | Introducing New Catalog                         | X         |           |           |           |
| Library           |                 | Text            | Spanish Web Draft                               | X         |           |           |           |
| Library           |                 |                 | Books for Wilder Horizons-Volunteer!            | X         | X         |           |           |
| Library           |                 |                 | Library 0603                                    |           |           |           | English   |
| Library           |                 |                 | Library EDT 0603                                |           |           |           | English   |
| Library           |                 |                 | Library Hours Flyer                             |           |           |           | English   |
| Library           |                 |                 | Library Location Map                            |           |           |           | English   |
| Library           |                 |                 | Summer Reading Game                             | X         |           |           |           |
| Mayor             | OAC             | Flyer           | HPN June 05 update                              | X         | X         | X         |           |
| Mayor             | OAC             | Phone Directory | Helpful Phone Numbers (Aug 2007)                | X         | X         | X         |           |
| Mayor             | Protocol        | Letter          | Danang Vietnam- Sister City Agreement - Letter  |           |           | X         |           |
| Mayor             |                 | Banner          | Get Screened                                    | X         | X         |           |           |
| Mayor             |                 | Flyer           | Caminata Flyer                                  | X         |           |           |           |
| Mayor             |                 | Flyer           | Event of Rememberence                           | X         |           |           |           |
| Mayor             |                 | Flyer           | FMA Text Translation                            | X         |           |           |           |
| Mayor             |                 | Flyer           | N2N April 26 – BW                               | X         | X         | X         |           |
| Mayor             |                 | Flyer           | RTH Flyer for Translation                       |           | X         | X         |           |
| Mayor             |                 | Flyer           | Stop the Vilence                                | X         | X         |           |           |
| Mayor             |                 | Letter          | DA Rodger - Letter Final                        | X         |           |           |           |
| Mayor             |                 | Poster          | State of the City Address                       | X         | X         |           |           |
| Mayor             |                 | Poster          | Stop the Vilence                                | X         | X         |           |           |
| Museum            |                 | Agenda          | Festiva Program                                 | X         |           |           |           |
| Museum            |                 | Biography       | Biography Batch                                 | X         |           |           |           |
| Museum            |                 | Brochure        | California College of the Arts                  | X         | X         |           |           |
| Museum            |                 | Handout         | OMCA4 Chinese trans.                            |           | X         |           |           |

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|-------------------|-----------------|--------------|--|-----------|-----------|-----------|-----------|
| Museum            |                 | Letter       | Welcome Families                       | X         |           |           |           |
| Museum            |                 | News Release | Day of the Dead Statement              | X         |           |           |           |
| Museum            |                 | News Release | Yosemite                               | X         | X         |           |           |
| Museum            |                 | PSA Script   | Phone Message                          | X         | X         |           |           |
| Museum            |                 | Text         | Artist Statement                       | X         |           |           |           |
| Museum            |                 | Text         | Artist Statement                       | X         | X         |           |           |
| Museum            |                 | Text         | Chauncey Statement                     | X         |           |           |           |
| Museum            |                 | Text         | Curatorial Statement                   | X         |           |           |           |
| Museum            |                 | Text         | Day of the Day Text                    | X         |           |           |           |
| Museum            |                 | Text         | Day of the Dead Text                   | X         |           |           |           |
| Museum            |                 | Text         | Final Introduction                     | X         | X         |           |           |
| Museum            |                 | Text         | Final Statement "Lisa"                 | X         |           |           |           |
| Museum            |                 | Text         | Intro California College of the Arts 2 | X         | X         |           |           |
| Museum            |                 | Text         | Lowrider Chicano Culture               | X         |           |           |           |
| Museum            |                 | Text         | Mitlan                                 | X         |           |           |           |
| Museum            |                 | Text         | OMCA A Abstraction                     | X         | X         |           |           |
| Museum            |                 | Text         | OMCA Identity                          | X         | X         |           |           |
| Museum            |                 | Text         | OMCA Landscape                         | X         | X         |           |           |
| OPR               |                 | Application  | Facility Rental Application            | X         | X         | X         |           |
| OPR               |                 | Application  | Facility Rental Application            | X         | X         | X         |           |
| OPR               |                 | Application  | Facility Rental Application            | X         | X         |           |           |
| OPR               |                 | Application  | Facility Rental Application Document   | X         | X         | X         |           |
| OPR               |                 | Application  | OFASS 2006 App. Front Draft            | X         | X         | X         |           |
| OPR               |                 | Bio          | Kip Walsh                              | X         | X         | X         |           |
| OPR               |                 | Fee Sheet    | Recreation Center Fee Sheet            | X         | X         |           |           |
| OPR               |                 | Flyer        | 0707 Leave flyer                       | X         |           |           |           |
| OPR               |                 | Flyer        | 100 Families Sea                       | X         | X         |           |           |
| OPR               |                 | Flyer        | 6comm. Mtgs. Sea. (425KB); ATT62941a   | X         | X         |           |           |
| OPR               |                 | Flyer        | Adult Exercise Class 2 PDF             | X         |           |           |           |
| OPR               |                 | Flyer        | Andre 3095                             | X         | X         | X         |           |
| OPR               |                 | Flyer        | ATT489271                              | X         |           |           |           |
| OPR               |                 | Flyer        | ATT489273                              | X         |           |           |           |
| OPR               |                 | Flyer        | Before After care 0601.doc             | X         | X         |           |           |
| OPR               |                 | Flyer        | Boys Soccer                            | X         |           |           |           |
| OPR               |                 | Flyer        | Carmen Flores flyer                    | X         |           |           |           |
| OPR               |                 | Flyer        | City Wide Basketball Flyer Boys        | X         |           |           |           |
| OPR               |                 | Flyer        | City Wide Basketball Flyer Girls       | X         |           |           |           |
| OPR               |                 | Flyer        | City Wide Basketball Flyer Pee Wee     | X         |           |           |           |
| OPR               |                 | Flyer        | Community Assessment Flyer             | X         | X         | X         |           |
| OPR               |                 | Flyer        | English Summer.doc                     | X         |           |           |           |

