

ATTACHMENT A

**United States Census Bureau
American Community Survey
Oakland, CA**



B16001

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

Universe: Population 5 years and over
2017 American Community Survey 1-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Technical Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units for states and counties.

	Oakland city, California	
	Estimate	Margin of Error
Total:	398,551	+/-2,329
Speak only English	234,789	+/-8,302
Spanish:	89,603	+/-6,936
Speak English "very well"	43,928	+/-4,160
Speak English less than "very well"	45,675	+/-5,455
French (incl. Cajun):	3,534	+/-1,535
Speak English "very well"	3,201	+/-1,434
Speak English less than "very well"	333	+/-318
Haitian:	328	+/-332
Speak English "very well"	328	+/-332
Speak English less than "very well"	0	+/-210
Italian:	296	+/-212
Speak English "very well"	265	+/-196
Speak English less than "very well"	31	+/-51
Portuguese:	1,298	+/-695
Speak English "very well"	880	+/-571
Speak English less than "very well"	418	+/-317
German:	1,525	+/-587
Speak English "very well"	1,228	+/-504
Speak English less than "very well"	297	+/-239
Yiddish, Pennsylvania Dutch or other West Germanic languages:	540	+/-521
Speak English "very well"	540	+/-521
Speak English less than "very well"	0	+/-210
Greek:	711	+/-700
Speak English "very well"	490	+/-402
Speak English less than "very well"	221	+/-367
Russian:	1,065	+/-683
Speak English "very well"	713	+/-513
Speak English less than "very well"	352	+/-384
Polish:	0	+/-210
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Serbo-Croatian:	0	+/-210

	Oakland city, California	
	Estimate	Margin of Error
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Ukrainian or other Slavic languages:	182	+/-244
Speak English "very well"	182	+/-244
Speak English less than "very well"	0	+/-210
Armenian:	304	+/-387
Speak English "very well"	43	+/-73
Speak English less than "very well"	261	+/-382
Persian (incl. Farsi, Dari):	954	+/-533
Speak English "very well"	768	+/-450
Speak English less than "very well"	186	+/-193
Gujarati:	954	+/-803
Speak English "very well"	613	+/-479
Speak English less than "very well"	341	+/-390
Hindi:	291	+/-235
Speak English "very well"	291	+/-235
Speak English less than "very well"	0	+/-210
Urdu:	266	+/-319
Speak English "very well"	266	+/-319
Speak English less than "very well"	0	+/-210
Punjabi:	307	+/-284
Speak English "very well"	167	+/-169
Speak English less than "very well"	140	+/-229
Bengali:	0	+/-210
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Nepali, Marathi, or other Indic languages:	844	+/-690
Speak English "very well"	438	+/-302
Speak English less than "very well"	406	+/-619
Other Indo-European languages:	463	+/-320
Speak English "very well"	463	+/-320
Speak English less than "very well"	0	+/-210
Telugu:	0	+/-210
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Tamil:	216	+/-259
Speak English "very well"	90	+/-149
Speak English less than "very well"	126	+/-210
Malayalam, Kannada, or other Dravidian languages:	56	+/-66
Speak English "very well"	56	+/-66
Speak English less than "very well"	0	+/-210
Chinese (incl. Mandarin, Cantonese):	28,104	+/-3,848
Speak English "very well"	8,382	+/-1,853
Speak English less than "very well"	19,722	+/-2,968
Japanese:	1,048	+/-594
Speak English "very well"	528	+/-400
Speak English less than "very well"	520	+/-378
Korean:	1,855	+/-886
Speak English "very well"	815	+/-453
Speak English less than "very well"	1,040	+/-670
Hmong:	0	+/-210
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Vietnamese:	7,117	+/-2,138
Speak English "very well"	1,856	+/-868
Speak English less than "very well"	5,261	+/-1,869
Khmer:	2,278	+/-1,615
Speak English "very well"	1,217	+/-1,054
Speak English less than "very well"	1,061	+/-665

	Oakland city, California	
	Estimate	Margin of Error
Thai, Lao, or other Tai-Kadai languages:	215	+/-185
Speak English "very well"	184	+/-178
Speak English less than "very well"	31	+/-50
Other languages of Asia:	3,462	+/-2,295
Speak English "very well"	1,777	+/-1,384
Speak English less than "very well"	1,685	+/-1,256
Tagalog (incl. Filipino):	3,295	+/-1,185
Speak English "very well"	1,821	+/-709
Speak English less than "very well"	1,474	+/-760
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	912	+/-465
Speak English "very well"	733	+/-450
Speak English less than "very well"	179	+/-184
Arabic:	4,024	+/-1,790
Speak English "very well"	1,851	+/-947
Speak English less than "very well"	2,173	+/-1,339
Hebrew:	288	+/-233
Speak English "very well"	288	+/-233
Speak English less than "very well"	0	+/-210
Amharic, Somali, or other Afro-Asiatic languages:	4,030	+/-2,045
Speak English "very well"	1,818	+/-1,066
Speak English less than "very well"	2,212	+/-1,123
Yoruba, Twi, Igbo, or other languages of Western Africa:	705	+/-613
Speak English "very well"	603	+/-585
Speak English less than "very well"	102	+/-118
Swahili or other languages of Central, Eastern, and Southern Africa:	443	+/-460
Speak English "very well"	293	+/-271
Speak English less than "very well"	150	+/-228
Navajo:	65	+/-107
Speak English "very well"	43	+/-72
Speak English less than "very well"	22	+/-36
Other Native languages of North America:	0	+/-210
Speak English "very well"	0	+/-210
Speak English less than "very well"	0	+/-210
Other and unspecified languages:	2,184	+/-1,320
Speak English "very well"	232	+/-202
Speak English less than "very well"	1,952	+/-1,289

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

In 2016, changes were made to the languages and language categories presented in tables B16001, C16001, and B16002. For more information, see: <https://www.census.gov/programs-surveys/acs/technical-documentation/user-notes/2017-02.html> type="Reference" target="_blank">2016 Language Data User note.

While the 2017 American Community Survey (ACS) data generally reflect the July 2015 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas, in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineations due to differences in the effective dates of the geographic entities.

Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2017 American Community Survey 1-Year Estimates

United States Census Bureau American Community Survey

Oakland City, California

Limited-English-Speaking Population Data by Zip Code			
	SPANISH- SPEAKING %	CHINESE- SPEAKING %	VIETNAMESE- SPEAKING %
CITYWIDE	11%	5%	1%
Zip Code 94601	26%	6%	3%
Zip Code 94602	4%	6%	1%
Zip Code 94603	25%	2%	1%
Zip Code 94605	9%	1%	0%
Zip Code 94606	8%	15%	6%
Zip Code 94607	5%	16%	1%
Zip Code 94608	4%	2%	0%
Zip Code 94609	2%	1%	0%
Zip Code 94610	1%	3%	0%
Zip Code 94611	1%	2%	0%
Zip Code 94612	3%	13%	0%
Zip Code 94613	1%	3%	0%
Zip Code 94618	1%	1%	0%
Zip Code 94619	6%	6%	1%
Zip Code 94621	31%	1%	1%

ATTACHMENT B

**Interpretation Request Record
FY 2018-19**

Dept	Event	Service Date	Hrs SP	Hrs CH	Hrs VI	Other	Other	Equipme
CAO	Public Hearing-Massage Establishment Permit	7/2/2018				1.5	CAN/MAN	
CAO	Public Hearing-Massage Establishment Permit	7/16/2018				1.5	MAN	
CAO	Community Cabin Program	1/10/2019	2					yes
CAO	Interview	4/3/2019			2			
CAO	Public Hearing-Massage Establishment Permit	4/22/2019		2				
CAO	Public hearing	5/20/2019		2				
Council	Transportation Safety	2/6/2019	2					yes
Council	Bus Rapid Transit meeting	3/21/2019	3					yes
Council	City Budget Forum	5/11/2019	2					yes
Council	Community meeting	3/2/2019	2					yes
Council	Community meeting	3/3/2019	2					yes
Council	Community meeting	3/4/2019	2					yes
HSD	Community Listening Session	7/21/2018	3					yes
HSD	Community Listening Session	7/25/2018	3					yes
DOT	Bicycle and Pedestrian Safety	8/27/2018	2		2			
DOT	14st Project	5/21/2019		2				yes
EWD	Minimum Wage Workshop	12/11/2018	2			2	Cantonese	yes
EWD	Tech Entrepreneurship	5/6/2019		2				yes
HCD	Rent Adj. Cases: T17-0621 & 0622	8/3/2018	3					
HCD	Rent Adj. Hearing in Case: T18-0093	8/16/2018	2					
HCD	Rent Adj.H.-Cases: T17-0494,T18-0035,T18-0079	8/23/2018				3	AMRC ET	
HCD	Rent Adj.H.-Case: T18-0117	8/28/2018	2					
HCD	Rent Adj.H.-Case: T18-0123	8/31/2018	3					
HCD	Rent Adjusment Hearing	9/5/2018	2					
HCD	Rent Adj.H.-Case: T18-0198 (Nunez v. Franco)	9/5/2018	2					
HCD	Rent Adj.H.-Case: T18-0194	9/5/2018	3					
HCD	Rent Adj.H.-Case: T18-0213, Martinez v. Gage	9/12/2018	2					
HCD	Rent Adj.H.-Case Nos. T18-0208	9/13/2018	6					
HCD	Rent Adj.H.Case: # L18-0071	9/18/2018	2					
HCD	Rent Adj.H.-Case: T18-0156	9/25/2018	4					
HCD	Rent Adj.H.Case: # T-18-0199	9/27/2018				2	CAN	
HCD	Rent Adj.H.-Case: T18-0223	10/1/2018	2					
HCD	Rent Adj.H.-Case: T18-0241	10/8/2018	7.25					
HCD	Rent Adj. Mediation : T18-0239	10/10/2018	3					
HCD	Rent Adj.H.-Case: T17-0200	10/18/2018	2					
HCD	Rent Adj.H.-Case: T18-0118	10/23/2018	3					
HCD	Rent Adj.H.-Case: L-18-0091	10/24/2018	3					
HCD	Rent Adj.H.-Case: T18-0025	10/29/2018	3.5					
HCD	Rent Adj.H.-Case: T18-0117	10/31/2018	2					
HCD	Rent Adj.H.-Case: T17-0294	11/1/2018				2	Korean	
HCD	Rent Adj.H.-Case: T17-0575	11/1/2018				2	Cantonese	
HCD	Rent Adj.H.-Case: T18-0278	11/7/2018	2					
HCD	Rent Adj.H.-Case: L18-0050	11/7/2018	2					
HCD	Rent Adj.H.-Case: T17-0200	11/8/2018	2					
HCD	Rent Adj.H.-Case: T18-0294	11/14/2018	3					
HCD	Rent Adj.H.-Case: T18-0321	11/26/2018	2					
HCD	Rent Adj.H.-Case: L18-0114	11/29/2018	3					
HCD	Rent Adj.H.-Case: T18-0094 & C18-0019	11/29/2018	3					
HCD	Rent Adj.H.-Case: T18-0317	12/5/2018	2					
HCD	Rent Board Meetings	12/6/2018	2					
HCD	Rent Adj.H.-Case: T17-0566	12/12/2018	3					
HCD	Rent Adj.H.-Case: T18-0194	12/18/2018	3					
HCD	Rent Adj.H.-Case: T18-0243	1/2/2019	3					
HCD	Rent Adj.H	1/3/2019		3				
HCD	Rent Adj.H.-Case: T18-0117	1/7/2019	3					
HCD	Rent Adj.H.-Case: T18-0371	1/24/2019	3					
HCD	Rent Adj.H.-Case: T18-0114	1/29/2019	3					
HCD	Rent Adj.H.-Case: T18-0355	2/4/2019	3					
HCD	Rent Adj.H.-Case: T17-0040	2/7/2019	2					
HCD	Rent Adj.H.-Case: T18-0387	2/15/2019		3				
HCD	Rent Adj.H.-Case: T18-0387	2/15/2019	3					
HCD	Rent Adj.H.-Case: T18-0459	2/19/2019			3			
HCD	Rent Adj.H.-Case: T18-0436	2/20/2019	3					
HCD	Rent Adj.H.-Case: T18-0437	2/21/2019	3					
HCD	Rent Adj.H.-Case: T17-0183	2/28/2019	2					
HCD	Rent Adj.H.-Case: T18-0317	3/4/2019	2					
HCD	Rent Adj.H.-Case: T17-0621	3/5/2019	2					
HCD	Rent Adj.H.-Case: T17-0271	3/7/2019	2					
HCD	Rent Adj.H.-Case: T18-0427	3/11/2019	3					

Dept	Event	Service Date	Hrs SP	Hrs CH	Hrs VI	Other	Other	Equipme
HCD	Rent Adj.H.-Case: T18-0120	3/15/2019	3					
HCD	Rent Adj.H.-Case: T18-0438	3/18/2019	2					
HCD	Rent Adj.H.-Case: T18-0439	3/19/2019	3					
HCD	Rent Adj.H.-Case: T18-0449	3/25/2019	2					
HCD	Rent Adj.H.-Case: T18-0391	3/27/2019	3					
HCD	Rent Adj.H.-Case: T18-0243	4/8/2019	3					
HCD	Rent Adj.H.-Case	4/17/2019	3					
HCD	Rent Adj.H.-Case: T19-0005	4/25/2019	3					
HCD	Rent Adj.H.-Case	4/29/2019	2					
HCD	Rent Adj.H.-Case: T18-0321	5/2/2019	2					
HCD	Rent Adj.H.-Case: T18-0391	5/2/2019	3					
HCD	Rent Adj.H.-Case: T19-0041	5/15/2019	3					
HCD	Rent Adj.H.-Case: T17-0494	5/16/2019				2		
HCD	Rent Adj.H.-Case: T19-0057	5/18/2019		3				
HCD	Rent Adj.H.-Case: T19-0060	5/28/2019	3					
HCD	Rent Adj.H.-Case: T18-0311	6/3/2019	3					
HCD	Rent Adj.H.-Case: T18-0436	6/12/2019	3					
HCD	Rent Adj.H.-Case: T19-0063	6/12/2019		3				
HCD	Rent Adj.H.-Case: T19-0067	6/17/2019			2			
HCD	Rent Adj.H.-Case: T18-0425	6/26/2019	3					
HCD	Bus Rapid Transit (BRT) Business Asstnce Info.	8/14, 8/15	4					
HCD	Rent Adj.Hearing and Mediation: T18-0094 & 95	7/2/2018	5					
HCD	Rent Adj.Hearing and Mediation: T18-0120	7/17/2018	5					
HCD	Rent Adj.Hearing in case : T18-0129	7/18/2018	3					
HCD	Rent Adj.Hearing in case : T18-0123	7/19/2018	3					
HCD	Rent Adj.Hearing in case : T16-0520	7/19/2018				3	CAN	
HCD	Rent Adj.Hearing: T18-0119	7/23/2018	2					
HCD	Rent Adj.Hearing in case : L18-0053	7/25/2018				3	CAN	
HCD	Rent Adj.Hearing in case : T18-0123	7/26/2018	3					
HCD	Rent Adj. Hearing in Case: T18-0129	7/18/2018	3					
HSD	IEP Meeting	1/7/2019	2					
HSD	Federal Review Parent Interviews	3/5/2019		2				
HSD	NCPC/Neighborhood Council Meeting	3/20/2019	2					yes
HSD	NCPC/Neighborhood Council Meeting	3/21/2019	2	2				
MAYOR	Illegal dumping and street maintenance	9/5/2018	2					
MAYOR	Clean Streets & Healthy Neighborhoods	12/13/2018	2					
MAYOR	Budget Townhall	4/23/2019	3					yes
OPD	Neigh. Improvement Council Beat 33X/34X NCPC	7/18/2018	2					yes
OPD	Melrose/Coliseum Beat 26X/Y NCPC	7/19/2018				1.5	SP/MAN	yes
OPD	Eastlake merchant watch	8/22/2018			2			
OPD	Community Event about park planning	11/3/2018	2					yes
OPD	NCPC/Neighborhood Council Meeting	11/15/2018	2			2	Mandarin	yes
OPD	NCPC/Neighborhood Council Meeting	4/17/2019	2					yes
OPD	NCPC/Neighborhood Council Meeting	5/15/2019	2					yes
OPD	NCPC/Neighborhood Council Meeting	5/16/2019	2					yes
OPW	Estuary Park Project Community Engagement	10/17/2018		2				yes
OPW	ECAP Distict 2 meeting	5/23/2019	3	3				yes
OPW	ECAP Distict 5 meeting	6/10/2019	3					yes
PBD	Capital projects in east oakland	10/17/2018	2	2				
PBD	Planning	11/10/2018	2					yes
PBD	Only Equipment	12/11/2018						
PBD	City of Oaklnd Downtown Specific Plan	6/24/2019		3				
			253	34	11	25.5		
		TOTAL		323.25				

SP = Spanish, CH = Chinese, VI = Vietnamese

ATTACHMENT C

**Translation Request Record
FY 2018-19**

Dep	Type	Name of Document	SP	CH	VI	OTHER	
AUD	Text	Ethics Point (Web)	X	X			
CAO	Flyer	Lake Illegal Vending	X	X	X		
CAO	Claim	Claim Form for Y. Perez				X	ENGLISH
CAO	Claim	Claim-Martin Curriel				X	English
CAO	Poster	Oakland Minimum Wage	X	X	X		
CAO	Brochure	2019-Bsn Tax Insert			X		
CAO	Flyer	Oakland Minimum Wage.2			X		
CAO	Power Point	Update-Minimum Wage 2019			X		
CAO	Form	OAS Infoamation	X	X			
CAO	Letter	Claim Form	X				
CAO	Poster	Message Handout	X	X	X	X	Thai
CAO	Text	Text messages	X				
CAO	Text	Police Commission Letter		X	X		
CAO	Power Point	Budget Form Fact	X	X			
CAO	Flyer	Medical Cannabis Handout	X	X			
CAO	Flyer	Measure Z (Hotel Worker)	X	X	X		
CAO	Text	ADA Name form	X	X			
CAO	Application	Police Commission Application	X	X	X		
CAO	Letter	Letter (king)		X			
CAO	Text	Budget Form	X	X			
CAU	other	Audit Sentences	X	X			
CCO	Flyer	San Antonio Park Flyer	X	X	X		
CLERK	Script	WES 2019 Script	X	X			
CLERK	Text	Accesibility Notice	X	X			
COUNCIL	Flyer	Thanksgiving Basket Giveaway	X		X		
CPRA	Letter	City of Oakland Letter	X				
CPRA	Text	Recording	X				
HSD	Application	Consent for Observations	X	X			
HSD	Form	Consent for Release Information	X	X			
HSD	Form	2018-2019 First Health Letter	X	X			
HSD	Form	Nutrition Screening charts/Forms (2)	X	X			
HSD	Flyer	Age Friendly Oakland	X	X			
HSD	Form	Oakland Unite Consent Form	X	X			
HSD	Flyer	Thanksgiving Flyer	X	X	X	X	KOREAN
HSD	Text	Head Start/Early Head Start Family Assmnt	X	X			
DOT	News Letter	Bike Newsletter- Summer	X	X	X		
DOT	Flyer	BPAC Flyer	X				
DOT	Flyer	Parking Management & Parking Troubles DOC	X	X			
DOT	Text	China Town Boards Content		X			
DOT	Flyer	Residential Parking Permit Flyer	X	X			
DOT	Text	Foothill Text for translation	X	X	X		
DOT	Documents	Sidewalk fact sheet & FAQs (2)	X	X	X		
DOT	Survey	First Wed Survey		X			
DOT	Flyer	E-Scooter	X	X			
DOT	Text	ADA Placecard		X			
DOT	Letter/Text	E-Scooters	X	X			
DOT	Text	Gig Car	X	X			
DOT	Text	Disability Accomodations		X			
DOT	Form	RPP Petition	X	X			
DOT	Text	Bike Newsletter	X	X			
DOT	Text	Paving Plan Factsheet	X	X			
DOT	Form	E-Scooter Survey	X	X			
DOT	Survey	Paving Plan Survey		X			
DOT	Text	Review			X		
DOT	Survey	14st Project	X	X			
DOT	Text	Sidewalk Fact Sheet # 2	X	X	X		
DOT	Power Point	Paving plan presentation	X	X			
DOT	Text	Outreach Mailer	X	X			
EAO	Text	Proofreading	X				
EAO	Text	Letter				X	Farsi
EAO	Text	Text for Translation	X				
EAO	Text	Farsi Proofreading				X	Farsi
EAO	Ordinance	Title V- Discrimination	X	X			
EAO	Text	Title IV- Web introduction	X	X			
EWD	Flyer	BAC Outdoor Sign	X	X			
EWD	Brochure	Regional Local Planning	X	X			
EWD	Poster	Love Oakland?	X	X			
EWD	Flyer	Minimum Wage & Employment Laws	X	X			

Dep	Type	Name of Document	SP	CH	VI	OTHER	
EWD	Text	Resource Sheet	X	X	X		
EWD	Text	Oakland Connect Form	X	X	X		
EWD	Text	Post card	X	X			
EWD	Survey	SBW Survey		X			
EWD	Flyer	Business Assitant Prog.	X	X			
EWD	Text	Climate Action Plan		X			
EWD	Flyer	Parade Route Flyer	X	X			
EWD	Text	Review	X				
EWD	Flyer	Hidden Figures	X	X			
EWD	Flyer	Small Business Week	X				
EWD	Text	BID Program Fact Sheet	X	X	X		
FINANCE	Letter	City Liens	X	X	X		
FINANCE	Flyer	Parking Citation Payment	X				
FINANCE	Brochure	Sugar Sweetened Beverage Tax Brochure	X	X			
FINANCE	Form	Parking Adm Review Request		X	X		
FINANCE	Brochure	Measure X Outreach	X	X			
FINANCE	Text	Online Renewal (Chamber of Comerce)		X			
FINANCE	Form	Admin.Review Request		X		X	Korean, Arabic
FINANCE	Letter	Administrative review request		X	X		
FINANCE	Letter	Adminsitratve Review		X			
FINANCE	Form/Text	Parking Citation in Arabic				X	ENGLISH
HCD	Flyer	Housing Program Services		X			
HCD	Form	Cert. Duplex/Triplex Occupancy	X	X			
HCD	Letter	Instructions for Occupancy	X	X			
HCD	Letter	Rent Adjustment Letter	X				
HCD	Letter	Letter of complaint	X				
HCD	Brochure	Relocation Program Brochure	X	X			
HCD	Form	RAD Info Sheet	X	X			
HRM	Form	Medical Verification Form				X	ENGLISH
HRM	Flyer	Recruitment Flyer		X			
HRM	Flyer	HSD Recruitment Flyer		X			
HRM	Letter	Doctor's letter	X				
HRM	Ordinance	Schedule Q	X				
HRM	Letter	Discalminer	X	X	X		
HRM	Ordinance	New Lep Plan	X	X			
HRM	Form	Speaker Card	X	X			
HSD	Flyer	Policy Council	X	X			
HSD	Brochure	HSD Docs- Senior Center	X				
HSD	Text/Survey	Social Emotional Learning Measures	X	X			
HSD	Flyer	Policy Council Goverance Training	X	X			
HSD	Flyer/Text	Health-Nutrition	X	X			
HSD	Survey	2018 AARP	X	X			
HSD	Text	Statement of Intent	X	X			
HSD	Survey	Coordinated entry access packet	X	X			
HSD	Text	Oakland Unite notice	X	X			
HSD	Flyer	Policy Council February	X	X			
HSD	Form	Opening Door registration	X	X			
HSD	Survey	2019 EITC		X			
HSD	Form	Flyer Printing form		X	X		
HSD	Survey	OCAP Survey	X	X			
HSD	Flyer	Policy Council Meeting	X	X			
HSD	Flyer	Council meeting	X	X			
HSD	Flyer	Head Start day	X	X			
HSD	Text	Oakland Youth Advisory	X	X			
KTOP	Text/Phone S.	Voter Script	X	X	X		
MAYOR	Flyer	Safety Town Hall Meeting Flyer	X	X	X		
MAYOR	Text	2018 Mayor Summary	X				
MAYOR	Text	Environmental Enforcement Program	X				
MAYOR	Brochure	Inaguration Program	X	X			
MAYOR	Table	Mayor survey results	X				
MAYOR	Text	3 Videos And Exit Ticket	X	X			
MAYOR	Text	Post Resident	X	X			
MAYOR	Text	EEO Success	X	X			
MAYOR	Flyer	Bulk Block Party				X	Talong
OCA	Claim	Claim Form- Maria Galvez				X	ENGLISH
OCA	Letter	City v. kilpatrick Letter		X			
OCA	Form	Claim llo		X			
OCA	Form	Claim Form M.T.M.	X			X	ENGLISH

Dep	Type	Name of Document	SP	CH	VI	OTHER	
OCA	Claim	Claim Form Update	X	X	X		
OCA	Claim	Claim-Jose Luis Silva Nuno				X	English
OCA	Form	Claim Form	X				
OCA	Letter	Claim form	X				
OFD	Text	Park Signage	X	X	X		
OFD	Flyer	Core Training		X			
OFD	Flyer	Carbon monoxide safety	X	X			
OPD	Brochure	TF-3518 Marsy's & ABI312	X	X	X		
OPD	Flyer	Avoid Being A Victim		X		X	
OPD	Flyer	Encampment Posting	X	X			
OPD	Text	Commercial Burgary info				X	Korean
OPL	Flyer	We're Hiring!		X			
OPL	Flyer	Free Books!		X			
OPL	Form	Summer Reading Camp	X	X	X	X	Arabic
OPL	Flyer	Postcards			X	X	Arabic
OPL	Flyer	Explore, Connect and Grow	X	X	X	X	Arabic
OPL	Text	Your Child's library card			X	X	Arabic
OPL	Brochure	Welcome to OPL		X	X	X	Arabic
OPL	Application	English application			X	X	Arabic
OPR	Application	Activity Registration Forms	X	X			
OPR	Survey	Camp Survey	X	X			
OPR	Brochure	Sailing, Padling camps	X	X			
OPR	Form	Finanacial assistant application	X	X			
OPR	Form	Registration form	X	X			
OPR	Flyer	Trifold Summer Program fl.	X	X			
OPR	Flyer	CityWide Summer Program	X	X			
OPR	Survey	Proofreading		X			
OPR	Text	Smith After School Prog.	X	X			
OPR	Flyer	Town Camp	X	X			
OPR	Flyer	Summer Hire Flyer	X	X			
OPR	Flyer	Summer Hire Flyer.2	X	X			
OPW	Text	Environmental Compliance Guide	X	X	X		
OPW	Flyer	Bulky Block Party		X			
OPW	Other	Estuary Park Project	X	X	X		
OPW	Flyer	Holiday Signs	X	X			
OPW	Text	Estuary Community Management	X	X	X		
OPW	Text	Estuary Park Project	X	X	X		
OPW	Brochure	Recycling Brochure				X	Arb/Tgnya
OPW	Letter	Estuary Park Meeting #2	X	X	X		
OPW	Flyer	EONI Kickoff Convening	X	X			
OPW	Flyer	Bulky Block Party!		X			
OPW	Survey	Meeting 2 Survey Update	X	X	X		
OPW	Text	Parking meeting #3	X				
OPW	Text	17th Annual Oakland MLK Day Service	X	X			
OPW	Flyer	Bulk Block Party	X	X			
OPW	Letter	Oakland Newsletter	X	X		X	Arabic- Portuguese
OPW	Text	Connect Card	X	X	X		
OPW	Poster	Oakland Creek Poster	X	X			
OPW	Text	Recycle video		X			
OPW	Text	Earth day	X	X			
OPW	Flyer	Bulky Block Party	X	X			
OPW	Poster	Public Notice	X	X			
OPW	Text	Warning Sticker	X	X			
OPW	Text	Oil Used Motor	X	X			
OPW	Text	Public Hearing	X	X			
OPW	Application	RDPZ application	X	X			
OPW	Text	Illegal dumping Summary	X	X			
OPW	Flyer	Business Inspection Prog.	X	X			
OPW	Text	Oakland climate change	X				
OPW	Flyer	4th of July	X	X			
OPW	Flyer	Community Meeting	X	X			
OPW	Flyer	23rd Annual Oakland Creek to Bay Day 2018	X	X			
OPW	Flyer	Veteran's Day Trilingual	X	X			
OPW	Flyer	Thanksgiving	X				
OPW	Poster	XMAS NT Tril.	X	X			
OPW	Poster	MLK 2019 Tril.	X	X			
OPW	Poster	Lincoln & President Day	X	X			
PBD	Survey	CIP Survey	X	X	X		

Dep	Type	Name of Document	SP	CH	VI	OTHER	
PBD	Text	Capital Improvement Program		X	X		
PBD	Other	Qmatic	X	X			
PBD	Survey	Truck Management Plan	X	X			
PBD	Flyer	Community Meeting	X	X			
PBD	Survey	Funding Sources	X	X			
PBD	Flyer	Code Comp. Rel. Prgrm	X	X	X		
PBD	Flyer	East Oakland Neighrhood Intve	X	X			
PBD	Text	DOSP Newsletter	X	X		X	Korean
PBD	Text	Lunar New Year festival		X			
PBD	Text	Interm Admin. Requirement	X	X			
PBD	Flyer	EONI Meeting	X				
PBD	Text	E/Comment		X			
PBD	Flyer	Neighborhoods Initiative	X				
PBD	Flyer	Mobile Food Handout	X	X			
PBD	Text	Soft Story Postcard	X	X			
PBD	Text	DOSP Newsletter		X			
PBD	Text	Text for Translation	X	X			
PBD	Brochure	Mobile Food Vending Brochure	X	X	X		
PBD	Flyer	Encroachment Flyer #3			X		
PBD	Flyer	Soft Story Retrofit	X	X			
R&E	Text	Introduction to R&E	X	X			
R&E	Text	Phone Script	X	X			
			171	181	47	21	
TOTAL			418				

ATTACHMENT D

Public Contact Positions Applicant Data FY 2018-2019

Department	Job Description	Total	SP	CH
City Administrator's Office	Veterinarian	5	1	1
Finance Department	Public Service Representative (Selective Certification-Conflict	31	9	11
Finance Department	Revenue Assistant	211	37	33
Finance Department	Senior Public Service Representative	50	8	4
Finance Department	Tax Enforcement Officer II	48	6	3
Housing & Community Develop	Rehabilitation Advisor III (Housing)	28	9	0
Human Resources Management	Program Analyst I	4	2	0
Human Services Department	Early Childhood Center Director	16	1	0
Human Services Department	Early Head Start Instructor (Continuous)	72	16	13
Human Services Department	Head Start Family & Community Engagement Coordinator	24	8	2
Human Services Department	Head Start Health & Nutrition Coordinator	7	1	2
Human Services Department	Head Start Instructor (Continuous)	26	3	4
Human Services Department	Program Analyst II	55	9	2
Human Services Department	Program Analyst II	24	6	0
Human Services Department	Senior Center Director	34	7	0
Oakland Department of Trans	Senior Transportation Planner	57	8	6
Oakland Department of Trans	Transportation Planner I & II	226	46	29
Oakland Fire Department	Engineer of Fire (Promotional)	23	8	0
Oakland Fire Department	Fire Communications Supervisor (Extended)	15	1	0
Oakland Fire Department	Fire Investigator (Promotional)	12	2	1
Oakland Fire Department	Fire Prevention Bureau Inspector, Civilian	163	38	11
Oakland Fire Department	Fire Protection Engineer	37	4	2
Oakland Parks, Recreation &	Facility Security Assistant	12	2	1
Oakland Parks, Recreation &	Lifeguard, Part Time (Continuous)	52	8	2
Oakland Parks, Recreation &	Pool Manager, Part Time (Continuous)	7	1	0
Oakland Parks, Recreation &	Recreation Aide, Part Time	102	16	7
Oakland Parks, Recreation &	Recreation Attendant I, Part Time	45	8	5
Oakland Parks, Recreation &	Recreation Center Director	47	9	12
Oakland Parks, Recreation &	Recreation General Supervisor	24	9	4
Oakland Parks, Recreation &	Recreation Leader I & II, Part Time	115	23	6
Oakland Parks, Recreation &	Recreation Program Director	50	9	1
Oakland Parks, Recreation &	Recreation Specialist I & II, Part Time	52	7	5
Oakland Parks, Recreation &	Recreation Supervisor	9	1	1
Oakland Parks, Recreation &	Sports Official, Part Time	37	4	1
Oakland Parks, Recreation &	Water Safety Instructor, PT (Continuous)	14	5	2
Oakland Police Department	Police Cadet, PT (Continuous)	164	62	2
Oakland Police Department	Police Communications Dispatcher (Continuous)	426	66	9
Oakland Police Department	Police Officer (PERS) - Lateral	70	18	0
Oakland Police Department	Police Officer Trainee	3405	850	87
Oakland Police Department	Police Records Specialist	226	31	21
Oakland Public Library	Library Aide, PPT and FT	481	103	50
Oakland Public Works Depart	Clean Community Supervisor	8	2	0
Oakland Public Works Depart	Environmental Enforcement Officer (previous title: Litter/Nuisa	49	10	2
Office of the City Attorney	Legal Administrative Assistant (Extended)	72	9	7
Office of the City Auditor	Performance Audit Manager	49	4	2
Planning & Building Departm	Assistant Engineer I	88	16	9
Planning & Building Departm	Permit Technician I	148	34	10
Planning & Building Departm	Public Service Representative	144	34	7
Planning & Building Departm	Senior Specialty Combination Inspector	11	4	0
Planning & Building Departm	Specialty Combination Inspector (Building Inspector)	212	21	10
Police Commission Departme	Executive Director, Community Police Review Agency (CPRA)	97	18	0
	TOTAL	7,384	1,614	387
	PERCENTAGE	100%	22%	5%

ATTACHMENT E
Survey & Survey Data
2019



平等使用市政服務問卷調查 2019

請提供您寶貴的意見。語言服務乃指雙語服務，例如口譯或文件翻譯服務。



ENCUESTA DE ACCESO EQUITATIVO A LOS SERVICIOS MUNICIPALES 2019

Comparta su experiencia. 'Servicio en Idiomas' se refiere a los servicios bilingües como interpretación o documentos traducidos en su idioma.

1. 你到訪的服務點： _____
2. 您等候多久才有工作人員接待您？
 <5 分鐘 6-20 分鐘 > 20 分鐘 不適用(N/A)
3. 您怎樣評價服務質素？
 極棒 好 一般 差劣
4. 您會如何評價您說英語的能力？
 極棒 好 不好 不會說英語
 (如果您的答案是「極棒」，您可以跳到第 11 題)
5. 您在家不是說英語，而是說另一種語言嗎？
 西班牙語 粵語 普通話 其它: _____
6. 您曾否因為不說英語或英語有限而在尋求服務時遇到困難？
 沒有 有 不適用(N/A)
7. 使用市府服務時，您有否要求母語（如：中文）幫助？
 沒有 不適用(N/A)
 有，並獲得此服務 有，但沒有獲得此服務
8. 等候語言服務的時間多過 10 分鐘嗎？
 沒有 有 不適用(N/A)，沒有要求此服務
9. 我們的雙語職員有足夠的知識來幫助您嗎？
 不適用(N/A)，沒有要求雙語服務
 有，滿意雙語服務 沒有，不滿意雙語服務
10. 您有否見到告示通知您有權利...
 a. 獲得語言服務？ 有 沒有
 b. 投訴缺乏語言服務？ 有 沒有
 不適用(N/A)，沒有留意告示
11. 您有沒有其它寶貴的意見？

1. Lugar donde recibió el servicio: _____
2. ¿Cuánto tuvo que esperar para que un empleado pudiera ayudarle?
 -5 min ÷ 6 y 20 min + 20 minutos No Aplica
3. ¿Cómo describiría el servicio que recibió?
 Excelente bueno Más o menos Malo
4. ¿Cómo califica su habilidad de hablar inglés?
 Muy buena Buena Más o menos No hablo ingles
 (Si respondió "muy bien", puede pasar a la pregunta #11.)
5. ¿Habla otro idioma en casa además de inglés?
 Español Cantonés Mandarín Otro: _____
6. ¿Le ha sido difícil obtener ayuda porque habla poco o nada de inglés?
 No Si No Aplica
7. ¿Solicito ayuda en español?
 No No Aplica
 Si y recibí ayuda bilingüe Si pero no me ayudaron
8. ¿Espero más de 10 minutos para que le ayudaran en español?
 No Si No Aplica – No solicite
9. ¿Fueron serviciales los empleados bilingües y tenían la habilidad de ayudarle en español?
 No Aplica – No solicite ayuda bilingüe
 Si No
10. ¿Vio señales informándole de su derecho a
 a. Recibir ayuda en su idioma? Si No
 b. Presentar una queja si no hay ayuda en español? Si No
 No Aplica – No puse atención a ninguna señal.
11. ¿Hay algo más que le gustaría comentar sobre su experiencia?



EQUAL ACCESS TO CITY SERVICES SURVEY 2019

Please tell us your experience in using City services. 'Language assistance service' refers to bilingual services such as interpretation or translation.

COMMENTARIOS/ SUGGESTIONS/ 意見:

1. Service location you visited: _____
 2. How long did you wait before a City representative greeted you?
 <5 minutes 6-20 minutes > 20 minutes Not Applicable
 3. How would you rate the service you received?
 Excellent Good Fair Poor
 4. How would you rate your ability to speak English?
 Very well Well Not Well Not at all
- (If your answer is "very well", you may skip to question #11.)*
5. Do you speak a language other than English at home?
 Spanish Cantonese Mandarin Other:_____
 6. Did you experience difficulty getting services because you speak only limited or no English?
 No Yes Not Applicable
 7. Did you ask for assistance in your home language?
 No Not Applicable
 Yes & Received bilingual service Yes but did not receive service
 8. Did you wait for more than 10 minutes for language service you requested?
 No Yes Not Applicable – Did not request
 9. Did you find our bilingual employees helpful with sufficient skill to provide you with service?
 Not Applicable – Did not request bilingual service
 Yes, satisfactory No, unsatisfactory
 10. Did you see signs informing you of your right to
 - a. Request language assistance service? Yes No
 - b. Complain against the lack of language service? Yes No
 - Not Applicable – Did not pay attention to any signs.
 11. Is there anything else you like us to know about your experience?