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|-------------------|-----------------|-------------|---|-----------|-----------|-----------|-----------|
| OPR               |                 | Flyer       | First 5 Every Child Counts                      | X         |           |           |           |
| OPR               |                 | Flyer       | Focus Groups / Allendale                        | X         | X         |           |           |
| OPR               |                 | Flyer       | Focus Groups / Arroyo                           | X         | X         |           |           |
| OPR               |                 | Flyer       | Focus Groups / Bushrod                          | X         | X         |           |           |
| OPR               |                 | Flyer       | Focus Groups / Carmen Flores                    | X         | X         |           |           |
| OPR               |                 | Flyer       | Focus Groups / Citywide                         | X         | X         |           |           |
| OPR               |                 | Flyer       | Focus Groups / Ira Jenkins                      | X         | X         |           |           |
| OPR               |                 | Flyer       | Focus Groups / Lincoln Square                   | X         | X         |           |           |
| OPR               |                 | Flyer       | Focus Groups / Mosswood                         | X         | X         |           |           |
| OPR               |                 | Flyer       | Garden Flyer                                    | X         | X         | X         |           |
| OPR               |                 | Flyer       | Girls Soccer                                    | X         |           |           |           |
| OPR               |                 | Flyer       | IJ Chef Pantry Flyer                            | X         | X         | X         |           |
| OPR               |                 | Flyer       | IJ Gymnastics Flyer                             | X         | X         | X         |           |
| OPR               |                 | Flyer       | IJ In the Know Flyer                            | X         | X         | X         |           |
| OPR               |                 | Flyer       | IJ Karate Flyer                                 | X         | X         | X         |           |
| OPR               |                 | Flyer       | Information Night Flyer                         | X         | X         | X         |           |
| OPR               |                 | Flyer       | Informational Flyer for Citizens Academy        |           | X         |           |           |
| OPR               |                 | Flyer       | Invite to Rainbow Rec Ctr Event                 | X         |           |           |           |
| OPR               |                 | Flyer       | Invite to Carmen Flores Rec Ctr Event           | X         |           |           |           |
| OPR               |                 | Flyer       | Junior Soccer                                   | X         |           |           |           |
| OPR               |                 | Flyer       | Neighborhood Meeting Flyer                      |           |           |           |           |
| OPR               |                 | Flyer       | Parks for Peace                                 | X         | X         |           |           |
| OPR               |                 | Flyer       | Parks for Peace DeFremery                       | X         |           |           |           |
| OPR               |                 | Flyer       | Parks for Peace Dimond                          | X         |           |           |           |
| OPR               |                 | Flyer       | Rainbow CFG                                     | X         |           |           |           |
| OPR               |                 | Flyer       | Summer Day Camp                                 | X         |           |           |           |
| OPR               |                 | Flyer       | Summer of Discovery                             | X         | X         |           |           |
| OPR               |                 | Flyer       | Tiny Tot Program                                | X         |           |           |           |
| OPR               |                 | Flyer       | Tiny Tot Program 2nd page                       | X         |           |           |           |
| OPR               |                 | Flyer       | Welcome Translations Peralta Park               | X         | X         | X         | Japanese  |
| OPR               |                 | Flyer Rev.  | Focus Groups Flyers                             | X         | X         |           |           |
| OPR               |                 | Form        | Anti-Bullying Pledge for Parents                | X         | X         |           |           |
| OPR               |                 | Form        | Five Rocks                                      | X         | X         | X         |           |
| OPR               |                 | Form        | Oakland fine arts summer school                 | X         | X         |           |           |
| OPR               |                 | Form        | Procedure for Rec. Ctr. Building                | X         | X         |           |           |
| OPR               |                 | Form        | Program Registration                            | X         | X         | X         |           |
| OPR               |                 | Handout     | 1187289506-BV-Park Issue 1                      | X         | X         | X         |           |
| OPR               |                 | Info Flyer  | OFASS 2006 Reg. Form w Anti                     | X         | X         | x         |           |
| OPR               |                 | Letter      | 2005 Reg. Confirmation + Info Letter to Parents | X         | X         |           |           |
| OPR               |                 | Letter      | 2458483191-Water Safety Letter Parents          | X         | X         | X         |           |

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|-------------------|-----------------------|-------------------|---|-----------|-----------|-----------|-----------|
| OPR               |                       | Letter            | Flyer Carmen-Flores Community Center              | X         |           |           |           |
| OPR               |                       | Letter            | Letter to Parents                                 | X         | X         |           |           |
| OPR               |                       | Phrase            | Phrase  | X         | X         | X         |           |
| OPR               |                       | PSA Script        | PSAS  | X         |           |           |           |
| OPR               |                       | Registration Form | Blank Registration                                | X         |           |           |           |
| OPR               |                       | Registration Form | Recreation Activities Registration from one Sheet | X         | X         | X         |           |
| OPR               |                       | Registration Form | Registration Form                                 | X         | X         |           |           |
| OPR               |                       | Survey            | Evaluation Tools                                  |           | X         |           |           |
| OPR               |                       | Survey            | JCAS Client Survey                                | X         |           |           |           |
| OPR               |                       | Worksheet         | Front Page Rewrite 2 Worksheet Feb.               | X         | X         |           |           |
| OPR               |                       |                   | 1755 OPR Athletic Field Sc                        |           |           |           | English   |
| OPR               |                       |                   | 1773 OPR Park Rules and Reg.                      |           |           |           | English   |
| Police            | Animal Services       | Flyer             | Night Kennel Boxes                                | X         | X         | X         |           |
| Police            | Animal Services       | Instruction       | Night Kennel Instructions                         | X         | X         | X         |           |
| Police            | CO                    | Brochure          | Complaint Brochure                                |           |           |           | English   |
| Police            | CO                    | Flyer             | Complaint Flyer                                   |           |           |           | English   |
| Police            | CRP                   | Letter            | Crime Report Letter                               |           |           |           | English   |
| Police            | CRP                   | Report            | Citizen Add Supp Info Report                      |           |           |           | English   |
| Police            | CRP                   | Report            | Citizen Crime Report                              |           |           |           | English   |
| Police            | CRP                   |                   | EPO Warning N Info 1                              |           |           |           | English   |
| Police            | CRP                   |                   | EPO Warning N Info 2                              |           |           |           | English   |
| Police            | CRP                   |                   | Request Vacation Check                            |           |           |           | English   |
| Police            | CRP                   |                   | Sex Crime Disclose                                |           |           |           | English   |
| Police            | JD                    |                   | Chemical Test 1                                   |           |           |           | English   |
| Police            | JD                    |                   | Chemical Test 2                                   |           |           |           | English   |
| Police            | JD                    |                   | Chemical Test Report                              |           |           |           | English   |
| Police            | JD                    |                   | Information & Rules for Inmates                   |           |           |           | English   |
| Police            | Neighborhood Services | Agenda            | Agenda Mar. 8.06 EN                               | X         |           |           |           |
| Police            | Neighborhood Services | Agenda            | Allendale NCPC Nov. 2006                          | X         | X         | X         |           |
| Police            | Neighborhood Services | Agenda            | Beat 31Y & 31Z NCPC Post 070907                   | X         |           |           |           |
| Police            | Neighborhood Services | Agenda            | DV Conference Agenda                              | X         | X         |           |           |
| Police            | Neighborhood Services | Application       | 2006 Application Form BB                          | X         |           |           |           |
| Police            | Neighborhood Services | Application       | Application for Block Captain                     | X         | X         | X         |           |
| Police            | Neighborhood Services | Brochure          | Domestic Violence Brochure                        | X         | X         | X         |           |
| Police            | Neighborhood Services | Brochure          | Edith's Brochure                                  | X         |           |           |           |
| Police            | Neighborhood Services | Brochure          | Hoang's Brochure-Beat 1-11-07                     |           | X         |           |           |
| Police            | Neighborhood Services | Brochure          | NSD Brochure                                      | X         | X         | X         |           |
| Police            | Neighborhood Services | Brochure          | Patricia Rose Brochure PSA 6                      | X         | X         |           |           |
| Police            | Neighborhood Services | Brochure          | Personal Safety Brochure                          | X         | X         | X         |           |
| Police            | Neighborhood Services | Cover Letter      | 2006 BB Spark.                                    | X         |           |           |           |

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|-------------------|-----------------------|-------------|-------------------------------------|-----------|-----------|-----------|-----------|
| Police            | Neighborhood Services | Encuesta    | Neighborhood Questionnaire          | X         | X         |           |           |
| Police            | Neighborhood Services | Flyer       | 03 2007 APNCPC Req. Meeting         | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | 05 2007 APNCPC REG MEG Flyer        | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | 09-2007 APNCPC                      | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | 602 I Business (2)                  | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Agenda Melrose                      | X         | X         |           |           |
| Police            | Neighborhood Services | Flyer       | Allendale NCPC 5-17-06.doc          | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | APNCPC 01-2007 Flyer                | X         | X         |           |           |
| Police            | Neighborhood Services | Flyer       | Arson                               | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Beat 21X Survey 2007 July           | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Beat 23X Thank You Letter           | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Beat 26X NCPC Flyer                 | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | Beat 31Y & 31Z                      | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | Beat 31Y & 31Z NCPC                 | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | Beat 31Y & 31Z NCPC Flyer           | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | Beat 31Y & 31Z NCPC Taskforce Flyer | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | Beat 33X NCPC                       | x         |           |           |           |
| Police            | Neighborhood Services | Flyer       | Beat 33X NCPC                       | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | Beat 33X NCPC Flyer 030607          | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | Beat 33X NCPC Invite                | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | Bernhardt Dr. Clean Up Gathering    | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | Best 31Y and 31Z NCPC Task Port     | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | Burglary                            | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Bus Trespass Info Sheet             | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Commercial Security                 | X         | X         |           |           |
| Police            | Neighborhood Services | Flyer       | Community Meeting Flyer             |           | X         |           |           |
| Police            | Neighborhood Services | Flyer       | DA Town Hall Meeting                |           | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Don't be a Victim                   | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | FAQs about NCPs                     | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Flyer                               | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | Flyer Fruitvale Senior              | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | Flyer Take Back the Night 3-4-07    |           | X         |           |           |
| Police            | Neighborhood Services | Flyer       | Flyer Tip Your Hat                  | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Group Ride                          | X         | X         |           |           |
| Police            | Neighborhood Services | Flyer       | Halloween flyer                     | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Home Inspection                     | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Invite NW SC Meeting                | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | Laurel Redwoods 2005                |           | X         |           |           |
| Police            | Neighborhood Services | Flyer       | Laurel Redwoods n/s Zoos            |           | X         |           |           |
| Police            | Neighborhood Services | Flyer       | Laurel School Flyer                 | X         | X         |           |           |