			CITY %	ATTORNEY %	CAO %	COUNCIL %	DOT %	EWD %	FINANCE %	FIRE %	HCD %	HRM %	HSD %	MAYOR %	OPD %	OPW %	OPR %	OPL %	PBD %
Total # of Surveys 1401			53	10	13	4	11	5	35	4	20	9	171	39	133	162	280	108	344
2	Wait Time	<5 minutes	55%	100%	46%	0%	70%	80%	62%	75%	90%	78%	77%	59%	67%	96%	67%	83%	73%
		6-20 minutes	8%	0%	23%	0%	10%	0%	21%	25%	10%	0%	2%	22%	23%	3%	5%	2%	17%
		> 20 minutes	0%	0%	31%	100%	0%	20%	15%	0%	0%	0%	3%	15%	6%	0%	3%	2%	6%
		Not Applicable	37%	0%	0%	0%	20%	0%	3%	0%	0%	22%	18%	4%	4%	1%	25%	13%	4%
3	Service Quality	Excellent	45%	90%	31%	67%	73%	60%	53%	100%	63%	100%	74%	37%	57%	74%	70%	79%	66%
		Good	26%	10%	69%	0%	27%	40%	24%	0%	26%	0%	23%	48%	33%	22%	30%	17%	26%
		Fair	5%	0%	0%	0%	0%	0%	15%	0%	5%	0%	2%	15%	10%	2%	0%	3%	6%
		Poor	24%	0%	0%	33%	0%	0%	9%	0%	5%	0%	1%	0%	1%	2%	0%	1%	2%
4	Ability to Speak English	Very well	83%	70%	92%	0%	73%	60%	91%	100%	75%	89%	58%	21%	71%	78%	71%	63%	88%
		Well	6%	20%	8%	50%	9%	0%	0%	0%	20%	0%	14%	14%	10%	13%	17%	8%	9%
		Not well	8%	10%	0%	50%	18%	40%	3%	0%	0%	11%	16%	28%	12%	3%	10%	22%	3%
		Not at all	3%	0%	0%	0%	0%	0%	6%	0%	5%	0%	12%	38%	7%	6%	3%	6%	0%
5	Other Languages Spoken	Spanish	82%	100%	40%	50%	29%	100%	70%	0%	25%	67%	40%	0%	77%	47%	57%	36%	47%
		Cantonese	0%	0%	20%	0%	43%	0%	10%	0%	13%	33%	18%	81%	2%	27%	19%	25%	9%
		Mandarin	0%	0%	20%	0%	14%	0%	10%	0%	0%	0%	3%	6%	0%	0%	12%	13%	3%
		Vietnamese	0%	0%	0%	0%	0%	0%	0%	0%	12%	0%	7%	3%	0%	3%	0%	0%	3%
		Other	18%	0%	20%	50%	14%	0%	10%	0%	50%	0%	32%	10%	21%	23%	12%	26%	38%
6	Difficult to Get Services B/C LES	Yes	0%	0%	0%	0%	0%	13%	11%	0%	7%	0%	15%	58%	15%	16%	13%	17%	4%
		No	47%	100%	75%	67%	56%	11%	68%	0%	64%	100%	62%	32%	68%	70%	69%	67%	67%
		Not Applicable	53%	0%	25%	33%	44%	76%	21%	100%	29%	0%	23%	10%	17%	14%	18%	16%	29%
7	Requested Services in Home Language	Yes, got svc.	11%	50%	13%	33%	13%	0%	28%	0%	7%	0%	35%	58%	29%	4%	22%	43%	11%
		Yes but not svc.	5%	0%	0%	33%	0%	33%	0%	0%	0%	0%	3%	10%	1%	0%	1%	0%	1%
		No	32%	50%	38%	33%	38%	67%	44%	0%	57%	60%	36%	16%	47%	16%	54%	38%	57%
		Didn't request	53%	0%	50%	0%	50%	0%	28%	100%	36%	40%	25%	16%	22%	80%	23%	19%	31%
8	Translation wait time >10 minutes	Yes	0%	0%	13%	33%	0%	25%	5%	0%	23%	0%	6%	29%	2%	1%	8%	8%	2%
		No	26%	100%	38%	67%	38%	50%	65%	100%	38%	60%	57%	63%	63%	13%	63%	58%	47%
		N/A	74%	0%	50%	0%	63%	25%	30%	0%	38%	40%	37%	8%	35%	86%	28%	34%	51%
9	Bilingual Staff Knowlegable	Satisfactory	16%	50%	25%	67%	13%	25%	37%	0%	25%	20%	41%	75%	41%	4%	49%	55%	26%
		Unsatisfactory	5%	50%	0%	33%	0%	50%	5%	0%	0%	0%	7%	14%	2%	4%	3%	5%	1%
		N/A	79%	0%	75%	0%	88%	25%	58%	0%	75%	80%	52%	11%	56%	91%	49%	40%	74%
10a	Visible Sign (Language SVC)	Yes	23%	50%	25%	67%	86%	100%	43%	0%	45%	100%	54%	68%	59%	14%	64%	79%	39%
		No	9%	0%	50%	33%	14%	0%	50%	0%	55%	0%	29%	28%	35%	0%	21%	21%	36%
		Didn't pay attn.	68%	50%	25%	0%	0%	0%	7%	0%	0%	0%	16%	4%	7%	86%	14%	0%	24%
10b	Visible Sign (Complaint)	Yes	11%	0%	29%	0%	29%	50%	35%	0%	8%	0%	16%	29%	15%	3%	41%	26%	16%
		No	11%	50%	43%	100%	14%	50%	0%	0%	50%	40%	49%	50%	60%	3%	22%	36%	45%
		Didn't pay attn.	79%	50%	29%	0%	57%	0%	65%	100%	42%	60%	36%	21%	25%	94%	37%	38%	39%

ATTACHMENT F

Departmental Annual Compliance Report FY 2018-19

Reference Guide

AUDITOR	OFFICE OF THE CITY AUDITOR
CAO	CITY ADMINISTRATOR'S OFFICE
CLERK	OFFICE OF THE CITY CLERK
COUNCIL	CITY COUNCIL
CPRA	COMMUNITY POLICE REVIEW AGENCY
DOT	DEPARTMENT OF TRANSPORTATION
DRE	DEPARTMENT OF RACE & EQUITY
DVP	DEPARTMENT OF VIOLENCE PREVENTION
EWD	ECONOMIC & WORKFORCE DEVELOPMENT
FINANCE	FINANCE DEPARTMENT
HCD	HOUSING & COMMUNITY DEVELOPMENT DEPT
HRM	HUMAN RESOURCES MANAGEMENT DEPT
HSD	HUMAN SERVICES DEPARTMENT
ITD	INFORMATION & TECHNOLOGY DEPARTMENT
MAYOR	OFFICE OF THE MAYOR
OCA	OFFICE OF THE CITY ATTORNEY
OFD	OAKLAND FIRE DEPARTMENT
OPD	OAKLAND POLICE DEPARTMENT
OPL	OAKLAND PUBLIC LIBRARY
OPRYD	OAKLAND PARKS, RECREATION & YOUTH DEVELOPMENT
OPW	OAKLAND PUBLIC WORKS DEPARTMENT
PBD	PLANNING & BUILDING DEPARTMENT
PEC	PUBLIC ETHICS COMMISSION

Department Name:
Fiscal Year:



CITY OF OAKLAND

**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Office of the City Auditor
FISCAL YEAR: 2018-19

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

I, **COURTNEY A. RUBY**, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for **OFFICE OF THE CITY AUDITOR** was submitted on **JUNE 24, 2019**.

A large, stylized handwritten signature in black ink, consisting of several loops and a long horizontal stroke.

6/20/2019
Signature & Date

Courtney A. Ruby, City Auditor
Print Name & Title

Department Name: Office of the City Auditor
Fiscal Year: 2018-19

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

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

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	10		New Hires	*4 (including elected City Auditor and appointed Assistant City Auditor)	
Public Contact Positions (PCP)	3	100%	New PCP Hires	0	%
PCP With Spanish Language Skill	1	33 %	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	0	%	New PCP Hires with CH Skill	0	%

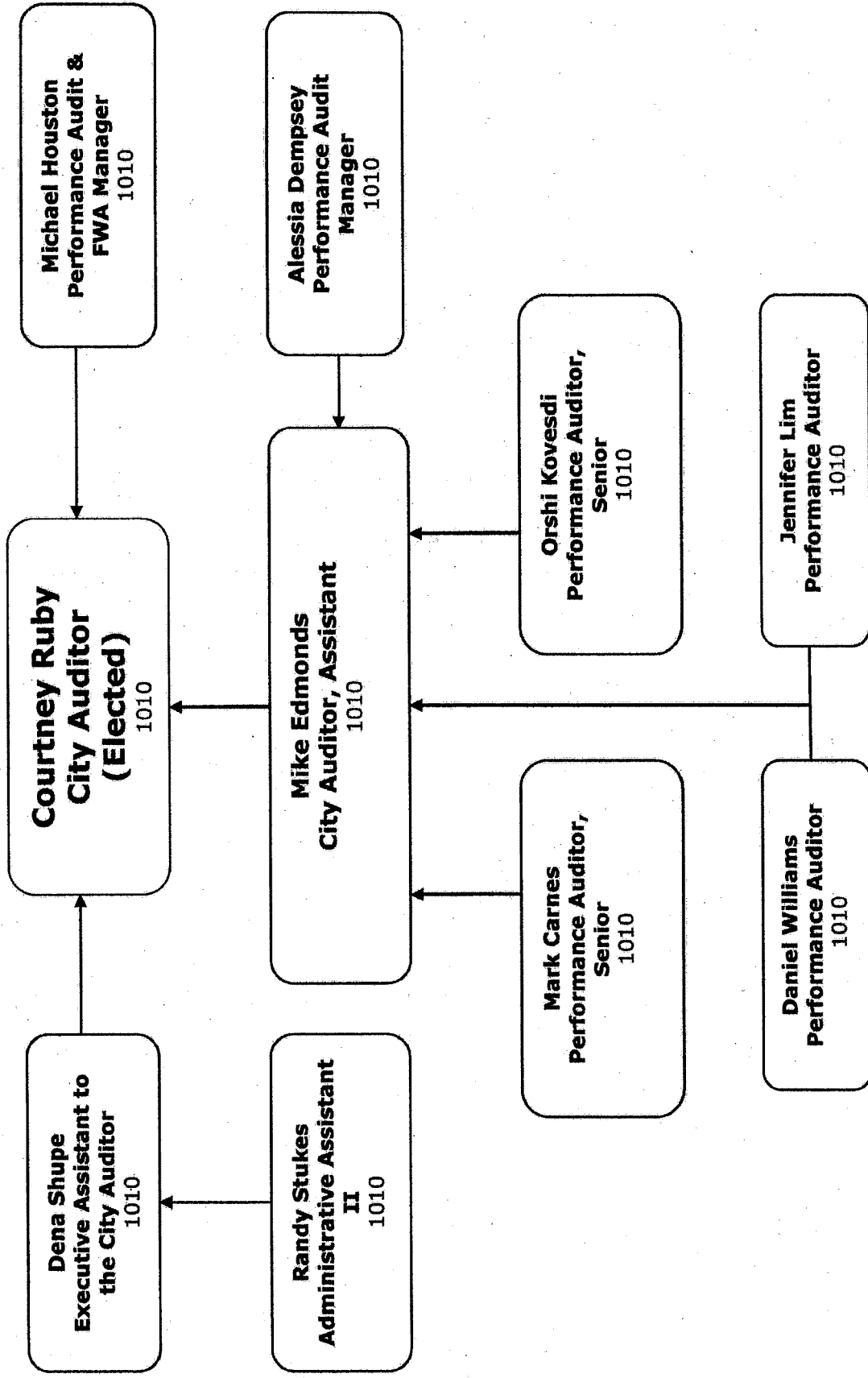
Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/>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

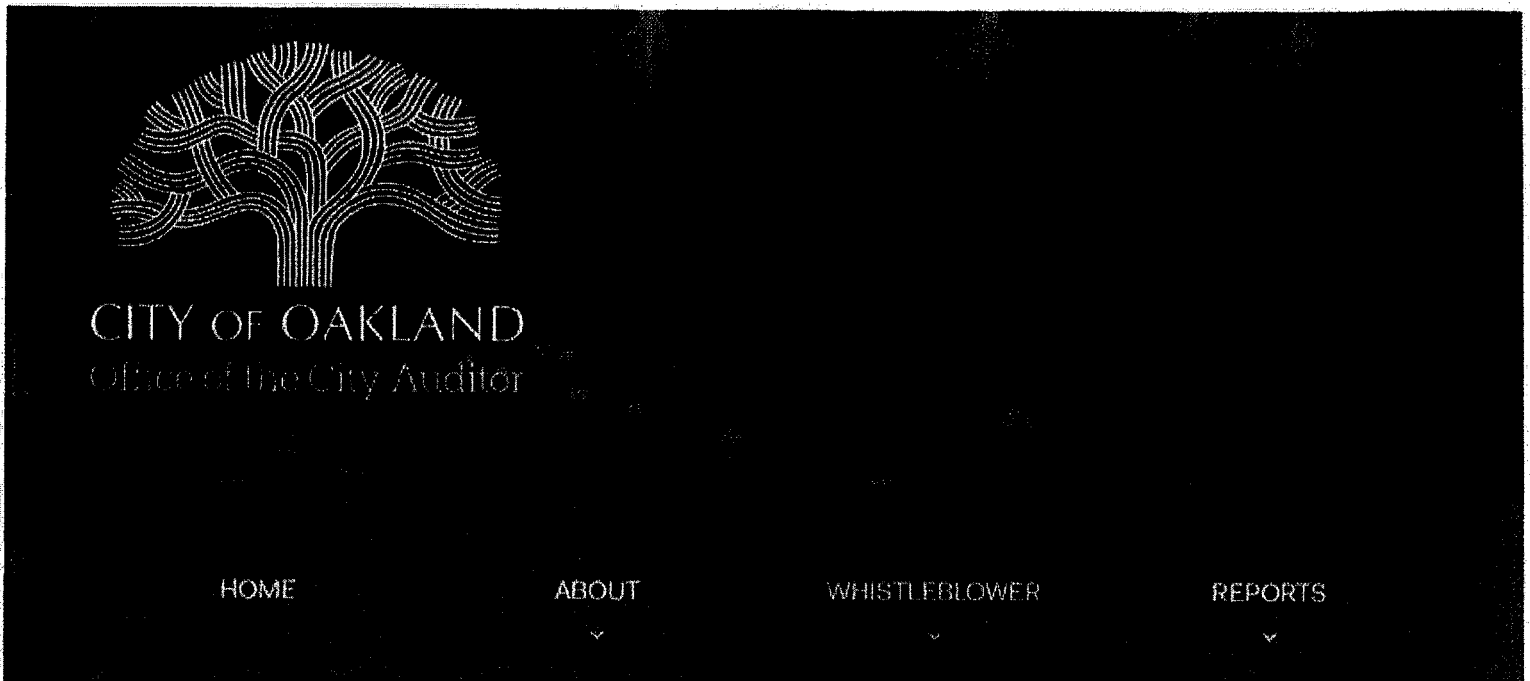
Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Courtney Ruby, City Auditor	Jennifer Lim, Performance Auditor
Mike Edmonds, Interim Assistant City Auditor	Daniel Williams, Performance Auditor
Dena Shupe, Executive Assistant to the City Auditor	Randy Stukes, Administrative Assistant II
Alessia Dempsey, Performance Audit Manager (Fraud)	(see attached organization chart – Appendix A)
Michael Houston, Fraud, Waste & Abuse Manager	
Orsolya Kovessdi, Senior Performance Auditor	
Mark Carnes, Senior Performance Auditor	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: Fraud, Waste and Abuse Manager reports directly to the City Auditor, rather than the Assistant City Auditor	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Attachment 4: CITY AUDITOR - ORGANIZATIONAL CHART (Current)





WHISTLEBLOWER PROGRAM

ABOUT THE WHISTLEBLOWER PROGRAM

[Español](#) [汉语\[S\]](#)

We are committed to ensuring transparency, accountability, and integrity in Oakland's Administrative Offices. The Whistleblower Program is one tool used to help achieve these objectives. This confidential hotline is for reporting fraud, waste, and abuse in City government, and is available to city employees, contractors, vendors, and residents. Additionally, to protect whistleblowers, there is an ordinance that protects City employees from retaliatory acts. The CONFIDENTIAL HOTLINE is available 24/7.

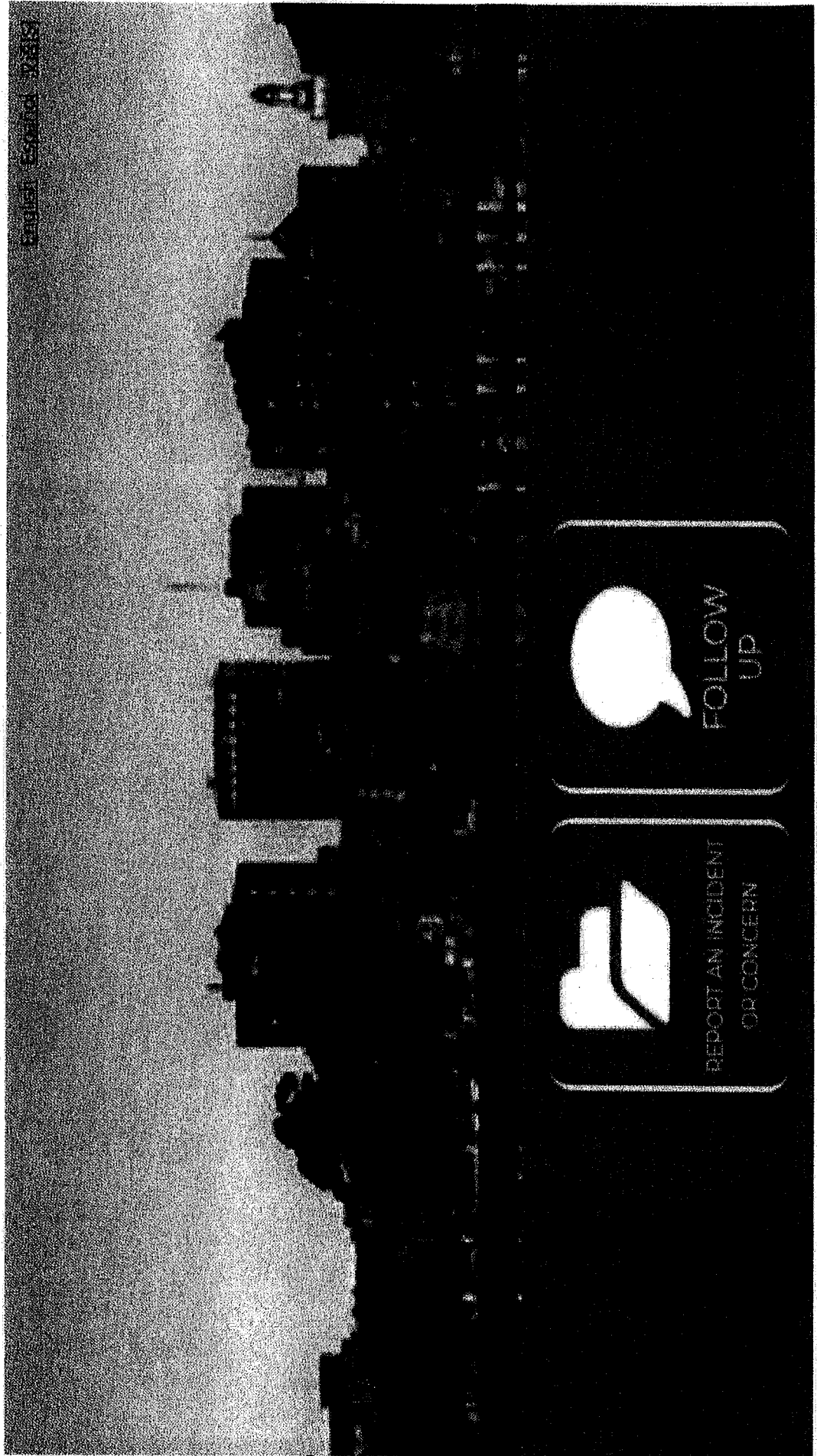
To assist Oakland's Limited English Speaking (LES) residents, the Hotline provides over-the-phone interpretation services in over 150 languages, with access to more than 5000 interpreters for non-English callers, who are available 24/7, 365 days a year. LES residents may also request a meeting with the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

Don't want anyone to know you filed a complaint? If so, you can choose to make your name and contact information anonymous.



WHISTLEBLOWER HOTLINE

Home



Appendix D

Oakland's City Auditor is an elected official and works for, and reports to, the residents of Oakland. The Auditor's job is to provide oversight to the City's activities. The Auditor has the authority to access and audit City financial and administrative records, plus the policies and procedures of all City agencies and departments.

To make sure this work is done objectively and without bias, the City Auditor is not connected to any other City departments and has no day-to-day financial or accounting duties for the City of Oakland. This autonomy allows for independent analyses, ensuring tax dollars and other resources serve the public interest.

Audit Reports

Copies of audit reports are available at: www.OaklandAuditor.com
Alternate formats available upon request.

--
Copias de nuestros informes de auditoría están disponibles en: www.OaklandAuditor.com
Formatos alternativos de los informes se harán disponibles a pedido.

--
審查報告可以在此網頁下載：www.OaklandAuditor.com
可根據要求提供其它格式版本。



Contact

Phone: (510) 238-3378
Email: CityAuditor@OaklandCA.gov

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Independent City Auditor. Serving Oakland With Integrity.

Department Name: Office of the City Auditor
Fiscal Year: 2018-19

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
10	3	1	1	Yes	<1	0	No

Goal = PCP X %

This report covers fiscal year 2018-19 and data is reported as of June 30, 2019.

1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

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

SEC. 2.30.030 Equal Access to Services: We strive to provide the same level of service to limited English-speaking persons as we provide to English speakers by: **(1)** recording our telephonic outgoing messages in English, Spanish, Mandarin, and Cantonese, **(2)** posting notices immediately outside the elevators, leading to the Office reception area, indicating we provide Spanish-speaking staff for assistance and interpreters by telephone, to help translate several different languages at no charge (all staff members have the updated over the phone interpreting language guide at their desks), and **(3)** providing instructions in **26 different languages** on our website on how to submit a Whistleblower complaint in person or online.

SEC. 2.30.040 Bilingual Staffing: Our goal is to hire staff that represent our diverse Oakland community. Currently, our Office is fully staffed with 10 full time employees: 3 employees speak some **Spanish**, 1 employee is fluent in **French and Italian**, 1 employee is fluent in **Hungarian and Romanian** and 1 speaks **Korean**.

SEC. 2.30.050 Translation of Materials: One of our Office's priorities is to make sure all residents, regardless of their proficiency in English, can easily read our vital documents and navigate our website <https://www.oaklandauditor.com/>.

Our Office worked with the EAO office to translate the sentence, "*copies of our audits are available on our website and alternate formats are available upon request,*" to Spanish and Chinese and is now on the inside cover of all our audits and reports.

In the **HEADER** of our website, we placed a Google™ Translate button providing machine translation in **26 different languages** ranging from Afrikaans to Vietnamese, ensuring many Limited English Speaking (LES) populations can read, in their native language, about our Office, and how to submit a Whistleblower complaint, learn about our Whistleblower Program, and read frequently asked questions about the Program.

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

Department Name: Office of the City Auditor
Fiscal Year: 2018-19

SEC. 2.30.060: Dissemination of Translated Materials from State and Federal Government. During the last 4 ½ years, there have been no requests for translated reports. If we receive such requests, we will provide the requested reports in the language desired.

SEC. 2.30.070: Public Meetings and Hearings. The City Auditor attends and gives presentations at City Council and Committee meetings at neighborhood events, colleges, universities and other venues. These meetings and events are sponsored by the City or other organizations and are responsible to provide for special needs of attendees and participants, including translations of the presentations and meeting materials.

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

SEC. 2.30.090: Complaint Procedures: If any LES residents believe they have not been provided the requested translated documents, they are directed to submit a complaint through our Whistleblower Program.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The Office of the City Auditor complies with Civil Service protocols and City policies and procedures in regards to recruiting and hiring. These mandates provide the framework for our recruiting activities. When positions in our Office become available, we make every effort to target a wide field of potential candidates by extending advertising to various national auditor associations, advertising through the City's website, and by posting job openings on LinkedIn, Idealist, Craigslist and Indeed. If we advertise a Public Contact Position, we state "bilingual skills in Spanish, Cantonese, and Mandarin are highly desirable." Selection of candidates is coordinated with the City's Human Resources Department.

While we have four new employees in the Office, 2 employees were hired (the Fraud, Waste & Abuse Manager and Performance Auditor), 1 was elected (City Auditor), and the other appointed by the Auditor (Assistant City Auditor).

The Office of the City Auditor carefully evaluates all applicants for PCP positions with a critical eye towards bilingual abilities. However, a lack of bilingual skills is not a disqualifying factor as the Office has no BPCP requirement nor does the position description require them. Nonetheless, the Office is committed to hiring individuals from diverse backgrounds and different ethnicities. We are a small office, with only 10 FTEs. We are also constrained by the rules and procedures of Civil Service, MOU agreements and City procedures in our hiring selection process. Still, many of our staff members have bi- and tri-lingual capabilities.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.

Positive changes/successes and best practices:

1. We updated our website to indicate that our Whistleblower Hotline provides over-the-phone interpretation services in over 150 languages, with access to more than 5000 interpreters for non-English calls, who are available 24 hours a day, 365 days a year to assist Oakland's LES community (see Appendix B);

Department Name: Office of the City Auditor
Fiscal Year: 2018-19

2. We indicated on our website that LES residents can meet with the City Auditor in person to file complaints and interpreters are available to them at no cost (see Appendix B);
 3. We paid our hotline provider (the company that manages our whistleblower hotline intake) to implement translation features on the Whistleblower Complaint Form, so Spanish and Chinese speakers can read directions in their native language (see Appendix C); and
 4. We worked with Equal Access Office to establish a best practice, to indicate in Spanish and Chinese, on the inside cover page on our reports, the website address of our reports, and that translation is available for all our reports should LES populations desire to read the reports in their native language (see Appendix D).
4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

The Whistleblower Program is one tool our Office uses to help achieve transparency, accountability, and integrity in Oakland's administrative offices. The Whistleblower confidential hotline is for reporting fraud, waste, and abuse in City government, and is available to City employees, contractors, vendors, and residents. To ensure the LES population has full access to this service, directions for submitting a whistleblower complaint, an explanation of the Whistleblower Protection Ordinance and Frequently Asked Questions, are available on our website in **26 different languages** and our website indicates that if a LES person wants to file a complaint through our hotline or submit a report online, interpretation services are available at no cost to them.

5. Please describe your Department plans for the next 12 months to ensure all Oakland residents have equal and fair access to City services regardless of language spoken.

Over the next 12 months, the Office of the City Auditor plans to:

- Expand its outgoing messages in Mandarin, Cantonese and Spanish to provide basic information about the Office's operations including business hours, location, services offered, the means of accessing such services, and the availability of language assistance;
- Create Whistleblower (Stand Up for Our City) posters in Spanish and Chinese;
- Translate the executive summaries of our reports into Spanish and Chinese (beginning in July 2019) to post on our website and to have on hand for public meetings; and
- The new administration will work with EAO to update its Annual Compliance Plan.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

Located on the *secured* 4th floor of Oakland City Hall, the Office rarely receives foot traffic from Oakland residents. However, we have posted notices, located immediately outside the elevators leading to the reception area, indicating our Office can provide Spanish-speaking staff for assistance.

Department Name: Office of the City Auditor
Fiscal Year: 2018-19

There is also a notice on the receptionist's front desk informing visitors that interpreters are available, by telephone to provide assistance in several different languages, at no charge, and a brochure indicating the various service counters located throughout the City of Oakland.

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

The Office of the City Auditor has a total of 5 vital documents: (1) performance audit reports, (2) Annual reports, (3) Whistleblower Annual Reports, (4) Whistleblower Program FAQ page and (5) Whistleblower Complaint Form.¹ Our website indicates we will translate these documents for our LES residents and at no charge and 40% of the Office of the City Auditor's vital documents have been translated into Spanish and Chinese.

3. Did the Department translate any other written documents in the reporting period to serve the LES community?

During the reporting period, no other written documents were translated.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).

The Office of the City Auditor has recorded its telephonic message in English, Spanish, Mandarin, and Cantonese noting our business hours. The Office plans to expand its telephonic message to provide basic information about the Office's operations including business hours, location, services offered, the means of accessing such services, and the availability of language assistance.

D. Assessment of Department Communication with LES Populations

1. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

The Office of the City Auditor will continue to implement recommendations and requirements of the Equal Access Office. The Office will strive to provide timely and efficient service to the LES community.

2. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.

We believe in continuous improvement, and we regularly look for ways to reach out to all members of our community. Because the working materials and documents used in our performance audits and investigations are confidential, our offices are secured and not easily accessible to the public. Our primary outreach to the public is through meetings in City Hall and throughout Oakland neighborhoods, and virtually, through our website and other electronic mediums. Over the next 12 months, the Office of the City Auditor will continue to implement recommendations and requirements of the Equal Access

¹ The City Auditor also prepares impartial financial analyses for Oakland ballot measures. These are provided to the County of Alameda Registrar of Voters, and are translated and included in Voter Guides prior to each election.

Department Name: Office of the City Auditor
Fiscal Year: 2018-19

Office. As needed, we will translate vital documents and other documents requested by the LES population.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?

The Office of the City Auditor has received no complaints regarding the Office's provision of bilingual oral and written services or alleging any violation of the EAO in a threshold language. Should one be received, it would be addressed and referred to the City Administrator. All documentation of the complaint and its resolution would be kept by the Office's Language Access Coordinator.

4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

For the first time, in several years, our Office participated in the City-wide Language Use Assessment Survey. Our staff recorded 13 in-coming calls, and all callers spoke English. Our data was insignificant and therefore, not included in the survey results.

E. Action Plan

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

Our action plan includes the following:

1. The Office plans to expand its telephonic message to provide basic information about the Office's operations including business hours, services offered, and the availability of language assistance;
2. Work with the EAO to translate 100% of our vital documents; and
3. Translate our Whistleblower business cards and posters into Spanish and Chinese (beginning in July 2019).

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

The Office of the City Auditor has posted a notice, located immediately outside the elevators leading to the reception area, indicating that, if necessary, the Office can provide Spanish-speaking staff for assistance. A notice on the Receptionist's desk informs visitors that interpreters are available to provide assistance in several different languages.

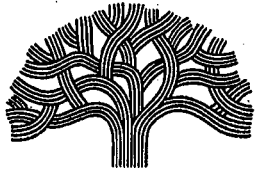
The new administration will work with the EAO to update its Annual Compliance Plan.

OFFICE OF CITY AUDITOR (AUDITOR)

FY2018-2019

ORGANIZATION	ADDRESS	JOB_CLASS	FTE	HIRE_DATE	NEW	PCP	LANG
07111 - City Auditor Unit	One Frank Ogawa Plaza, 6thFL	Administrative Assistant II	1	09-OCT-17		YES	
07111 - City Auditor Unit	One Frank Ogawa Plaza, 6thFL	City Auditor	1	07-JAN-19	*	YES	
07111 - City Auditor Unit	One Frank Ogawa Plaza, 6thFL	Exec Asst to the City Auditor	1	10-APR-17		YES	Some Spanish
07111 - City Auditor Unit	One Frank Ogawa Plaza, 6thFL	Performance Audit Manager	1	22-MAY-17		NO	Spanish/French/Italian
07111 - City Auditor Unit	One Frank Ogawa Plaza, 6thFL	Performance Audit Manager	1	3-Jun-19	*	NO	
07111 - City Auditor Unit	One Frank Ogawa Plaza, 6thFL	Performance Auditor	1	07-DEC-15		NO	Spanish/Korean
07111 - City Auditor Unit	One Frank Ogawa Plaza, 6thFL	Performance Auditor	1	16-JUL-18	*	NO	
07111 - City Auditor Unit	One Frank Ogawa Plaza, 6thFL	Performance Auditor, Sr.	1	07-DEC-15		NO	
07111 - City Auditor Unit	One Frank Ogawa Plaza, 6thFL	Performance Auditor, Sr.	1	25-APR-16		NO	Hugarian/Romanian
07111 - City Auditor Unit	One Frank Ogawa Plaza, 6thFL	Temp Contract Svcs Employee, PT	0	12-JAN-19	*	NO	

Department Name: CAO
Fiscal Year: 2018-19



CITY OF OAKLAND

EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: CAO
FISCAL YEAR: 2018-19

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

I, Stephanie Hom, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for City Administrator's Office was submitted on 6/25/19.



6/26/19

Signature & Date

Stephanie Hom, Deputy City Administrator

Department Name: CAO
Fiscal Year: 2018-2019

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

II. QUANTITATIVE ASSESSMENT REPORT

Department: CAO

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Sabrina Landreth	Winnie Woo	Richard Luna
Title	City Administrator	Executive Asst to the Assist City Admin	Assistant to the City Administrator
Address	1 Frank H. Ogawa Plaza, 3 rd Floor		
Phone#	238-3301	238-7798	238-4756
Email	SLandreth@oaklandca.gov	Wwoo@oaklandca.gov	RLuna@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	70		New Hires	15	
Public Contact Positions (PCP)	35	100%	New PCP Hires	2	100%
PCP With Spanish Language Skill	5	14%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	2	6%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
City Administrator's Office City Administrator Assistant City Administrator Deputy City Administrator Project Manager III Project Manager I Assistant to the City Administrator City Administrator Analyst Public Information Officer II Executive Asst to City Administrator Executive Asst to Asst. City Administrator Municipal Code Enforcement Officer Admin Asst to City Administrator Admin Asst II (CONF) Public Service Rep	Oakland Animal Services Director of Animal Services Assistant to the Director Executive Assistant to the Agency Director Shelter Manager Animal Control Animal Care Attendant Administrative Assistant I Public Service Representative Public Service Rep, PPT Veterinarian Veterinary Technician Volunteer Program Specialist Volunteer Program Specialist II
Contracts and Compliance Director Admin Services Manager I Receptionist Sr. Contract Compliance Officer Employment Serv. Supervisor Administrative Analyst II Contract Compliance Officers Job Developer Asst. Contract Compliance Officer Contract Compliance Field Tech Contract Compliance Office Asst Contract Compliance Officer	Equal Opportunity Equal Emp. Opportunities Officer Equal Opportunity Specialist

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Special Activities	SP= 1 CH =	SP= 3 CH =

Department Name: CAO
Fiscal Year: 2018-2019

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
FY 2017-19 Budget Fact Sheet	Yes	Yes	
Minimum Wage (includes posters, frequently asked questions, claim forms, and site visit questionnaire)	Yes	Yes	
Local and Small Local Business Enterprise Program	Yes	Yes	
Local Employment Brochure	Yes	Yes	
15% Apprenticeship Program	Yes	Yes	
Minimum Wage Increase *	Yes	Yes	Vietnamese
Fowl in Oakland	Yes	Yes	
Owner Surrender Agreement	Yes	Yes	
About Oakland Animal Services	Yes	Yes	
Cat Adoption Questionnaire	Yes	Yes	
Cats and Scratching – No Declaw	Yes	Yes	
Children and Dogs	Yes	Yes	
Did You Know That Rabbits	Yes	Yes	
Dog Tips	Yes	Yes	
Estimate of Fees	Yes	Yes	
Home Quarantine Agreement	Yes	Yes	
Introducing Cat to Cat	Yes	Yes	
Introducing Cat to Dog	Yes	Yes	
Introducing Dog to Dog	Yes	Yes	
Notice – Selling Animals	Yes	Yes	
Notice to Quarantine Biting Animals	Yes	Yes	
Potentially Dangerous Dogs Permit	Yes	Yes	
Preventing Cat Litter Box Problems	Yes	Yes	
Puppy House Training	Yes	Yes	
Rabbit Adoption Questionnaire	Yes	Yes	
Refusal to Quarantine Biting Animal	Yes	Yes	
Request for Hearing	Yes	Yes	
Title 6 - Animals	Yes	Yes	
To Adopt You Must	Yes	Yes	
Vet Clinics in Oakland	Yes	Yes	
Vicious Dog Permit	Yes	Yes	
Volunteer Application	Yes	Yes	
CIRDC Client Information Handout: Kennel Cough	Yes	Yes	
Compliance Notice/Common Animal Related Laws	Yes	Yes	
Conditions for Keeping a Potentially Dangerous Dog	Yes	Yes	
Conditions for Keeping a Vicious Dog	Yes	Yes	
Dog License Fee Waiver Application for Service Dogs	Yes	Yes	
Hearing Waiver – Potentially Dangerous Dog	Yes	Yes	
Hearing Waiver – Vicious Dog	Yes	Yes	
Impound Notice/Request for Extension of Hold Period	Yes	Yes	
Notice of Seizure of Animal(s)/Post Seizure Hearing Request	Yes	Yes	
Oakland Animal Control Regulation	Yes	Yes	
PDD Hearing Result Letter	Yes	Yes	
Pre Seizure Hearing Request	Yes	Yes	
Proof of Service VDD	Yes	Yes	
Property Inspection Requirements Prior to Release of Any Dog	Yes	Yes	
Property Inspection Requirements Prior to Release of Potentially Dangerous or Vicious Dog	Yes	Yes	
Request for Extension of Hold Period	Yes	Yes	

Department Name: CAO
Fiscal Year: 2018-2019

Request for Post Seizure Hearing	Yes	Yes	
Sorry We Missed You	Yes	Yes	
Spay/Neuter Appointment	Yes	Yes	
Dog Adoption Questionnaire	Yes	Yes	
Foster Agreement	Yes	Yes	
Found Animal Report	Yes	Yes	
Lost Animal Report	Yes	Yes	
OAS Public Sign-In	Yes	Yes	
H3NZ Canine Flue	Yes	Yes	
Homeless Encampment	Yes		
Flyer – Lake Illegal Vending	Yes	Yes	Vietnamese
Poster – Oakland Minimum Wage	Yes	Yes	Vietnamese
Flyer – Oakland Minimum Wage	Yes	Yes	Vietnamese
Brochure – 2019 Bsn Tax Insert	Yes	Yes	Vietnamese
Police Commission Application	Yes	Yes	Vietnamese
Budget Forum	Yes	Yes	
Medical Cannabis handout	Yes	Yes	
Measure Z (hotel workers)	Yes	Yes	
Massage Handout	Yes	Yes	
Title VI and Related Civil Rights Statutes Complaint and Compliance Review Procedure	Yes	Yes	
City of Oakland Language Access Plan	Yes	Yes	
Title VI and related statutes Discrimination Complaint Form	Yes	Yes	
Equal Access to Services Ordinance	Yes	Yes	

Table 4B. Vital Documents Status Summary

Are all the department's vital documents translated into Spanish and Chinese? Yes No – Please describe below

Action Plan & Timeline:

Table 5. Multilingual Telephone Recordings

Location Description	Telephone Number	Status
City Administrator's Main Line voicemail	510-238-3301	Complete
Oakland Animal Services Main Line	510-535-5602	Complete
Barking Nuisance	510-535-4887	Complete
Dead Animal Pick Up	510-535-4888	Complete
Veterinary Line	510-238-2007	Complete
Minimum Wage	510-238-6258	Complete

Table 6. Analysis by Community Based Service Locations

				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Oakland Animal Services	1101 29 th Avenue	94601	535-5602	23	1	5%	1	5%

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

Table 7. Public Notices & Resources ***NEW TABLE *******

Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Provide staff with language access resources (Interpretation#, FAQ, contact list, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

Department Name: CAO
Fiscal Year: 2018-2019

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
70	35	11%	5	Yes	5%	2	Yes

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 30, 2019.

1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The City Administrator's Office and its divisions are comprised of a total of 70 Full-Time Employees (FTE), Of the 70 FTE, 35 are Public Contact Positions (PCP). The Spanish speaking PCP goal for the City Administrator's Office is 11% that equates to 3 FTEs. The City Administrator's Office has a total of five (5) Spanish-speaking PCPs, which exceeds the Spanish-speaking PCP goal. And in regards to the Chinese-speaking PCP, the City Administrator's Office goal is 5%, which equates to 1 FTEs. The City Administrator's Office has two (2) Chinese-speaking PCP and has a non-PCP staff that can also provide Chinese translation as needed for the department.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

For Fiscal Year 2018-19, the City Administrator's Office hired a total of fifteen (15) FTEs, with 2 being a PCP. One of the main goals of the City Administrator is to ensure that the public is provided with language access and will continue to work with the Human Resources Management Department to ensure that there is continued effort made in regards to community outreach and the recruitment of qualified bilingual candidates.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.

The City Administrator's Office has been continually working with Equal Access to ensure that when information is updated and/or new documents that are created for the public that they are translated into Spanish and Chinese in a timely manner. And is working with Equal Access to translate vital documents into Vietnamese as well.

For vital documents that have been translated and made available to the public, the City Administrator's office has made an extra effort to make it available on the City's website. For example, for the Civil Rights Policy and Procedures section of the City's website, the City Administrator's staff has uploaded all documents and forms that have been translated into Spanish and Chinese for easier accessibility to the LES community.

Department Name: CAO
Fiscal Year: 2018-2019

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

Staff has been working proactively with Equal Access to ensure that any new documents or updated vital documents are translated into Spanish and Chinese in a timely manner.

And Contracts and Compliance staff has been doing site visits and community meetings in the LES communities to ensure that businesses and employees in the area are informed and are in compliance with the minimum wage law.