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|-------------------|-----------------------|-------------|---|-----------|-----------|-----------|-----------|
| Police            | Neighborhood Services | Flyer       | Loitering                                     | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Make Robbery Risky                            | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Meeting Facilitator                           | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | Meeting Invitation                            | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | Merchant meeting                              | X         | X         |           |           |
| Police            | Neighborhood Services | Flyer       | Merchant Meeting                              | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | National Night Out 06 final                   | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | National Night Out Invitation                 | X         | X         |           |           |
| Police            | Neighborhood Services | Flyer       | National Night Out Invitation Flyer           |           | X         |           |           |
| Police            | Neighborhood Services | Flyer       | NCPC Flyer                                    | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | NCPC Flyer                                    |           | X         |           |           |
| Police            | Neighborhood Services | Flyer       | NCPC Letter                                   | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | NCPC Meeting                                  | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Neighborhood Crime Alert 3050505              | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Neighborhood Watch Training                   | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | NNO Basic Flyer                               | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | NNO Recruitment Flyer 2006 in Eng             | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | NW Flyer Black White                          | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Open House Flyer                              | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Outreach flyer 2. doc (130KB)                 | X         | X         |           |           |
| Police            | Neighborhood Services | Flyer       | Parking on Private Property                   | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Patricia Rose                                 | X         | X         |           |           |
| Police            | Neighborhood Services | Flyer       | Personal Security                             | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Recruitment Flyer                             | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Robb & Responsibilities of a NW Block Key tan | X         | X         |           |           |
| Police            | Neighborhood Services | Flyer       | Shoplifting Internal the Prevention           | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Sing Ups doc.                                 | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Training                                      | X         |           |           |           |
| Police            | Neighborhood Services | Flyer       | Trespass Flyer.doc                            | X         | X         | X         |           |
| Police            | Neighborhood Services | Flyer       | Web Search for Crime State                    | X         | X         | X         |           |
| Police            | Neighborhood Services | Form        | MW Sign Installation Form                     | X         | X         | X         |           |
| Police            | Neighborhood Services | Form        | National Night Out Map & Roster               | X         | X         |           |           |
| Police            | Neighborhood Services | Handout     | Check Credit Card Refund Fraud                | X         | X         | X         |           |
| Police            | Neighborhood Services | Handout     | Holiday Safety Tips                           | X         | X         | X         |           |
| Police            | Neighborhood Services | Handout     | How to Organize a Press Conference            | X         | X         |           |           |
| Police            | Neighborhood Services | Handout     | Media Alert Template                          | X         | X         |           |           |
| Police            | Neighborhood Services | Handout     | Media Tips                                    | X         | X         |           |           |
| Police            | Neighborhood Services | Handout     | News Release Template                         | X         | X         |           |           |
| Police            | Neighborhood Services | Handout     | Preparing a Press Kit. doc                    | X         | X         |           |           |
| Police            | Neighborhood Services | Handout     | Press Conference Checklist                    | X         | X         |           |           |

## List of Each Department's Translated Documents

| <i>Department</i> | <i>Division</i>       | <i>Type</i>   | <i>Name of Document (English)</i>                          | <i>SP</i> | <i>CH</i> | <i>VI</i> | <i>OT</i> |
|-------------------|-----------------------|---------------|--|-----------|-----------|-----------|-----------|
| Police            | Neighborhood Services | Handout       | Prostitution Flyer   | X         | X         | X         |           |
| Police            | Neighborhood Services | Handout       | What are the Requirements to be an Official Merchant Group | X         | X         | X         |           |
| Police            | Neighborhood Services | Handout       | You are the Dispatcher                                     |           | X         |           |           |
| Police            | Neighborhood Services | Letter        | 065_2007 APNCPC Reg mtg                                    | X         | X         | X         |           |
| Police            | Neighborhood Services | Letter        | Copy of Oakland Heritage Alliance                          | X         | X         | X         |           |
| Police            | Neighborhood Services | Letter        | National Night Out   | X         | X         | X         |           |
| Police            | Neighborhood Services | Letter        | National Night Out Invitation Letter                       | X         | X         | X         |           |
| Police            | Neighborhood Services | Letter        | National Night Out Package                                 | X         | x         |           |           |
| Police            | Neighborhood Services | Letter        | National Night Out Sample Program                          | X         | X         |           |           |
| Police            | Neighborhood Services | Letter        | OPR Free Pools   | X         |           |           |           |
| Police            | Neighborhood Services | Newsletter    | CNC Newsletter   | X         |           |           |           |
| Police            | Neighborhood Services | Note          | Note Paper 2   | X         | X         |           |           |
| Police            | Neighborhood Services | Notice        | Notice to Constituents                                     | X         |           |           |           |
| Police            | Neighborhood Services | Pamphlet      | Beat Feet Forms/ Pamphlet/ Inf Sheet                       | X         | X         |           |           |
| Police            | Neighborhood Services | Postcard      | Beat 33X NCPC Postcard 061807                              | X         |           |           |           |
| Police            | Neighborhood Services | Poster        | 13-filling complaint poster-TF-3039-May05                  | X         | X         |           |           |
| Police            | Neighborhood Services | Poster        | 13TF-3039 b- May 05. doc                                   | X         | X         |           |           |
| Police            | Neighborhood Services | Poster        | 13-TF-3039a- May 05. doc                                   | X         | X         |           |           |
| Police            | Neighborhood Services | Poster        | Map & Poster Instruction                                   | X         | X         | X         |           |
| Police            | Neighborhood Services | PowerPoint    | CWT-Sobrante Park Residents C.                             | X         | X         |           |           |
| Police            | Neighborhood Services | PowerPoint    | No Trespassing Sign P.P.                                   | X         | X         | X         |           |
| Police            | Neighborhood Services | PowerPoint    | PP Presentation  | X         | X         | X         |           |
| Police            | Neighborhood Services | Questionnaire | NCPC Questionnaire   |           | X         |           |           |
| Police            | Neighborhood Services | Report        | Sixth report for OIG                                       | X         | X         | X         |           |
| Police            | Neighborhood Services | Sign          | Translation contact  | X         | X         |           |           |
| Police            | Neighborhood Services | Sing Up Form  | Thank You Letter to Our Sponsors                           | X         | X         | X         |           |
| Police            | Neighborhood Services | Survey        | National Night Out Survey                                  | X         | X         |           |           |
| Police            | Neighborhood Services | Survey        | NCPC Questionnaire   | X         |           |           |           |
| Police            | Neighborhood Services | Survey        | School Product Survey                                      | X         | X         | X         | Laotian   |
| Police            | OR                    | Letter        | Petition to Seal Letter                                    |           |           |           | English   |
| Police            | OR                    | Letter        | Towedveh Letter  |           |           |           | English   |
| Police            | OR                    | Letter        | Veh Fee Info. Letter                                       |           |           |           | English   |
| Police            | OR                    | Notice        | Lein Rel. Notice   |           |           |           | English   |
| Police            | OR                    | Notice        | State Broad of Control Notice                              |           |           |           | English   |
| Police            | OR                    | Report        | Request Crime Report                                       |           |           |           | English   |
| Police            | OR                    | Report        | Rest Ord. Enf. Info. Report                                |           |           |           | English   |
| Police            | OR                    |               | Vehicle Owner Acknowledgement                              |           |           |           | English   |
| Police            | OR                    |               | Vehicle Release  |           |           |           | English   |
| Police            | OR                    |               | Vehicle Release Aff.                                       |           |           |           | English   |
| Police            | SEU                   |               | TF-1073 Pre Requisites for Parade Permits                  | X         | X         |           |           |