5. Please describe your Department plan's for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken:

The City Administrator's Office and its divisions will continue to work on community outreach to ensure that all information that is provided publicly in English is also made available to the Limited English Speaking community. When new vital documents are made available to the public, staff continues to work with Equal Access to ensure that they are translated and distributed to the community in a timely manner.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

Notices are posted in the lobby areas of the City Administrator's Office, Contracts and Compliance, and Oakland Animal Services. List of all bilingual staff within the City Administrator's Office are placed at the front desk for the convenience of staff.

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

100% of vital documents for the City Administrator's Office has been translated into Spanish and Chinese.

3. Did the Department translate any other written documents in the reporting period to serve the LES community?

During fiscal year 2018-19, the City Administrator's Office translated the following documents to help serve the LES community:

- Lake Illegal Vending
- Update Minimum Wage 2019
- Police Commission Application
- Budget Forum
- Medical Cannabis handout
- Measure Z (hotel workers)

Department Name: CAO
Fiscal Year: 2018-2019

- Massage Handout
- Title VI and Related Civil Rights Statutes Complaint and Compliance Review Procedure
- City of Oakland Access Plan
- Title VI and related statutes Discrimination Complaint Form
- Equal Access to Services Ordinance

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).

All phone numbers have been translated into Spanish and Chinese.

D. Assessment of Department Communication with LES Populations

1. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

The City Administrator's Office is constantly working to ensure that the public is provided with excellent customer service. The office will continue to work with Equal Access to ensure that the front desk is provided with updated translation information and with easy access to bilingual staff to help with translation.

2. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.

The City Administrator's Office and its various divisions, whom have front counter/receptionist areas has been provided with a list of bilingual staff within the office that can provide language services.

Contracts and Compliance has been continuously conducting site visits and outreach workshops to various Spanish and Chinese employee groups and business associations in the communities with LES populations.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?

None.

4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

The City Administrator's office will continue to ensure that signage for Language Access is well displayed in the public area. The office will continue to update staff list of whom are bilingual and the language(s) that are spoken by staff. And to ensure that staff improves it's wait time with the public in providing language access services to the LES community.

Department Name: CAO
Fiscal Year: 2018-2019

E. Action Plan

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

Contracts and Compliance will update accordingly the minimum wage documents to reflect any rate change that may occur in 2020 due to the Consumer Price Index.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

The City Administrator's Office and its divisions have posted language accessibility signs in the lobby/reception areas to inform the public of the various language services that is available. A Google translate link is available on the City's website at the bottom of the page to help the public translate the website. And for forms and documents that have recently translated have also been uploaded to the City's website as well.

CITY ADMINISTRATOR'S OFFICE (CAO)

FY2018-2019

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	LANG2
02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Assist to the City Administrator	27-AUG-18	*	NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Assist to the City Administrator	21-MAY-18		NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Assist to the City Administrator	04-DEC-17		NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Assist to the City Administrator	13-DEC-05		NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Assistant City Administrator	16-JUL-18	*	NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	City Administrator	01-JUL-15		NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	City Administrator Analyst	06-MAY-17		NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	City Administrator Analyst	13-NOV-00		NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Deputy City Administrator	05-MAR-18		NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Deputy City Administrator	27-JUL-15		NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Exec Asst to Asst City Administrator	07-FEB-11		NO	Chinese	
02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Exec Asst to City Administrator	24-AUG-09		NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Management Intern, PT	11-FEB-19	*	NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Project Manager III	02-MAR-19	*	NO		
02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Receptionist, PPT	19-NOV-15		YES		
02112 - Communications & Media	1 Frank Ogawa Plaza	City Administrator Analyst	07-JAN-14		NO		
02112 - Communications & Media	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	23-MAR-19	*	NO		
02112 - Communications & Media	1 Frank Ogawa Plaza	Project Manager III	10-OCT-05		NO		
02112 - Communications & Media	1 Frank Ogawa Plaza	Public Information Officer II	13-FEB-18		YES		
02112 - Communications & Media	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	04-MAY-19	*	NO		
02112 - Communications & Media	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	20-APR-19	*	NO		
02112 - Communications & Media	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	08-APR-19	*	NO		
02113 - Special Activities	1 Frank Ogawa Plaza	Administrative Assistant II (CONF)	22-MAY-89		YES		
02113 - Special Activities	1 Frank Ogawa Plaza	Assist to the City Administrator	07-JAN-13		NO		
02113 - Special Activities	1 Frank Ogawa Plaza	City Administrator Analyst	02-DEC-08		YES		
02113 - Special Activities	1 Frank Ogawa Plaza	Muni Code Enforcement Officer	21-MAY-18		YES	Spanish	
02113 - Special Activities	1 Frank Ogawa Plaza	Muni Code Enforcement Officer	21-MAR-11		YES	Spanish	
02113 - Special Activities	1 Frank Ogawa Plaza	Public Service Representative	30-AUG-14		YES	Spanish	
02113 - Special Activities	1 Frank Ogawa Plaza	Receptionist, PT	28-MAY-11		YES		
02311 - Equal Opportunity Programs	150 Frank Ogawa Plaza	Equal Emp Opportunities Officer	03-OCT-11		NO		
02311 - Equal Opportunity Programs	150 Frank Ogawa Plaza	Equal Opportunity Specialist	06-NOV-17		NO		
02311 - Equal Opportunity Programs	150 Frank Ogawa Plaza	Equal Opportunity Specialist	25-JAN-16		NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Administrative Assistant I	15-APR-05		NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	03-NOV-18	*	NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	25-AUG-18	*	NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	03-JAN-17		NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	12-MAR-16		NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	07-JUL-14		NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	17-JUN-14		NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	17-OCT-11		NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	21-JUL-18	*	NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	24-MAR-18		NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	05-JAN-13		NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	08-JAN-11		NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	09-OCT-06		NO		

CITY ADMINISTRATOR'S OFFICE (CAO)

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	LANG2
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	02-JAN-97		NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control & Shelter Manager	10-APR-17		YES		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	20-OCT-18	*	YES		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	30-MAR-15		YES		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	19-JAN-15		YES		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	21-DEC-14		YES		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	03-NOV-09		YES		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	28-JAN-08		YES		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer, PPT	06-APR-19	*	YES		
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer, PPT	18-MAR-13		YES		
02491 - Oakland Animal Services	1101 29TH AVENUE	Assistant to the Director	26-OCT-15		NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Director of Animal Services	17-NOV-14		NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Exec Asst to the Director	29-JUN-15		NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Public Service Rep, PPT	27-MAR-18		YES		
02491 - Oakland Animal Services	1101 29TH AVENUE	Public Service Representative	08-JUN-13		YES		
02491 - Oakland Animal Services	1101 29TH AVENUE	Public Service Representative	29-SEP-97		YES	Vietnamese	Chinese
02491 - Oakland Animal Services	1101 29TH AVENUE	Public Service Representative	23-MAY-16		YES	Spanish	
02491 - Oakland Animal Services	1101 29TH AVENUE	Temp Contract Svcs Employee, PT	06-APR-19	*	NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Temp Contract Svcs Employee, PT	09-MAR-19	*	NO		
02491 - Oakland Animal Services	1101 29TH AVENUE	Temp Contract Svcs Employee, PT	23-APR-18		NO	Arabic	
02491 - Oakland Animal Services	1101 29TH AVENUE	Veterinarian	24-APR-18		YES		
02491 - Oakland Animal Services	1101 29TH AVENUE	Volunteer Program Specialist	30-JUN-18		YES		
02611 - Contract Compliance Unit	250 Frank Ogawa Plaza	Administrative Services Manager I	17-FEB-98		NO		
02611 - Contract Compliance Unit	250 Frank Ogawa Plaza	Contract Compliance Officer, Sr.	01-JUN-15		YES	Spanish	
02611 - Contract Compliance Unit	250 Frank Ogawa Plaza	Director of Contracts & Purchasing	11-MAY-98		NO		
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Contract Compliance Field Tech	17-AUG-15		YES		
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Contract Compliance Office Asst	22-JAN-08		YES		
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Contract Compliance Officer	13-SEP-07		YES		
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Contract Compliance Officer	26-MAY-98		YES		
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Contract Compliance Officer	12-MAY-98		YES		
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Contract Compliance Officer	08-OCT-91		YES		
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Contract Compliance Officer, Sr.	06-OCT-86		YES		
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Employment Services Supervisor	13-SEP-04		YES		
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	21-APR-18		NO		
02621 - Employment Services Unit	250 Frank Ogawa Plaza	Job Developer	31-AUG-87		YES		
02631 - Outreach & Administrative Support Unit	250 Frank Ogawa Plaza	Administrative Analyst II	11-FEB-08		YES	Chinese	
02631 - Outreach & Administrative Support Unit	250 Frank Ogawa Plaza	Administrative Analyst II	06-NOV-06		YES		

Department Name: Office of the City Clerk
Fiscal Year: 2018 – 19



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Office of the City Clerk
FISCAL YEAR: 2018 - 19

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

I, LaTonda Simmons, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Office of the City Clerk was submitted on July 8, 2019.

LaTonda Simmons 7/8/19
Signature & Date

LaTonda Simmons City Clerk
Print Name & Title

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	LaTonda Simmons	Camille Harvey	Camille Harvey
Title	City Clerk	Executive Assistant	Executive Assistant
Address	1 Frank Ogawa Plaza Suite 201	1 Frank Ogawa Plaza Suite 201	1 Frank Ogawa Plaza Suite 201
Phone#	510-238-7370	510-238-3122	510-238-3122
Email	lsimmons@oaklandca.gov	cmharvey@oaklandca.gov	cmharvey@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	16		New Hires	0	
Public Contact Positions (PCP)	2	100%	New PCP Hires	0	
PCP With Spanish Language Skill	1	50 %	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	0	0 %	New PCP Hires with CH Skill	0	%

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

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

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
City Clerk	SP= 1 CH = 1	SP= 1 CH = 0
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
City Clerk Brochure	YES	YES	
City Council Meeting Speaker Card	YES	YES	
Customer Service Survey	YES	YES	
Voting Materials	YES	YES	

Table 4B. Vital Documents Status Summary	
Are all the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
City Clerk - Front Desk	510-238-3226	Complete
Records Division	510-238-3612	Complete
KTOP	510-238-3566	Complete

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

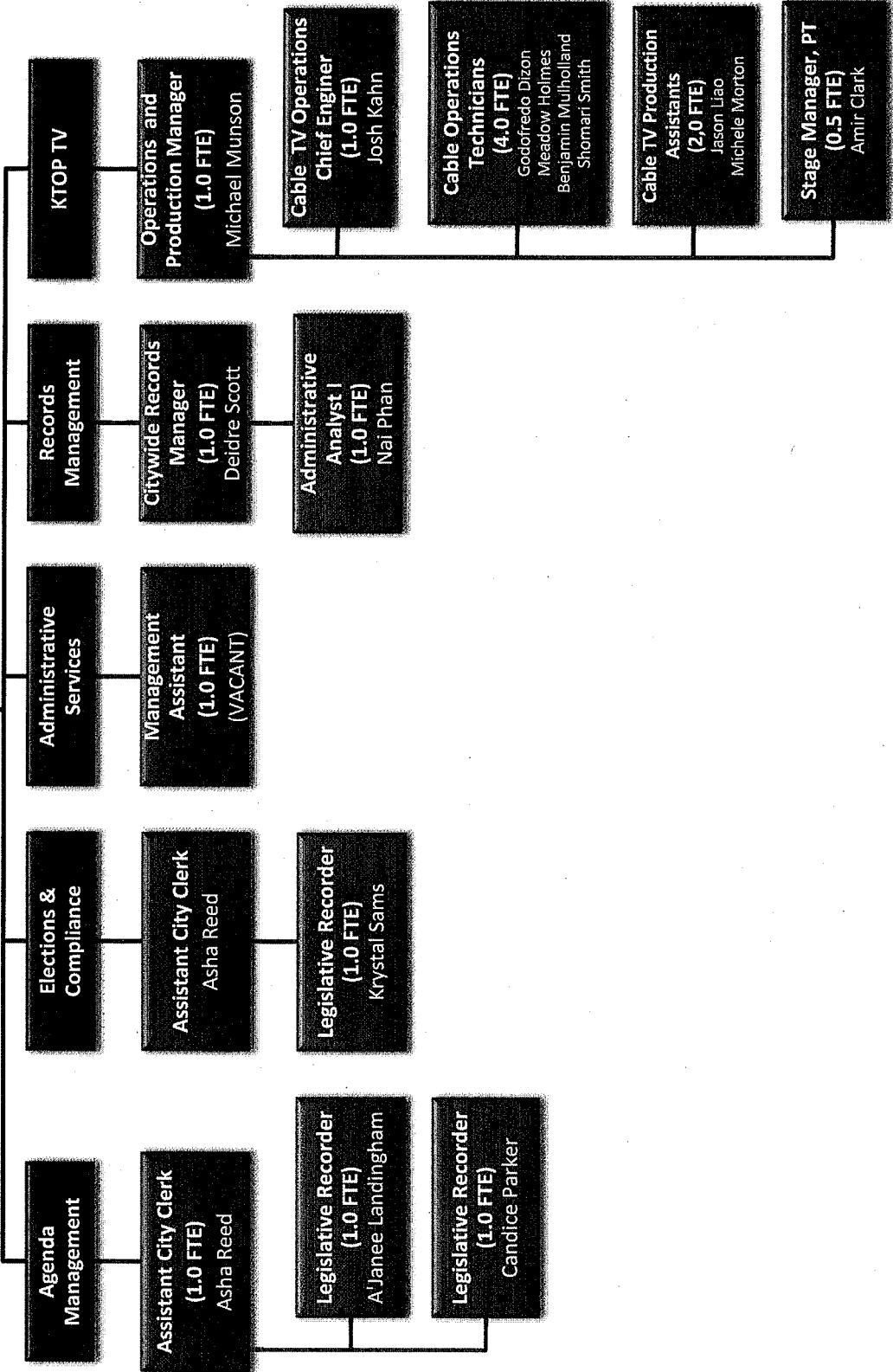
Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

Table 7. Public Notices & Resources *****NEW TABLE ****	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Provide staff with language access resources (Interpretation#, FAQ, contact list, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

City Clerk
(1.0 FTE)
LaTonda Simmons

Executive Assistant
(1.0 FTE)
Camille Harvey



Department Name: City Clerk's Office
Fiscal Year: FY2018-19

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Office of the City Clerk

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
16	2	0	1	Yes	0	0	-

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 30, 2019.

1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The Office of the City Clerk works diligently to comply with the Equal Access Ordinance, making sure residents and other customers have language access to the services they need within the Office of the City Clerk.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The Office of the City Clerk is currently not recruiting for any vacancies. If the Office of the City Clerk begins to recruit for any vacancies, staff will rely on the current recruitment guidelines conducted by Human Resources.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.

The Office of the City Clerk has not had any changes during this reporting period. Telephone messages continue to be recorded in threshold languages, language services are posted on the posting boards and vital documents translated in the threshold languages.

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

Staff within the Office of the City Clerk continue to utilize telephone-based language translation services for customers who need translation assistance. This maintains compliance with the Equal Access Ordinance.

5. Please describe your Department plans for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

If the Office of the City Clerk recruits for any vacancies, we will make sure to give priority to bilingual candidates.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

Notices are posted in the reception area.

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

The Office of the City Clerk does not have an extensive amount of documents to be translated but when we do, we make sure they are translated and available (e.g. Election materials for the 2018 Municipal Election).

3. Did the Department translate any other written documents in the reporting period to serve the LES community? No

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).

The Office of the City Clerk maintains recorded telephone messages in Spanish and Chinese.

D. Assessment of Department Communication with LES Populations

1. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

If customers enter or call the Office of the City Clerk needing translation services, we assess what language they need and will call for translation services. Staff are aware of and have access to all language assistance available for public usage.

2. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.

The Office of the City Clerk has documentation available in Chinese and Spanish in its reception areas.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?

The Office of the City Clerk is unaware of any complaints received.

4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

The Office of the City Clerk was not included in the 2019 Language Access Survey. Our previous Language Access Coordinator retired at the end of 2018, taking with her a wealth of knowledge. We look forward to participating in future surveys.

E. Action Plan

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

The Office of the City Clerk will continue with its current language support, utilizing current translation services available as well as will continue to ensure that our core marketing materials are available in the designated languages.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

The Office of the City Clerk has Equal Access posters in its common areas on the 1st and 2nd floors. With the citywide website redesign, our webpages have the ability to be translated into multiple languages. The Office of the City Clerk also actively ensures that the language used on its website can be translated effectively as well as is ADA compliant.

CITY CLERK'S OFFICE

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	PCP	LANG
03121 - City Clerk Unit	One Frank Ogawa Plaza	Administrative Analyst I	14-JUN-96	YES	
03121 - City Clerk Unit	One Frank Ogawa Plaza	City Clerk	19-MAY-03	YES	Spanish
03121 - City Clerk Unit	One Frank Ogawa Plaza	City Clerk, Assistant	22-APR-13	NO	
03121 - City Clerk Unit	One Frank Ogawa Plaza	Citywide Records Manager	01-APR-10	NO	
03121 - City Clerk Unit	One Frank Ogawa Plaza	Exec Asst to the Director	01-DEC-17	NO	
03121 - City Clerk Unit	One Frank Ogawa Plaza	Legislative Recorder	22-AUG-16	NO	
03121 - City Clerk Unit	One Frank Ogawa Plaza	Legislative Recorder	10-AUG-16	NO	
03121 - City Clerk Unit	One Frank Ogawa Plaza	Legislative Recorder	23-OCT-06	NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable Operations Technician	10-SEP-02	NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable Operations Technician	01-APR-00	NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable Operations Technician	31-MAR-00	NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable Operations Technician	03-JUL-95	NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Operations Chief Engineer	08-JAN-18	NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Prod & Ops Manager	12-JUN-89	NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Production Assistant	09-APR-12	NO	Chinese
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Production Assistant	12-MAR-01	NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Stage Manager, PT	01-NOV-17	NO	

Department Name: Community Police Review Agency (CPRA)
Fiscal Year: 2018-19



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Community Police Review Agency
FISCAL YEAR: 2018-19

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

I, Mike A. Nisperos, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Community Police Review Agency was submitted on July 16, 2019.

M.A. Nisperos 7/16/19
Signature & Date

Mike A. Nisperos Intm Ex Dir
Print Name & Title

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Mike Nisperos	Jan "Juanito" Rus	Verdene Klasse
Title	Interim Executive Director	CPRA Policy Analyst	Office Assistant
Address	250 Frank H. Ogawa Plaza, Ste. 6302	250 Frank H. Ogawa Plaza, Ste. 6302	250 Frank H. Ogawa Plaza, Ste. 6302
Phone#	510-238-7401	510-238-3325	510-238-6372
Email	MNisperos@oaklandca.gov	jrus@oaklandca.gov	VKlasse@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	11		New Hires	0	
Public Contact Positions (PCP)	8	100%	New PCP Hires	0	%
PCP With Spanish Language Skill	2	25%	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	1	12.5%	New PCP Hires with CH Skill	0	%

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

Table 3A. Department Organization Structure	
Interim Executive Director	
CPRA Policy Analyst	
Complaint Investigator III	
Complaint Investigator II (4)	
Intake Technician (3)	
Office Assistant	

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: One Complaint Investigator II was promoted to Complaint Investigator III to supervise the investigations team.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
CPRA	SP= 1 CH = 1	SP= 2 CH =1

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
CPRA (CPRB) Complaint Form	Yes	Yes	
CPRA (CPRB) Brochure & Flyers	Yes*	Yes*	Korean Vietnamese
Letters to Complainants	Yes	Yes	
* Translations exist for brochures and flyers referring to the CPRB – the precursor to the current CPRA. New promotional and informational materials related to the CPRA are under development, but are awaiting the appointment of and approval by a new Executive Director in Q1 of FY 2019/20			

Table 4B. Vital Documents Status Summary	
Are all the department's vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – Please describe below
Action Plan & Timeline: The CPRB transitioned to the CPRA in December 2017, requiring changes to all department documentation. Critical legal documents that reference CPRA exist in all threshold languages. However, a redesign of promotional materials that reference the CPRA have yet to be issued or translated into all threshold languages. The CPRA currently expects to release new promotional materials and informational booklets upon the appointment of a new Executive Director in Q1/Q2 FY2019-20.	

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

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

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

Table 7. Public Notices & Resources *****NEW TABLE ****	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Provide staff with language access resources (Interpretation#, FAQ, contact list, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

Department Name: Community Police Review Agency (CPRA)
Fiscal Year: 2018-19

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11%)	STAFF	GOAL MET?	GOAL (5%)	STAFF	GOAL MET?
11	8	1	2	Yes	0.4	1	Yes

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 30, 2019.

1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The CPRA strives to provide services to all members of the Oakland community. While the Agency has a relatively small staff (11 FTE), staff members include 3 certified Spanish speakers, 1 certified Cantonese (Chinese) speaker, and one member certified in American Sign Language – well above the levels mandated by the City of Oakland’s Equal Access to Services Ordinance (EAO).

The 2018-19 fiscal year was a time of continuing changes for the Community Police Review Agency. Having transitioned from the former Citizen’s Police Review Board in December 2017 due to the passage of Measure LL in 2016 – which changed the Oakland City Charter and introduced the new Oakland Police Commission – FY 2018-19 was the first full fiscal year as a standalone agency. Moreover, changes to Agency mandates and structure were made through an Ordinance passed by the Oakland City Council in July of 2018, requiring further shifts to internal processes and procedures. Additionally, the fiscal year included new challenges for Agency staff, as the Agency was tasked with maintaining a high volume of complaint investigations and public accessibility while under a hiring freeze and working under the direction of 3 separate Interim Directors.

The combination of the transition to the new CPRA from the old CPRB structure and turnover at the director level contributed to continuing issues for the Agency’s public facing presence, including language access issues. Written materials prepared for the CPRB were always translated and made available in Spanish, Chinese, and Vietnamese; and these materials continue to be available to individuals who walk in to the office, as much of the information that they contain continues to be relevant to the work of the Agency. As part of the transition from the CPRB to the CPRA, the Agency re-designed and replaced key materials including complaint forms and various forms and standardized correspondence with complainants and translated these critical documents into the threshold languages mandated by the City of Oakland. However, the Agency still requires new promotional materials designed to inform the public about the Agency’s work and the complaint process, and these materials will need to be translated into the City’s threshold languages as well. The Agency’s goal is to prepare and introduce these new materials in all threshold languages by Q2 of FY 2019-20.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The CPRA operated under a hiring freeze for most of FY 2018-19 and made no hires below the interim director level during the fiscal year. The Agency is small and has few opportunities for new hires, however all job postings list a preference for individuals with bilingual skills, and these skills are considered an important qualification for an Agency whose mandate is to insure the timely consideration and investigation of community complaints of police misconduct. Additionally, current recruitments scheduled for the beginning of FY 2019-20 have been widely advertised in media including Spanish and Chinese language publications, and the Agency has expressed a preference for bilingual staff in these recruitments.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.

In May 2018, the CPRA introduced a new web-based complaint app and case management system to the public, an effort which constituted the most important Agency initiative in FY 17-18. This App was designed and built with the infrastructure to include services in multiple languages in all public facing functions, and continues to be one of the most important interfaces between the Agency and complainants. During FY 2018-19, staff developed several recommendations to improve the function of this IT infrastructure and has been planning the introduction of the next version of the App sometime in the first two quarters of FY 2019-20.

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

In addition to the provision of bilingual staffing and the translation of the Agency's webpage, materials, and public facing complaint App already described in (3) above, when members of the community with special language needs are involved as complainants or witnesses in CPRA investigations, the Agency makes every effort to assure that translators or translation services are made available to assure that these individuals are afforded the same degree of care as English speakers. Agency Investigators have made accommodations to conduct interviews related to ongoing investigations in languages other than English and to procure translated transcripts of these interviews for the investigatory files.

5. Please describe your Department plans for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

As described in (1) and (3) above, the transition from the CPRB to the CPRA, and the introduction of a new Agency Webpage and complaint App has created a backlog of public-facing materials that require editing and redesign, and these materials will all need translations to ensure equal and fair access to Agency services. The completion of these tasks constitute the Agency's highest public facing priority in FY 2019-20.

B. Translation of Written Vital Documents Assessment

1. Departments are required to “post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available.” Please list the locations in which the Department has posted notices.

Notices of language services are posted in the lobby of the CPRA office at 250 Frank Ogawa Plaza Ste. 6302, and on all written brochures and other materials available to members of the public who walk in.

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

As recounted in Section A above, the Community Police Review Board (CPRB) had 100% of its vital documents translated into threshold languages. The transition from the CPRB to the new Community Police Review Agency has necessitated a complete edit and redesign of all CPRB publicity and informational materials as well however, and while materials related to the Agency’s predecessor body the CPRB exist in all City mandated threshold languages, these new materials have yet to be finalized and translated into threshold languages. Creating new CPRA informational materials, translating these new public documents into all threshold languages, and getting them out to the Oakland public work constitutes the highest priority for Agency administrative staff, and should be completed by the end of the second quarter of FY 19-20.

3. Did the Department translate any other written documents in the reporting period to serve the LES community?

The only other written documents translated during the reported period were interviews conducted in languages other than English. While these translations themselves were not designed to serve the LES community, the CPRA considers the availability of staff able to conduct the original interviews in the language of the interviewee to be a vital part of the investigatory process and a key accommodation to assure that we are serving all members of the Oakland community.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).

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

D. Assessment of Department Communication with LES Populations

1. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

CPRA is a small Agency with only 11 FTE staff. Therefore, when members of the public require a member of staff who is proficient in either Spanish or Chinese, such personnel is usually available during standard office hours. If specific activities require language assistance (interviews, etc.), staff is directed to schedule these interactions when translation services can be made available either in house or in conjunction with outside translators.

2. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.

The Agency strives to translate all primary public documents into all required threshold languages and to clearly indicate the availability of language services both within the CPRA offices and on all public brochures. Additionally, Agency intake personnel and those serving on front desk duty are instructed to provide or seek the provision of translation services for those who contact the Agency by phone or in person.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?

No.

4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

As a small agency with the very specific purpose of receiving and investigating complaints of police misconduct by members of the Oakland Police Department, the CPRA has fewer walk-in or phone encounters with members of the public than larger departments with broader mandates, and insofar as the Agency does interact with the public, these interactions are generally tightly focused on formal complaints and the complaint process during first contacts, and are scheduled such that appropriate language resources can be made available for follow-up interactions. Therefore, the Language Access Survey collected from the Agency did not identify large service gaps in this fiscal year, and the few gaps in service that do exist were largely caused by staffing shortages relative to the volume of complaints. However, the CPRA is always mindful of the needs of complainants and other members of the public, and is currently recruiting or planning recruitments to increase investigative staff and request more assistance at intake. The Agency expects to hire 3-4 additional staff members to address any gaps that exist in the first two quarters of Fiscal Year 2019-20.

E. Action Plan

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

As noted in sections A and B above, the combination of the transition from the CPRB to the CPRA and attendant requirement that all written materials be re-designed, and staffing constraints in FY 2018-19 created a backlog of public facing promotional and informational materials that the Agency

believes are necessary to fully inform the public about the Agency's work. While vital documents related to work processes have already been translated, these informational items are still required. Therefore, development of these materials and t all threshold languages is the primary focus of the Agency over the next 6-12 months.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

The notice of availability of language access is posted prominently at the Agency's office at 250 Frank Ogawa Plaza Ste. 6302, and is featured on all public facing written materials including the website. Fully translating all new Agency materials into threshold languages should be completed by Q2 of FY 2018-19. The Annual Compliance Plan is available through the City's Equal Access Office and on file in the offices of the CPRA.

COMMUNITY POLICE REVIEW AGENCY (CPRA)

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	PCP	NEW	LANG
66211 - Community Police Review Agency	250 Frank H. Ogawa Plaza	Complaint Investigator II	12-Sep-16	YES		
66211 - Community Police Review Agency	250 Frank H. Ogawa Plaza	Complaint Investigator II	10-Nov-14	YES		
66211 - Community Police Review Agency	250 Frank H. Ogawa Plaza	Complaint Investigator II	23-Jul-12	YES		Chinese
66211 - Community Police Review Agency	250 Frank H. Ogawa Plaza	Complaint Investigator II	4-Oct-10	YES		Spanish
66211 - Community Police Review Agency	250 Frank H. Ogawa Plaza	Complaint Investigator III	18-Sep-06	YES		
66211 - Community Police Review Agency	250 Frank H. Ogawa Plaza	CPRB Policy Analyst	12-Sep-16	NO		Spanish
66211 - Community Police Review Agency	250 Frank H. Ogawa Plaza	Interim Director	28-May-19	NO	*	
66211 - Community Police Review Agency	250 Frank H. Ogawa Plaza	Intake Technician	14-Dec-15	YES		
66211 - Community Police Review Agency	250 Frank H. Ogawa Plaza	Intake Technician	13-May-96	YES		Spanish
66211 - Community Police Review Agency	250 Frank H. Ogawa Plaza	Intake Technician	18-Feb-14	YES		ASL
66211 - Community Police Review Agency	250 Frank H. Ogawa Plaza	Office Assistant II	10-Nov-10	NO		

Department Name: Department of Transportation
Fiscal Year: 2018-2019




**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Department of Transportation
FISCAL YEAR: 2018-2019

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

I, Ryan Russo, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for OakDOT was submitted on 06/24/2019.


6/28/19
Signature & Date

Ryan Russo, Director
Print Name & Title

II. QUANTITATIVE ASSESSMENT REPORT

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

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Ryan Russo	Melanie Cockerham	Melanie Cockerham
Title	Director, DOT	Support Services Supervisor	Support Services Supervisor
Address	250 Frank Ogawa Pl., Ste. 4314	250 Frank Ogawa Pl., Ste. 4314	250 Frank Ogawa Pl., Ste. 4314
Phone#	510-238-2967	510-238-6601	510-238-6601
Email	rruso@oaklandca.gov	mcockerham@oaklandca.gov	mcockerham@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	256.29		New Hires	22	
Public Contact Positions (PCP)	83.04		New PCP Hires	2	
PCP With Spanish Language Skill	12	14%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	4	5%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title	Outcome
Engineering Technician II — Selective Language Certification for Chinese. The candidate was offered the job but declined the offer.	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

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

DEPARTMENT OF TRANSPORTATION
35111 - Director's Office
35112 - Human Resources
35121 - DOT Fiscal Services
35211 - Great Streets Delivery Admin
35212 - Complete Streets Design
35213 - Complete Streets Pavement & Sidewalk Management
35214 - Complete Streets Planning & Project Development
35216 - Traffic Capital Projects
35217 - ROW Management
35218 - Survey
35221 - Great Streets Maintenance Admin
35222 - Great Streets Maintenance Street & Sidewalk
35223 - Great Streets Maintenance Asphalt
35224 - Great Streets Maintenance Concrete and Guardrails
35231 - Street Lighting Admin
35232 - Street Lighting Engineering
35233 - Street Lighting Maintenance
35241 - Safe Streets Admin
35242 - Complete Streets Maintenance
35244 - Neighborhood Traffic Safety
35245 - Bicycle & Pedestrian Program
35246 - Major Corridor Multimodal Operations
35247 - Mobility Management
35251 - ADA Programs Division
35311 - Parking Management Admin
35321 - Parking Meter Repair
35331 - Parking Enforcement

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department? <i>Yes, shared w/ OPW</i>	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Oak 311	SP= 1 CH = 1	SP = 1 CH = 1

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
"I [bike] Oakland" Newsletter	X	X	Vietnamese
BPAC Flyer			
Petition/Installation of Speed Bumps			
Oak 311	X	X	Several
Encroachment Flyer			
ADA Program Brochure	X	X	
ADA Disability Access Poster	X	X	Vietnamese
ADA Place Card		X	
"Oakland Walks!" 2017 Pedestrian Plan Update	X	X	
Parking Management & Parking Troubles DOC	X	X	
China Town Boards Content		X	
Residential Parking Permit Flyer			
	X	X	
Gig Car	X	X	
Disability Accommodations	X	X	
RPP Petition	X	X	
Paving Plan Factsheet & Survey	X	X	
Oakland CIP Survey, CIP Fliers, CIP Description	X	X	Vietnamese
Outreach Mailer			
	X	X	
Paving plan presentation			
	X	X	
Sidewalk Fact Sheets & FAQs	X	X	Vietnamese
E-Scooter Letter, Description & Surveys			
	X	X	
Oakland CIP Survey, CIP Fliers, CIP Description	X	X	Vietnamese

Table 4B. Vital Documents Status Summary	
Are all the department's vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – Please describe below
Action Plan & Timeline: Work on translating all vital documents into Spanish, Chinese and Vietnamese.	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Front Desk	238-3961	Completed
Oak 311	311	Completed

Table 7. Public Notices & Resources *****NEW TABLE ****	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Provide staff with language access resources (Interpretation#, FAQ, contact list, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

III. QUALITATIVE ASSESSMENT REPORT

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

A. Bilingual Public Contact Positions Assessment

Department Name: Department of Transportation

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
256.29	83.04	11%	12	Yes	5%	4	Yes

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 24, 2019.

1. *Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.*

The Oakland Department of Transportation (OakDOT) is not in compliance with the Equal Access to Services Ordinance (EAO) for this reporting period. The majority of OakDOT’s designated Public Contact Position (PCP) roster is comprised of Parking Control Technicians (PCT), which primarily report in a Part-Time capacity. OakDOT’s challenges to secure additional bilingual persons in these capacities may be attributed to multiple factors, including but not limited to, the longevity of current employees, department hiring priorities and the City of Oakland hiring processes, which are governed by the Civil Service Rules, as well as, criteria and stipulations set forth in negotiated Memorandums of Understanding.

These PCP’s roam Citywide in the performance of their duties, where they may interact with a richly diverse population; there are six PCT PCP’s on the roster, and one team member located in the office, who serves on dispatch, with Spanish language skills.

The Oakland Department of Transportation (OakDOT) collaborates and shares some PCP staffing with the Oakland Public Works Department (OPW), which contribute to the joint effort to comply with the Equal Access to Services Ordinance.

OakDOT and OPW Administration share staff designated as PCPs at the reception information desk located at 250 Frank H Ogawa Plaza, Suite 4314 and within the Oakland 311 Call-Center. These staff members direct the public as well as fellow City staff to translated materials and to other staff who can assist the public with interpretation services. Although none of these employees are certified as bilingual, the two departments combined have over 15 languages listed at the front desk for access to the public; Oak 311 phone line’s voicemail messages are translated in Spanish and Chinese (Mandarin and Cantonese) when the line is on self-serve and after hours.

OakDOT strives to serve every member of the Oakland's diverse community. Because Oaklanders speak over 100 different languages, we recognize that there may be challenges to providing service for all our residents. However, OakDOT is committed to providing excellent service delivery through our language specific phone lines; website(s); mobile application(s); and special community-based events we sponsor throughout the year.

2. *Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.*

The Civil Service Rules and other established City processes serve as the guidelines by which OakDOT conducts its hiring and recruiting. This is overseen by the Department of Human Resources Management and Equal Access to determine whether our recruitment efforts meet the needs of the non-English speaking community. Currently, OakDOT employs staff who speak languages such as Spanish, Cantonese, Mandarin, Farsi, Tagalog, Hindi, Korean and Arabic, though not all staff classifications are designated public contact positions (PCPs).

3. *Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.*

Oakland is the most diverse city in the nation. Therefore, as part of the "Responsive Trustworthy Government" section of our Strategic Plan, OakDOT is committed to hiring a pool of employees that best reflect the rich multiethnic landscape that Oakland has to offer.

Responsive Trustworthy Government — Key Points

- Make OakDOT a great place to work and recruit the best employees.
- Ensure that job openings are seen by a wide array of potential talent to recruit the best employees.
- Develop a transportation "career ladder" of job opportunities so applicants can see the range of opportunity.

For this second reporting year, OakDOT continued its hiring outreach efforts by upholding its recruitment avenues such as community colleges and universities, professional organizations and advocacy networks in addition to social media and the Department website. Our Summer 2019 internship recruitment program aimed to include a wider range of applicants who came not only from different fields of study but also from different levels of experience and various backgrounds.

Additionally, OakDOT has posted job advertisements on Craigslist, on community and ethnic-specific newspapers and newsletters as well as on the @OakDOT twitter page. This process has resulted in the engagement and hiring of multi-cultural and ethnically diverse staff, which is representative of the community OakDOT serves. Additionally, we prioritized outreach to people of color when we launched our internship recruitment announcement this year by sending them the application details prior to sharing it with our large list-servers of potential applicants.

OakDOT has secured a diverse, full-time professional and part-time staff including Assistant Engineers, Engineers, Planners, and Paving and Maintenance skilled-workers. Additionally, Part-time Engineering Interns, Student Trainees, have been recruited through these means and are now proudly part of the OakDOT team.

- Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

Some of the projects that included written material in languages other than English included:

Type	Name of Document	Spanish	Chinese	Vietnamese
Flyer	BPAC Flyer	X		
Newsletter	Bike Newsletter- Summer	X	X	X
Flyer	Parking Management & Parking Troubles DOC	X	X	
Text	China Town Boards Content		X	
Flyer	Residential Parking Permit Flyer	X	X	
Text	Foothill Text for translation	X	X	X
Documents	Sidewalk fact sheet & FAQs (2)	X	X	X
Survey	First Wed Survey		X	
Flyer	E-Scooter	X	X	
Text	ADA Place card		X	
Letter/Text	E-Scooters	X	X	
Text	Gig Car	X	X	
Text	Disability Accommodations		X	

- Please describe your Department plans for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

Over the course of FY19-20, OakDOT intends to perform a comprehensive assessment of documents to determine if the criteria for being identified as vital documents is met. OakDOT aims to move forward with requesting that identified documents meeting the “Vital Document” criteria be translated into threshold languages.

B. Translation of Written Vital Documents Assessment

1. Departments are required to “post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available.” Please list the locations in which the Department has posted notices.

Notices are posted in common direct service delivery areas located at 250 Frank H. Ogawa Plaza, 4th Floor, Suite 4314 (general reception area) and Suite 4304, (Permit Service Counter). Notices do not however contain the name of staff who speak the languages. Additionally, notices are available in non-public servicing areas, as reference to staff located at the Oak311 Call Center, 7101 Edgewater Drive – Building #2.

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

As shown in Table 4A, 100% of vital documents were translated into either or both threshold languages; documents are not released without translation in place. This is OakDOT’s second reporting year, the list in section Part II, Table 4A serves as the baseline for future year increases.

Over the course of FY19-20, OakDOT intends to perform a comprehensive assessment of documents to determine if the criteria for being identified as vital documents is met. OakDOT aims to move forward with requesting that identified documents meeting the “Vital Document” criteria be translated into threshold languages.

3. Did the Department translate any other written documents in the reporting period to serve the LES community?

The following documents were translated into threshold languages to serve the LES community, though the documents may not have been identified as vital

Type	Document Name	Spanish	Chinese	Vietnamese
Flyer	BPAC Flyer	X		
Newsletter	Bike Newsletter- Summer	X	X	X
Flyer	Parking Management & Parking Troubles DOC	X	X	
Text	China Town Boards Content		X	
Flyer	Residential Parking Permit Flyer	X	X	
Text	Foothill Text for translation	X	X	X
Documents	Sidewalk fact sheet & FAQs (2)	X	X	X
Survey	First Wed Survey		X	
Flyer	E-Scooter	X	X	
Text	ADA Place Card		X	
Letter/Text	E-Scooters	X	X	
Text	Gig Car	X	X	
Text	Disability Accommodations		X	
Form	RPP Petition	X	X	
Text	Bike Newsletter	X	X	
Text	Paving Plan Factsheet	X	X	
Form	E-Scooter Survey	X	X	

Survey	Paving Plan Survey		X	
Text	Review			X
Survey	14st Project	X	X	
Text	Sidewalk Fact Sheet # 2	X	X	X
Power Point	Paving plan presentation	X	X	
Text	Outreach Mailer	X	X	

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).

OakDOT has translations available for our Front Desk and our Oak 311 telephone services. An automated voicemail service directs callers to the language of their choice.

D. Assessment of Department Communication with LES Populations

1. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

OakDOT and OPW have copies of Equal Access’ “Removing Language Barriers – Enhancing Communication” pamphlets translated in Spanish and Chinese at the main reception information desk and the new Permit Counter information desk; both located at 250 Frank Ogawa Plaza, 4th floor

2. Describe and assess the Department’s outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.

OakDOT has regular outreach and engagement sessions with LES communities through community forums and meetings; flyers, posters, pamphlets and other materials that inform the public of the services that we provide. OakDOT makes materials available in multiple languages and will continue this practice

3. Did the Department receive any complaints regarding the Department’s provision of bilingual oral and written services?

OakDOT is not aware of any complaints received related to the provision (or lack of provision) of bilingual oral and written services

4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

OakDOT is encouraged with the results of the 2019 Language Access Survey results that reveal that of the 3% Spanish and 3% Cantonese identified language groups that 0% found it difficult to get language services and 56% indicated it was not at all difficult to get language services. Additionally, 86% of respondents indicated that the language services information was visible.

E. Action Plan

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

OakDOT will discuss the formation of a departmental committee to explore the uses of our internal capacity beyond self-identified bilingual (threshold language) speakers as well as explore outreach and public engagement strategies and continued efforts.

OakDOT will collaborate with the Equal Access office to explore opportunities of identifying additional Public Contact Positions.

In addition, future recruitment and hiring efforts for existing PCT PCP positions may include specific threshold language skills as highly desired and/or include a selective language certification requirement.

OakDOT intends to perform a comprehensive assessment of documents to determine if the criteria for being identified as vital documents is met. OakDOT aims to move forward with requesting that identified documents meeting the "Vital Document" criteria be translated into threshold languages.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

Notices of language access are posted at the OakDOT/OPW main reception information desk/counters at 250 Frank Ogawa Plaza – Administration, Suite 4314.

The Department will be posting the Final Report of the OAKLAND DEPARTMENT OF TRANSPORTATION FY 2018-2019 EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN on the Equal Access Program website which can be accessed at the following link:

<http://www2.oaklandnet.com/Government/o/HumanResources/s/EqualAccess/index.htm>

A written copy of the report will be available for the public to view at OakDOT/OPW Administration Main Reception Information Desk, 250 Frank H. Ogawa Plaza, Suite 4314.

DEPARTMENT OF TRANSPORTATION (DOT)

ORGANIZATION	ADDRESS	JOB_CLASS	PCP	LANG
35111 - Director's Office	250 Frank Ogawa Plaza	Administrative Assistant II	NO	
35111 - Director's Office	250 Frank Ogawa Plaza	Assist Director, Pub Works	NO	Self-reported Spanish
35111 - Director's Office	250 Frank Ogawa Plaza	Assistant to the Director	NO	
35111 - Director's Office	250 Frank Ogawa Plaza	Director of Transportation	NO	
35111 - Director's Office	250 Frank Ogawa Plaza	Exec Asst to the Director	NO	
35111 - Director's Office	250 Frank Ogawa Plaza	Manager, Agency Administrative	NO	Self-reported Mandarin (speak)
35111 - Director's Office	250 Frank Ogawa Plaza	Public Service Representative	YES	Spanish
35112 - Human Resources	250 Frank Ogawa Plaza	Administrative Analyst I	NO	
35112 - Human Resources	250 Frank Ogawa Plaza	Payroll Personnel Clerk III	NO	
35112 - Human Resources	250 Frank Ogawa Plaza	Support Services Supervisor	NO	
35121 - DOT Fiscal Services	250 Frank Ogawa Plaza	Account Clerk III	NO	
35121 - DOT Fiscal Services	250 Frank Ogawa Plaza	Administrative Services Manager I	NO	
35211 - Great Streets Delivery Admin	250 Frank Ogawa Plaza	Accountant II	NO	
35211 - Great Streets Delivery Admin	250 Frank Ogawa Plaza	Accountant III	NO	
35211 - Great Streets Delivery Admin	250 Frank Ogawa Plaza	Assistant to the Director	NO	
35211 - Great Streets Delivery Admin	250 Frank Ogawa Plaza	Engineer, Civil Principal	NO	
35211 - Great Streets Delivery Admin	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	NO	Tagalog
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Architectural Associate (Field)	YES	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Drafting/Design Technician, Sr	NO	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	NO	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	NO	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	YES	Chinese
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	NO	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	YES	Self-reported Cantonese (Conversational)
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	NO	Self-reported Arabic
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	NO	
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	YES	Spanish
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Project Manager	NO	
35213 - Complete Streets Pavement & Sidewalk Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	YES	Persian
35213 - Complete Streets Pavement & Sidewalk Management	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	YES	
35213 - Complete Streets Pavement & Sidewalk Management	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	NO	Self-reported Arabic
35213 - Complete Streets Pavement & Sidewalk Management	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	NO	
35213 - Complete Streets Pavement & Sidewalk Management	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	NO	Persian
35213 - Complete Streets Pavement & Sidewalk Management	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	YES	
35213 - Complete Streets Pavement & Sidewalk Management	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	NO	
35213 - Complete Streets Pavement & Sidewalk Management	250 Frank Ogawa Plaza	Engineer, Civil (Office)	YES	Self-reported Spanish (Speak, Read, Write)
35213 - Complete Streets Pavement & Sidewalk Management	250 Frank Ogawa Plaza	Engineer, Civil (Office)	NO	Self-reported Ethiopian
35213 - Complete Streets Pavement & Sidewalk Management	250 Frank Ogawa Plaza	Engineer, Civil Supv (Office)	NO	
35213 - Complete Streets Pavement & Sidewalk Management	250 Frank Ogawa Plaza	Engineer, Transportation	NO	
35213 - Complete Streets Pavement & Sidewalk Management	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	YES	Self-reported Vietnamese (Speak, Read, Write)
35213 - Complete Streets Pavement & Sidewalk Management	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	NO	Self-reported Spanish (Speak, Read, Write)
35245 - Bicycle & Pedestrian Program	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	YES	Self-reported Spanish (Speak)
35213 - Complete Streets Pavement & Sidewalk Management	250 Frank Ogawa Plaza	Student Trainee, PT	NO	
35213 - Complete Streets Pavement & Sidewalk Management	250 Frank Ogawa Plaza	Transportation Planner, Senior	NO	
35213 - Complete Streets Planning & Project Development	250 Frank Ogawa Plaza	Program Analyst II	NO	
35214 - Complete Streets Planning & Project Development	250 Frank Ogawa Plaza	Program Analyst II	NO	Self-reported Spanish (Speak)
35214 - Complete Streets Planning & Project Development	250 Frank Ogawa Plaza	Program Analyst II	NO	
35214 - Complete Streets Planning & Project Development	250 Frank Ogawa Plaza	Student Trainee, PT	NO	
35214 - Complete Streets Planning & Project Development	250 Frank Ogawa Plaza	Transportation Planner II	NO	Self-reported Vietnamese (Speak)
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	NO	
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	NO	
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	NO	
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	NO	
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	NO	Self-reported Vietnamese
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Transportation	NO	
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Transportation	NO	

35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Transportation Supv	NO
35216 - Traffic Capital Projects	250 Frank Ogawa Plaza	Traffic Engineering Tech, Senior (O)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Administrative Assistant II	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	YES
35217 - ROW Management	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Engineer, Civil (Office)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Engineer, Civil (Office)	YES
35217 - ROW Management	250 Frank Ogawa Plaza	Engineer, Civil Supv (Office)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Engineering Technician II (Office)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Engineering Technician I (Office)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Engineering Technician, Sr (Office)	NO
35217 - ROW Management	250 Frank Ogawa Plaza	Engineering Technician, Sr (Office)	NO
35218 - Survey	7101 Edgewater Dr - Bldg 4	City Land Surveyor	NO
35218 - Survey	7101 Edgewater Dr - Bldg 4	Surveying Technician (Field)	NO
35218 - Survey	7101 Edgewater Dr - Bldg 4	Surveying Technician, Sr (Field)	NO
35221 - Great Streets Maintenance Admin	7101 Edgewater Dr - Bldg 4	Administrative Assistant I	NO
35221 - Great Streets Maintenance Admin	7101 Edgewater Dr - Bldg 4	Public Works Operations Manager	NO
35222 - Great Streets Maintenance Street & Sidewalk	7101 Edgewater Dr - Bldg 4	Public Works Supervisor II	NO
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Heavy Equipment Operator	NO
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	NO
35223 - Great Streets Maintenance Asphalt	5050 COLISEUM WAY	Public Works Maintenance Worker	NO
35223 - Great Streets Maintenance Asphalt	5050 COLISEUM WAY	Public Works Maintenance Worker	NO
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Public Works Maintenance Worker	NO
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	NO
35223 - Great Streets Maintenance Asphalt	5050 COLISEUM WAY	Public Works Maintenance Worker	NO
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	NO
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Public Works Maintenance Worker	NO
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	NO
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	NO
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	NO
35223 - Great Streets Maintenance Asphalt	5050 COLISEUM WAY	Public Works Maintenance Worker	NO
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Public Works Maintenance Worker	NO
35223 - Great Streets Maintenance Asphalt	5050 COLISEUM WAY	Public Works Maintenance Worker	NO
35223 - Great Streets Maintenance Asphalt	5050 COLISEUM WAY	Public Works Maintenance Worker	NO
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	NO
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Public Works Supervisor I	NO
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Street Maintenance Leader	NO
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Street Maintenance Leader	NO
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Drive	Street Maintenance Leader	NO
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	NO
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Street Maintenance Leader	NO
35223 - Great Streets Maintenance Asphalt	5921 Shepherd Canyon Rd	Street Maintenance Leader	NO
35223 - Great Streets Maintenance Asphalt	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	NO
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Street Maintenance Leader	NO
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Street Maintenance Leader	NO
35223 - Great Streets Maintenance Asphalt	750 50th Ave.	Street Maintenance Leader	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Dr - Bldg 4	Concrete Finisher	NO
35224 - Great Streets Maintenance Concrete and Guardrails	750 50th Ave.	Concrete Finisher	NO

35224 - Great Streets Maintenance Concrete and Guardrails	750 50th Ave.	Concrete Finisher	NO
35224 - Great Streets Maintenance Concrete and Guardrails	750 50th Ave.	Heavy Equipment Operator	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Drive	Public Works Maintenance Worker	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Drive	Public Works Maintenance Worker	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Drive	Public Works Maintenance Worker	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Drive	Public Works Maintenance Worker	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Drive	Public Works Maintenance Worker	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Drive	Public Works Maintenance Worker	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Drive	Public Works Maintenance Worker	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Drive	Public Works Maintenance Worker	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	NO
35224 - Great Streets Maintenance Concrete and Guardrails	750 50th Ave.	Public Works Maintenance Worker	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	NO
35224 - Great Streets Maintenance Concrete and Guardrails	750 50th Ave.	Public Works Maintenance Worker	NO
35224 - Great Streets Maintenance Concrete and Guardrails	750 50th Ave.	Public Works Maintenance Worker	NO
35224 - Great Streets Maintenance Concrete and Guardrails	750 50th Ave.	Public Works Supervisor I	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Drive	Public Works Supervisor II	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Drive	Street Maintenance Leader	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Drive	Street Maintenance Leader	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Drive	Street Maintenance Leader	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Drive	Street Maintenance Leader	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Drive	Street Maintenance Leader	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Drive	Street Maintenance Leader	NO
35224 - Great Streets Maintenance Concrete and Guardrails	750 50th Ave.	Street Maintenance Leader	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	NO
35224 - Great Streets Maintenance Concrete and Guardrails	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	NO
35231 - Street Lighting Admin	7101 Edgewater Dr - Bldg 2	Administrative Assistant II	NO
35231 - Street Lighting Admin	7101 Edgewater Dr - Bldg 2	Manager, Electrical Services	NO
35232 - Street Lighting Engineering	7101 Edgewater Dr - Bldg 2	Student Trainee, PT	NO
35232 - Street Lighting Engineering	7101 Edgewater Drive	Temp Contract Svcs Employee, PT	NO
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrical Supervisor	NO
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrician	NO
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrician	NO
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrician	NO
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrician	NO
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrician Helper	NO
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrician Leader	NO
35241 - Safe Streets Admin	250 Frank Ogawa Plaza	Administrative Assistant II	YES
35241 - Safe Streets Admin	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	YES
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	NO
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	NO
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Public Works Maintenance Worker	NO
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Public Works Supervisor I	NO
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Public Works Supervisor II	NO
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Sign Maintenance Worker	NO
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Sign Maintenance Worker	NO
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Sign Maintenance Worker	NO
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Sign Maintenance Worker	NO
35242 - Complete Streets Maintenance	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	NO
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Traffic Painter	NO
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Traffic Painter	NO
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Traffic Painter	NO
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Traffic Painter	NO
35242 - Complete Streets Maintenance	7101 Edgewater Drive	Traffic Sign Maker	NO
35244 - Neighborhood Traffic Safety	250 Frank Ogawa Plaza	Engineer, Assistant II (Field)	YES
35244 - Neighborhood Traffic Safety	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	YES
35244 - Neighborhood Traffic Safety	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	NO

Department Name:
Fiscal Year:



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Race and Equity
FISCAL YEAR: 2018-2019

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

I, DARLENE FLYNN, DIRECTOR, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for DEPARTMENT OF RACE AND EQUITY was submitted on 6.7.2019.

Darlene Flynn 5/6/19
Signature & Date

Darlene Flynn, Dir. Race & Equity
Print Name & Title

Department Name: Race and Equity
Fiscal Year: 2018-19

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Darlene Flynn	Jacque Larrainzar	Richard Luna
Title	Director	Program Analyst	Assistant City Administrator
Address	1 Frank H. Ogawa Plaza, 11 th Floor	1 Frank H. Ogawa Plaza, 11 th Floor	1 Frank H. Ogawa Plaza, 3rd Floor
Phone#	(510) 238-2904	510-238-7657	(510) 238-4756
Email	dflynn2@oaklandca.gov	JLarrainzar@oaklandca.org	RLuna@oaklandca.gov

Table 2A. Department Employee Statistics

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

Table 2B. Language Selective Certification Hiring

Any selective certification in language required for recruitment this fiscal year?	x No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	
NA	

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

Our Department is very small (3 staff) we do not have any units.

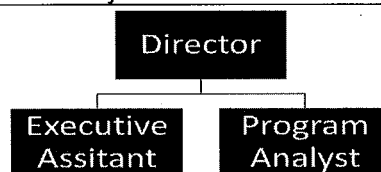


Table 3B. Department Organization Structure -- Update

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

Description: We hired an executive assistant to the Director in February of 2019.

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

Any Super PCP Unit in the department?	x No <input type="checkbox"/> Yes – Please describe below.	
Super PCP Unit / NA	Language Goal FTE	Actual FTE

Department Name: Race and Equity
Fiscal Year: 2018-19

Table 4A Vital Documents List

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Department card – A one page description of the departments vision, mission and work focus plus contact information. The card is available in our website.	Yes	Yes	NA

Table 4B. Vital Documents Status Summary

Are all the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	
Our department does not conduct public outreach or education activities for the public, since our mission is to work with other city departments and staff. Department staff rarely has contact with the public. All our work is done through collaboration and technical assistance to other City departments.	

Table 5. Multilingual Telephone Recordings

Location Description	Telephone Number	Status
Created a voicemail box for the department and recorded voice messages in Chinese, English and Spanish.		Active

Table 6. Analysis by Community Based Service Locations

Facility Name	Address	Zip Code	Phone #	PCP #FTE	SP		CH	
					#FTE	%	#FTE	%
NA. The Department does not have community based service locations.	NA	NA	NA	NA	NA	NA	NA	NA

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

Table 7. Public Notices & Resources ***NEW TABLE *******

Language access notice displayed at key areas of our floor- City Hall 11 th floor does not have a reception area.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language distributed to all department staff. - City Hall 11th floor does not have a reception area.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Provide staff with language access resources (Interpretation#, FAQ, contact list, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

Department Name: Race and Equity
Fiscal Year: 2018-19

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Race and Equity

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
3	0	0	0	0	0	0	0

Goal = PCP X %

This report covers fiscal year 2017-2018 and data is reported as of June 30, 2018.

- 1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.**

The Department of Racial Equity (DRE) was created by ordinance in 2015. The department is tasked with eliminating systemic inequities caused by City of Oakland past and current systems of power and privilege and policies. The work with City of Oakland departments and staff to identify how programs, policies, procedures and practices create inequity along racial lines and identify changes to eliminate these disparities. As of 2019 the Department staff is 3 FTE's (a director, an executive assistant and a program analyst III). To achieve its goal, DRE identified two key areas of internal work:

- A. Training and Capacity Building-** Provide City staff and elected officials with the skills and tools to identify institutionalized racism in policies practices and procedures and apply the tools created by the department to identify and propose alternatives to current practices and policies that move city outcomes closer to racial equity until all racial disparities are eliminated in Oakland.
- B. Inclusive Outreach and Civic Engagement-** Our department describes Inclusive Outreach and Civic Engagement as the practices, principles and socioeconomic conditions that comprise the environment in which people interact with their community and come together to make and implement community decisions that provide justice and opportunity for all community members. Our work with City Departments provide technical assistance and support to City staff to be able to design outreach and engagement strategies that are inclusive of Oakland's communities most impacted by racial disparities, based on demographic data and best practices.

- 2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.**

Because of our small size, the department does not have an HR person in staff. This function and others related to personnel related issues is supported by the City Administrators Office. In 2019, the Department hired 1 FTE (an executive assistant to the director.) HR provided lists of qualified candidates to the Department and posted

Department Name: Department of Race and Equity
Fiscal Year: 2018-19

Department Name: Race and Equity
Fiscal Year: 2018-19

the job opening and position in the City's webpage. Staff also called and emailed prospects to encourage them to apply. Bilingual skills were listed as a desired skill for position. Unfortunately, none of the candidates in the lists provided listed language skills. Since our work is focused on City employees, all whom have English proficiency and our contact with the public is very limited we hired an internal candidate from the lists provided. Our current budget does not provide for any more positions, so we do not have plans to do any outreach recruitment or hiring.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.

As mentioned before, the mission of our department is to work with City of Oakland departments and staff to identify how programs, policies, procedures and practices create inequity along racial lines and identify changes to eliminate these disparities. Studies have shown that those who have access to more income and better educational opportunities are more likely to have a more profound impact on public decision-making than those without access to those resources. Our department provides technical assistance to department staff to be able to engage with communities and individuals impacted by racial disparities in Oakland. To support needed changes in the way we engage with LES communities in Oakland we have done the following:

2018 Oakland Equity Indicators Report

The purpose of Oakland's Equity Indicators Report is to develop a baseline quantitative framework that can be used by City staff and community members alike to better understand the impacts of race and measure inequities. The report has enable City departments and staff to make data-driven decisions about programs and policies to address these inequities and ensure people have equitable access to opportunities and services that we administer or deliver, directly or by contract. It has also enable community members to monitor our progress or setbacks and advise improvements. The 2019 report update will measure change in the disparities for different groups over time and will offer an opportunity for City staff and community members to work in collaboration to devise and implement course correction and to celebrate progress.

Language access is one of the indicators we are tracking as part of the Civic Engagement and Civic Life Theme. The report found that The City, therefore, met and exceeded the minimum requirement for bilingual Spanish speakers. The result was similar for Chinese: 6.0% of PCP employees were bilingual in Chinese and English while 5.1% of the general population spoke Chinese and had LEP. The percent of the city population that was Spanish-speaking with LEP was 0.75 times the percent of bilingual PCP employees, meaning that the number of bilingual PCP employees was more than proportional to the LEP Spanish-speaking population. *It should be noted that while this Indicator received a score of 100, there is still room for improvement.*

Racial Equity Academy and Department Equity Teams

As part of our Training and Capacity Building Strategy all City departments have been asked to create an Equity Team. Equity Team members are required to attend a 20-hour Academy to learn our theory of change and tools to advance racial equity in their departments lines of business. The department created and *Inclusive Outreach and Engagement Guide* that helps employees to assess language needs when planning community outreach, events and information session. We encourage staff to contact the Language Access Program to receive additional support with translation and interpretation for community and outreach

Department Name: Department of Race and Equity
Fiscal Year: 2018-19

Department Name: Race and Equity
Fiscal Year: 2018-19

engagement efforts. To date we have trained close to 300 City employees to use two tools the Racial Equity Worksheet and the Inclusive Outreach and Engagement Guide with great success.

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

We are continually working with Departments to support inclusive outreach and engagement strategies that eliminate barriers to participation in services and processes for Limited English Speakers and immigrants and refugee populations in Oakland. In October of 2018, our department participated in the MMANC Conference and offered inclusive outreach and engagement training to Local government officials around the State of California. Part of our training focuses on strategies to address the changing language needs of cities and stressing that offering language access is part of the “basics” of public engagement benefits, principles, design to help local and regional agencies successfully involve residents and others in local public decision-making.

Our staff worked with the Department of Transportation, Public Works and Planning Department, Economic Development in the design of outreach strategies for several projects (CIP, the Downtown Plan, Paving and Bicycle Plan) all of which have been successful a starting to make changes to reach LES speakers in more effective ways.

The department also created an internal policy and procedure so staff know what to do in the case that we receive correspondence or phone calls from LES individuals and received training on how to work with interpreters and translators and how to contact and who to contact to translated materials and facilitate communications for LEP communities. The Policy and procedure are attached to this report.

5. Please describe your Department’s plans for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

Technical Assistance to Departments City-wide

We will continue to offer technical assistance and support to City departments to put into practice and make part of their daily outreach and engagement design and implementation the inclusion of limited English Speakers and immigrant and refugees.

Providing information about the work of our Department

Our website has a google translate button that allows viewers to translate the content to a different language.

To date, we have only received one request by a community organization to provide information about our work in Spanish. Our program analyst, who is a native Spanish speaker and a professional translator and interpreter prepared a presentation for the organization (2017.) This year, we also created a one page card that has been translated into Chinese and Spanish to inform the public about our work. The documents are available in our website. In addition, we created a voicemailbox with messages in Chinese, English and Spanish. The department executive assistant is responsible for

Department Name: Race and Equity
Fiscal Year: 2018-19

answering the calls and coordinating with Language Access if we need assistance with interpretation for community members.

B. Translation of Written Vital Documents Assessment

- 1. Departments are required to “post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available.” Please list the locations in which the Department has posted notices.**

Notices are posted all around our office location- City Hall, 11th floor and as you exit or enter the floor Elevator carts.

Information about how to file a complaint and information brochures about the Language access program are posted at the north end of our floor in a prominent area.

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

100%.

The focus of our work is internal. City employees and staff have English proficiency and do not require documents translated into other languages.

To be proactive to the needs of LES community members we created a one page card describing the departments vision, mission, strategic goals and approach. At this point we do not have plans to translate any more materials.

- 2. Did the Department translate any other written documents in the reporting period to serve the LES community?**

Yes, we assisted the Capital Improvement Program (CIP) working group to translated a power point presentation into Spanish to inform the Spanish speaking community about the project.

C. Multilingual Telephone Messages Assessment

- 1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).**

Meeting requirement. City Departments are required to provide recorded telephone messages in each language spoken by a substantial number of Limited English Speakers in a language group. As of today, EAO languages required are: Chinese and Spanish. The message should contain basic information about the department’s operation: business hours, location, services offered, how to access services and the availability of language assistance. To respond to this requirement, we created a voicemailbox with messages in Chinese, English and Spanish. The department executive assistant is responsible for answering the calls and coordinating with Language Access if we need assistance with interpretation for community members.

D. Assessment of Department Communication with LES Populations

- 1. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. AI145**

Department Name: Department of Race and Equity
Fiscal Year: 2018-19

Department Name: Race and Equity
Fiscal Year: 2018-19

2. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.

We have posted notices regarding the right for Oakland LEP residents to access free interpretation and translation services as well as how individuals can file a complaint. Posters and forms are visible to visitors at our floor location -City Hall 11th floor. We have also added a link to our webpage to direct folks to the Language Access Program Website for more information.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?

No.

4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

Our Department did not receive any surveys or feedback regarding Language Access. Most of the calls we receive are from staff or other departments. Due to our mission and work plan the department does not have contact with the public or works with community organizations.

E. Action Plan

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

- Include information regarding language access in our Race Equity Academy module for inclusive outreach and engagement. Training is offered on a quarterly basis to City employees.
- Equity Indicators update- community presentation.

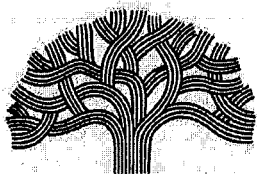
2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

- Language Access posters have been posted at key entry points of our office space.
- Due to our size and work focus we do not have a Department's Annual Compliance Plan. However, we have developed a policy and procedures for the department to address LEP needs if they arise, so staff knows the procedure to respond to LEPs as needed.

FY2018-2019 DEPARTMENT OF RACE EQUITY (DRE)

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	PCP
64111 - Race and Equity	1 Frank Ogawa Plaza	Exec Asst to the Director	04-DEC-06		NO	
64111 - Race and Equity	1 Frank Ogawa Plaza	Management Intern, PT	18-MAY-19	*	NO	
64111 - Race and Equity	1 Frank Ogawa Plaza	Director of Race and Equity	17-OCT-16		NO	
64111 - Race and Equity	1 Frank Ogawa Plaza	Program Analyst III	21-AUG-17		NO	Spanish

Department Name:
Fiscal Year:



CITY OF OAKLAND

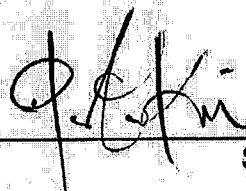
EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Department of Violence Prevention
FISCAL YEAR: 2018-2019

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

I, Peter Kim, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Department of Violence Prevention was submitted on 06/27/19.

 6/27/19
Signature & Date

Peter Kim, Interim Director
Print Name & Title

Department Name: Department of Violence Prevention
Fiscal Year: FY2018-19

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Department of Violence Prevention

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Peter Kim	Peter Kim	Peter Kim
Title	Interim Director	Interim Director	Interim Director
Address	150 Frank Ogawa Plaza, suite 4340, Oakland, CA, 94612	150 Frank Ogawa Plaza, suite 4340, Oakland, CA, 94612	150 Frank Ogawa Plaza, suite 4340, Oakland, CA, 94612
Phone#	510-238-2374	510-238-2374	510-238-2374
Email	pkim@oaklandca.gov	pkim@oaklandca.gov	pkim@oaklandca.gov

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

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Chief of Violence Prevention (Director) – filled by Interim Director	
Deputy Chief of Violence Prevention – not filled	
Administrative Analyst – not filled	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description: The Dept of Violence Prevention is currently structured to house the three positions described above. Only the Chief of Violence Prevention position has been filled by the Interim Director (since November 2017). The other positions have yet to be filled, as this department is newly established and is undergoing a strategic planning phase. A permanent Chief has been selected and is slated to begin in September 2019, at which point staff hires will begin as well infrastructure development.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
N/A			

Table 4B. Vital Documents Status Summary	
Are all the department's vital documents translated into Spanish and Chinese?	N/A
Action Plan & Timelines: Program materials will be developed after September 2019.	

Department Name: Department of Violence Prevention
 Fiscal Year: FY2018-19

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Interim Director's Office Line	510-238-2374	Completed

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

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

Table 7. Public Notices & Resources *****NEW TABLE *****	
Language access notice displayed at reception area	<input type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input type="checkbox"/> Yes <input type="checkbox"/> No
Provide staff with language access resources (Interpretation#, FAQ, contact list, training...etc)	<input type="checkbox"/> Yes <input type="checkbox"/> No

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

Department Name: Department of Violence Prevention
Fiscal Year: FY 2018-19

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Department of Violence Prevention

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
1 FTE	0	0			0		

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 30, 2019.

- Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.
The Department of Violence Prevention (DVP) was approved by City Council in summer 2017, and has been in a planning phase since then. A community engagement and participatory research process has been performed by a consultant to inform the priorities and goals of the DVP. During this time, there have been no services or programming available under the auspices of the DVP. The permanent DVP Chief of Violence Prevention has been selected and is slated to begin September 2019, at which point the department staff hiring, infrastructure development and programmatic elements will begin.
- Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.
During the recruitment and selection of the permanent Chief position, language capacity and cultural competency were among the criteria considered. The candidate selected and hired is bilingual in Spanish and English.
- Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.
The DVP has engaged with other City oversight bodies (City Council, Safety and Services Oversight Commission, Police Commission, Community Policing Advisory Board), Department of Human Services, Police Department and the Department of Race and Equity around developing shared guiding principles of racial equity to inform how the City tracks outcomes and assesses success of their violence prevention and public safety efforts. This is an on-going project.
- Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.
N/A
- Please describe your Department plan's for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken. The DVP is committed to serving the needs of those who are most impacted by violence and trauma in Oakland. This target population is disproportionately represented by African American and Latino residents and other communities of color. All services, interventions and policies of the DVP will be specifically designed with the needs of these residents in mind, especially in terms of racial equity and access.

Department Name: Department of Violence Prevention
 Fiscal Year: FY 2018-19

B. Translation of Written Vital Documents Assessment

1. Departments are required to “post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available.” Please list the locations in which the Department has posted notices.

Currently, the Interim Director’s office is in the Human Services Department (150 Frank Ogawa Plaza, Suite 4340) and HSD has all required notices posted in public reception areas, as well as in the Interim Director’s office.

Once the DVP has a website designed and in place, a notice of availability of language access will be posted there, as well.

2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated? Once the permanent Chief of Violence Prevention begins in September, any and all vital documents produced pertaining to the DVP and disseminated to the public will be translated.
3. Did the Department translate any other written documents in the reporting period to serve the LES community?
No.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).

The Interim Director is working on scheduling time with the Equal Access Office to translate an outgoing phone message for his voice mail.

D. Assessment of Department Communication with LES Populations

1. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. Administrative Instruction 145 is the policy to follow.
2. Describe and assess the Department’s outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.

Once the permanent Chief of Violence Prevention begins in September, strategic planning and implementation will occur in earnest to establish the DVP’s vision, priorities and goals. As the public is invited to participate in those efforts, and as services/programming is made available, the Chief will work with EAO to ensure that bilingual communities know how to access translation services.

3. Did the Department receive any complaints regarding the Department’s provision of bilingual oral and written services?
No.

Department Name: Department of Violence Prevention
Fiscal Year: FY 2018-19

4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

Once the permanent Chief of Violence Prevention begins in September, and hiring of additional staff and/or restructuring of staffing occurs, the DVP will ensure that surveys for the next survey period are implemented among staff as well as among program participants.

E. Action Plan

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.
The DVP is committed to serving the needs of those who are most impacted by violence and trauma in Oakland. This target population is disproportionately represented by African American and Latino residents and other communities of color. All services, interventions and policies of the DVP will be specifically designed with the needs of these residents in mind, especially in terms of racial equity and access.

The DVP will meet with EAO during the next fiscal year to familiarize staff and leadership with requirements for fair and equal access, conduct a thorough review on compliance items, attend all necessary and appropriate trainings, and ensure that the DVP fulfills the mandated actions for compliance.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

Currently, the Interim Director's office is in the Human Services Department (150 Frank Ogawa Plaza, Suite 4340) and HSD has all required notices posted in public reception areas, as well as in the Interim Director's office.

Once the DVP has a website designed and in place, a notice of availability of language access will be posted there, as well.

Department Name		LOCATION	JOB_CLASS	POSITION_NO	FTE	HIRE_DATE	PCP	Language
ORG#	70111	150 Frank Ogawa Plaza Suite 4340	Director	1	1	11/1/2017	No	
					1			

Department Name:
Fiscal Year:



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Economic & Workforce Development Department
FISCAL YEAR: FY2018-19

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

I, Mark Sawicki, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for The Economic & Workforce Development Department was submitted on 7/15/19.

MS 7/15/19

Signature & Date

Mark Sawicki, D-DEVELOPMENT

Print Name & Title

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Mark Sawicki	Kenton Mak	Kenton Mak
Title	Director	Management Assistant	Management Assistant
Address	250 Frank H. Ogawa Plaza, 5 th Floor, Oakland, CA 94612	250 Frank H. Ogawa Plaza, 5 th Floor, Oakland, CA 94612	250 Frank H. Ogawa Plaza, 5 th Floor, Oakland, CA 94612
Phone#	510-238-2992	510-238-4796	510-238-4796
Email	msawicki@oaklandca.gov	kmak@oaklandca.gov	kmak@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	41.7		New Hires	5	
Public Contact Positions (PCP)	9	100%	New PCP Hires	1	100%
PCP With Spanish Language Skill	2	22%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	1	11%	New PCP Hires with CH Skill	0	0%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Administration	
Business Development (Economic Development)	
Cultural Affairs	
Oakland Army Base Redevelopment	
Public/Private Development (Project Implementation)	
Real Estate Asset Management	
Workforce Development	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	X No <input type="checkbox"/> Yes – Please describe below
Description:	

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

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Shop Local Holiday Campaign Posters and Display Ads	Yes	Yes	
Minimum Wage Postcards, Employer Resource Sheet and Notification Posters	Yes	Yes	Vietnamese
Minimum Wage Workshop Flyer and On-Site Interpretation	Yes	Yes	
Oakland At-A-Glance Fact Sheet	Yes	Yes	
Business Permit Apps Postcards & Posters	Yes	Yes	
Business Assistance Programs Brochure	Yes	Yes	
Business Assistance Center Flowcharts	Yes	Yes	
Small Business Week Postcards	Yes	Yes	
Small Business Week Workshop Flyers	Yes	Yes	
Small Business Week Workshops Evaluation Survey	Yes	Yes	
Public Art Program Information Sheet	Yes	Yes	
Public Art Policy Guidelines for Artist-Community Initiated Projects	Yes	Yes	
Warriors Parade Street Closure Notice	Yes	Yes	
Workforce Development Local Plan Modifications Survey	Yes	Yes	Vietnamese

Are all the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Location Description	Telephone Number	Status
Business Assistance Center, 270 Frank H. Ogawa Plaza, Oakland, CA	510-238-7952	In compliance
Economic Development, 250 Frank H. Ogawa Plaza, Oakland CA	510-238-3627	In compliance

Facility Name	Address	Zip Code	Phone #	PCP			SP		CH	
				#FTE	%		#FTE	%	#FTE	%
Table does not apply to the Economic & Workforce Development Department										

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

Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Provide staff with language access resources (interpretation#, FAQ, contact list, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Economic & Workforce Development

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
41.7	9	(11%) 1	2	YES	(5%) 0	1	YES

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 30, 2019.

- 1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.**

Our on-going series of neighborhoods workshops will also offer participants simultaneous translation into Cantonese and Spanish. Our next workshop, on Workforce Attraction, is slated for July 25.

The Business Development Division of the Economic & Workforce Development Department hosted Small Business Week activities, including sessions in Chinese and Spanish. Outreach materials and evaluation surveys were also in multiple languages.

The Business Assistance Center (BAC) provides direct public contact to entrepreneurs and business owners looking to start or grow a company. In addition to select materials being available in Spanish and Chinese, the BAC uses the Language Line when an on-site client visit requires language interpretation.

Through our partnerships with local business service organizations such as the Alameda County Small Business Development Center, AnewAmerica, Mason Tillman, Unity Council, Lawyer's Committee for Civil Rights and others, the BAC provides technical assistance support to clients who are Limited English Speakers.

- 2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.**

In order to encourage a pool of qualified bilingual applicants, all job postings are advertised to LES communities to increase participation of bilingual applicants in competitive recruitments. While EWDD did not hire any new Spanish or Chinese bilingual employees in the past Fiscal Year, 2 of the 5 new hires (or 40% of the new hires) made in the past Fiscal year are bilingual in other languages. This indicates that the Department's efforts in outreach and recruitment of bilingual employees is paying off.

- 3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.**

Of particular note is the extensive outreach along International Blvd. where several businesses with owners who are Spanish speaking have received comprehensive support through the City's BRT Business Support Services program technical assistance partners, AnewAmerica and Mason Tillman. Case work has ranged from assisting with marketing and business plans to helping one firm purchase their own building.

Our ongoing partnerships for Small Business Week resulted in five workshops in Cantonese and Spanish. For 2019, we co-hosted a networking reception with our five Chamber partners – including the Chinatown, Vietnamese and Latino organizations – that allowed LES business owners and entrepreneurs to mix and meet business operators to expand opportunities for themselves.

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

In addition to the City's new website offering information in multiple languages via an embedded Google Translate, two helpful tools for business owners are available in Chinese and Spanish. The Zoning Check tool can quickly inform users if their business venture is allowable at a particular location, while the Business Permitting tool walks users through a series of questions to help them learn what types of City licenses and permits are required, and how much the related fees would be. Outreach materials in multiple languages were printed for the launch and continue to be used to promote these resources.

5. Please describe your Department plan's for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

Continue encouraging existing employees to be certified in the various languages they can speak and/or write.

Continue our work in providing business development services, materials, and outreach to the LES.

Increase partnerships with our business service providers to ensure that LES businesses receive support.

Work with City Administrator's Office to increase community access to bilingual materials and web support services.

Continue to coordinate and collaborate with Equal Access for all EWD divisions' public outreach materials and to request and fund interpretation services.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

EWD posts public notices in public areas and submits printing requests to Equal Access to review for outreach materials. EWD programs include Business Development, Army Base, Cultural Affairs, Public/Private Development, Real Estate Asset Management, and Workforce.

EWD continues to work closely with the Equal Access Program to better provide online translation of materials such as the Walking Tours Program in addition to translated materials provided by the BAC. EWD's locations where these notices are posted are almost all shared with other departments and include:

- Business Assistance Center, 270 Frank H. Ogawa Plaza
- 250 Frank H. Ogawa Plaza, 3rd Floor (Business Development and Workforce)
- 250 Frank H. Ogawa Plaza, 4th Floor (Real Estate Asset Management)
- 250 Frank H. Ogawa Plaza, 5th Floor (Public/Private Development)
- 1 Frank H. Ogawa Plaza, 9th Floor (Cultural Affairs / Special Events / Film / Walking Tours)
- 1 Frank H. Ogawa Plaza, 11th Floor (Oakland Army Base)

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

All vital documents in EWD are translated into the threshold languages, and frequently Vietnamese as well. These translated vital documents are provided as handouts at various events, as well as being made available on the City website.

3. **Did the Department translate any other written documents in the reporting period to serve the LES community?**

No; all the written documents translated are included on the Vital Documents List.

C. Multilingual Telephone Messages Assessment

1. **Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).**

The reception area for Business Development in the BAC offers multilingual interpretation on the main line: 510-238-7952.

D. Assessment of Department Communication with LES Populations

1. **Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.**

All outreach material requiring translation from English to Spanish and Chinese is evaluated by Equal Access to ensure compliance.

2. **Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.**

Generally, EWD does outreach to LES communities. Specifically, the BAC offers a variety of events, seminars, workshops, and activities including the City of Oakland Minimum Wage Workshops several times a year; Small Business Week; Alameda County Small Business Development Center (ACSBDC); AnewAmerica; and the Lawyers' Committee for Civil Rights (LCCR) Legal Clinic.

Other outreach efforts include the City of Oakland's Business Services Providers Organization Network – over 50 business development and financing business providers (BSO), ethnic newspapers, press releases, town halls, ethnic chambers, etc. EWD provides information in Chinese, Spanish, and often Vietnamese.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?

No. The Department did not receive any complaints.

4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

While the survey results were sufficient and acceptable, the fact that there were zero contacts recorded by any language groups other than English and Spanish means that there is still work that can be done. The Economic & Workforce Development Department intends to increase survey participation by having PCP's encourage visitors to give feedback via the survey. EWDD also intends to more prominently display signs encouraging survey participation.