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|-------------------|-----------------|----------------|---|-----------|-----------|-----------|-----------|
| Police            | SEU             |                | TF-1073-1 Insurance                         | X         | X         |           |           |
| Police            | SEU             |                | TF-1099-1 Special Events Permit             | X         | X         |           |           |
| Police            | SEU             |                | TF-696 Short Term                           | X         | X         |           |           |
| Police            | SEU             |                | TF-696-3 Block Encroachment PE              | X         | X         |           |           |
| Police            | SEU             |                | TF-807-4 Business Tax                       | X         | X         |           |           |
| Police            |                 | Application    | ABC Permit Application                      | X         | X         |           |           |
| Police            |                 | Application    | Parade Application                          | X         | X         |           |           |
| Police            |                 | Application    | Special Event Application                   | X         | X         |           |           |
| Police            |                 | Booklet        | Filing a Complaint Booklet                  | X         | X         | X         |           |
| Police            |                 | Booklet        | Jail Booklet                                | X         | X         |           |           |
| Police            |                 | Brochure       | AACC Recruit Brochure                       | X         | X         |           |           |
| Police            |                 | Brochure       | ABAT Brochure                               | X         | X         | X         |           |
| Police            |                 | Brochure       | ABAT Brochure                               | X         | X         | X         |           |
| Police            |                 | Brochure       | Beat Health Unit Brochure                   | X         | X         | X         |           |
| Police            |                 | Brochure       | Domestic Violence Brochure                  |           | X         |           |           |
| Police            |                 | Brochure       | Megan's Law                                 | X         | X         | X         |           |
| Police            |                 | Brochure       | Metro Tri-Fold 0306.doc                     |           | X         |           |           |
| Police            |                 | Brochure       | Security Fencing Brochure                   | X         | X         |           |           |
| Police            |                 | Brochure       | Staff Resource Brochure                     | X         | X         |           |           |
| Police            |                 | Brochure       | YESS Brochure #37 Jun 06                    | X         | X         | X         |           |
| Police            |                 | Card           | Lineup Card                                 | X         | X         |           |           |
| Police            |                 | Card           | Resource Card for Victims of Violent Crimes | X         | X         |           |           |
| Police            |                 | Check List     | Emergency Check List                        | X         | X         | X         |           |
| Police            |                 | Complaint Form | TF-3039b- Complaint Form                    |           |           | X         |           |
| Police            |                 | Disclaimer     | Disclaimer                                  | X         | X         | X         |           |
| Police            |                 | Draft          | Publication Draft                           |           |           |           |           |
| Police            |                 | Flyer          | 2006 Public Safety Fair 8 Apr. 06           | X         | X         | X         |           |
| Police            |                 | Flyer          | ABAT Performance Stand Flyer                | X         | X         |           |           |
| Police            |                 | Flyer          | Child Abuse Sex Hotline Flyer               | X         | X         | X         |           |
| Police            |                 | Flyer          | Chinatown Public Safety Flyer               |           |           | X         |           |
| Police            |                 | Flyer          | Drug Hotline 4 Language Flyer               | X         | X         | X         |           |
| Police            |                 | Flyer          | Drug Hotline Flyer                          | X         | X         | X         |           |
| Police            |                 | Flyer          | Drug Hotline Flyer                          | X         | X         | X         |           |
| Police            |                 | Flyer          | Flier 05                                    | X         | X         | X         | Lao, Mien |
| Police            |                 | Flyer          | Flyer                                       | X         | X         |           |           |
| Police            |                 | Flyer          | Graffiti Abatement                          |           | X         | X         | Korean    |
| Police            |                 | Flyer          | Merchant Watch door-to-door Flyer           | X         | X         | X         |           |
| Police            |                 | Flyer          | OPD Drug Hotline (Flyer)                    | X         | X         | X         | Cambodian |
| Police            |                 | Flyer          | Prostitution Flyer                          | X         | X         |           |           |
| Police            |                 | Flyer          | Public Safety Flyer                         | X         | X         | X         |           |

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|-------------------|-----------------|----------------|--|-----------|-----------|-----------|-----------|
| Police            |                 | Flyer          | Robbery Prevention Tips                      | X         | X         | X         |           |
| Police            |                 | Flyer          | Ver 20 ½ size Citizen Packet TF 3208-Sep. 05 | X         | X         | X         |           |
| Police            |                 | Form           | 6-28 Scooter Consumer Order pt.doc           | X         | X         | X         |           |
| Police            |                 | Form           | Compensation Program Notice                  | X         | X         |           |           |
| Police            |                 | Form           | Filling a Compliant Form                     |           |           |           |           |
| Police            |                 | Form           | Lineup Card                                  | X         | X         |           |           |
| Police            |                 | Form           | Notification Sex Crime                       | X         | X         |           |           |
| Police            |                 | Form           | Photo Lineup Waiver                          | X         | X         |           |           |
| Police            |                 | Form           | Photo Lineup Waiver Statement – OPD          |           | X         |           |           |
| Police            |                 | Form           | Resource Card                                | X         | X         |           |           |
| Police            |                 | Form           | Statement 6-93                               | X         | X         |           |           |
| Police            |                 | Form           | Street Use Form                              | X         | X         |           |           |
| Police            |                 | Form           | Vial of Life                                 | X         | X         | X         |           |
| Police            |                 | Guide          | Tow Resource Guide                           | X         | X         |           |           |
| Police            |                 | Guide          | Tow Resource Guide                           | X         | X         |           |           |
| Police            |                 | Handout        | Anthrax Advisory                             | X         | X         | X         |           |
| Police            |                 | Handout        | Block Party Guide Like Fremont's             | X         | X         | X         |           |
| Police            |                 | Handout        | Panhandling Advisory                         | X         | X         | X         |           |
| Police            |                 | Hotline        | Drug Hotline Transcript (Cambodian)          |           |           |           | Cambodian |
| Police            |                 | Hotline Script | Child Abuse Sex Hotline Script               | X         | X         | X         |           |
| Police            |                 | Hotline Script | Drug Hotline Script                          | X         | X         | X         |           |
| Police            |                 | Letter         | Approved Fireworks Warning Letter            | X         | X         | X         | Cambodian |
| Police            |                 | Letter         | Chiefs Merchant Watch Letter                 | X         | X         | X         |           |
| Police            |                 | Letter         | Donation Letter                              |           | X         |           |           |
| Police            |                 | Letter         | Tow Letter                                   | X         | X         |           |           |
| Police            |                 | Letter         | Victim Contact Letter Approval               | X         | X         | X         | Korean    |
| Police            |                 | Newsletter     | District Informer                            | X         | X         |           |           |
| Police            |                 | Newsletter     | District Three Informer Feb 05               | X         | X         |           |           |
| Police            |                 | Newsletter     | Informer # 34-OPD                            | X         | X         |           |           |
| Police            |                 | Newsletter     | OPD Informer # 3 Newsletter                  | X         | X         |           |           |
| Police            |                 | Newsletter     | OPD Informer Newsletter                      | X         | X         |           |           |
| Police            |                 | Newsletter     | OPD Informer Newsletter # 35                 | X         | X         |           |           |
| Police            |                 | Newsletter     | OPD Newsletter #31 Informer                  | X         | X         |           |           |
| Police            |                 | Newsletter     | OPD's District Three Informer                | X         | X         |           |           |
| Police            |                 | Newsletter     | OPD-Public Informer # 32                     | X         | X         |           |           |
| Police            |                 | Newsletter     | OPD-Public Informer # 33                     | X         | X         |           |           |
| Police            |                 | Newsletter     | Public Informer Newsletter-OPD # 36          | X         | X         |           |           |
| Police            |                 | Newsletter     | Translated informer Mar 05 #7.doc            | X         | X         |           |           |
| Police            |                 | Notice         | Compensation Program Notice                  | X         | X         |           |           |
| Police            |                 | Notice         | Compensation Program Notice – OPD            |           | X         |           |           |