E. Action Plan

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

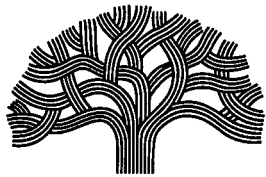
EWDD plans to continue collaborating with Equal Access on all printed documents for program work, in addition to providing bilingual/translated materials for handouts, workshops, clinics, and presentations. On-site translation services will continue to be provided as needed through the phone line 510-238-7952.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

In the Business Assistance Center, there is a language list placard displayed at the front desk along with postings regarding available language access. In the pamphlets and brochures display, there are also pamphlets and brochures in Spanish and Chinese. The EWD Annual Compliance plan will also continue to be posted on our website. Furthermore, Equal Access flyers are posted as documented in Section B of this report.

ORGS#	LOCATION	JOB_CLASS	HIRE_DATE	W	PCP	Language
851111 - Admin: Economic & Workforce Development	250 FOP, 5th Floor	Accountant II	5/7/2018		NO	Urdu + Punjabi
851111 - Admin: Economic & Workforce Development	250 FOP, 5th Floor	Director of Econ & Workforce Dev	2/23/2015		NO	
851111 - Admin: Economic & Workforce Development	250 FOP, 5th Floor	Exec Asst to the Director	2/26/2018		NO	
851111 - Admin: Economic & Workforce Development	250 FOP, 5th Floor	Management Assistant	11/7/2005		NO	Chinese
852211 - Project Implementation: Staffing	250 FOP, 5th Floor	Administrative Assistant I	4/9/2001		NO	
852211 - Project Implementation: Staffing	250 FOP, 5th Floor	Development/Redevelopment Pgrm MGR	4/30/1990		NO	Spanish
852211 - Project Implementation: Staffing	250 FOP, 5th Floor	Development/Redevelopment Pgrm MGR	4/24/1989		NO	German
852211 - Project Implementation: Staffing	250 FOP, 5th Floor	Office Assistant II	4/4/1988		NO	
852211 - Project Implementation: Staffing	250 FOP, 5th Floor	Project Manager III	7/20/2019		NO	
852211 - Project Implementation: Staffing	250 FOP, 5th Floor	Urban Economic Analyst I	9/23/2017		NO	
852211 - Project Implementation: Staffing	250 FOP, 5th Floor	Urban Economic Analyst II	8/12/2017		NO	Vietnamese
852211 - Project Implementation: Staffing	250 FOP, 5th Floor	Urban Economic Analyst II	7/15/2017		NO	
852211 - Project Implementation: Staffing	250 FOP, 5th Floor	Urban Economic Analyst III	9/20/2000		NO	
852211 - Project Implementation: Staffing	250 FOP, 5th Floor	Urban Economic Analyst III (PPT)	4/10/2017		NO	
852211 - Project Implementation: Staffing	250 FOP, 5th Floor	Urban Economic Analyst IV, Projects	10/27/1988		NO	
852211 - Project Implementation: Staffing	250 FOP, 5th Floor	Urban Economic Analyst IV, Projects	8/3/2015		NO	
852211 - Project Implementation: Staffing	250 FOP, 5th Floor	Urban Economic Analyst IV, Projects	2/11/2008		NO	Chinese
852211 - Project Implementation: Staffing	250 FOP, 5th Floor	Urban Economic Analyst IV, Projects	3/1/2005		NO	
852211 - Project Implementation: Staffing	250 FOP, 5th Floor	Urban Economic Analyst IV, Projects	11/24/2014		NO	Spanish
852311 - Real Estate	250 FOP, 4th Floor	Account Clerk III	6/25/2019		NO	Vietnamese
852311 - Real Estate	250 FOP, 4th Floor	Real Estate Agent	1/6/2014		NO	Vietnamese
852311 - Real Estate	250 FOP, 4th Floor	Real Estate Agent	10/6/2010		NO	
852311 - Real Estate	250 FOP, 4th Floor	Real Estate Agent	10/10/2016		YES	Spanish + Chinese
852311 - Real Estate	250 FOP, 4th Floor	Real Estate Agent	6/17/2019		NO	
853111 - Workforce Development	1 FOP, 11th Floor	Project Manager	7/27/1998		NO	
853111 - Workforce Development	250 FOP, 3rd Floor	Program Analyst II	1/2/2018		NO	
853111 - Workforce Development	250 FOP, 3rd Floor	Program Analyst II	2/29/2016		NO	
853111 - Workforce Development	250 FOP, 3rd Floor	Program Analyst II	7/30/2012		NO	
853111 - Workforce Development	250 FOP, 3rd Floor	Program Analyst II	12/9/2013		NO	
853111 - Workforce Development	250 FOP, 3rd Floor	Program Analyst III	3/28/2016		NO	
854111 - Economic Development	250 FOP, 3rd Floor	Deputy Director, Econ/Work Dev	10/20/2015		NO	
854111 - Economic Development	250 FOP, 3rd Floor	Marketing Program Coordinator	8/4/2003		YES	
854111 - Economic Development	250 FOP, 3rd Floor	Urban Econ Analyst IV-Proj PPT	4/14/2014		NO	
854111 - Economic Development	250 FOP, 3rd Floor	Urban Economic Analyst II	5/1/2006		YES	
854111 - Economic Development	250 FOP, 3rd Floor	Urban Economic Analyst III	4/1/1999		NO	
854111 - Economic Development	250 FOP, 3rd Floor	Urban Economic Analyst III	1/4/2000		NO	
854111 - Economic Development	250 FOP, 3rd Floor	Urban Economic Analyst IV, Projects	5/16/1994		NO	
855111 - Cultural Arts & Marketing	1 FOP, 9th Floor	Program Analyst I	11/7/2015		YES	Hindi
855111 - Cultural Arts & Marketing	1 FOP, 9th Floor	Program Analyst II, PPT	1/5/1998		YES	
855111 - Cultural Arts & Marketing	1 FOP, 9th Floor	Program Analyst III	10/17/2011		YES	
855111 - Cultural Arts & Marketing	1 FOP, 9th Floor	Special Events Coordinator	11/13/2001		YES	
855211 - Public Art	1 FOP, 9th Floor	Manager, Cultural Affairs	9/12/2016		YES	Spanish
855211 - Public Art	1 FOP, 9th Floor	Program Analyst III	6/27/2005		YES	

Department Name: Finance
Fiscal Year: 2018-19



CITY OF OAKLAND

EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: FINANCE
FISCAL YEAR: 2018-19

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

I, Katano Kasaine, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Finance Department was submitted on 7/22/2019.

Katano Kasaine 7/24/19
Signature & Date

Katano Kasaine,
Print Name & Title
Director of Finance

Department Name: Finance – Revenue Management Bureau
Fiscal Year: 2018-19

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Katano Kasaine	Amber Todd	Amber Todd
Title	Finance Director	Executive Assistant to the Director	Executive Assistant to the Director
Address	150 Frank H. Ogawa Plaza	150 Frank H. Ogawa Plaza	150 Frank H. Ogawa Plaza
Phone#	(510) 238-2989	(510)238-6369	(510) 238-6369
Email	KKasaine@Oaklandca.gov	Atodd@Oaklandca.gov	Atodd@Oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	160		New Hires		
Public Contact Positions (PCP)	45	100%	New PCP Hires	2	100%
PCP With Spanish Language Skill	5	11.11%	New PCP Hires with SP Skill	1	50%
PCP With Chinese Language Skill	4	8.33 %	New PCP Hires with CH Skill	1	50%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title	Outcome
Tax Enforcement Officer II	<input type="checkbox"/> Hired-SP <input checked="" type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
Tax Enforcement Officer II	<input type="checkbox"/> Hired-SP <input checked="" type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Department	Revenue Administration
Bureaus	Audit/Compliance
Units	Business License Customer Service
	Collections
Budget/Controller (Accounting & Purchasing) and Treasury (Treasury Admin. & Payroll)	Citywide Liens
<i>Note: These Bureaus have no public contact persons</i>	Parking Citation Assistance Center
	Parking Meter Collections

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting			
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.		
Super PCP Unit	Language Goal FTE		Actual FTE
Parking Citation Assistance Center	SP= 1	CH = 1	SP= 2 CH =1
Business Tax	SP= 1	CH = 1	SP= 4 CH =1
	SP=	CH =	SP= CH =
	SP=	CH =	SP= CH =

Department Name: Finance – Revenue Management Bureau
 Fiscal Year: 2018-19

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
All Instructional Documents for Applications are Translated in Spanish, Mandarin, and Cantonese.	Yes	Yes	
Parking Citation Administrative Review Request Form	Yes	Yes	
Parking Citation Promissory Note Procedures	Yes	Yes	
Residential and Business Permit Parking	Yes	Yes	
Tow/Impound Information	Yes	Yes	
Sugar Sweetened Beverage Tax Documents (FAQ's)	Yes	Yes	
AB503 (FAQ's)	Yes	Yes	
Parking Assistance Payment Plan Instructions	Yes	Yes	
All sections of the Bureau have instructional brochures and information flyers	Yes	Yes	
In all LES languages, including Vietnamese.	Yes	Yes	
Measure X Outreach	Yes	Yes	
Online Renewal	Yes	Yes	
Business Tax Brochure	Yes	Yes	
Business Tax Renewal Postcard	Yes	Yes	
Citywide Liens Brochure	Yes	Yes	

Are all the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Location Description	Telephone Number	Status
Parking Citation Assistance Center	800-500-6484	Complete
Business License Customer Service Center	510-238-3704	Complete
Mandatory Garbage	510-238-7474	Complete
Parking Meter (single and multi-space)	510-238-4954	Complete

Facility Name	Address	Zip Code	Phone #	PCP	SP		CH	
				#FTE	#FTE	%	#FTE	%

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

Department Name: Finance – Revenue Management Bureau
 Fiscal Year: 2018-19

Table 7. Public Notices & Resources *****NEW TABLE ****	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Provide staff with language access resources (Interpretation#, FAQ, contact list, training... etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

Department Name: Finance – Revenue Management Bureau
Fiscal Year: 2018-19

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department

Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
160	45	5	5	Yes	2	4	Yes

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 30, 2019.

- 1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.***

The Finance Department has a total of 139 filled FTE positions and 45 of these positions are Public Contact Positions (PCPs) within the following units of the Revenue Management Bureau:

- Business Tax Customer Service
- Citywide Collections
- Citywide Liens
- Parking Citation Assistance Center (PCAC); and
- Tax Compliance

The Revenue Management Bureau within the Finance Department has a total of six (6)¹ bilingual Spanish and five (5)² bilingual Chinese speakers.

The Bureau, meets the percentage requirements of Equal Access Ordinance (EAO). It has sufficient number of bilingual (Chinese and Spanish) speaking employees to provide adequate services to the Limited English Speaking (LES) persons during the regular business hours. We continue to strive to provide the necessary services to all members of the community including the LES community.

¹ Five (5) of the bilingual Spanish speaking employees are PCPs and one position is not a PCP. The percentage for "Spanish -Speaking PCP" was calculated based on five (5) PCPs.

² Five (5) of the bilingual Chinese speaking employees are PCPs and one position is not a PCP. The percentage for "Chinese -Speaking PCP" was calculated based on four (4) PCPs.

Department Name: Finance – Revenue Management Bureau
Fiscal Year: 2018-19

As opportunities arrive to fill vacancies, the department prioritizes bilingual needs. In fiscal year 2018-19, the Finance Department- Revenue Management Bureau (RMB) hired a total of four FTE PCPs; and of the four, one was a bilingual Chinese speaking employee and one was a bilingual Spanish.

Additionally, to ensure Finance Department comply with the Equal Access to Services Ordinance (EAO), we've made concentrated efforts to enhance the multilingual services within the RMB in the past years. We've completed the multilingual telephone messages and is now available for service to the LES communities. Combined with the multilingual telephone messages, translation services, and the level of bilingual staff in the Department, the department maintains and provides multilingual services to all its citizens and to those with multilanguage service needs in Chinese, Spanish, and Vietnamese. We've also utilized the bilingual services provided by the Equal Access Office for additional support and services.

2. *Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.*

The Finance Department uses Human Resources Management (HRM) Department data to determine if there is a selective certification recruitment for positions with bilingual requirements. As a department, we ensure that we meet the bilingual PCP goal set by the Equal Access. As vacancies arise, recruitment efforts focus on obtaining highly qualified bilingual candidates to ensure greater access to LES Oakland residents. The Finance Department regularly confer with the Equal Access Office to make certain the notices and postings pertaining to LES are current and to inform staff of any new changes. With the assistance of HRM, the department posts and advertises in publications and papers geared toward these communities.

3. *Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.*

As a part of an ongoing effort, the Finance Department has been working closely with the Equal Access Office to ensure up-to-date materials are made available to the public. The department completed the translation of all vital documents for public facing of units and is monitoring the success of these translations to determine if there are any documents needing further translation. As the department develops and implements new programs, we immediately request that our frequently Asked Questions (FAQs) be translated by Equal Access Office.

In addition, the department has established an outreach program to go out into the community to inform the public of what the department does and assists them with explaining and paying the business taxes due to the City. The department provides the public with instructional brochures, which have also been translated into the threshold languages of Chinese and Spanish.

Department Name: Finance – Revenue Management Bureau
Fiscal Year: 2018-19

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

Notices are posted regarding interpretation services available to various LES populations at visible locations in our offices. This provides awareness of the services available within the department. In addition, recorded telephone translated messages in the Business Tax division provides basic information in English, Chinese, and Spanish to bilingual speakers. And, the calls are routed to appropriate bilingual staff for further assistance. In PCAC, the Interactive Voice Response (IVR) system provides thorough instructions in English, Chinese, and Spanish over the phone such as, how to make a payment, dispute a parking citation, information about meter check, information on towed/booted vehicles, etc.

5. Please describe your Department's plans for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

The Finance Department has some PCP vacancies to fill that will be selectively certified to ensure we further meet the needs of the LES community. The department will continue to communicate with the Equal Access Office on a regular basis to ensure the updated materials are shared with our departmental staff. Furthermore, we will continue to evaluate this process on an on-going basis to enhance our services to ensure equal and fair access to all members of the community. The department meets the percentage requirement for bilingual staffing, and the goal is to hire additional PCP bilingual employees to enhance our community outreach and bilingual services even further.

B. Translation of Written Vital Documents Assessment

1. Departments are required to “post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available.” Please list the locations in which the Department has posted notices.

The Finance Department – Revenue Management Bureau has posted the notices that are required by the Equal Access Office in the following locations of its units:

- Next to the phone at the entrance door of 150 Frank H. Ogawa Plaza Suite 5342.
- At our customer service lobby of 150 Frank H. Ogawa Plaza, Suite 5342. These notices are visible at each service station.
- Business Tax lobby at 250 Frank H. Ogawa Plaza, Suite 1320.
- Parking Citation Assistance Center's lobby at 250 Frank H. Ogawa Plaza Suite, 6300.

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

Department Name: Finance – Revenue Management Bureau
Fiscal Year: 2018-19

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

The Revenue Management Bureau has translated 100% of its vital documents into threshold languages (Chinese and Spanish).

3. ***Did the Department translate any other written documents in the reporting period to serve the LES community?***

Yes, we have translated some documents into Chinese and Spanish that had been submitted for translations to better serve the LES community. Finance Department has translated community informational documents to inform the community of what the department does and to assist citizens with filling out application forms for the AB503 FAQs for Parking Assistance Payment Plan and the Sugar Sweetened Beverage FAQs for filling out the application.

C. Multilingual Telephone Messages Assessment

1. ***Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).***

The Finance Department is committed to providing equal access services to all Oakland residents. Our department has met the number of bilingual staffing required by the Equal Access Office to provide services to the LES community. We have multilingual telephone messages in threshold languages available in of our units such as: Business Tax, Citywide Collections, Citywide Liens and Parking Citation Assistance Center. As noted earlier, with IT's assistance, we have completed updating the Citywide Collections telephone lines with recorded telephonic messages to provide the basic and necessary information in English, Chinese, and Spanish.

In addition to the department's IVR system, to improve the response time for either face-to-face or telephone service, the department is implementing dedicated phone lines for citizen inquiries, where citizens can select English, Spanish, Cantonese, or Mandarin and leave messages in one of these languages and with their contact information. A bilingual staff will promptly return the citizen's call to provide the necessary services in the desired threshold languages (Chinese and Spanish).

D. Assessment of Department Communication with LES Populations

1. ***Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.***

The Finance Department has sufficient certified bilingual staff to provide translation services to the LES community during business hours. In addition, our telephonic messages in Chinese and Spanish provide basic information and services to LES population. In the event we need any interpretation services, staff uses the City of Oakland Language Line.

2. ***Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.***

Department Name: Finance – Revenue Management Bureau
Fiscal Year: 2018-19

The Finance Department is utilizing its current certified bilingual staff to facilitate outreach and communication with the LES population. Notices are posted in various public office locations to inform the LES population of the availability of the bilingual services. Additionally, staff goes in the community to inform the citizens of the services provided by Finance – Revenue Management Bureau.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?

4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

According to the survey, a total number of 35 surveys were done by Finance. The bullet points below show the results of the survey:

- Waiting for more than 5 minutes was at 62%.
- Of the 35 survey, the service quality was rated at 53%.
- “Ability to Speak English” was rated at 91%.
- The rate for “Speaking Other Languages” was rated at 70%.
- The result of “Difficult to Get Services B/C LES” was at 11%.
- The result of “Request Services in Home Language” was at 28%.
- The “Translation wait time > 10 minutes” was rated at 5%.
- The result of bilingual staff knowledge was 37%.
- The “Visible Sign (Language SVC)” survey result showed at 43%.
- The “Visible Sign (Complaint)” was rated at 35%

E. Action Plan

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

The following are the list of items we are planning to implement during the next 12 months to ensure equitable services to all residents of Oakland residents regardless of language spoken:

- We will assess the survey results to find out where we lack the proper service delivery to Oakland residents.
- We will be working on improving the bilingual and in general all service delivery to the residents of Oakland.
- Continue frequent communication with the Equal Access Office to come up with a better plan and to include any updates and new information to better service the LES community.
- Maintain a high number of staff that are bilingual certified to ensure adequate language services to Oakland residents.
- Continue translating and developing additional documents into threshold languages for all units of the Bureau.
- Improve the response time for either face-to-face or telephone service.

Department Name: Finance – Revenue Management Bureau
 Fiscal Year: 2018-19

- Bureau implemented dedicated phone lines for citizen inquiries, where they can select either English, Spanish, Cantonese, or Mandarin and to leave their messages. A bilingual staff will promptly contact them.
- The department is exploring the possibility to obtain multi-functional kiosks, which could not only receive payments, but also provide valuable information about the department's programs and services in multiple languages.
- The plan is to make most of the bilingual translated forms available online in the Finance website.

The plan is to work more frequently with Equal Access on implementing more accessible line of communication and translations services to the LES community. We will continue to work with Equal Access in regards to PCP recruitments to hire highly qualified bilingual staff where possible.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

- The Revenue Management Bureau's units have posted the notices pertaining to language translation services from the Equal Access at various customer service locations where they can be easily visible by the public. The plan is to have most of the required bilingual forms available in our bureau's websites.
- In addition, as the City developed the citywide website, the Bureau has collaborated with the City's web design consultants to assist in the development of the Bureau's website to enhance the delivery of vital information in multiple languages.
- To assist in the delivery of translated documents, the department has installed wall mounted brochure holders to organize and display multi-language literature that is grouped into individual languages and highly visible. The brochures are located at the entrance of PCAC. Displaying brochures in this manner has been highly successful. The Department will implement this display strategy bureau-wide.

Finance/ Revenue Bureau (FY 2018-19)

ORG NUMBER & NAME	JOB CLASSIFICATION TITLE	END DATE
08411 - Revenue Administration Unit	Account Clerk II	Chinese
08411 - Revenue Administration Unit	Account Clerk II	
08411 - Revenue Administration Unit	Accountant II	
08411 - Revenue Administration Unit	Accountant II	
08411 - Revenue Administration Unit	Accounting Technician	
08411 - Revenue Administration Unit	Business Analyst II	
08411 - Revenue Administration Unit	Revenue & Tax Admin, Asst	
08411 - Revenue Administration Unit	Revenue & Tax Administrator	
08411 - Revenue Administration Unit	Revenue Analyst	
08411 - Revenue Administration Unit	Revenue Analyst	
08411 - Revenue Administration Unit	Revenue Analyst, Principal	
08411 - Revenue Administration Unit	Tax Enforcement Officer II	Spanish
08411 - Revenue Administration Unit	Tax Enforcement Officer II	
08411 - Revenue Administration Unit	Tax Enforcement Officer II	
08411 - Revenue Administration Unit	Tax Enforcement Officer II	
08411 - Revenue Administration Unit Total		
08421 - Revenue Audit Unit	Revenue Assistant	
08421 - Revenue Audit Unit	Revenue Operations Supervisor	
08421 - Revenue Audit Unit	Revenue Operations Supervisor	Spanish
08421 - Revenue Audit Unit	Tax Auditor II	
08421 - Revenue Audit Unit	Tax Auditor II	Chinese
08421 - Revenue Audit Unit	Tax Auditor II	
08421 - Revenue Audit Unit	Tax Auditor II	
08421 - Revenue Audit Unit	Tax Auditor II	Spanish
08421 - Revenue Audit Unit	Tax Auditor II	
08421 - Revenue Audit Unit	Tax Auditor II	
08421 - Revenue Audit Unit	Tax Auditor III	Chinese
08421 - Revenue Audit Unit	Tax Enforcement Officer II	
08421 - Revenue Audit Unit	Tax Enforcement Officer II	
08421 - Revenue Audit Unit	Tax Enforcement Officer II	Spanish
08421 - Revenue Audit Unit	Tax Enforcement Officer II	
08421 - Revenue Audit Unit	Tax Enforcement Officer II	
08421 - Revenue Audit Unit	Tax Enforcement Officer II	
08421 - Revenue Audit Unit Total		
08431 - Business License Tax Unit	Account Clerk II	
08431 - Business License Tax Unit	Cashier	
08431 - Business License Tax Unit	Cashier	
08431 - Business License Tax Unit	Revenue Assistant	
08431 - Business License Tax Unit	Revenue Assistant	
08431 - Business License Tax Unit	Revenue Assistant	
08431 - Business License Tax Unit	Revenue Operations Supervisor	Spanish
08431 - Business License Tax Unit	Tax Enforcement Officer II	
08431 - Business License Tax Unit	Tax Enforcement Officer II	
08431 - Business License Tax Unit	Tax Enforcement Officer II	
08431 - Business License Tax Unit	Tax Enforcement Officer II	Spanish
08431 - Business License Tax Unit	Tax Enforcement Officer II	
08431 - Business License Tax Unit	Tax Enforcement Officer II	
08431 - Business License Tax Unit Total		
08441 - Revenue Collections Unit	Cashier	
08441 - Revenue Collections Unit	Collections Officer	
08441 - Revenue Collections Unit	Collections Officer	
08441 - Revenue Collections Unit	Collections Officer	
08441 - Revenue Collections Unit	Collections Officer	
08441 - Revenue Collections Unit	Collections Officer	
08441 - Revenue Collections Unit	Collections Officer	
08441 - Revenue Collections Unit	Program Analyst II	
08441 - Revenue Collections Unit	Revenue Assistant	
08441 - Revenue Collections Unit	Revenue Assistant	
08441 - Revenue Collections Unit	Revenue Assistant	
08441 - Revenue Collections Unit	Revenue Assistant	
08441 - Revenue Collections Unit	Revenue Assistant	Chinese
08441 - Revenue Collections Unit	Revenue Operations Supervisor	

Finance/ Revenue Bureau (FY 2018-19)

ORG NUMBER & NAME	JOB CLASSIFICATION TITLE	END DATE
08441 - Revenue Collections Unit	Revenue Operations Supervisor	
08441 - Revenue Collections Unit	Tax Enforcement Officer II	
08441 - Revenue Collections Unit	Tax Enforcement Officer II	
08441 - Revenue Collections Unit	Tax Enforcement Officer II	
08441 - Revenue Collections Unit Total		
08921 - Parking Citation Assistance Center	Cashier	
08921 - Parking Citation Assistance Center	Cashier	
08921 - Parking Citation Assistance Center	Public Service Rep, Sr	
08921 - Parking Citation Assistance Center	Public Service Representative	
08921 - Parking Citation Assistance Center	Public Service Representative	
08921 - Parking Citation Assistance Center	Public Service Representative	
08921 - Parking Citation Assistance Center	Public Service Representative	
08921 - Parking Citation Assistance Center	Public Service Representative	
08921 - Parking Citation Assistance Center	Public Service Representative	
08921 - Parking Citation Assistance Center	Public Service Representative	
08921 - Parking Citation Assistance Center	Public Service Representative	Chinese
08921 - Parking Citation Assistance Center	Revenue Operations Supervisor	
08921 - Parking Citation Assistance Center Total		
08931 - Meter Operations	Parking Meter Collector	
08931 - Meter Operations	Parking Meter Collector	
08931 - Meter Operations	Parking Meter Collector	
08931 - Meter Operations	Parking Meter Collector	
08931 - Meter Operations	Parking Meter Collector	
08931 - Meter Operations	Parking Meter Collector	
08931 - Meter Operations	Parking Meter Collector	
08931 - Meter Operations	Parking Meter Collector	
08931 - Meter Operations	Parking Meter Collector Supervisor	

Department Name: Housing and Community Development
Fiscal Year: 2018-2019



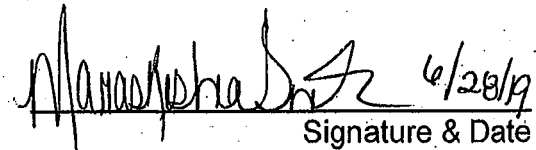
**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

I. DEPARTMENT CERTIFICATION

**DEPARTMENT NAME: Housing and Community Development
FISCAL YEAR: 2018 - 2019**

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

I, Maraskeshia Smith, Assistant City Administrator, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Department of Housing and Community Development was submitted on June 26, 2019.

 6/28/19
Signature & Date

Maraskeshia Smith, Assistant City Administrator
Print Name & Title

Department Name: Housing and Community Development
Fiscal Year: 2018-2019

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Maraskeshia Smith	Ellen Dillard	Ellen Dillard
Title	Assistant City Administrator	Home Management Specialist III	Home Management Specialist III
Address	250 Frank H. Ogawa Plaza, #6301 Oakland, CA 94612	250 Frank H. Ogawa Plaza, #5313 Oakland, CA 94612	250 Frank H. Ogawa Plaza, #5313 Oakland, CA 94612
Phone#	(510) 238-3714	(510) 238-6514	(510) 238-6514
Email	msmith2@oaklandca.gov	edillard@oaklandca.gov	edillard@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	53		New Hires	8	
Public Contact Positions (PCP)	34		New PCP Hires	5	
PCP With Spanish Language Skill	7	21 %	New PCP Hires with SP Skill	1	20%
PCP With Chinese Language Skill	2	6%	New PCP Hires with CH Skill	0	%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Admin: Housing and Community Development	
Housing Development Services	
Municipal Lending	
CDBG Coordination	
Homeownership Programs	
Municipal Lending	
Residential Rent Arbitration	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	X No <input type="checkbox"/> Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting			
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.		
Super PCP Unit	Language Goal FTE	Actual FTE	
Municipal Lending (89939)	SP= 1 CH = 1	SP= 0 CH = 0	
Residential Rent Arbitration	SP= 1 CH = 1	SP= 5 CH = 2	
	SP= CH =	SP= CH =	
	SP= CH =	SP= CH =	

Department Name: Housing and Community Development
 Fiscal Year: 2018-2019

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Housing Program Services Flyer		X	
Cert. Duplex/Triplex Occupancy Form	X	X	
Instructions for Occupancy Letter	X	X	
Rent Adjustment Letter	X	X	
Letter of Complaint	X	X	
Relocation Program Brochure and Code	X	X	
Rent Adjustment Program Information Sheets	X	X	
	X	X	

Table 4B. Vital Documents Status Summary	
Are all the department's vital documents translated into Spanish and Chinese?	X Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Redevelopment and Housing	238-3015	Completed
Rent Adjustment Program	238-3721	Completed

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

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

Table 7. Public Notices & Resources *****NEW TABLE *****	
Language access notice displayed at reception area	X Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	X Yes <input type="checkbox"/> No
Provide staff with language access resources (Interpretation#, FAQ, contact list, training...etc)	X Yes <input type="checkbox"/> No

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

Department Name: Housing and Community Development
Fiscal Year: 2018-2019

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
53	34	4	7	Yes	2	2	Yes

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 30, 2019.

1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The Department of Housing and Community Development (DHCD) complied with the City's Equal Access to Services Ordinance (EAO) during the reporting period of July 1, 2018 – June 30, 2019. The forms and brochures that are used to administer our housing programs have been revised and translated into Spanish, Chinese and Vietnamese. Our program websites have also been updated to provide more information to the public. These programs effectively serve the Limited English Speaking (LES) population in the City of Oakland as required by the EAO.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The department's outreach and recruitment efforts have always included language and materials that encourage bilingual candidates to apply for vacant positions. This includes placing job announcements in bilingual newspapers and/or websites. We will continue to hire bilingual candidates who could assist with providing multilingual services to the public. Although most positions that were filled during the reporting year were not designated as PCP positions, we do have multiple bilingual staff who can aid LES individuals as needed. Additionally, our staff utilizes the translation services offered by the Equal Access office on an as-needed basis.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.

The Department of Housing and Community Development continues to provide written materials in multiple languages to assist the City's LES population in obtaining the information that they require and need. Written materials were translated in Spanish, Chinese and Vietnamese. During the current reporting period, the Residential Rent Arbitration Unit revised their program brochures, fliers and other materials that were used for community outreach throughout the City; the Homeownership Program's brochures were updated and revised to reflect the most current information about available services; Residential Lending continues to provide program information in multiple languages. It is our goal to continue to provide public information in various languages to better serve the City.

Department Name: Housing and Community Development
Fiscal Year: 2018-2019

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

The divisions of the department produced and distributed a significant amount of written materials throughout the various outlets and events in the City of Oakland. This includes, but are not limited to relocation FAQs; MAP and CalHome brochures; rent contracts; certificate of No-Fault Eviction, etc. On occasion, DHCD provides bilingual public service announcements on KTOP with translations in Spanish, Cantonese, Mandarin and Vietnamese. Our community outreach is designed to inform LES individuals in Oakland about available services that are offered and their rights under the various services that we provide. We take proactive measures to ensure that our client's language access needs are immediately addressed. DHCD is following the City's Equal Access to Services Ordinance and Administrative Instruction (AI) 145.

5. Please describe your Department plans for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

We will continue to expand our outreach efforts and services to the LES population in Oakland over the next 12 months. Our current emphasis is with the residents who speak Spanish and Chinese. Our goal is to ensure that all Oakland residents have fair and equal access to our programs and services being offered regardless of the spoken language. We also use third party agencies to assist our clients if necessary.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

The Department has been consistent in displaying our program notices in the reception areas of our offices located at 250 Frank H. Ogawa Plaza, Suite 5313 and 6301 (5th and 6th floors). The Municipal Lending Unit has a bookshelf where written materials are kept; Rental Arbitration Unit have written materials in bookshelves located at 250 Frank H. Ogawa Plaza, Suites 5313 and 6301. We continued to distribute brochures and other written materials at community events that took place inside and outside Frank H. Ogawa Plaza, street fairs, home buyer fairs and Church events.

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

Vital documents for DHCD programs have been modified and translated into Spanish, Cantonese, Mandarin and Vietnamese. These materials have been translated into the threshold languages required by the City's Equal Access Ordinance. DHCD will continue to translate vital documents in different languages when necessary and needed.

Department Name: Housing and Community Development
Fiscal Year: 2018-2019

3. Did the Department translate any other written documents in the reporting period to serve the LES community?

During the reporting period, we translated a few letters in English that we received from constituents. This enabled our staff to have a better understanding of the letters' content and how to proceed with assistance. DHCD is willing to translate other documents into other languages if needed to allow us to effectively assist and engage with the community.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how the Department is doing in providing multilingual telephone messages in threshold language(s).

DHCD provides multilingual telephone messages in the threshold languages required by the EAO. The languages are English, Spanish, Mandarin, Cantonese and Vietnamese. We will continue to modify all the telephone messages in the department to provide multilingual service to the LES community.

D. Assessment of Department Communication with LES Populations

1. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

Departmental procedures and written policies are in compliance with the City's Equal Access to Services Ordinance and AI 145. We have bilingual staff who can provide translations in Spanish and Chinese. If a bilingual employee is not available, we seek assistance from the Equal Access office or utilize a third-party vendor for translation service(s). We will continue to take these steps to facilitate effective communication with the City's LES populations.

2. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.

During the reporting period, our staff attended various community events to promote our programs and services where written materials in multiple languages were distributed. LES residents of Oakland were given information on how to obtain and use our services.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?

The Department did not receive any complaints regarding our provision of bilingual services (oral or written) during the reporting period.

4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

The result of the 2019 Language Access Survey for the Department is fair to the services that we provided for the reporting period. However, we would like to increase survey participation for the new reporting year to ensure that we continue to provide quality services, and

Department Name: Housing and Community Development
Fiscal Year: 2018-2019

make necessary changes as needed. Visibility of signs for language translation and receiving language translation services are issues for the reporting year. We plan to address these issues by making the signs bigger or possibly moving them to make them more visible to the public. We will also utilize our telephone translation services as needed to be able to provide immediate language services to the public in the event that a staff member is unavailable to assist.

E. Action Plan

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

We will expand our community outreach efforts by continuing to review and make improvements and adjustments to our program materials. We will also maintain a list of LES people served to ensure that we provide follow-ups in the necessary language as needed.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

The notice of availability of language access are posted at the reception desks of our offices located at 250 Frank H. Ogawa Plaza, Suite 5313 and 6301 (5th and 6th floors). Our program brochures contain the links to the Department's website and its various programs. The public may access the Department's Annual Compliance plan via the City's website.

HOUSING and COMMUNITY DEVELOPMENT (HCD)

FY 2018-2019

ORGANIZATION	ADDRESS	JOB_CLASS	FTE	HIRE_DATE	NEW	PCP	LANG
89919 - Admin: Housing & Community Develop	250 Frank Ogawa Plaza,5thFL	Accountant II	1	05-DEC-05		NO	Chinese
89919 - Admin: Housing & Community Develop	250 Frank Ogawa Plaza,5thFL	Administrative Analyst I	1	20-DEC-99		NO	
89919 - Admin: Housing & Community Develop	250 Frank Ogawa Plaza,5thFL	Administrative Assistant I	1	09-FEB-04		YES	
89919 - Admin: Housing & Community Develop	250 Frank Ogawa Plaza,5thFL	Administrative Services Manager I	1	03-JUN-91		NO	
89919 - Admin: Housing & Community Develop	250 Frank Ogawa Plaza,5thFL	Community Dev Prgm Coordinator	1	27-MAR-06		YES	Spanish
89919 - Admin: Housing & Community Develop	250 Frank Ogawa Plaza,5thFL	Deputy Director, Housing	1	13-FEB-18		NO	
89919 - Admin: Housing & Community Develop	250 Frank Ogawa Plaza,5thFL	Director of Housing & Comm Dev	1	10-SEP-02		NO	
89919 - Admin: Housing & Community Develop	250 Frank Ogawa Plaza,5thFL	Employment Services Supervisor	1	27-FEB-95		YES	Spanish
89919 - Admin: Housing & Community Develop	250 Frank Ogawa Plaza,5thFL	Exec Asst to the Director	1	15-OCT-90		NO	
89919 - Admin: Housing & Community Develop	250 Frank Ogawa Plaza,5thFL	Home Management Specialist II	1	17-MAR-14		YES	
89919 - Admin: Housing & Community Develop	250 Frank Ogawa Plaza,5thFL	Home Management Specialist III	1	25-JUN-08		YES	Tagalog
89919 - Admin: Housing & Community Develop	250 Frank Ogawa Plaza,5thFL	Loan Servicing Specialist	1	25-JUN-90		YES	Tagalog
89919 - Admin: Housing & Community Develop	250 Frank Ogawa Plaza,5thFL	Office Assistant II	1	27-MAY-00		YES	
89929 - Housing Development	250 Frank Ogawa Plaza,5thFL	Administrative Analyst II	1	11-SEP-93		NO	
89929 - Housing Development	250 Frank Ogawa Plaza,5thFL	Administrative Assistant I	1	20-JUL-15		NO	
89929 - Housing Development	250 Frank Ogawa Plaza,5thFL	Home Management Specialist III	1	25-JUN-12		YES	
89929 - Housing Development	250 Frank Ogawa Plaza,5thFL	Housing Development Coord II	1	14-JAN-14		NO	
89929 - Housing Development	250 Frank Ogawa Plaza,5thFL	Housing Development Coordinator III	1	26-FEB-18		NO	
89929 - Housing Development	250 Frank Ogawa Plaza,5thFL	Housing Development Coordinator III	1	09-FEB-09		NO	
89929 - Housing Development	250 Frank Ogawa Plaza,5thFL	Housing Development Coordinator IV	1	07-MAY-18		NO	
89929 - Housing Development	250 Frank Ogawa Plaza,5thFL	Housing Development Coordinator IV	1	08-DEC-05		NO	
89929 - Housing Development	250 Frank Ogawa Plaza,5thFL	Housing Development Coordinator IV	1	18-JUN-01		NO	
89929 - Housing Development	250 Frank Ogawa Plaza,5thFL	Temp Contract Svcs Employee, PT	0	06-APR-19	*	NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza,5thFL	Administrative Assistant II	1	08-SEP-18	*	NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza,5thFL	Development/Redevelopment Pgrm MGR	1	27-OCT-88		NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza,5thFL	Home Management Specialist III	1	27-MAY-14		YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza,5thFL	Mortgage Advisor	1	10-AUG-09		YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza,5thFL	Project Manager	1	31-OCT-11		NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza,5thFL	Rehabilitation Advisor I	1	23-APR-18		YES	German and Persian
89939 - Municipal Lending	250 Frank Ogawa Plaza,5thFL	Rehabilitation Advisor III	1	22-MAY-17		YES	Arabic and Armenian
89939 - Municipal Lending	250 Frank Ogawa Plaza,5thFL	Rehabilitation Advisor III	1	11-AUG-18	*	YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza,5thFL	Temp Contract Svcs Employee, PT	0	03-NOV-18	*	NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza,5thFL	Temp Contract Svcs Employee, PT	0	18-MAY-19	*	YES	Spanish
89949 - CDBG Coordination	250 Frank Ogawa Plaza,5thFL	Administrative Assistant I	1	17-DEC-16		NO	

HOUSING and COMMUNITY DEVELOPMENT (HCD)

FY 2018-2019

ORGANIZATION	ADDRESS	JOB_CLASS	FTE	HIRE_DATE	NEW	PCP	LANG
89949 - CDBG Coordination	250 Frank Ogawa Plaza,5thFL	Community Dev Prgm Coordinator	1	08-JAN-07		YES	
89949 - CDBG Coordination	250 Frank Ogawa Plaza,5thFL	Community Dev Prgm Coordinator	1	26-OCT-73		YES	
89949 - CDBG Coordination	250 Frank Ogawa Plaza,5thFL	Development/Redevelopment Pgrm MGR	1	14-JUN-94		NO	
89949 - CDBG Coordination	250 Frank Ogawa Plaza,5thFL	Program Analyst II	1	06-SEP-05		NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Administrative Assistant I	1	31-AUG-13		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Administrative Assistant I	1	06-AUG-01		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Exempt Limited Duration Employee	1	15-DEC-18	*	YES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Exempt Limited Duration Employee	1	26-MAR-18		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Hearing Officer	1	06-APR-19	*	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Hearing Officer	1	09-APR-18		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Hearing Officer	1	14-FEB-17		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Hearing Officer	1	01-OCT-12		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Hearing Officer	1	25-FEB-08		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Hearing Officer	1	13-AUG-02		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Manager, Rent Adjustment Pgm	1	06-OCT-18	*	YES	French
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Program Analyst I	1	23-NOV-15		YES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Program Analyst II	1	27-OCT-14		YES	Chinese
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Program Analyst II	1	07-MAR-05		YES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Program Analyst II	1	22-JUL-13		YES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Program Analyst II	1	13-MAR-12		YES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Program Analyst III	1	31-JAN-01		YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza,5thFL	Senior Hearing Officer	1	02-OCT-06		YES	Chinese

Department Name: Human Resources Management
Fiscal Year: 2018-19



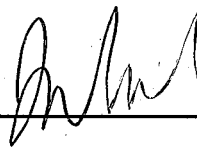
EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Human Resources Management
FISCAL YEAR: 2018-19

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

I, IAN APPLEYARD, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for HUMAN RESOURCES MANAGEMENT was submitted on 6-28-2019.

 8/26/19 6/28/19

Signature & Date

Ian Appleyard, Human Resources Director
Print Name & Title

Department Name: Human Resources Management
Fiscal Year: 2018-19

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: HUMAN RESOURCES MANAGEMENT

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Ian Appleyard	May Tam	Denise Aaron
Title	Director of Human Resources	Program Analyst III	Executive Assistant
Address	150 Frank H Ogawa Plaza	150 Frank H Ogawa Plaza	150 Frank H Ogawa Plaza
Phone#	510-238-3112	510-238-3112	510-238-3112
Email	iappleyard@oaklandca.gov	mtam@oaklandca.gov	daaron@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	44		New Hires	3	
Public Contact Positions (PCP)	5	100%	New PCP Hires	0	100%
PCP With Spanish Language Skill	1	20%	New PCP Hires with SP Skill	0	50%
PCP With Chinese Language Skill	2	40%	New PCP Hires with CH Skill	0	50%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below

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

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal	Language Actual
Equal Access Office	SP= 1 CH = 1	SP= 1 CH = 1

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Equal Access Ordinance	Yes	Yes	
Equal Access Complaint Form	Yes	Yes	Vietnamese
Equal Access Language Survey	Yes	Yes	
Language Survey Flyer	Yes	Yes	
Desktop Language Display (I Speak Card)	Yes	Yes	
Language Identification Guide (I Speak Card)	Yes	Yes	
City Directory Brochure	Yes	Yes	
Language Assistance Poster	Yes	Yes	
Interpretation Equipment Usage Guideline	Yes	Yes	
Interpretation Equipment Poster	Yes	Yes	
Interpretation Equipment Signage and Forms	Yes	Yes	Vietnamese
Language Access Plan 2019	Yes	Yes	
Language Access Coordinator List	Yes	Yes	

Department Name: Human Resources Management
 Fiscal Year: 2018-19

Table 4B. Vital Documents Status Summary

Are all the department's vital documents translated into Spanish and Chinese? Yes No – Please describe below

Action Plan & Timeline: N/A

Table 5 Multilingual Telephone Recordings

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

Table 6 Analysis by Community Based Service Locations

Facility Name	Address	Zip Code	Phone #	PCP	SP SPEAKING		CH SPEAKING	
				# FTE	#	%	#	%
N/A								

Table 7. Public Notices & Resources ***NEW TABLE ******

Language access notice displayed at reception area	Yes
I-Speak Card/ Language List displayed at reception area	Yes
Provide staff with language access resources (Interpretation#, FAQ, contact list, training...etc)	Yes

Department Name: Human Resources Management
Fiscal Year: 2018-19

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: HUMAN RESOURCES MANAGEMENT

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11%)	STAFF	GOAL MET?	GOAL (5%)	STAFF	GOAL MET?
44	5	0.6	1	Yes	0.25	2	Yes

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 30, 2019.

1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance. Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The Human Resources Management (HRM) department is fully committed to providing limited-English speaking groups with equal access to services. Among the 5 PCPs, 1 speaks Chinese and 2 speak Spanish. In addition to having bilingual PCPs, HRM's workforce includes language capacities in Tagalog (1), Vietnamese (1), Chinese (3), and Spanish (3) in non-PCP positions. Overall, 23% of HRM employees are bilingual. HRM put together a concerted effort to highlight the importance of language access here in the City. Multiple training sessions were offered at HRM classrooms to City employees to raise awareness on language access. The table below specified trainings specifically on language access. Other diversity and inclusion classes are also offered through HRM's L.E.A.D. (Learn, Education & Development) employee training platform.

Language Access Training FY 2018-19		
Training	Schedule	Ave # of participants each session
Language Access Coordinator	Annual	25
Personnel Coordinator/SPOC	Every two months	35
Supervisor Academy	Quarterly	40
New Employee Orientation	Monthly	50

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

In terms of City-wide effort on recruiting bilingual candidates, our office continues to send out weekly updates of City of Oakland job openings to over 100 agencies in the Bay Area, including, Oakland Chamber of Commerce, Family Bridges, Inc., Youth Employment Partnership, Allen Temple, Asian Health Services, Oakland Vietnamese Chamber of Commerce, Oakland Chinatown Chamber of Commerce, Spanish-speaking Citizens Foundation, Chinese Community United Methodist Church, St. James Episcopal Church, Oakland Private Industry Council, East Bay Asian Youth Center, Korean Community Center of the East Bay and many more. HRM provided technical assistance and consultation to City departments on recruitment outreach. Public Contact Position vacancies are advertised in the Oakland Tribune, POST, El Mundo, and Sing Tao newspapers on a regular basis.

In addition, HRM led the effort in GARE (Government Alliance for Racial Equity) and established connections with other jurisdictions. This has a direct impact on outreach, identifying best practices, tools and technologies on language access.

Department Name: Human Resources Management
Fiscal Year: 2018-19

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.

HRM has conducted an inventory of our available interpretation equipment and determined that new equipment was necessary. HRM worked together with Equal Access Office and purchased two new sets of interpretation equipment with 50 new receivers and 3 new transmitters. This action increased service capacity. New equipment came with rechargeable batteries which contributed to lower on-going cost for the program. Moreover, HRM's equity team was in the process of working with Department of Race & Equity to look at breaking down barriers in the recruitment process in hiring people of different backgrounds, and removing implicit bias. While this would not automatically mean more bilingual candidates would be hired, this effort further enhance diversity in the workplace.

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

To enhance diversity awareness, HRM offered Diversity & Inclusion Training to all the City employees. The training took an interactive and generalized approach on how to improve relationships, communications and how to navigate through conflict caused by differences and perceived beliefs so it does not cause damage or harm to the service our employees provide to the community. Staff engaged interdepartmentally and shared experiences as well as solution-oriented approaches about how to improve our communications and relationships to better serve the community. Training and presentations are available to all City employees.

5. Please describe your Department plan's for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

HRM is committed to the following:

- a. Fully supporting the Equal Access Office. Periodic review of staffing and resources to ensure services are adequate and can meet Citywide needs.
- b. Implement testing and certifications for bilingual employees to ensure high standard of bilingual services are available to the public.
- c. Secure professional translators and interpreters to provided language service to the City. Only qualified interpreters, such as American Translation Association Certified or Court Certified interpreters shall be considered.
- d. Providing on-going trainings to raise awareness on inclusion and fair access to City services.
- e. Work with the City Administrator's Office on continually exploring new opportunities to enhance language access at City's service locations. During this reporting year, HRM, Equal Access Office, Americans with Disability Act Program Division, Citiwide Communications Team, Equal Opportunities Program Division, City Attorney's Office and City Administrator's Office has worked together on raising awareness to Title VI of Civil Rights Act (A Federal requirement). Over the next 12 months, the new webpage will be fully built out and information will be disseminated to all departments.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

Department Name: Human Resources Management
Fiscal Year: 2018-19

Front Counter, 150th Frank H. Ogawa Plaza, 2nd Floor Oakland, CA 94612. In addition to public notices, our front counter is also equipped with Desktop Language Display and Language Identification Guide trifold (I Speak Card).

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

100% of vital documents are translated.

3. Did the Department translate any other written documents in the reporting period to serve the LES community?

HRM continues to maintain 100% of vital documents in threshold languages. Equal Access Office is a unit under HRM, and every year this office produce over 500 translated documents, and coordinated over 500 hours of professional on-site interpretation sessions.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).

The HRMD's main recruitment line has outgoing messages available in English, Spanish and Chinese. Equal Access Office lines are also equipped with outgoing messages in Spanish and Chinese.

D. Assessment of Department Communication with LES Populations

1. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

HRM followed Administrative Instruction 145 in our implementation of language access services. Our Office coordinated the collection, compilation, and reporting of data with the Language Access Coordinators in each City department, and monitored closely if any complaint was filed. The HRMD has posters in visible places in our front counter that informs the visitors about their right to an interpreter. Front Counter staff was provided with tools to facilitate communication with LES persons. In addition, HRM followed Administrative Instruction 558 on the implementation of Bilingual Pay & Certification in testing employee's bilingual skill.

2. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.

Posters were displayed prominently at our public counter letting constituents know language service was available. The Equal Access Program also participated in community meetings, and supported with interpretation services many of the City Neighborhood Crime Prevention Council meetings, the Mayor's Toy Drive, the Mayor's Town Hall Meetings, Mobile Mayor Outreach Events, Job Fairs and every other recruitment events as ways to outreach to LES populations.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? No.
4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

Department Name: Human Resources Management
 Fiscal Year: 2018-19

No survey respondents waited more than 5 minutes to be served. This might be direct reflection of 100% of respondents rated HRM service quality as "excellent". This is an improvement in customer service as compared to last survey period's 88% "excellent" rate.

In addition, when we compared 2019 survey result with 2017 result, it appeared that HRM was servicing more LEP population. In 2017, only 0% identified as limited English speaking through HRM surveys. In 2019, 11% identified as limited English speaking. Among the 11%, none had checked off any difficulty in getting services because of the lack of language services. HRM will continue outreach to LEP clients and welcome bilingual candidates to apply for City Jobs.

E. Action Plan

1. Please identify action steps for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.
 - a. Work with the City Administrator's Office on continually exploring new opportunities to enhance language access at City's service locations. During this reporting year, HRM, Equal Access Office, Americans with Disability Act Program Division, Citiwide Communications Team, Equal Opportunities Program Division, City Attorney's Office and City Administrator's Office has worked together on raising awareness to Title VI of Civil Rights Act (A Federal requirement). Over the next 12 months, the new webpage will be fully built out and information will be disseminated to all departments.
 - b. Providing monthly Supervisor Academy and monthly New Employee Orientation. Training modules on Language Access Service; Race & Equity; Title VI Civil Service Act, and ADA Accommodations will be presented to continue raising awareness on inclusion and fair access to City services.
 - c. Additional sessions of the Diversity Training and Lunchtime Equity Learning opportunities will be offered in the next twelve months. HRM is committed to providing additional trainings to City employees to enhance knowledge and awareness in working with different communities.
 - d. Continue partnership with Mayor's Office, Recreation Centers, Public Libraries and other City departments on community outreach events. Our goal is to have more Equal Access staff and materials present at outreach events, providing greater access to Oakland residents.
 - e. Continue to research new tools and technologies on language translations and obtain necessary tools to upgrade existing resources. Some possible options to consider include interactive-video-interpreting, interpretation software, typing tools, InDesign software and more.
2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

Posters, language guide, and bilingual materials were displayed prominently at our public counter letting constituents know language service was available. Staff regularly uploads the annual Equal Access report to the Language Access webpage for public access. A hard copy is also available at the department's service location at the 150 Frank Ogawa Plaza, second floor.

HUMAN RESOURCES

ORGANIZATION	ADDRESS	JOB_CLASS	FTE	HIRE_DATE	NEW	PCP	LANG
05111 - Personnel Admin/Human Resource	150 Frank Ogawa Plaza	Administrative Analyst II	1	10-APR-06		NO	Tagalog
05111 - Personnel Admin/Human Resource	150 Frank Ogawa Plaza	Director of Human Resources Mgmt	1	26-SEP-16		NO	
05111 - Personnel Admin/Human Resource	150 Frank Ogawa Plaza	Exec Asst to the Director	1	03-JAN-17		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	1	03-JUL-17		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	1	31-MAR-14		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	1	26-NOV-12		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	1	11-APR-05		NO	Chinese
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	1	23-OCT-04		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	1	23-MAR-19	*	NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	1	04-MAY-15		NO	Spanish
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	1	05-OCT-09		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	1	31-JAN-00		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Senior	1	19-JUN-17		NO	Spanish
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Clerk	1	23-APR-18		NO	Chinese
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Clerk	1	29-FEB-16		YES	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Clerk	1	26-OCT-15		YES	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Oper Supervisor	1	05-MAR-90		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician	1	31-JUL-17		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician	1	17-JUL-17		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician	1	21-NOV-16		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician	1	24-OCT-16		NO	Spanish
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician, Senior	1	13-MAY-13		NO	
05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	0	24-SEP-18	*	NO	
05221 - Equal Access	150 Frank Ogawa Plaza	Program Analyst I	1	08-APR-13		YES	Spanish
05221 - Equal Access	150 Frank Ogawa Plaza	Program Analyst III	1	08-SEP-08		YES	Chinese
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Asst Human Resources Director	1	27-OCT-14		NO	
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Employee Relations Analyst Prin	1	19-JUN-17		NO	
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Employee Relations Analyst Prin	1	17-JAN-17		NO	
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Employee Relations Analyst Prin	1	10-OCT-01		NO	
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Human Resources Manager	1	24-APR-18		NO	
05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	0	06-APR-19	*	NO	
05511 - Human Resource Development Unit	150 Frank Ogawa Plaza	Human Resource Technician	1	12-SEP-05		NO	
05611 - Employee Benefits Services	150 Frank Ogawa Plaza	Benefits Analyst	1	05-NOV-07		NO	
05611 - Employee Benefits Services	150 Frank Ogawa Plaza	Benefits Coordinator	1	07-DEC-15		NO	
05611 - Employee Benefits Services	150 Frank Ogawa Plaza	Benefits Representative	1	22-JUL-13		NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Administrative Analyst II	1	22-DEC-14		NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Administrative Assistant II	1	09-DEC-13		NO	

HUMAN RESOURCES

FY2018-19

05621 - Risk Management	150 Frank Ogawa Plaza	Benefits Representative	1	21-MAY-12	NO
05621 - Risk Management	150 Frank Ogawa Plaza	Benefits Technician	1	11-SEP-17	NO
05621 - Risk Management	150 Frank Ogawa Plaza	Benefits Technician	1	27-MAY-14	NO
05621 - Risk Management	150 Frank Ogawa Plaza	Claims & Risk Manager	1	25-JUN-18	NO
05621 - Risk Management	150 Frank Ogawa Plaza	Disability Benefits Coordinator	1	08-DEC-14	NO
05621 - Risk Management	150 Frank Ogawa Plaza	Employee Fleet & Safety Coordinator	1	12-JAN-99	NO
05621 - Risk Management	150 Frank Ogawa Plaza	Safety & Loss Control Specialist	1	05-JUL-16	NO
					Vietnames

Department Name: Human Services
Fiscal Year: 2018-19



**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

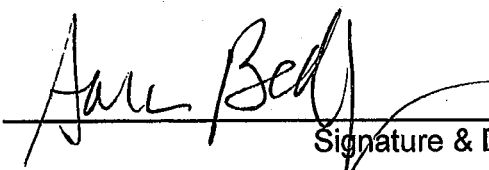
19 JUN 24 07:40:00
CITY OF OAKLAND
HUMAN SERVICES

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Human Services
FISCAL YEAR: 2018-19

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

I, Sara Bedford, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Human Services was submitted on June 24, 2019.



Signature & Date
Sara Bedford Director, Human Services

Print Name & Title

Department Name: Human Services
Fiscal Year: 2018-2019

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Human Services

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Sara Bedford	Kathy Hicks	Kathy Hicks
Title	Director of Human Services	Executive Assistant	Executive Assistant
Address	150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612	150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612	150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612
Phone#	(510) 238-6794	(510) 238-2214	(510) 238-2214
Email	sbedford@oaklandca.gov	khicks@oaklandca.gov	khicks@oaklandca.gov
			Debra Davis-Curtis Head Start Supervisor 150 Frank H. Ogawa Plaza, 5 th Floor Oakland, CA 94612 (510) 238-2335 dflynn@oaklandca.gov

Table 2A. Department Employee Statistics

By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	236.94 FTE		New Hires	14	
Public Contact Positions (PCP)	155	100%	New PCP Hires	10	100%
PCP With Spanish Language Skill	24	15 %	New PCP Hires with SP Skill	1	10%
PCP With Chinese Language Skill	11	7%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring

Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
--	---

Table 3A. Department Organization Structure

Senior Aides
Senior Companion Program Unit
Outreach Program Unit
Oakland Paratransit for the Elderly and Disabled Unit
Senior Aide Program Unit
Multipurpose Senior Service Program
Senior Center Unit
* Senior Center (Citywide)
* Senior Center (Downtown Oakland)
* Senior Center (East Oakland)
* Senior Center (North Oakland)
* Senior Center (west Oakland)
DHS Administration Unit
Policy & Planning
Community Housing Services
Head Start Unit
* Head Start - Service Area I (Fannie Wall)
* Early Head Start - Service Area I (West Grand)
* Head Start - Service Area I (Franklin)
* Head Start - Service Area I (Frank G. Mar)
* Early Head Start - Service Area I (San Antonio Park)
* Early Head Start - Service Area II (Arroyo Viejo)
* Head Start - Service Area II (Tassafaronga)

Department Name: Human Services
 Fiscal Year: 2018-2019

<ul style="list-style-type: none"> *Early & Head Start - Service Area II (Lion Creek Crossing) * Head Start - Service Area II (Sun Gate) * Head Start - Service Area II (San Antonio CDC) * Head Start - Service Area II (Brookfield) * Head Start - Service Area II (85th Ave) * Early Head Start – Service Area I (Broadway) * Head Start - Central Kitchen * Head Start - Central Office <p>Early Childhood and Family Services Year-Round Lunch Program Unit Youth Services Children & Youth Services and Policy & Planning</p>
--

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description:	
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Super PCP Unit	Language Goal	Language Actual
Multipurpose Senior Service Program Unit (75231)	SP= 1 CH = 1	SP= 2 CH =2

Department Name: Human Services
Fiscal Year: 2018-2019

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other?
			Specify:
HSD Brochure	Y	Y	
Head Start Parents Handbook	Y	Y	
HSD Appendix A	Y	Y	
HSD Parent Survey	Y	Y	
Oakland Unite Program Brochure	Y	Y	
Oakland Unite Client Consent Form	Y	Y	
Oakland Unites Reentry Client Consent Form	Y	Y	
Older Americans Celebration Flyers	Y	Y	
Updated Senior Companion Program (SCP) Care Plans	Y	Y	
SCP Special Program Flyers	Y	Y	
SCP Volunteer Specific Guidelines/Procedures	Y	Y	
Updated Senior Companion Program (SCP) Care Plans	Y	Y	
Multipurpose Senior Services Program Brochure	Y	Y	
Senior Centers Brochure	Y	Y	
Homeless Program Brochure	Y	Y	
Hunger Program Brochure	Y	Y	
Community Action Partnership Brochure	Y	Y	
Summer Food Service Program Brochure	Y	Y	
Community Housing Program Brochure	Y	Y	
Senior Volunteers Program Brochure	Y	Y	
ASSETS Employment Program Brochure	Y	Y	
ASSETS Employer Brochure	Y	Y	
Oakland Paratransit Program Brochure	Y	Y	
Oakland Fund for Children & Youth	Y	Y	
Head Start Program Brochure	Y	Y	
Head Start Application Status Letter	Y	Y	
Head Start Acceptance Letter	Y	Y	
Head Start Parent Survey	Y	Y	
Head Start Enrollment Form	Y	Y	
Homeless Declaration Form	Y	Y	
Determination Record Form	Y	Y	
Summer Menu	Y	Y	
Survey Instructions & Letter	Y	Y	
Aging & Adult Services Older American's Flyer	Y	Y	
Help Feed Kids this Summer document	Y	Y	
Summer Food Service Program Site Eligibility Guidelines	Y	Y	
Consent for Observations	Y	Y	
Consent for Release Information	Y	Y	
2018-19 First Health Letter	Y	Y	
Nutrition Screening Charts/Forms (2)	Y	Y	
Age Friendly Oakland	Y	Y	
Oakland Unite Consent Form	Y	Y	
Thanksgiving Flyer	Y	Y	Vietnamese, Korean
Head Start/Early Head Start Family Assessment	Y	Y	
Social Emotional Learning Measures	Y	Y	

Department Name: Human Services
Fiscal Year: 2018-2019

Policy Council Governance Training	Y	Y	
Health/Nutrition	Y	Y	
2018 AARP Survey	Y	Y	
Statement of Intent	Y	Y	
Coordinated Entry Access Packet	Y	Y	
Oakland Unite Legal Ad	Y	Y	
Policy Council February	Y	Y	
Opening Doors Registration Form	Y	Y	
2019 EITC Translation	Y	Y	
Fingerprinting Forms	Y	Y	
Head Start Day Flyer	Y	Y	
Head Start Council Meeting (2)	Y	Y	
AC-OCAP Survey	Y	Y	

Table 4B. Vital Documents Status Summary

Are all the department's vital documents translated into Spanish and Chinese? Yes No – Please describe below

Action Plan & Timeline:

Table 5. Multilingual Telephone Recordings

Location Description	Telephone Number	Status
HSD Front Desk	238-3121	Completed
Head Start	238-3165	Completed

Department Name: Human Services
Fiscal Year: 2018-2019

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
DOWNTOWN OAKLAND SENIOR CENTER	200 Grand Avenue	94612	238-3284	2	0	0%	0	0%
EAST OAKLAND SENIOR CENTER	9255 Edes Avenue	94621	615-5731	2	1	50%	0	0%
NORTH OAKLAND SENIOR CENTER	5714 Martin Luther King Jr. Way	94618	597-5085	2	1	50%	0	0%
WEST OAKLAND SENIOR CENTER	1724 Adeline Street	94607	238-7017	2	0	0%	0	0%
FANNIE WALL	647 – 55 th St.	94609	597-5040	5	1	20%	0	0%
FRANK G. MAR	274 – 12 th ST.	94607	465-8403	4	1	25%	1	25%
FRANKLIN	1010 E. 15 th Street	94606	238-1306	4	1	25%	1	25%
SAN ANTONIO CDC	2228 E. 15 th Street	94606	535-5639	5	2	40%	1	20%
SAN ANTONIO PARK	1701 E. 19 TH Street	94606	535-5609	6	1	17%	1	17%
ARROYO VIEJO	7701 Krause Avenue	94605	615-5757	4	3	75%	0	0%
BROOKFIELD	9600 Edes Avenue	94603	615-5737	6	1	17%	0	0%
LION CREEK CROSSINGS	6818 Lion Way, Ste 110	94621	615-5585	6	0	0%	1	17%
SUNGATE	2563 International Blvd.	94601	535-5649	6	1	17%	2	34%
TASSAFARONGA	975-85 TH Avenue	94621	639-0579	4	2	50%	0	0%
WEST GRAND	1058 West Grand Avenue	94607	238-2268	9	4	45%	0	0%
85 th AVENUE	8501 International Blvd	94621	544-3821	9	4	44%	1	11%
FIRST PRESBYTERIAN	2619 Broadway	94612	238-7091	10	1	11%	3	33%

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

Table 7. Public Notices & Resources *****NEW TABLE *****	
Language access notice displayed at reception area	X Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	X Yes <input type="checkbox"/> No
Provide staff with language access resources (Interpretation#, FAQ, contact list, training... etc)	X Yes <input type="checkbox"/> No

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

Department Name: Human Services
Fiscal Year: 2018-2019

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department: HSD

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11%)	STAFF	GOAL MET?	GOAL (5%)	STAFF	GOAL MET?
236.94	155	17	24	Y	8	11	Y

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 24, 2019.

1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The department complies with the EAO and is generally very successful in recruiting bilingual employees to meet the need of clients. HSD continues to strive to meet/exceed full compliance. Additionally, the department meets federal grant mandates around language access in our Head Start Program. It is mandated that staff be capable speaking in the families served first language and that all documents be translated as such. There is a nation-wide shortage of teachers and Head Start and Early Head Start are experiencing greater challenges in recruiting enough Early Childhood Instructors for their programs which in turn may be an obstacle to maintaining our compliance in meeting the mandates.

The following three regulations from the Head Start Performance Standards reference staff communication in their native language include:

➤ 1304.51 (b) Communications and (c) Communication with families:

(b) Communications-general. Grantee and delegate agencies must establish and implement systems to ensure that timely and accurate information is provided to parents, policy groups, staff, and the general community.

(c) Communication with families.

(1) Grantee and delegate agencies must ensure that effective two-way comprehensive communications between staff and parents are carried out on a regular basis throughout the program year.

(2) Communication with parents must be carried out in the parents' primary or preferred language or through an interpreter, to the extent feasible.

➤ 1304.21 Education and early childhood development.

(a) Child development and education approach for all children.

(1) In order to help children, gain the skills and confidence necessary to be prepared to succeed in their present environment and with later responsibilities in school and life, grantee and delegate agencies' approach to child development and education must:

(i) Be developmentally and linguistically appropriate, recognizing that children have individual rates of development as well as individual interests, temperaments, languages, cultural backgrounds, and learning styles;

➤ 1306.20 regarding classroom staffing.

(2) When a majority of children speak the same language, at least one classroom staff member or home visitor interacting regularly with the children must speak their language.

Department Name: Human Services
Fiscal Year: 2018-2019

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

Chinese and Spanish speakers are highly desirable for all recruitments in HSD. We partner with HRMD and Equal Access when recruitment is for Public Contact Positions and especially for satellite locations that are targeted to serve limited English speaking populations. Multiple language screening and certification were conducted this year. In addition, the HRMD has agreed to begin doing college job fairs as specifically targeting teachers for the Early Childhood Instructor vacancies, in the new fiscal year.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.

Each work station has a complete updated list of bilingual staff contacts and in addition they have the interpretation phone line access information. Signs are posted in multiple languages to promote language access assistance in all reception areas.

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

HSD performs targeted outreach in LES geographical areas for Head Start open enrollment periods and all events.

5. Please describe your Department plans for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

The department will continue to perform targeted recruitments for bilingual staff and continue to use the interpretation phone line to ensure that all languages are being served and have access to city services.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

4th Floor Reception Areas 1 and 2

5th Floor Head Start Reception Area

All Senior Centers

All Head Start sites

<i>Senior Center Unit</i> <i>Senior Center (Downtown Oakland)</i> <i>Senior Center (East Oakland)</i> <i>Senior Center (North Oakland)</i> <i>Senior Center (west Oakland)</i>
<i>Head Start Unit</i> <i>Head Start - Service Area I (Fannie Wall)</i> <i>Head Start - Service Area I (West Grand)</i> <i>Head Start - Service Area I (Franklin)</i> <i>Head Start - Service Area I (Frank G. Mar)</i>

Department Name: Human Services
Fiscal Year: 2018-2019

- Head Start - Service Area I (San Antonio Park)*
- Head Start - Service Area II (Arroyo Viejo)*
- Head Start - Service Area II (Tassafaronga)*
- Head Start - Service Area II (Lion Creek Crossing)*
- Head Start - Service Area II (Sun Gate)*
- Head Start - Service Area II (San Antonio CDC)*
- Head Start - Service Area II (Brookfield)*
- Head Start - Service Area II (85th Ave)*
- Early Head Start – First Presbyterian*

2. Please describe the percentage of vital documents translated into threshold language(s).
 100% have been translated into threshold languages.
 What is the corrective action plan and timeline in getting the rest of the documents translated?
 N/A

All vital documents are now translated into threshold languages.

Did the Department translate any other written documents in the reporting period to serve the LES community?

- Consent for Observations
- Consent for Release Information
- 2018-19 First Health Letter
- Nutrition Screening Charts/Forms (2)
- Age Friendly Oakland
- Oakland Unite Consent Form
- Thanksgiving Flyer
- Head Start/Early Head Start Family Assessment
- Social Emotional Learning Measures
- Policy Council Governance Training
- Health/Nutrition
- 2018 AARP Survey
- Statement of Intent
- Coordinated Entry Access Packet
- Oakland Unite Legal Ad

Policy Council February
Opening Doors Registration Form
2019 EITC Translation
Fingerprinting Forms
Head Start Day Flyer
Head Start Council Meeting (2)
AC-OCAP Survey

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).

The Department multilingual telephone messages are recorded on all main telephone lines and the messages have been successful in directing the public in their threshold language.

D. Assessment of Department Communication with LES Populations

1. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

The City has written into its MOUs with the Unions, a bilingual award structure for both spoken and written skills. HSD bilingual staff are certified in this procedure to better serve the community at large. The procedure is very successful.

2. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.

There are signs prominently displayed informing the public of their right to bilingual services, and all staff have been trained in provisions for providing bilingual services. The interpretation telephone line is invaluable when bilingual staff are unavailable.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?

No complaints were received this year.

4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

We did have a great response to the Language Survey, particularly in our Head Start centers and Senior Centers. We will continue to inform our clientele about our resources, train our staff to be quick to respond to language inquiries and question if we need documents translated into other languages such as Arabic.

E. Action Plan

- 1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

The department will continue to provide all bilingual services and frontline staff will be trained in customer service to ensure prompt service. The department will utilize the interpretation phone line to ensure all languages are served.

- 2. Describe how notice of the availability of language access has been posted prominently at the Department’s geographic location. Describe also the information posted to the Department’s website and how the public may access the Department’s Annual Compliance plan.

The notice of availability of language access has been posted prominently at all satellite offices and on the 4th, 5th floors of 150 Frank Ogawa Plaza at all reception areas. Please refer to section “B” for a list of sites.

The information is posted on the City of Oakland Website as well as the Department’s annual compliance plan under Equal Access.

FY2018-2019 HUMAN SERVICES DEPARTMENT (HSD)

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	LANG2
78111 - DHS Administration Unit	150 Frank Ogawa Plaza, 4thFl	Administrative Assistant I	14-JAN-02		YES	Spanish	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza, 4thFl	Administrative Assistant II	06-APR-19	*	NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza, 4thFl	Director of Human Services	26-SEP-92		NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza, 4thFl	Exempt Limited Duration Employee	11-FEB-19	*	NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza, 4thFl	Exempt Limited Duration Employee	05-NOV-18	*	NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza, 4thFl	Exempt Limited Duration Employee	01-MAR-18		NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza, 4thFl	Health & Human Svcs Prgrm Planner	12-MAR-18		NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza, 4thFl	Manager, Human Services	16-JUL-01		NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza, 4thFl	Office Assistant I, PT	28-JAN-19	*	NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza, 4thFl	Payroll Personnel Clerk III	01-MAY-90		NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza, 4thFl	Program Analyst II, PPT	19-AUG-13		NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza, 4thFl	Project Manager	28-AUG-17		NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza, 4thFl	Senior Aide, PT	22-APR-13		NO		
78111 - DHS Administration Unit	150 Frank Ogawa Plaza, 4thFl	Student Trainee, PT	06-MAR-17		NO		
78199 - DHS Fiscal Unit	150 Frank Ogawa Plaza, 4thFl	Accountant II	15-OCT-01		YES	Spanish	Tagalog
78199 - DHS Fiscal Unit	150 Frank Ogawa Plaza, 4thFl	Administrative Services Manager II	07-DEC-02		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Administrative Assistant I, PT	04-JUN-18		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Cook Supervising	07-MAY-12		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Custodian	16-MAY-98		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Childhood Center Director	03-DEC-12		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Childhood Center Director	27-OCT-08		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Childhood Center Director	26-MAR-07		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Childhood Center Director	18-JAN-05		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Childhood Center Director	01-MAR-04		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Childhood Center Director	01-MAR-04		YES	Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Childhood Center Director	20-SEP-00		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Childhood Center Director	11-OCT-99		YES	Vietnamese	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Childhood Center Director	15-MAR-99		YES	Vietnamese	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Childhood Center Director	06-MAR-98		YES	Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Childhood Center Director	19-AUG-97		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Childhood Center Director	28-AUG-95		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Childhood Center Director	01-DEC-90		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	06-APR-19	*	YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	05-JAN-19	*	YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	15-DEC-18	*	YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	01-DEC-18	*	YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	01-DEC-18	*	YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	24-SEP-18	*	YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	29-JAN-18		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	04-DEC-17		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	11-SEP-17		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	02-SEP-17		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	31-JUL-17		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	21-DEC-15		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	05-JAN-15		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	27-OCT-14		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	27-JAN-14		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	28-MAY-13		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	22-MAY-13		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	25-MAR-13		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	26-NOV-12		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	29-AUG-12		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	24-OCT-11		YES		

FY2018-2019 HUMAN SERVICES DEPARTMENT (HSD)

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	LANG2
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	25-JUL-11	YES		Chinese	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	24-JAN-11	YES		Chinese	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	13-DEC-10	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	26-JUL-10	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	03-MAY-10	YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	03-MAY-10	YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	13-MAY-09	YES		Chinese	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	26-JAN-09	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	04-JAN-06	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Early Head Start Instructor	04-SEP-03	YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Exempt Limited Duration Employee	13-AUG-18	YES	*		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Family Advocate	11-SEP-17	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Family Advocate	30-JAN-17	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Family Advocate	23-MAR-09	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Family Advocate	17-OCT-06	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Family Advocate	13-FEB-96	YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Family Advocate	03-APR-95	YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Family Advocate	05-JUL-94	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Family Advocate	05-JUL-94	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Family Advocate	06-JUN-92	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Family Advocate	25-MAR-87	YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Food Service Worker	18-APR-11	NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Food Service Worker	25-SEP-02	NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Food Service Worker, PT	05-NOV-18	NO	*		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Driver Courier	12-JUN-10	NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Driver Courier	30-MAR-91	NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Driver Courier	04-JUN-88	NO			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	19-NOV-18	YES	*		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	23-APR-18	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	05-SEP-13	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	14-JAN-08	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	17-DEC-07	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	18-JAN-05	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	13-SEP-03	YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	24-MAR-03	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	06-MAR-03	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	02-DEC-02	YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	28-OCT-02	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	19-FEB-02	YES		Chinese	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	09-JAN-02	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	30-OCT-00	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	11-OCT-00	YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	18-SEP-00	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	18-SEP-00	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	24-FEB-00	YES		Chinese	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	24-FEB-00	YES		Chinese	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	22-FEB-00	YES			
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	11-OCT-99	YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	11-OCT-99	YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	14-JAN-99	YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	07-DEC-98	YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	28-SEP-98	YES		Spanish	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	06-MAR-98	YES		Chinese	

FY2018-2019 HUMAN SERVICES DEPARTMENT (HSD)

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	LANG2
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	05-NOV-96		YES	Chinese	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	06-MAY-96		YES	Chinese	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	15-AUG-92		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start Instructor	03-NOV-90		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start/EHS Sub Inst, PT	09-FEB-19	*	YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start/EHS Sub Inst, PT	08-OCT-18	*	YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start/EHS Sub Inst, PT	08-OCT-18	*	YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start/EHS Sub Inst, PT	10-SEP-18	*	YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start/EHS Sub Inst, PT	04-JUN-18		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start/EHS Sub Inst, PT	04-DEC-17		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start/EHS Sub Inst, PT	13-APR-15		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start/EHS Sub Inst, PT	02-FEB-15		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start/EHS Sub Inst, PT	17-MAR-14		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start/EHS Sub Inst, PT	26-NOV-12		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Head Start/EHS Sub Inst, PT	26-NOV-12		YES		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Maintenance Mechanic, PPT	27-JUL-00		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Maintenance Mechanic, PPT	23-FEB-98		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Maintenance Mechanic, PT	20-OCT-97		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Park Attendant, PT	17-SEP-01		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Student Trainee, PT	08-OCT-18	*	NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Student Trainee, PT	08-OCT-18	*	NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Student Trainee, PT	09-FEB-15		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Student Trainee, PT	09-FEB-15		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Student Trainee, PT	21-JUL-14		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Student Trainee, PT	24-OCT-11		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Student Trainee, PT	03-JAN-11		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Student Trainee, PT	13-DEC-10		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Student Trainee, PT	13-MAY-09		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Student Trainee, PT	22-OCT-01		NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Temp Contract Svcs Employee, PT	08-OCT-18	*	NO		
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza, 4thFl	Temp Contract Svcs Employee, PT	29-JAN-18		NO		
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza, 4thFl	Administrative Assistant I, PT	23-FEB-19	*	YES	Spanish	
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza, 4thFl	Data Entry Operator	22-APR-02		NO		
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza, 4thFl	Data Entry Operator, Senior	01-MAR-05		YES	Spanish	
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza, 4thFl	Exempt Limited Duration Employee	18-MAY-19	*	NO		
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza, 4thFl	Head Start Education Coord	15-AUG-92		YES		
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza, 4thFl	Head Start Health & Nutr Coordinator	03-MAY-10		YES		
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza, 4thFl	Headstart Program Coordinator	25-SEP-17		YES		
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza, 4thFl	Headstart Program Coordinator	08-MAY-17		YES		
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza, 4thFl	Headstart Program Coordinator	27-OCT-14		YES		
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza, 4thFl	Headstart Program Coordinator	08-FEB-10		YES		
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza, 4thFl	Headstart Program Coordinator	08-SEP-88		YES		
78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza, 4thFl	Office Assistant II	18-JUL-92		NO		
78235 - HS Central Office Administration	150 Frank Ogawa Plaza, 4thFl	Accountant II	30-MAY-06		NO		
78235 - HS Central Office Administration	150 Frank Ogawa Plaza, 4thFl	Administrative Analyst II	05-JAN-15		NO		
78235 - HS Central Office Administration	150 Frank Ogawa Plaza, 4thFl	Administrative Assistant II	07-DEC-15		YES	Chinese	
78235 - HS Central Office Administration	150 Frank Ogawa Plaza, 4thFl	Administrative Assistant II	25-MAR-11		NO		
78235 - HS Central Office Administration	150 Frank Ogawa Plaza, 4thFl	Head Start Supervisor	17-SEP-13		YES		
78235 - HS Central Office Administration	150 Frank Ogawa Plaza, 4thFl	Head Start Supervisor	23-JUN-08		YES	Spanish	
78235 - HS Central Office Administration	150 Frank Ogawa Plaza, 4thFl	Head Start Supervisor	16-AUG-04		YES		
78235 - HS Central Office Administration	150 Frank Ogawa Plaza, 4thFl	Head Start Supervisor	25-AUG-03		YES		
78235 - HS Central Office Administration	150 Frank Ogawa Plaza, 4thFl	Health & Human Svcs Prgm Planner	07-AUG-01		NO		
78235 - HS Central Office Administration	150 Frank Ogawa Plaza, 4thFl	Manager, Human Services	29-JAN-18		NO		

FY2018-2019 HUMAN SERVICES DEPARTMENT (HSD)