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|-------------------|-----------------|---------------|---|-----------|-----------|-----------|-----------|
| Police            |                 | Notice        | Meeting Schedule  |           | X         | X         | Korean    |
| Police            |                 | Ordinance     | 6-28 Scooter Consumer Ordinance                             | X         | X         | X         |           |
| Police            |                 | Ordinance     | 6-28 Scooter Costumer Ordinance O Municipal                 | X         | X         | X         |           |
| Police            |                 | Ordinance     | Animal Ordinance Changes                                    | X         | X         | X         |           |
| Police            |                 | Permit Form   | OPD Fingerprinting Permit                                   | X         | X         | X         |           |
| Police            |                 | Poster        | Filing a Complaint Poster                                   |           |           |           |           |
| Police            |                 | Poster        | TF 869.doc  | X         | X         |           |           |
| Police            |                 | PowerPoint    | Loitering for Drug Activity p.p.                            | X         | X         | X         |           |
| Police            |                 | PowerPoint    | PP  |           | X         |           |           |
| Police            |                 | Questionnaire | ABC Permit Questionnaire                                    | X         | X         |           |           |
| Police            |                 | Questionnaire | Special Event Questionnaire                                 | X         | X         |           |           |
| Police            |                 | Report        | Eighth Status Report of the IMT                             | X         | X         | X         |           |
| Police            |                 | Report        | Ninth Status Report   | X         | X         | X         |           |
| Police            |                 | Report        | Tenth Status Report   | X         | X         | X         |           |
| Police            |                 | Summary       | Executive Summary of Seventh Status                         | X         | X         | X         |           |
| Police            |                 | Survey        | Pso Citizen Survey Final                                    | X         |           |           |           |
| Police            |                 | Text          | Text for Website  |           | X         | x         |           |
| Police            |                 |               | 536-200-1   | X         | X         |           |           |
| Police            |                 |               | ABAT Retail Operation Standard                              | X         | X         |           |           |
| Police            |                 |               | Acknowledgment of Rights                                    | X         | X         |           |           |
| Police            |                 |               | Animal Nuisances (TF-3008)                                  | X         | X         | X         |           |
| Police            |                 |               | Annoying Calls  | X         | X         |           |           |
| Police            |                 |               | Application for Information Form Collision Report (TF 3019) |           |           |           | English   |
| Police            |                 |               | Authrax   | X         | X         | X         |           |
| Police            |                 |               | Barrier Fee   | X         | X         |           |           |
| Police            |                 |               | Burlary Workshop  | X         | X         | X         |           |
| Police            |                 |               | Business Tax  | X         | X         |           |           |
| Police            |                 |               | Citizen Police Academy                                      | X         | X         |           |           |
| Police            |                 |               | Compensation Program Notice (TF-3174)                       |           | X         |           |           |
| Police            |                 |               | Consent to Search (TF 2018)                                 |           |           |           | English   |
| Police            |                 |               | Courtesy Warning  | X         | X         |           |           |
| Police            |                 |               | Courtesy Warning  | X         | X         |           |           |
| Police            |                 |               | Courtesy Warning of Parking (TF 952)                        |           |           |           | English   |
| Police            |                 |               | Dances Concerts Show  | X         | X         |           |           |
| Police            |                 |               | Executive Summary   | X         | X         |           |           |
| Police            |                 |               | Family Violence Intervention Unit                           |           | X         |           |           |
| Police            |                 |               | Identity Theft Resource Card (TF-3168)                      | X         | X         |           |           |
| Police            |                 |               | IMT Combined  | X         | X         |           |           |
| Police            |                 |               | Insurance   | X         | X         |           |           |
| Police            |                 |               | Insurance   | X         | X         |           |           |