ORGANIZATION	ADDRESS	JOB CLASS	HIRE DATE	NEW	PCP	LANG	LANG2
78235 - HS Central Office Administration	150 Frank Ogawa Plaza, 4thFl	Office Assistant I, PT	22-OCT-18	*	NO		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Driver, PT	03-JUN-17		NO		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Driver, PT	12-JUN-15		NO		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Driver, PT	13-JUN-14		NO		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Driver, PT	13-JUN-14		NO		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Driver, PT	20-JUN-13		NO		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Driver, PT	17-JUN-13		NO		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Driver, PT	02-JUL-12		NO		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Driver, PT	18-JUN-12		NO		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Driver, PT	30-JUN-03		NO		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Driver, PT	24-JUN-98		NO		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Driver, PT	05-JUN-93		NO		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Monitor, PT	12-JUN-17	YES	YES		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Monitor, PT	11-JUN-16	YES	YES		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Monitor, PT	06-JUN-16	YES	YES		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Monitor, PT	23-MAY-16	YES	YES		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Monitor, PT	15-JUN-15	YES	YES		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Monitor, PT	12-JUN-15	YES	YES		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Monitor, PT	12-JUN-15	YES	YES		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Monitor, PT	12-JUN-15	YES	YES		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Monitor, PT	16-JUN-14	YES	YES		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Monitor, PT	21-JUN-10	YES	YES		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Monitor, PT	22-AUG-01	YES	YES		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Food Program Monitor, PT	15-JUN-96	YES	YES		
78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza, 4thFl	Temp Contract Svcs Employee, PT	23-MAY-16	YES	YES		
78241 - Youth Services	150 Frank Ogawa Plaza, 4thFl	Administrative Assistant II	25-NOV-13		NO		
78251 - Youth Services	150 Frank Ogawa Plaza, 4thFl	Case Manager II	14-MAR-16		YES		
78251 - Youth Services	150 Frank Ogawa Plaza, 4thFl	Health & Human Svcs Prgm Planner	13-AUG-18	*	NO		
78251 - Youth Services	150 Frank Ogawa Plaza, 4thFl	Health & Human Svcs Prgm Planner	15-MAR-10		NO		
78251 - Youth Services	150 Frank Ogawa Plaza, 4thFl	Manager, Human Services	23-MAR-98		NO		
78251 - Youth Services	150 Frank Ogawa Plaza, 4thFl	Program Analyst I	04-MAY-19	*	NO		
78251 - Youth Services	150 Frank Ogawa Plaza, 4thFl	Program Analyst I	20-APR-19	*	NO		
78251 - Youth Services	150 Frank Ogawa Plaza, 4thFl	Program Analyst I	07-JAN-08		NO		
78251 - Youth Services	150 Frank Ogawa Plaza, 4thFl	Program Analyst I	13-JUL-96		NO		
78251 - Youth Services	150 Frank Ogawa Plaza, 4thFl	Program Analyst I, PT	15-DEC-18	*	NO		
78251 - Youth Services	150 Frank Ogawa Plaza, 4thFl	Program Analyst II	21-NOV-16		NO		
78251 - Youth Services	150 Frank Ogawa Plaza, 4thFl	Program Analyst II	02-APR-12		NO		
78251 - Youth Services	150 Frank Ogawa Plaza, 4thFl	Program Analyst II	18-FEB-08		NO		
78251 - Youth Services	150 Frank Ogawa Plaza, 4thFl	Student Trainee, PT	02-JUL-18	*	NO		
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Administrative Assistant I, PT	27-AUG-18	*	NO		
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Administrative Assistant I, PPT	11-SEP-13		NO		
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Case Manager I	15-JAN-18		YES		
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Case Manager I	09-MAY-16		YES		
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Case Manager I	10-FEB-14		YES		
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Health & Human Svcs Prgm Planner	09-NOV-15		NO		
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Health & Human Svcs Prgm Planner	13-OCT-14		NO		
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Health & Human Svcs Prgm Planner	01-OCT-12		NO		
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Management Intern, PT	04-JUN-18		NO		
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Office Assistant II, PT	03-JUN-17		NO		
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Outreach Developer	21-SEP-09		YES		
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Program Analyst I	07-MAY-18		NO		
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Program Analyst I	20-OCT-08		NO		

HUMAN SERVICES DEPARTMENT (HSD)

FY2018-2019

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG	LANG2
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Program Analyst II	24-JAN-11		YES	Spanish	
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Program Analyst II	09-JUL-07		NO		
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Program Analyst II	27-NOV-06		NO		
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Program Analyst III	20-FEB-07		NO		
78311 - Policy & Planning	150 Frank Ogawa Plaza, 4thFl	Student Trainee, PT	21-JUN-14		NO		
78361 - CSBG - Admin	150 Frank Ogawa Plaza, 4thFl	Administrative Assistant I, PT	16-FEB-19	*	NO		
78361 - CSBG - Admin	150 Frank Ogawa Plaza, 4thFl	Community Action Agency Manager	07-JUL-97		NO		
78361 - CSBG - Admin	150 Frank Ogawa Plaza, 4thFl	Program Analyst I, PT	02-FEB-19	*	NO		
78361 - CSBG - Admin	150 Frank Ogawa Plaza, 4thFl	Temp Contract Svcs Employee, PT	20-AUG-14		NO		
78362 - CSBG - Programs	150 Frank Ogawa Plaza, 4thFl	Program Analyst I	06-JUN-16		NO		
78362 - CSBG - Programs	150 Frank Ogawa Plaza, 4thFl	Program Analyst I	15-SEP-15		NO		
78411 - Community Housing Services	150 Frank Ogawa Plaza, 4thFl	Accountant II	18-OCT-04		NO		
78411 - Community Housing Services	150 Frank Ogawa Plaza, 4thFl	Administrative Analyst I, PT	11-FEB-19	*	NO		
78411 - Community Housing Services	150 Frank Ogawa Plaza, 4thFl	Administrative Analyst I, PT	04-JUN-18		NO		
78411 - Community Housing Services	150 Frank Ogawa Plaza, 4thFl	Health & Human Svcs Prgm Planner	04-DEC-17		NO		
78411 - Community Housing Services	150 Frank Ogawa Plaza, 4thFl	Management Intern, PT	20-APR-19	*	NO		
78411 - Community Housing Services	150 Frank Ogawa Plaza, 4thFl	Manager, Human Services	03-JUN-15		NO		
78411 - Community Housing Services	150 Frank Ogawa Plaza, 4thFl	Program Analyst I	04-AUG-14		NO		
78411 - Community Housing Services	150 Frank Ogawa Plaza, 4thFl	Program Analyst II	29-DEC-18	*	NO		
78411 - Community Housing Services	150 Frank Ogawa Plaza, 4thFl	Program Analyst II	04-JUN-18		NO		
78411 - Community Housing Services	150 Frank Ogawa Plaza, 4thFl	Program Analyst II	30-NOV-15		NO		
78411 - Community Housing Services	150 Frank Ogawa Plaza, 4thFl	Program Analyst II	13-JUL-15		NO		
78411 - Community Housing Services	150 Frank Ogawa Plaza, 4thFl	Program Analyst II, PT	11-FEB-19	*	NO		
78411 - Community Housing Services	150 Frank Ogawa Plaza, 4thFl	Temp Contract Svcs Employee, PT	11-SEP-17		NO		

Department Name:
Fiscal Year: 2018/19



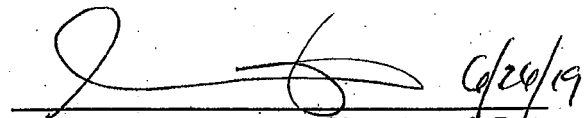
EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Information Technology Department
FISCAL YEAR: 2018/19

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

I, Andrew Peterson, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Information Technology Department was submitted on June 27, 2018.


Signature & Date

Andrew Peterson, Chief Information Officer
Print Name & Title

Department Name: Information Technology Department
Fiscal Year: 2018/19

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Andrew Peterson	Tyehimba Jelani	Cynthia Perkins
Title	Chief Information Officer	Administrative Analyst II	Assistant to the Director
Address	150 Frank Ogawa Plaza, Oakland CA	150 Frank Ogawa Plaza, Oakland CA	150 Frank Ogawa Plaza, Oakland CA
Phone#	510-238-6741	510-238-3035	510-238-4702
Email	apeterson@oaklandnet.com	Tjelani@oaklandnet.com	cperkins@oaklandnet.com

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	81 (6 vacancies)		New Hires 4		
Public Contact Positions (PCP)	0	100%	New PCP Hires	0	100%
PCP With Spanish Language Skill	0	%	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	0	%	New PCP Hires with CH Skill	0	%

Table 3A. Department Organization Structure	
Administration	Reprographics Services
Help Desk	Desktop Support
System and Database Administration	Application Development
Project Coordination	Public Safety
Network Communications	Telecom and Radio Communications

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting			
Any Super PCP Unit in the department?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below.		
Super PCP Unit	Language Goal FTE		Actual FTE
	SP=	CH =	SP= CH =
	SP=	CH =	SP= CH =
	SP=	CH =	SP= CH =
	SP=	CH =	SP= CH =

Department Name: Information Technology Department
 Fiscal Year: 2018/19

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
None			

Table 4B. Vital Documents Status Summary	
Are all the department's vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No -- Please describe below
Action Plan & Timeline:	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
N/A		

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

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

Department Name: Information Technology Department
Fiscal Year: 2018/19

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
81	0	0	0	Yes	0	0	Yes

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 30, 2019.

1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The Information Technology Department (ITD) is an Internal Service Agency, and does not offer services to the general public; our customers are limited to City employees. However, ITD is committed to supporting the Equal Access Ordinance by providing the necessary technological infrastructure to assist the City in reaching its Equal Access goals.

During this past year, ITD worked collaboratively with various agencies and departments to help implement new systems and projects. Some projects include Cloud Migration Project Fire Inspection and Vegetation Management Application, and Master Fiber Plan and Execution. Our Department continued its support on technological upgrades to City systems including Oracle, ShoreTel Phones, and Police and Fire Radio systems, all of which contributes to the City's overall goal of reaching 100% compliance with the Equal Access Ordinance.

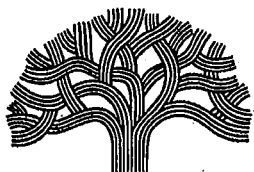
INFORMATION TECHNOLOGY DEPARTMENT (ITD)

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	EMP_NAME	PCP	LANG
46341 - Application Developme	150 Frank Ogawa Plaza	Spatial Data Analyst III	18-MAR-13	Adabi, Noushin	NO	
46531 - Public Safety Application	150 Frank Ogawa Plaza	Information Systems Spec II	14-JUL-03	Aftab Savat, Parvin	NO	
46341 - Application Developme	150 Frank Ogawa Plaza	Application Developer III	10-MAR-08	Ali, Muhammad Zeeshan	NO	
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Spec II	01-FEB-99	Aminsalehi, Kommy	NO	
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Spec II	10-OCT-16	Astrera, Erwin Solomon	NO	
46521 - Public Safety Maintenance	150 Frank Ogawa Plaza	Telecommunication Systems Engineer	23-FEB-16	Ayyoub, Khalid Y	NO	
46121 - Reprographic Services	150 Frank Ogawa Plaza	Reproduction Assistant	04-JUN-02	Battle, Althea L.	NO	
46341 - Application Developme	150 Frank Ogawa Plaza	Application Developer III	31-MAR-08	Bhalla, Arvinder A	NO	
46531 - Public Safety Application	150 Frank Ogawa Plaza	Information Systems Manager I	04-MAR-13	Binda, George Boimah	NO	
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Spec II	13-NOV-98	Blue, Howard E	NO	
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Spec I	14-SEP-15	Breckenridge, Frank Lamar	NO	
46211 - Help Desk	150 Frank Ogawa Plaza	Help Desk Specialist	02-NOV-15	Bullard Jr., Ronald Eugene	NO	
46331 - Systems Operations	150 Frank Ogawa Plaza	Information Systems Spec III	31-AUG-15	Caganap, Eli Philip	NO	
46271 - Telecommunications	150 Frank Ogawa Plaza	Telephone Services Specialist	17-DEC-91	Carter, Willie L	NO	
46531 - Public Safety Application	150 Frank Ogawa Plaza	Information Systems Spec III	26-MAR-01	Castro, Mauro D.	NO	
46521 - Public Safety Maintenance	150 Frank Ogawa Plaza	Information Systems Spec I	05-JUN-17	Charoonwitt, Navapol Hongunme	NO	
46321 - Systems & Database Ad	150 Frank Ogawa Plaza	Database Administrator	14-SEP-15	Chen, Aibin Sherry	NO	
46471 - Network Security & Mai	150 Frank Ogawa Plaza	Network Architect	31-MAR-03	Chen, Andy J.M	NO	
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Spec II	19-FEB-85	Chinen, Arisa A.	NO	
46461 - Project Coordination	150 Frank Ogawa Plaza	Project Manager II	16-NOV-15	Curtis, Kirke	NO	
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Spec I	09-JAN-12	Everett, TC	NO	
46341 - Application Developme	150 Frank Ogawa Plaza	Application Developer II	17-AUG-15	Gaur, Shilpa	NO	
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Spec II	14-NOV-11	Gonsalves, Daniel Anthony	NO	
46341 - Application Developme	150 Frank Ogawa Plaza	Application Developer III	21-NOV-16	Govindaswamy, Geethadevi	NO	
46461 - Project Coordination	150 Frank Ogawa Plaza	Administrative Services Manager I	06-MAR-89	Granados, Brian V	NO	
46211 - Help Desk	150 Frank Ogawa Plaza	Help Desk Specialist	26-OCT-15	Guydon-Fassette, Sharrie D	NO	
46321 - Systems & Database Ad	150 Frank Ogawa Plaza	Application Developer III	05-NOV-07	Huang, Yongwei	NO	
46211 - Help Desk	150 Frank Ogawa Plaza	Help Desk Supervisor	09-FEB-04	Jelani, Tyehimba	NO	
46521 - Public Safety Maintenance	150 Frank Ogawa Plaza	Information Systems Manager I	23-MAY-16	Kaplan, Stephan	NO	
46341 - Application Developme	150 Frank Ogawa Plaza	Spatial Data Analyst III	23-JUL-12	Kimball, Brian William	NO	
46341 - Application Developme	150 Frank Ogawa Plaza	Application Developer III	05-JUN-93	Kress, Titus	NO	
46111 - Administrative Services	150 Frank Ogawa Plaza	Project Manager III	16-APR-01	Lai, Myron	NO	
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Spec II	24-OCT-16	Le, Duc Ngoc	NO	
46211 - Help Desk	150 Frank Ogawa Plaza	Help Desk Specialist	02-NOV-15	Lucha, Raul A	NO	
46341 - Application Developme	150 Frank Ogawa Plaza	Spatial Data Analyst III	18-NOV-02	MacLeod, Robert Bower	NO	
46121 - Reprographic Services	150 Frank Ogawa Plaza	Reproduction Offset Operator	30-MAY-02	McElroy, Darryl R.	NO	
46331 - Systems Operations	150 Frank Ogawa Plaza	Information System Administrator	15-AUG-05	Mehari, Miriam	NO	
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Spec II	07-FEB-11	Mena, Kurt	NO	
46271 - Telecommunications	150 Frank Ogawa Plaza	Telecommunications Electrician, Sr	16-DEC-91	Mitchell, James M	NO	
46321 - Systems & Database Ad	150 Frank Ogawa Plaza	Database Analyst III	26-APR-99	Mixon, Linda C.	NO	
46531 - Public Safety Application	150 Frank Ogawa Plaza	Information Systems Spec II	29-JUL-15	Moulton, Kofi Cyril Sr	NO	

INFORMATION TECHNOLOGY DEPARTMENT (ITD)

46521 - Public Safety Maintenance	150 Frank Ogawa Plaza	Electronics Technician	24-SEP-07	Norleen, Andrew Harold	NO
46341 - Application Development	150 Frank Ogawa Plaza	Application Developer III	23-APR-07	Norman, Htam	NO
46341 - Application Development	150 Frank H. Ogawa Plaza	Information Systems Manager I	24-NOV-03	Olike, Chinwe Ifeoma	NO
46111 - Administrative Services	150 Frank Ogawa Plaza	Assistant to the Director	08-FEB-91	Perkins, Cynthia P.	NO
46111 - Administrative Services	150 Frank Ogawa Plaza	Director of Info Technology	06-MAR-17	Peterson, Andrew Cleophas Jr	NO
46331 - Systems Operations	150 Frank Ogawa Plaza	Information Systems Spec III	31-AUG-15	Pettway, Joseph T	NO
46531 - Public Safety Application	150 Frank Ogawa Plaza	Information Systems Spec II	07-MAR-11	Phan, Chung	NO
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Spec III	06-OCT-03	Poon, Ivan S	NO
46271 - Telecommunications	150 Frank Ogawa Plaza	Telephone Services Specialist	16-FEB-16	Qadr, Lugman Abdullah	NO
46111 - Administrative Services	150 Frank Ogawa Plaza	Exec Asst to the Director	7 Jul 15	Turner, Phyllis Denise	NO
46521 - Public Safety Maintenance	150 Frank Ogawa Plaza	Telecommunication Systems Engineer	20-SEP-00	Rohrer, Joe R.	NO
46111 - Administrative Services	150 Frank Ogawa Plaza	Project Manager II	12-OCT-15	Salisbury, Janet A	NO
46111 - Administrative Services	150 Frank Ogawa Plaza	Administrative Analyst I	8-Apr-19	Olson, Susan	NO
46321 - Systems & Database Ad	150 Frank Ogawa Plaza	Information Systems Manager I	28-AUG-17	Shigita, Erik Thomas	NO
46111 - Administrative Services	150 Frank Ogawa Plaza	Project Manager II			NO
46531 - Public Safety Application	150 Frank Ogawa Plaza	Information Systems Spec II	16-DEC-89	Soteco, Ferdinand M.	NO
46521 - Public Safety Maintenance	150 Frank Ogawa Plaza	Electronics Technician	20-OCT-08	Sirias, Louis Felipe	NO
46531 - Public Safety Application	150 Frank Ogawa Plaza	Information Systems Spec II	10-OCT-16	Steverson Jr., Jack S	NO
46321 - Systems & Database Ad	150 Frank Ogawa Plaza	Information Systems Manager II	09-APR-18	Su, David Dara	NO
46321 - Systems & Database Ad	150 Frank Ogawa Plaza	Application Developer III	19-DEC-17	Thomas, Stephen William	NO
46121 - Reprographic Services	150 Frank Ogawa Plaza	Reproduction Offset Operator	21-DEC-15	Ticas, Mario M	NO
46471 - Network Security & Maj	150 Frank Ogawa Plaza	Network Architect	22-DEC-14	Tjoe, Danny	NO
46521 - Public Safety Maintenance	150 Frank Ogawa Plaza	Administrative Analyst I	26-MAY-15	Turner, Phyllis Denise	NO
46111 - Administrative Services	150 Frank Ogawa Plaza	Administrative Analyst II	26-NOV-12	Urrutia, Kristin Barrios	NO
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Spec III	27-MAR-06	Vu, Hieu K	NO
46321 - Systems & Database Ad	150 Frank Ogawa Plaza	Database Administrator	23-JUN-03	Wang, Liaosheng	NO
46341 - Application Development	150 Frank Ogawa Plaza	Spatial Data Analyst III	13-NOV-02	Ware, Julian F.	NO
46321 - Systems & Database Ad	150 Frank Ogawa Plaza	Application Developer III	23-JUL-90	Weeks, Stephen Harvey	NO
46531 - Public Safety Application	150 Frank Ogawa Plaza	Information Systems Spec III	14-JUN-99	Weiman III, William J	NO
46211 - Help Desk	150 Frank Ogawa Plaza	Help Desk Specialist	16-FEB-16	White, Charles Alexander	NO
46121 - Reprographic Services	150 Frank Ogawa Plaza	Reproduction Offset Operator	05-MAR-07	Winston, Tracy L	NO
46531 - Public Safety Application	150 Frank Ogawa Plaza	Information Systems Spec III	31-MAR-14	Wu, Raymond Chaoming	NO
46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Spec II	09-OCT-06	Yassini, Ali H	NO
46521 - Public Safety Maintenance	150 Frank Ogawa Plaza	Electronics Technician	17-AUG-15	Zhang, Howard	NO
PLEASE HIGHLIGHT NEW HIRES IN LIGHT GREY					

Department Name:
Fiscal Year:



CITY OF OAKLAND

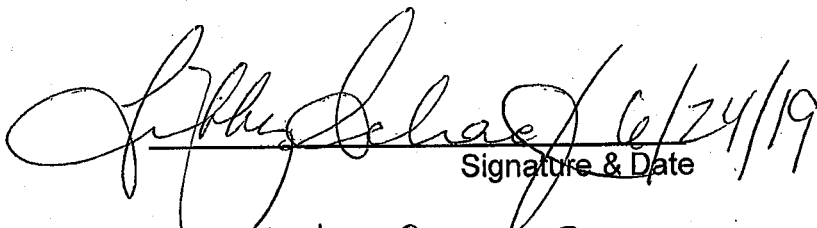
EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Office of the Mayor
FISCAL YEAR: 2018-2019

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

I, Mayor Libby Schaaf, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Mayor's Office was submitted on June 24th, 2019.



Signature & Date
Libby Schaaf, Mayor

Print Name & Title

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Libby Schaaf	Caleb Smith	Richard Luna
Title	Mayor	Chief of Staff	Accountant III
Address	1 Frank Ogawa Plaza, 3 rd Floor	1 Frank Ogawa Plaza, 3 rd Floor	1 Frank Ogawa Plaza, 3 rd Floor
Phone#	(510) 238-3141	(510) 238-7340	(510) 238-4756
Email	lschaaf@oaklandca.gov	CSmith3@oaklandca.gov	RLuna@oaklandca.gov

Table 2A Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	14		New Hires	2	
Public Contact Positions (PCP)	14		New PCP Hires	2	
Public Contact Positions (PCP)	100%	100%	New PCP Hires	100%	100%
PCP With Spanish Language Skill	3	21 %	New PCP Hires With Spanish Language Skill	1	50 %
PCP With Chinese Language Skill	1	7%	New PCP Hires With Chinese Language Skill	0	0 %

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Job Title Special Assistant I	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes: Bilingual I Test in Spanish to be administered June 26 th	

Table 3A. Department Organization Structure	
Mayor's Administration	

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description: N/A	

Table 3C. Department Organization Structure - Super PCP Unit Reporting	
Any Super PCP Unit in the department?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below.

Key: SP= Spanish CH= Chinese

Table 4A Vital Documents List			
Document Name	SP	CH	Other?
1. Mobile Mayor Flyer		Yes	Vietnamese
2. Newsletter re: Homelessness	Yes	Yes	

3. Article re: Progress on Potholes	Yes	Yes	
4. Resilient Fruitvale-Posada de Colores Flyers	Yes	Yes	
5. Resilient Fruitvale-Las Bougainvilleas Flyers	Yes	Yes	
6. Resilient Fruitvale-Fruitvale Senior Center Flyers	Yes	Yes	
7. Resilient Fruitvale Block Party Flyers	Yes	Yes	
8. Resilient Fruitvale Fact Sheet	Yes	Yes	
9. Safe Oakland Speaker Series	Yes	Yes	
10. Oakland Prepared Together Mini Grant Presentation	Yes	Yes	
11. Oakland Promise Overview	Yes	Yes	Arabic,
12. Oakland Promise 2017 Scholarship Requirement	Yes	Yes	Vietnamese
13. Oakland Promise Ambassador Program Overview	Yes		
14. Oakland Promise Ambassador Program Enrollment Application	Yes		
15. F2C Trifold	Yes		
16. K2C 1 Pager	Yes	Yes	Vietnamese
	Yes	Yes	
17. K2C Nov Newsletter	Yes	Yes	
18. K2C Overall FAQs	Yes	Yes	Vietnamese
19. K2C General 1 Pager	Yes	Yes	Vietnamese
20. K2C Sign-in Sheet	Yes	Yes	Vietnamese
21. K2C CSA 1 Pager	Yes	Yes	Vietnamese
22. K2C My529 FAQs	Yes	Yes	Vietnamese
23. K2C My529 How to Open an Account	Yes	Yes	Vietnamese
24. K2C Resource for Families	Yes	Yes	Vietnamese
25. K2C Graph of Account Growth	Yes	Yes	Vietnamese
26. BB CSA Growth	Yes	Yes	
27. BB CSA Slide	Yes	Yes	
28. BB Coaching and Coaching Incentives	Yes	Yes	
29. BB Financial Coaching	Yes		
30. BB Coaching Pilot CSA Welcome Letter	Yes		
31. BB 529 FAQs	Yes		
32. BB Worksheet	Yes		
33. BB UESP Terms and Conditions	Yes		
34. BB Privacy Policy	Yes		
35. BB Photo Release Agreement	Yes		
36. BB Seeking Help	Yes		
37. BB Certificate	Yes		
38. BB Launch Invitation	Yes		
39. Abandoned Autos Report in Area 5	Yes	Yes	
40. Mini Grant info Session Flyer	Yes	Yes	
41. Brilliant Baby 1 Pager Description	Yes	Yes	Vietnamese
42. Bulky Block Party Poster	Yes	Yes	Tongan
43. Council-Approved Illegal Dumping Resources	Yes	Yes	Tongan
44. Weekly EEO Success Story	Yes	Yes	Tongan
45. Our Budget Part I	Yes	Yes	
46. Our Budget Part II	Yes	Yes	
47. Our Budget Part III	Yes	Yes	
48. Our Budget Part IV	Yes	Yes	
49. Budget Town Hall Exit Ticket	Yes	Yes	
50. Mobile Mayor Poster	Yes	Yes	Arabic
51. Safety Town Hall	Yes	Yes	Vietnamese
52. 2018 Mayor Summary	Yes	Yes	
53. Inauguration Program	Yes	Yes	

Table 4B. Vital Documents Status Summary

Are all of the department's vital documents translated into Spanish and Chinese?

Yes No – Please provide an action plan below

Action Plan & Timeline:

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Office of the Mayor Front Desk	510-238-3141	Completed
Mayor's Toy Drive Hotline	510-777-8697	Completed
Caleb Smith	510-238-7340	Completed
Sun Kwong Sze	510-238-7577	Completed
Jose Corona	510-238-7581	Completed
Yvonna Cazares	510-238-7157	Completed
David Silver	510-238-3990	Completed
Executive Scheduler	510-238-7414	Completed

Table 6 Analysis by Community Based Service Locations				PCP	SP SPEAKING		CH SPEAKING	
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
City Hall, Mayor's Office	1 Frank H. Ogawa Plaza	94612	510-238-3141	14	3	21	1	7

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

Table 7. Public Notices & Resources *****NEW TABLE *****	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Provide staff with language access resources (Interpretation#, FAQ, contact list, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

Department Name: Office of the Mayor
Fiscal Year: 2018-2019

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions (PCP) Assessment

Department Name: Mayor's Office

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11%)	STAFF	GOAL MET?	GOAL (5%)	STAFF	GOAL MET?
14	14	1	3 (21%)	YES	1	1	YES (7%)

This report covers fiscal year 2018-2019 and data is reported as of June 24, 2019.

1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The Mayor's office is complying with the Equal Access Ordinance by having bilingual staff, volunteers and interns who make limited English proficiency and non-English speaking monolingual residents of Oakland feel welcome to engage with our office and City services in general. The Mayor's Office centers accessibility to our various program offerings and outreach to community members city-wide. The office consistently translates its outreach materials into Spanish and Chinese to reflect the communities/neighborhoods it is reaching, and regularly schedules programming with ethnic media to connect with the city's diverse population. The Mayor's Office also provides translation equipment and translators in Spanish, Chinese, and other languages as appropriate at public meetings where Limited English Proficient (LEP) persons may attend and translated documents are not sufficient for the purpose of the meeting.

For the next fiscal year, in addition to an ongoing manual count of surveys and tally sheets, there will be a digital back-up copy of every document on the date of their completion and a centrally located drop box in the office in the next Fiscal Year.

The Mayor's office had a total of 14 PCPs this FY 2018-2019. Three PCPs are Spanish speaking and one is Chinese speaking.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The Mayor's office emphasizes the practicality of bilingual language capacity when recruiting applicants and assesses their level of proficiency. During the Staff recruitment phase, the Mayor's office attracts a large pool of applicants that included bilingual applicants. The new Spanish-speaking PCP was asked interview questions in Spanish twice during the application process and prepared a bilingual briefing memorandum for hiring Mayor's Office staff to evaluate.

Department Name: Office of the Mayor
Fiscal Year: 2018-2019

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.

Mayor Libby Schaaf connects with Oakland's Spanish speaking communities monthly via live radio interview on KIQI (1010 AM, "Radio Unica"). KIQI is a Spanish-language radio station based in San Francisco. It is under ownership of Multicultural Broadcasting. KIQI serves the Bay Area's fast-growing Latino community reaching almost 1.5 million in the Bay area.

Each live interview is approximately a half hour. During the first half, the host asks the Mayor questions (in English and Spanish) based on current events in Oakland and nationwide. During the second half, Mayor Schaaf takes live calls from listeners in English and Spanish. Following the call, the Language Access Coordinator offers the Mayor's bilingual talking points with links to City resources for the KIQI staff to share on their website. In addition, the Mayor speaks in Spanish at events with Spanish-speaking audiences. Spanish speaking PCPs, interns, and volunteers attend alongside her to maximize contact with the public and to provide clarification between the Mayor and LEP constituents as needed.

The Mayor's Office Chinese-speaking PCP engages Oakland's Mandarin and Cantonese-speaking constituents on Sing Tao Chinese Radio to provide updates on major City processes and events, including the release of the Mayor's budget proposal. Sing Tao Chinese Radio is broadcast in two Chinese dialects on two stations: AM 1400, Cantonese and FM 96.1, Mandarin. The live radio interview is conducted in Cantonese and the Mayor's responses to questions are interpreted into Chinese by her Staff. The Sing Tao Chinese Radio website cites a listenership of 85% of all Chinese residents the Bay Area

During the Mayor's Office Budget Town Hall series, the Mayor recorded four educational videos about the budget process, fiscal obligations of the City of Oakland, the various funding streams and regional agency budgets that touch the lives of constituents. While the video audio is in English, transcripts have been provided in the Youtube description box in both Spanish and Chinese. Additionally, the titles are searchable in Chinese and Spanish.

1. [#OurOakBudget Part I: Which governments fund what Qué gobiernos financian qué servicios](#)
2. [#OurOakBudget Part II: What programs and services Oakland covers/Qué servicios cubre Oakland](#)
3. [#OurOakBudget Part III:How Past Decisions & Future Needs Impact Today's Budget/Cómo las decisiones pasadas y las necesidades futuras impactan el presupuesto de hoy](#)
4. [#OurOakBudget Part IV How to Influence the City's Spending Decisions/Cómo ustedes pueden influir en el presupuesto actual](#)

The Mayor's Office also posts in Spanish on social media regarding topics that disproportionately impact immigrant Spanish-speaking communities such as the deadline for Covered California applications and the Supreme Court Census decision.

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Proficiency (LEP) persons receive the same level of service as English speakers.

The Mayor's Office has a designated Language Access Coordinator (LAC) and a back up in the event the LAC is out on leave who ensures that the office maintains a list of employees in the office who speak the threshold languages and trains volunteers and interns on how to use the interpretation service should it be necessary.

Department Name: Office of the Mayor
Fiscal Year: 2018-2019

When working with LEP persons, we not only provide the appropriate language service but also culturally competent service to residents.

In addition, the Mayor's Office coordinates with the Equal Access Office where appropriate to assess additional language needs. Implementation of the Equal Access Language Line has been very helpful to staff and constituents.

5. Please describe your Department plans for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

The bilingual staff of the Mayor's Office will continue to actively engage LEP residents at meetings and events to ensure LEP communities know our commitment to language inclusivity. The Mayor's Office also consistently translates its materials into Spanish, Chinese, and other languages as needed, and makes regular use of the Equal Access Office's language interpretation services, and recruits volunteers and interns who can regularly assist with additional language requirements. The Mayor's Office adopts and implements Language Access Policies including ensuring that each PCP and monolingual staff member is trained in the use of interim measures to assist LEP persons.

The Mayor's Office continues to respond to media requests from news outlets that provide information to LEP communities, including a new partnership with El Timpano, a media outlet that distributes news via WhatsApp messenger, text, and other nontraditional outlets to both Spanish and Mam-speaking constituents. Not only do they distribute news, they report back to the Mayor's Office with inquiries and feedback about what LEP constituents want to know. The Mayor's Office is constantly in search of means to leverage technology and organizations that hold cultural credibility to ease the flow of information to LEP residents.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

Notices of interpretation services are available at the front desk area in the Mayor's Office. Upon request, receptionists alert the PCP to assist in providing language services. If the PCP is unavailable, the Mayor's Office Receptionists will dial the Equal Access Office's language interpretation services to assist the constituent.

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

The Mayor's Office Administration Unit had a total of 13 vital document in FY 2018-2019, of which all 13 were translated into Spanish and Chinese, and 2 into Tongan. Translated documents and materials from previous years are still in use today as we engaged LEP communities e.g. vital documents and town halls were held in: in Spanish, Chinese, Vietnamese, Arabic and Korean in 2017-2018 and materials continue to be used as we revisit and engage these communities.

3. Did the Department translate any other written documents in the reporting period in an effort to serve the LEP community?

Department Name: Office of the Mayor
Fiscal Year: 2018-2019

Required documents were translated into Spanish and Chinese to better serve the community. In addition, selected documents were translated into Tongan by the Mayor's Office.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).

The Mayor's Office Front Desk maintains a recorded telephonic message in English, Spanish and Chinese with the basic information about the Mayor's Office operation. Bilingual staff have recorded messages in Spanish or Chinese on their voicemails.

D. Assessment of Department Communication with LEP Populations

1. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.

The Mayor's Office uses translated written materials, translators, bilingual volunteers, interns and staff to communicate with LEP Spanish, Cantonese and Mandarin populations. The Mayor's Office's policy is to abide by the Equal Access Ordinance.

2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

Bilingual staff of the Mayor's Office proactively attend community events and meetings to reach LEP populations, such as Latinx, Chinese, Korean, Cambodian, Arab, communities and more. In addition, the Mayor and her bilingual staff participate in Spanish-speaking broadcast interviews to inform non-English speaking residents of important government information like the budget, immigrant protections and rights in the City of Oakland, affordable housing development, the new Bulky Block Party service and City-provided language access services. The Mayor's Office uses translated written materials, translators, bilingual volunteers, interns and staff to communicate with LEP Spanish, Chinese, and other non-English speaking constituents.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?

There are no complaints on file. Complaints can be delivered to the Mayor's Office via email, in person, or by phone. The office also has printed complaint forms at the front desk. The Mayor's Office will provide the services that are requested to resolve any complaints as quickly as possible.

4. Please respond to the 2019 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

Thirty-nine EAO Language Access Surveys were recorded for the Mayor's Office. The survey data shows LEP persons were pleased with the Mayor's Office's language service and response time. Fifty-eight percent of the respondents noted having trouble getting services because of limited or no English. However, 58% of respondents also stated that they had requested service in their native language and received service. Additionally, none of the respondents considered the Mayor's Office language services to be "Poor" quality, with a combined 85% of them receiving "Good" or "Excellent"

Department Name: Office of the Mayor
Fiscal Year: 2018-2019

service, and 59% of respondents receiving service in 5 minutes or less. The Mayor's Office strives to maintain a high level of knowledge and constituent service to LEP residents, as two thirds of survey respondents ranked their ability to speak in English as "Not Well" and "Not at all." Seventy-five percent of respondents said they found bilingual employees helpful with sufficient skill and knowledge to provide assistance.

The Mayor's Office will continue to actively engage LEP persons and translate vital documents into Spanish and Chinese on a consistent basis. We will also expand translation to more languages when appropriate, use the Equal Access Office's language interpretation services for public meetings, as well as have bilingual staff available to assist clients with additional language requirements.

The Mayor's Office adopts and implements Language Access Policies and trains each PCP and interns that may be assisting with the front desk to use over-the-phone interpretation service to ensure LEP persons will receive the assistance they may need.

E. Action Plan

1. Please identify action steps for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

The Mayor's office will remain in compliance with the Equal Access Ordinance by means of having bilingual staff, interns and volunteers, continuing to use translated materials for community outreach and utilizing the Equal Access office and the Equal Access Language Line when necessary. The Mayor's Office will also ensure that translation signs are prominently posted in plain sight for LEP constituents. The Mayor's Office plans to increase multilingual social media posting in alignment with cultural and civic happenings that are particularly relevant to LEP constituents. The Mayor's Office will also work to increase transparency about how LEP attendees to City Council meetings can access language services.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

The public notice is posted on the 3rd floor at the Mayor's Office front desk. The Mayor's Office policy is that the front desk receptionist alert the Language Access Coordinator when a new sign is needed. Annual compliance plan will be posted on the City website and accessible to the public. Additionally, we will provide hard copies upon request to constituents.

FY2018-2019 MAYOR'S OFFICE

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Mayor	03-JAN-11		YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Mayor's PSE 14	26-NOV-18	*	YES	Spanish
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor I	30-MAY-17		YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor I	07-APR-08		YES	Chinese
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor II	03-JAN-17		YES	Spanish
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor II	22-AUG-16		YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	05-SEP-17		YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	27-JUL-15		YES	Spanish
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	04-MAR-13		YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	12-NOV-02		YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	07-NOV-16		YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor I	10-Jun-19	*	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	17-JAN-11		YES	

Department Name: OFFICE OF THE CITY ATTORNEY
Fiscal Year: 2018-2019



**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

I. DEPARTMENT CERTIFICATION

**DEPARTMENT NAME: OFFICE OF THE CITY ATTORNEY
FISCAL YEAR: 2018-2019**

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

I, Barbara J. Parker, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Office of the City Attorney was submitted on June 24, 2019.

A handwritten signature in cursive script that reads "Barbara J. Parker".

06/24/2019

Signature & Date

Barbara J. Parker, City Attorney

Print Name & Title

Department Name: Office of the City Attorney
Fiscal Year: 2018-2019

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Barbara J. Parker	Mark Forte	Mark Forte
Title	City Attorney	Open Gov't./Legal Services Coordinator	Open Gov't. /Legal Services Coordinator
Address	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza
Phone#	510-238-3815	510-238-2960	510-238-2960
Email	bparker@oaklandcityattorney.org	mforte@oaklandcityattorney.org	mforte@oaklandcityattorney.org

Table 2A. Department Employee Statistics

By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	72		New Hires	11	
Public Contact Positions (PCP)	10		New PCP Hires	2	100%
PCP With Spanish Language Skill	3	30%	New PCP Hires with SP Skill	2	100%
PCP With Chinese Language Skill	2	20%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring

Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure

Administrative Unit	
Litigation Division	
Advisory Division	
Labor & Employment Division	
Affirmative Litigation Division	

Table 3B. Department Organization Structure -- Update

Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description:	

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

Any Super PCP Unit in the department?	<input type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below.			
Super PCP Unit	Language Goal FTE		Actual FTE	
	SP=	CH =	SP=	CH =
	SP=	CH =	SP=	CH =
	SP=	CH =	SP=	CH =
	SP=	CH =	SP=	CH =

Department Name: Office of the City Attorney
 Fiscal Year: 2018-2019

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Claim Against the City of Oakland	Yes	Yes	
City of Oakland Claims Information	Yes	Yes	

Are all the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Location Description	Telephone Number	Status
Office of the City Attorney – Receptionist Desk	510-238-3601	Complete

Facility Name	Address	Zip Code	Phone #	PCP		SP		CH	
				#FTE	%	#FTE	%	#FTE	%

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

Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Provide staff with language access resources (interpretation#, FAQ, contact list, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

Department Name: Office of the City Attorney
Fiscal Year: 2018-2019

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Office of the City Attorney

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
72	10	1	3	Yes	1	2	Yes

Goal = 11% Spanish PCP, 5% Chinese speaking PCP

This report covers fiscal year 2018-2019 and data is reported as of June 30, 2019.

1. **Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.**

The City Attorney's Office has seventy-seven (77) authorized FTE's during FY 18-19. Seventy-two (72) of these positions are encumbered. The total positions identified as Public Contact Positions (PCP) remained constant with a total of ten (10). At the beginning of the fiscal year, three of our Office's PCP positions were staffed by bilingual employees. Two were Chinese-speaking employees (Public Service Representative & Claim Investigator III), and one was Spanish speaking (Agency Administrative Manager).

During the fiscal year, two PCP positions (NLC Attorneys) became vacant. The City Attorney filled these positions with bilingual Spanish-speaking employees.

In addition to bilingual staff in PCP positions, the City Attorney's Office has four (4) Chinese speaking employees, three (3) Spanish speaking employees, and one (1) Vietnamese speaking employee in non- PCP positions, who are available to assist the public when needed.

2. **Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.**

The City Attorney's Office filled two (2) PCP positions during the year. The Office continues to exceed departmental goals for Spanish and Chinese speaking personnel in PCP position.