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|-------------------|-----------------|-------------|--|-----------|-----------|-----------|-----------|
| Police            |                 |             | Laws Governing Peddlers and Vendors                | X         | X         |           |           |
| Police            |                 |             | Lineup Card  | X         | X         |           |           |
| Police            |                 |             | Narcotics Influence Report (TF 680)                |           |           |           | English   |
| Police            |                 |             | Pan Handling                                       | X         | X         |           |           |
| Police            |                 |             | Parking Courtesy Warning                           | X         | X         |           |           |
| Police            |                 |             | Petition to Seal Letter                            | X         | X         |           |           |
| Police            |                 |             | Photo Line up Waive                                | X         | X         |           |           |
| Police            |                 |             | Photo Lineup Waiver (TF-3173)                      |           | X         |           |           |
| Police            |                 |             | Request for Home Security                          | X         | X         |           |           |
| Police            |                 |             | Resource Card                                      | X         | X         |           |           |
| Police            |                 |             | Sale of Vehicle Warning                            | X         | X         |           |           |
| Police            |                 |             | Sexual Assault                                     | X         | X         |           |           |
| Police            |                 |             | Short Term Encroachment                            | X         | X         |           |           |
| Police            |                 |             | Special Event Permit                               | X         | X         |           |           |
| Police            |                 |             | Statement of Oakland Police                        | X         | X         |           |           |
| Police            |                 |             | Statement of Oakland Police Depart. (TF 536-200-1) |           |           |           | English   |
| Police            |                 |             | Suspect ID   | X         | X         | X         |           |
| Police            |                 |             | TF-1073  | X         | X         |           |           |
| Police            |                 |             | TF-1073-2  | X         | X         |           |           |
| Police            |                 |             | TF-1099  | X         | X         |           |           |
| Police            |                 |             | TF-1099-1  | X         | X         |           |           |
| Police            |                 |             | TF2096   | X         | X         |           |           |
| Police            |                 |             | TF-3217  | X         | X         |           |           |
| Police            |                 |             | TF-3317-1  | X         | X         |           |           |
| Police            |                 |             | TF-696   | X         | X         |           |           |
| Police            |                 |             | TF-696-1   | X         | X         |           |           |
| Police            |                 |             | TF-696-2   |           |           |           |           |
| Police            |                 |             | TF-696-3   | X         | X         |           |           |
| Police            |                 |             | TF-807   | X         | X         |           |           |
| Police            |                 |             | TF-807-1   | X         | X         |           |           |
| Police            |                 |             | TF-807-2   | X         | X         |           |           |
| Police            |                 |             | TF-807-3   | X         | X         |           |           |
| Police            |                 |             | TF-807-4   | X         | X         |           |           |
| Police            |                 |             | Vehicle Collision Counter Report (TF 1083)         |           |           |           | English   |
| Police            |                 |             | Vehicle Release (TF 748)                           |           |           |           | English   |
| Police            |                 |             | Warning  | X         | X         |           |           |
| Police            |                 |             | Wild Life  | X         | X         |           |           |
| Port              |                 | Booklet     | 452 Discrimination Rev. 2006                       | X         | X         | X         | Tagalog   |
| Port              |                 | Booklet     | AP453 Revision                                     | X         | X         | X         |           |
| Port              |                 | Booklet     | Final Program Information Booklet                  | X         |           |           |           |

**City of Oakland  
Equal Access Ordinance**

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Follow-up Report  
January 22, 2008

**Substantial LEP Population**

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- o Language Population Maps
- o Facilities
- o Position Control
  - Reconciled positions
  - Eliminated discrepancies

**PCP**

---

- o Hires and Languages
- o New Bilingual PCPs
- o Number of total bilingual PCPs
  - Spanish speaking
  - Chinese speaking
  - Total 599
- o Attachment C

**Revised Compliance Plans Include:**

---

- o Office location
- o Staffing information
- o How position was filled
- o Annual Survey

**Department Hiring Plans**

---

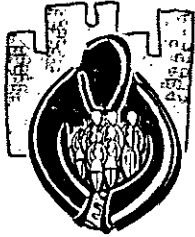
- o City conducts centralized hiring
- o Citywide, not agency/departmental processes

**Translated Material**

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- o Written materials
- o Applications
- o Written notices
- o Written Tests
- o Language assistance notices
- o Information
- o Complaint forms

### Local Community Based Organizations



- Outreach
- Recruitment
- Communication
- Information
- Liaison
- Relationships

### State Level Access

#### Dymally-Alatorre Bilingual Services Act

- Non-English-speaking people
  - Do not speak or unable to effectively communicate in English
  - 5% served by any local office or facility of a state agency

### City Level Access

- Oakland Equal Access to Services Ordinance
  - Limited English-speaking people
  - 10,000 (LEP) population

### Linguistically Isolated Household vs. Limited English Proficiency Population

- Spanish
  - 4.6% vs. 13.48%
- Asian Pacific Islander
  - 5.82% vs. 8.42
- \* Linguistically Isolated community is smaller than Limited English Proficiency community.

### Population Changes from 2000-2006

- American Community Survey
  - Spanish speaking population increased from 44,407 to 46,828
  - Asian and Pacific Islander speaking population decreased from 33,932 to 29,241

### Implementation

- State guidelines differ slightly
- Individual and group fairness concerns have been raised
- Pre-litigation demand letter



### Thresholds

- Individual and group concerns
- Federal agencies use 5% population
- State guidelines 5% contact or 10,000
- San Francisco 5% population or 5% contact
- City: 10,000 LEP population
- Only Spanish and Chinese languages exceed 5%

### Recommendations

- Monitor results
- Provide input
- Permit greater focus on program development until next annual report
- Accept report

Thank you. Questions?