In preparation for the recruitment of the NLC Attorney vacancies, the job announcements were prepared with a specific call for Spanish and/or Chinese speaking applicants. The job announcements were distributed/published online, in print media, and to professional organizations where there is a greater opportunity to attract Spanish and Chinese speaking applicants. This effort resulted in a pool of diverse, qualified candidates, and ultimately, in the hiring of two bilingual employees.

Our efforts have proven adequate as both PCP's hired during this fiscal year were bilingual and our department continues to exceed our goal for bilingual PCP's.

Department Name: Office of the City Attorney
 Fiscal Year: 2018-2019

3. **Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.**

As discussed above, the City Attorney's Office continues to exceed the goal for certified employees and has sufficient certified employees in non-PCP positions to provide bilingual services in the event our bilingual PCP employees are unavailable. We will continue to make efforts to recruit applicants with language skills during future recruitment processes for vacant PCP positions.

4. **Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.**

The City Attorney's Office has a designated Language Access Coordinator who ensures that the office maintains a list of employees in the office who speak the threshold languages.

Staff utilizes the telephone based language translation services to further our compliance with the Equal Access Ordinance. Our Office will continue to utilize non-PCP employees whom the City has certified as bilingual in the target languages to assist when the need arises. This method has proven to be successful, as LES persons have received the same level of service as English speakers.

5. **Please describe your Department plan's for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.**

The reception area of our office will continue to have our department's vital documents readily available in Spanish and Chinese. These documents are also available on our website. Additionally, notifications regarding citizens' right to bilingual services remain posted in the reception area. The City Attorney's Office will continue to communicate with the Equal Access Office, as needed, to ensure residents have equal and fair access to our services. We will continue to evaluate this process on an on-going basis to ensure our Office is meeting the needs of the LES population.

The City Attorney's Office currently has no vacant public contact positions. Should a public contact position become available during the upcoming fiscal year, our recruitment will continue to include distribution of the vacancy notification to outlets (print and online) where the LES community can access them.

B. Translation of Written Vital Documents Assessment

1. **Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who**

Department Name: Office of the City Attorney
Fiscal Year: 2018-2019

speak the languages, are available.” Please list the locations in which the Department has posted notices.

The required notices are posted in the City Attorney sixth (6th) floor reception area, 1 Frank H. Ogawa Plaza on the wall and on the counter. Additionally, notice is available on the City Attorney's website.

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

Each of the City Attorney's vital documents are available in Spanish and Chinese. The Claim form and information are also available in Vietnamese and are available to the public on line and in the sixth (6th) floor reception area at One (1) Frank H. Ogawa Plaza.

No corrective action plan is necessary as the Department is in compliance.

- 3. Did the Department translate any other written documents in the reporting period to serve the LES community?**

No additional vital documents were identified or translated during this fiscal year.

C. Multilingual Telephone Messages Assessment

- 1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).**

The department's primary telephone line is equipped with a multilingual telephone message. The Shore-Tel system features an option to push a number and have the caller redirected to the message in either Spanish or Chinese (Mandarin and Cantonese). The message provided in these languages is consistent with the English message and was recorded using certified bilingual City Attorney staff.

D. Assessment of Department Communication with LES Populations

- 1. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.**

The City Attorney's Office follows the procedures set forth in the Equal Access Ordinance as well as in AI 145.

- 2. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.**

Department Name: Office of the City Attorney
Fiscal Year: 2018-2019

The City Attorney's Office uses translated written materials, translators and bilingual staff to communicate with LES Spanish and Chinese populations and inform them of their right to bilingual services.

Our primary public service representative has been certified by the City as a bilingual Chinese-speaking employee. Accordingly, she provides Chinese bilingual services without seeking assistance. She informs other LES constituents of their right to bilingual services by referring to the posted information in the reception area (on the wall and on the reception counter).

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?

The City Attorney's Office did not receive any complaints regarding the provision of bilingual oral and written services. The procedure used for documenting actions taken to resolve complaints, is the procedure provided in the Equal Access Ordinance.

4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

In reviewing the 2019 Language Access Survey results, we did not identify any service gaps within our department. Our staff offered the survey to all members of the public with whom they interacted during the survey period. Given the limited public interaction our public service representatives have with members of the public, it is unlikely that our Office will see a large increase in survey participants in future years.

E. Action Plan

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

The City Attorney's Office will continue to abide by the Equal Access Ordinance by employing bilingual staff, continued usage of translated vital documents and utilization of the Equal Access office and the Equal Access Language Line when needed and necessary.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

The notice informing the public of access to language services has been posted prominently on the reception counter on the 6th floor at 1 Frank Ogawa Plaza and will be posted on the front page of the City Attorney website:

<http://www.oaklandcityattorney.org/home.html>

Information on how to file a claim, the claim form; the Open Government Guide and information on other resources available in the City Attorney's Office are posted on the City Attorney website in Spanish. Information on how to file a claim and the claim form are also available on the website in Chinese. Claim forms and instructions are available at the 6th Floor reception desk in Vietnamese as well.

PART IV - BILINGUAL STAFFING CHART

OFFICE OF CITY ATTORNEY (OCA)

ORGANIZATION	LOCATION	JOB CLASS	POSITION NO	FTE	HIRE DATE	EMP NAME	PCP	LANG
04111 - City Attorney Administration	City Hall - 6th Floor	Open Government Coordinator	33684.19902	1	24-NOV-14	Forte, Mark Lawrence	YES	
04111 - City Attorney Administration	City Hall - 6th Floor	Manager, Agency Administrative	24575.13816	1	06-AUG-07	Katz, Alexander Aaron	YES	Spanish
04111 - City Attorney Administration	City Hall - 6th Floor	Public Service Representative	10371.10371	1	11-DEC-17	La, Nikki	YES	Chinese
04111 - City Attorney Administration	City Hall - 6th Floor	Public Service Representative	10370.10370	1	23-APR-84	Pryor, Tamora	YES	
04211 - Litigation Division	City Hall - 5th Floor	Claims Investigator III	35721.34681	1	22-JUN-15	Ho, Jerry	YES	Chinese
04411 - Affirmative Litigation	City Hall - 10th Floor	Neighborhood Law Corps Attorney	39455.21882	1	29-Jan-18	Dershowitz, Suzanne	YES	
04411 - Affirmative Litigation	City Hall - 10th Floor	Neighborhood Law Corps Attorney	39457.34982	1	4-May-19	Gomez, David	YES	Spanish
04411 - Affirmative Litigation	City Hall - 10th Floor	Neighborhood Law Corps Attorney	40277.34976	1	25-Sep-17	Harris, Jaclyn	YES	
04411 - Affirmative Litigation	City Hall - 10th Floor	Neighborhood Law Corps Attorney	39456.21883	1	5-Jul-16	Hugo, Scott	YES	
04411 - Affirmative Litigation	City Hall - 10th Floor	Neighborhood Law Corps Attorney	39454.21885	1	1-Aug-18	Rahman, Zahar	YES	Spanish
04111 - City Attorney Administration	City Hall - 5th Floor	Accountant II	15832.15832	1	11-MAY-89	Fung, Michael	NO	Chinese
04111 - City Attorney Administration	City Hall - 6th Floor	Information System Administrator	730.730	1	24-OCT-16	Yuen, Alan Kan Fiet	NO	Chinese
04111 - City Attorney Administration	City Hall - 10th Floor	Legal Administrative Assistant	19539.17970	1	10-JUN-91	Duong, Maxine N	NO	Vietnamese
04211 - Litigation Division	City Hall - 8th Floor	Deputy City Attorney II	33062.27221	1	04-FEB-14	Lum, Christina	NO	Chinese
04211 - Litigation Division	City Hall - 8th Floor	Exec Asst to Asst City Attorney	24572.5800	1	01-JUL-93	Li, Sophia S	NO	Chinese
04311 - Advisory Division	City Hall - 10th Floor	Deputy City Attorney IV	10290.10290	1	06-AUG-01	Ortiz, Celso Dolores	NO	Spanish
04311 - Advisory Division	City Hall - 7th Floor	Deputy City Attorney III	41593.41593	1	14-JUN-10	Sotelo, Amadis B	NO	Spanish
04211 - Litigation Division	City Hall - 8th Floor	Special Counsel	39458.34434	1	19-Nov-18	Peneda, David Alejandro	YES	Spanish
				18				

Department Name: Oakland Fire Department
Fiscal Year: 2018-2019



**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Oakland Fire Department
FISCAL YEAR: 2018-2019

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

I, Darin White, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Fire Department was submitted on June 24, 2019.

Darin White 6/24/19
Signature & Date

Darin White, Fire Chief
Print Name & Title

Department Name: Oakland Fire Department
Fiscal Year: 2018-2019

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Darin White	Trinette Gist Skinner	Sonia Lara
Title	Fire Chief	Fire Division Manager	Fire Personnel Operations Specialist
Address	150 Frank H. Ogawa Plaza, Ste 3354, Oakland, CA 94612	150 Frank H. Ogawa Plaza, Ste 3354, Oakland, CA 94612	150 Frank H. Ogawa Plaza, Ste 3354, Oakland, CA 94612
Phone#	510 238-4052	510 238-4936	510 238-7803
Email	dwhite@oaklandca.gov	tgistskinner@oaklandca.gov	slara@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	525		New Hires	16	
Public Contact Positions (PCP)	471	100%	New PCP Hires	9	100%
PCP With Spanish Language Skill	78	16.6%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	15	3.2%	New PCP Hires with CH Skill	1	11.2%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title	Outcome
Fire Protection Engineer	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
Fire Prevention Bureau Inspector, Civilian	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
Fire Communications Dispatcher	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes: Fire Protection Engineer Exemption – no Chinese Bilingual Candidate on Eligible List; Fire Prevention Bureau Inspector, Civilian - no Chinese Bilingual Candidate on Eligible List; Fire Communications Dispatcher - no Chinese Bilingual Candidate on Eligible List	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Org Chart Attached (Attachment 1)	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting			
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.		
Super PCP Unit	Language Goal FTE		Actual FTE
Fire Communications (20241)			
Communications Emergency Dispatch (20251)	SP=2	CH =1	SP=2 CH =0

Department Name: Oakland Fire Department
 Fiscal Year: 2018-2019

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Document List Attached (Attachment 2)			

Table 4B. Vital Documents Status Summary	
Are all the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

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

Department Name: Oakland Fire Department
Fiscal Year: 2018-2019

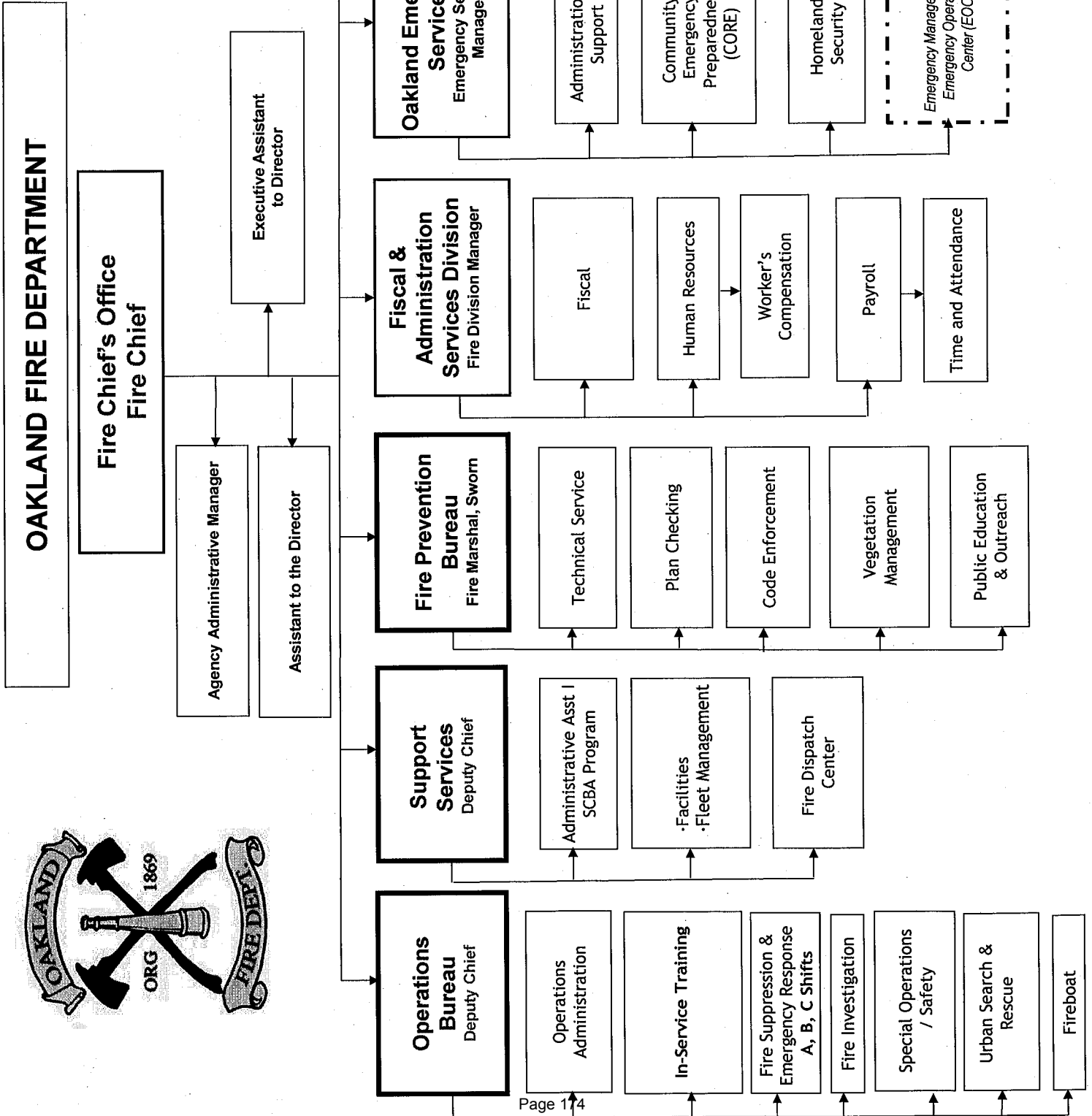
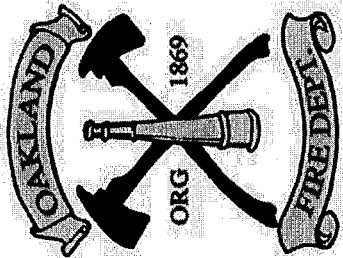
Table 6. Analysis by Community Based Service Locations				PCP	SPANISH		CHINESE	
Facility Name	Address	Zip Code	Phone #	# FTE All Shifts	# FTE All Shifts	%	# FTE All Shifts	%
Station 1	1603 M. L. King Jr. Way	94612	839-5140	27	4	14.9	0	0
Station 3	1445 14th Street	94607	444-6042	24	8	33.4	0	0
Station 4	1235 International Blvd	94606	500-3995	27	5	18.6	3	11.2
Station 5	934 34th Street	94608	654-6122	12	0	0	0	0
Station 6	7080 Colton Blvd	94611	735-9052	12	0	0	1	8.4
Station 7	1006 Amito Avenue	94605	649-7925	12	1	8.4	0	0
Station 8	463 51st Street	94609	547-8878	24	3	12.5	0	0
Station 10	172 Santa Clara Avenue	94610	601-7170	12	2	16.7	0	0
Station 12	822 Alice Street	94607	893-4454	12	2	16.7	2	16.7
Station 13	1225 Derby Avenue	94601	533-8480	12	2	16.7	0	0
Station 15	455 27th Street	94612	451-4789	12	4	33.4	0	0
Station 16	3600 13th Avenue	94610	531-0785	12	2	16.7	0	0
Station 17	3344 High Street	94619	532-5173	27	2	7.4	2	7.4
Station 18	5008 Bancroft Avenue	94601	479-7598	24	8	33.4	0	0
Station 19	5776 Miles Avenue	94618	658-2756	12	0	0	0	0
Station 20	1401 98th Avenue	94603	569-2568	24	6	25.0	0	0
Station 21	13150 Skyline Boulevard	94619	635-7390	12	2	16.7	1	8.4
Station 22	751 Air Cargo Way	94621	635-8629	18	2	11.2	1	5.6
Station 23	7100 Foothill Blvd	94605	382-0763	12	3	25.0	0	0
Station 24	5900 Shepherd Canyon Road	94611	482-8133	12	3	25.0	0	0
Station 25	2795 Butters Drive	94602	531-1927	12	1	8.4	0	0
Station 26	2611 98th Avenue	94603	553-9118	12	1	8.4	0	0
Station 27	8501 Pardee Drive	94621	635-6792	12	4	33.4	1	8.4
Station 28	4615 Grass Valley Road	94621	569-3445	12	0	0	1	8.4
Station 29	1016 66th Avenue	94621	562-2852	12	1	8.4	1	8.4
Route					4			
Total				399	70		13	

*one member on long term leave

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

Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Provide staff with language access resources (Interpretation#, FAQ, contact list, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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



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

Department Name: Oakland Fire Department
Fiscal Year: 2018-2019

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: OFD

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11%)	STAFF	GOAL MET?	GOAL (5%)	STAFF	GOAL MET?
525	471	52	78	YES	24	15	NO

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 30, 2019.

1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

In Fiscal Year (FY) 2018-2019, the Oakland Fire Department (OFD) had a total of 612.10 authorized Full Time Equivalent (FTE) positions. As of June 24, 2019, 525 positions were filled. Of the filled positions, 471 positions were Public Contact Positions (PCP).

The Equal Access Ordinance (EAO) goal for OFD Bilingual PCP (BPCP) for Spanish speaking was 11% or 52 positions; and for Chinese speaking was 5% or 24 positions. OFD had a total of 78 Spanish speaking and 15 Chinese speaking employees in BPCP during the FY. OFD continued to exceed the goal for Spanish PCP.

OFD provides bilingual language access to services through both PCP and non-PCP positions. OFD had one hundred (100) city-certified and self-identified employees who speak the threshold languages: 82 speak Spanish and 18 speak Chinese. Additionally, OFD bilingual employees speak Cambodian, Farsi, German, Italian, Korean, Laotian, Russian, Sign Language, Tagalog and Vietnamese.

Efforts made to maintain and further achieve compliance with the EAO included:

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

Successes achieved in FY 2018-19 included:

OFD hired two (2) bilingual Chinese speaking employees as Fire Prevention Bureau Inspector, Civilian in the Fire Prevention Bureau. One was a new hire while the other was a promotion from another city department.

Fire Chief's interviews occurred in September and October 2018; Background Investigations in March 2019; Personality Trait Assessments in April 2019; and the Pre-Employment Medical Examination Phase was completed in June 2019. A twenty (20) week Academy begins July 8, 2019 comprised of twenty-six recruits: five (5) Fire Fighter Paramedic Trainees and twenty-one (21) Fire Fighter Trainees. Among the selected candidates are one (1) Firefighter Paramedic Trainee and two (2) Firefighter Trainees bilingual in Spanish; and two (2) Fire Fighter Trainees bilingual in Chinese.

Department Name: Oakland Fire Department
Fiscal Year: 2018-2019

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The Department's recruitment of bilingual applicants continues to be identified at public events such as job fairs, in recruitment advertisements, and in city job announcements.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.

OFD continued to host educational and outreach programs such as Fire Safety Training, Fire Safety Information for Youth and Schools, Annual Fire Safety Day, an Emergency Preparedness Fair and CORE (Communities of Oakland Respond to Emergencies) Training.

CORE curriculum was available in English, Spanish and Chinese.

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

OFD front reception desks maintained the Equal Assess Unit forms that include a list of interpretive services available in 20 languages, instructions for using a language line, information on communicating effectively through an interpreter, and a language access complaint form. OFD maintained a standing contract with an outside vendor to provide translation services for 911 emergency calls.

5. Please describe your Department plan's for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

OFD will continue to ensure all residents have equal access to services by:

- Utilizing over-the-phone interpretation services
- Utilizing PCP and non-PCP bilingual staff for interpretation services
- Referring service needs to the Equal Access unit, if necessary
- Posting recruitment ads in local newspapers to increase the pool of bilingual applicants
- Hiring bilingual candidates

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

(1) Fire Administration, 150 Frank H. Ogawa Plaza Oakland, CA 94612

(2) Fire Prevention Bureau, 250 Frank H. Ogawa Plaza Oakland, CA 94612

The translated documents for the 9-1-1 Registry are posted on the City website under the Oakland Fire Department and at the Emergency Management Services Division.

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

In Fiscal Year 2018-2019, OFD had a total of forty-five (45) vital documents. All vital documents were translated to Spanish and Chinese.

3. Did the Department translate any other written documents in the reporting period to serve the LES community? No.

Department Name: Oakland Fire Department
Fiscal Year: 2018-2019

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).

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

D. Assessment of Department Communication with LES Populations

1. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

The two documents used as policies and guidelines are (1) Equal Access Ordinance and (2) Administrative Instruction 145 - Equal Access to City Services.

2. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.

Information is made available at both OFD public reception counters, at public events, and at community meetings.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?

No.

4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

In FY 2018-19, four (4) Language Access Surveys were submitted. Three of the survey participants indicated their wait time was less than 5 minutes; one survey participant indicated the wait time was between 6-20 minutes. The Fire Prevention Bureau is currently conducting a recruitment for Fire Protection Engineer to fill the one (of three) vacant position. Additionally, a fourth Fire Protection Engineer position is proposed in the FY 2019-20 Adopted Budget. The added staff capacity should reduce wait times. There was one hundred percent (100%) satisfaction with service quality.

E. Action Plan

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

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

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

Brochures are placed at front reception counters. A copy of the Annual Compliance Report is available at the public reception counters.

Part IV - Bilingual Staffing Chart, FIRE DEPARTMENT, FY 2018 - 19

ORGANIZATION	LOCATION	LOCATION	POSITION	HIRE DATE	PCP	LANGUAGE
20531 - Accounts Payable Unit	150 Frank H Ogawa Plaza	Suite 3354	Accountant II	02-FEB-01	NO	Chinese
20511 - Budget and Planning Administration	150 Frank H Ogawa Plaza	Suite 3354	Accountant II	19-DEC-88	NO	
20511 - Budget and Planning Administration	150 Frank H Ogawa Plaza	Suite 3354	Accountant III	25-May-15	NO	Chinese
20811 - Human Resources	150 Frank H Ogawa Plaza	Suite 3354	Administrative Analyst II	08-FEB-01	NO	
20311 - Fire Marshals Office Unit	250 Frank H Ogawa Plaza	Suite 3341	Administrative Assistant I	24-AUG-09	NO	
20611 - Education and Training Administration Unit	250 Victory Court		Administrative Assistant I	30-JAN-89	NO	
20311 - Fire Marshals Office Unit	250 Frank H Ogawa Plaza	Suite 3341	Administrative Assistant I	24-DEC-90	NO	
20815 - U.S.A.R	4450 Tidewater Ave		Administrative Assistant I, PPT	8-Oct-18	NO	
20912 - Measure N - Paramedic	47 Clay Street		Administrative Assistant II	02-NOV-87	NO	Spanish
20711 - Emergency Services Program Unit	1603 Martin Luther King Jr Way		Administrative Assistant II	08-DEC-86	NO	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Administrative Assistant II	16-Jul-18	NO	
20311 - Fire Marshals Office Unit	250 Frank H Ogawa Plaza	Suite 3341	Administrative Services Manager	15-Nov-15	NO	
20814 - Airport	150 Frank H Ogawa Plaza	Suite 3354	Battalion Chief	16-DEC-91	NO	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Battalion Chief	08-JUL-02	NO	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Battalion Chief	30-NOV-98	NO	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Battalion Chief	23-Feb-04	NO	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Battalion Chief	19-MAR-01	YES	
20815 - U.S.A.R	4450 Tidewater Ave		Battalion Chief	14-MAY-90	NO	
20631 - In-Service Training Unit	250 Victory Court		Battalion Chief	17-NOV-97	NO	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Battalion Chief	18-Dec-89	NO	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Battalion Chief	20-SEP-99	NO	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Battalion Chief	16-DEC-91	NO	
20521 - Budget Unit	150 Frank H Ogawa Plaza	Suite 3354	Budget & Grants Administrator	8-Oct-18	NO	Chinese
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Business Analyst I	17-Jan-18	NO	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	26-JAN-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	19-MAR-01	YES	
20631 - In-Service Training Unit	250 Victory Court		Captain of Fire Department	19-MAR-01	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	18-DEC-89	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	01-APR-96	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	29-JUN-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	14-MAY-90	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	29-JUN-00	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	23-FEB-04	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	01-APR-96	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	29-JUN-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	14-MAY-90	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	02-OCT-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	02-OCT-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	20-SEP-99	YES	

Part IV - Bilingual Staffing Chart, FIRE DEPARTMENT, FY 2018 - 19

ORGANIZATION	LOCATION	LOCATION	POSITION	HIRE DATE	PCP	LANGUAGE
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	29-JUN-00	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	17-NOV-97	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	16-DEC-91	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	29-JUN-00	YES	Spanish
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	23-FEB-04	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	17-NOV-97	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	14-MAY-90	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	02-OCT-00	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	08-JUL-02	YES	Spanish
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	14-JAN-02	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	12-SEP-05	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	01-APR-96	YES	Spanish
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	14-JAN-02	YES	Spanish
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	28-OCT-02	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	17-NOV-97	YES	Spanish
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	10-SEP-07	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	17-NOV-97	YES	Vietnamese
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	16-Dec-91	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Captain of Fire Department	23-FEB-04	YES	
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Suite 3354	Chief of Fire	18-JUN-86	NO	
208111 - Fire - Support & Services Unit	150 Frank H Ogawa Plaza	Suite 3354	Deputy Chief of Fire Department	26-JAN-98	NO	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Deputy Chief of Fire Department	20-SEP-99	NO	
209112 - Measure N - Paramedic	47 Clay Street		Emer Medical Svcs Coordinator	18-Jan-16	NO	
209112 - Measure N - Paramedic	47 Clay Street		Emer Medical Svcs Coordinator	04-MAY-15	NO	
209112 - Measure N - Paramedic	47 Clay Street		Emer Medical Svcs Coordinator	18-Jan-16	NO	
209113 - Measure N - Paramedic	47 Clay Street		Emer Medical Svcs Coordinator	6-Nov-17	NO	
207111 - Emergency Services Program Unit	1603 Martin Luther King Jr Way		Emergency Planning Coordinator, Sr	31-Dec-18	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	30-NOV-98	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	12-SEP-05	YES	Spanish
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	14-FEB-06	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	30-NOV-98	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	23-OCT-06	YES	German
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	08-JUL-02	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	30-NOV-98	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	13-MAY-13	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	16-DEC-91	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	12-SEP-05	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	30-NOV-98	YES	
20631 - In-Service Training Unit	250 Victory Court		Engineer of Fire Department	08-JUL-02	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	11-APR-05	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	14-JAN-02	YES	Laotian
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	28-OCT-02	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	16-DEC-91	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	12-SEP-05	YES	Chinese
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	27-SEP-04	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	27-SEP-04	YES	
20631 - In-Service Training Unit	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	18-DEC-89	NO	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	29-NOV-10	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	29-JUN-00	YES	
204111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Engineer of Fire Department	28-OCT-02	YES	

Part IV - Bilingual Staffing Chart, FIRE DEPARTMENT, FY 2018 - 19

ORGANIZATION	LOCATION	LOCATION	POSITION	HIRE DATE	PCP	LANGUAGE
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	19-Dec-16	YES	
20411 - Emergency Service/Suppression	250 Victory Court		Fire Fighter	6-Jun-16	YES	
20814 - Airport	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	20-SEP-99	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	13-OCT-14	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	13-OCT-14	YES	Vietnamese
20814 - Airport	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	08-JUL-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	14-MAY-90	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	24-MAR-14	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	13-OCT-14	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	26-JAN-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	01-APR-96	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	20-Jul-15	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	24-MAR-14	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	26-JAN-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	6-Jun-16	YES	
20411 - Emergency Service/Suppression	250 Victory Court		Fire Fighter	14-JUN-10	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	23-FEB-04	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	14-JAN-02	YES	
20411 - Emergency Service/Suppression	250 Victory Court		Fire Fighter	6-Jun-16	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	19-Dec-16	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	24-MAR-14	YES	
20411 - Emergency Service/Suppression	250 Victory Court		Fire Fighter	6-Jun-16	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	29-NOV-83	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	12-SEP-05	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	14-JUN-10	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	20-Jul-15	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	28-Dec-15	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	12-SEP-05	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	20-SEP-99	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	19-Dec-16	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	28-OCT-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	25-Apr-16	YES	Chinese
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	20-SEP-99	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	28-Dec-15	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	05-FEB-07	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	12-SEP-05	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	24-MAR-14	YES	Spanish
20411 - Emergency Service/Suppression	250 Victory Court		Fire Fighter	6-Jun-16	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	13-OCT-14	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	21-OCT-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	10-SEP-07	YES	
20411 - Emergency Service/Suppression	250 Victory Court		Fire Fighter	6-Jun-16	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	13-OCT-14	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	29-NOV-10	YES	
20411 - Emergency Service/Suppression	250 Victory Court		Fire Fighter	6-Jun-16	YES	
20814 - Airport	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	08-JUL-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	10-SEP-07	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	13-OCT-14	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	24-MAR-14	YES	Chinese
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	24-MAR-14	YES	
20411 - Emergency Service/Suppression	250 Victory Court		Fire Fighter	6-Jun-16	YES	

Part IV - Bilingual Staffing Chart, FIRE DEPARTMENT, FY 2018 - 19

ORGANIZATION	LOCATION	LOCATION	POSITION	HIRE DATE	PCP	LANGUAGE
20814 - Airport	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	05-FEB-07	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	19-DEC-16	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	08-JUL-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	19-DEC-16	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	13-OCT-14	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	27-SEP-04	YES	
20814 - Airport	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	27-SEP-04	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	19-AUG-13	YES	
20411 - Emergency Service/Suppression	250 Victory Court		Fire Fighter	6-Jun-16	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	08-JUL-02	YES	Cambodian
20814 - Airport	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	27-SEP-04	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	13-OCT-14	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	23-FEB-04	YES	
20814 - Airport	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	14-MAY-90	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	19-Dec-16	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	28-Dec-15	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	24-MAR-14	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	30-NOV-98	YES	
20411 - Emergency Service/Suppression	250 Victory Court		Fire Fighter	6-Jun-16	YES	German, Italian
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	24-MAR-14	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	24-MAR-14	YES	Chinese
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	19-Dec-16	YES	Chinese
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter	27-JUN-11	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	28-Dec-15	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	28-OCT-02	YES	
20411 - Emergency Service/Suppression	250 Victory Court		Fire Fighter Paramedic	6-Jun-16	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	20-Jul-15	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	13-OCT-14	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	28-OCT-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	09-JUL-12	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	09-JUL-12	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	13-OCT-14	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	02-OCT-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3341	Fire Fighter Paramedic	19-Dec-16	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	27-SEP-04	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	28-OCT-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	24-MAR-14	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	09-JUL-12	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	23-OCT-06	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	19-Dec-16	YES	Spanish
20411 - Emergency Service/Suppression	250 Victory Court		Fire Fighter Paramedic	6-Jun-16	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	29-JUN-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	27-SEP-04	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	14-JAN-02	YES	Russian
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	20-Jul-15	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	10-Jun-14	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	13-MAY-13	YES	Spanish
20411 - Emergency Service/Suppression	250 Victory Court		Fire Fighter Paramedic	6-Jun-16	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	02-OCT-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	28-Dec-15	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Fire Fighter Paramedic	13-MAY-13	YES	

Part IV - Bilingual Staffing Chart, FIRE DEPARTMENT, FY 2018 - 19

ORGANIZATION	LOCATION	LOCATION	LOCATION	POSITION	HIRE DATE	PCP	LANGUAGE
20341 - Arson Investigation Unit	150 Frank H Ogawa Plaza	Suite 3354	Fire Investigator	02-OCT-00	YES	Spanish	
20311 - Fire Marshals Office Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Marshal	22-Apr-19	NO		
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Marshal, Assistant (Non-Sworn)	07-JUL-12	NO		
20371 - Vegetation Management Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Marshal, Assistant (Sworn)	28-OCT-02	YES		
20811 - Human Resources	150 Frank H Ogawa Plaza	Suite 3354	Fire Personnel Operations Spec	07-JUL-97	NO	Spanish	
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	9-May-16	YES		
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	31-Dec-18	YES	Chinese	
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	12-JAN-98	YES		
20371 - Vegetation Management Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	12-AUG-08	YES		
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	16-JUN-06	NO		
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	17-OCT-05	YES		
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	27-Mar-17	YES		
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	26-Mar-18	YES		
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	17-Dec-18	YES	Sign Language	
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	17-Dec-18	YES	Chinese	
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	11-Nov-17	YES	Spanish	
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	17-Jan-17	YES		
20371 - Vegetation Management Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	09-JUL-12	YES	Spanish	
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	17-Dec-18	YES		
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	17-Dec-18	YES		
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	16-Jan-18	YES		
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	12-Mar-18	YES	Spanish	
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	25-Apr-16	YES		
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Prevent Bureau Inspect, Civil	12-Feb-17	YES		
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Protection Engineer	14-OCT-91	YES		
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Protection Engineer	10-Apr-17	YES		
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Safety Education Coordinator	06-JUL-04	YES		
20371 - Vegetation Management Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Suppression Dist Inspector	17-Jun-19	YES	Spanish	
20371 - Vegetation Management Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Suppression Dist Inspector	26-Mar-18	YES		
20371 - Vegetation Management Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Suppression Dist Inspector	05-May-19	YES		
20371 - Vegetation Management Unit	250 Frank H Ogawa Plaza	Suite 3341	Fire Suppression Dist Inspector	26-Mar-18	YES	Spanish	
20311 - Fire Marshals Office Unit	250 Frank H Ogawa Plaza	Suite 3341	Hazardous Materials Inspect, Senior	20-OCT-08	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	17-NOV-97	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	08-JUL-02	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	23-FEB-04	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	27-SEP-04	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	30-NOV-98	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	08-JUL-02	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	23-FEB-04	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	02-OCT-00	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	14-JAN-02	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	05-FEB-07	YES	Spanish	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	05-FEB-07	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	23-OCT-06	YES	Spanish	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	17-NOV-97	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	14-JAN-02	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	30-NOV-98	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	20-SEP-99	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	14-JAN-02	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	08-JUL-02	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	21-JUL-90	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	28-APR-03	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	10-SEP-07	YES		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	14-JAN-02	YES	Spanish	

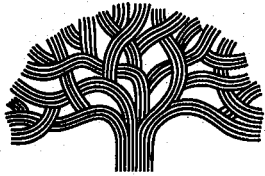
Part IV - Bilingual Staffing Chart, FIRE DEPARTMENT, FY 2018 - 19

ORGANIZATION	LOCATION	LOCATION	POSITION	HIRE DATE	PCP	LANGUAGE
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	12-SEP-05	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	14-JAN-02	YES	Farsi
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	28-FEB-05	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	13-MAY-13	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	10-SEP-07	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	14-MAY-90	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	05-FEB-07	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	08-JUL-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	14-JAN-02	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	26-JAN-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	23-FEB-04	YES	Chinese
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	09-JUL-12	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	10-SEP-07	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	30-NOV-98	YES	Italian
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	05-FEB-07	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	02-OCT-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	27-SEP-04	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	27-JUN-80	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	23-OCT-06	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	28-OCT-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	14-JUN-10	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	26-JAN-98	YES	
20814 - Airport	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	08-JUL-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	26-JAN-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	19-MAR-01	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Suite 3354	Lieutenant of Fire Department	17-NOV-97	YES	Chinese
20711 - Emergency Services Program Unit	1603 Martin Luther King Jr Way		Manager, Emergency Services	21-May-18	NO	
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Office Assistant II	14-Aug-17	YES	
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Suite 3341	Office Assistant II	29-APR-74	YES	Spanish
20811 - Human Resources	150 Frank H Ogawa Plaza	Suite 3354	Office Assistant II	8-Oct-18	NO	
20541 - Payroll Unit	150 Frank H Ogawa Plaza	Suite 3354	Office Manager	02-APR-01	NO	
20711 - Emergency Services Program Unit	1603 Martin Luther King Jr Way		Office Manager	01-SEP-88	NO	Tagalog
20551 - Time and Attendance Unit	150 Frank H Ogawa Plaza	Suite 3354	Payroll Personnel Clerk III	09-MAY-05	NO	
20913 - Emergency Services Training	47 Clay Street		Program Analyst I	31-Aug-15	NO	
20371 - Vegetation Management Unit	250 Frank H Ogawa Plaza	Suite 3341	Program Analyst II	30-Jul-15	NO	
20815 - U.S.A.R	4450 Tidewater Ave		US&R Warehouse Specialist	31-Dec-18	NO	
20371 - Vegetation Management Unit	250 Frank H Ogawa Plaza	Suite 3341	Vegetation Management Supervisor	02-MAY-05	NO	

Department Name:
Fiscal Year:

RECEIVED
DEPT OF ENVIRONMENTAL SERVICES
MANAGEMENT

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CITY OF OAKLAND

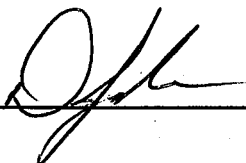
EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Oakland Police Department
FISCAL YEAR: 2018-2019

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

I, Anne E. Kirkpatrick, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Oakland Police Department was submitted on July 2, 2019.


7/5/19
Signature & Date

DARREN ALLISON, Acting Chief
Print Name & Title

Department Name:Oakland Police Department
Fiscal Year: FY2018-19

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: OPD

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Anne E. Kirkpatrick	Apryl Belland-Smith	Kiona Suttle
Title	Chief of Police	Administrative Analyst II	Police Services Manager I
Address	455 7 th Street, 8 th Floor	455 7 th Street, 7 th Floor	455 7 th Street, 7 th Floor
Phone#	510-238-3365	510-238-2288	510-238-6971
Email	akirkpatrick@oaklandca.gov	abelland-smith@oaklandca.gov	ksuttle@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	1196		New Hires	157	
Public Contact Positions (PCP)	1083	100%	New PCP Hires	153	100%
PCP With Spanish Language Skill	193	18 %	New PCP Hires with SP Skill	16	10%
PCP With Chinese Language Skill	55	5 %	New PCP Hires with CH Skill	3	2%

Table 2A.1 New Hire Analysis for FY 18-19					
Classification	#FTE/PT	SP Speaking		CH Speaking	
		#	%	#	%
Account Clerk II	2	1			
Administrative Assistant I	1				
Crossing Guards, PT	9			1	
Exempt Limited Duration Employee	1				
Police Cadet	12	5		1	
Police Communications Dispatcher	15	1			
Police Officer	12	4			
Police Officer Trainee	103	14		3	
Police Records Specialist	1				
Student Trainee	1				
	157	25	16%	5	3%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome

Table 3A. Department Organization Structure	
See Organizational Chart Attached	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: Training Division now reports to the Assistant Chief of Police.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Records and Warrants (103240/103242)	SP= 1 CH = 1	SP= 5 CH = 3
Communications (103310)	SP= 8 CH = 4	SP= 10 CH = 3

Department Name:Oakland Police Department
Fiscal Year: FY2018-19

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
(TF-2096) Notification to Serve Crime Victims	Yes	Yes	
(TF-3098) Filing a Complaint	Yes	Yes	
Sexual Assault Resource Card – Marsy's Card	Yes	Yes	
(TF-862-2) Citizen Crime Report	Yes	Yes	
(TF-3202) Tow Resource Guide	Yes	Yes	
(TF-869) Resource Card for Victims of Violent Crimes	Yes	Yes	
Courtesy Warning for Parked Cards	Yes	Yes	
(TF-3168) Identity Theft	Yes	Yes	
(TF-2093) Vehicle Release Free (stored vehicles)	Yes	Yes	
Safety Tips – Avoid Being a Robbery Victim	Yes	Yes	
(TF-3354) Mental Health Resource Card	Yes	Yes	
(TF-3211) Laws Governing Peddler & Vendors	Yes	Yes	
(TF-3330) Youth & Family Services Resource Brochure	Yes	Yes	
Commercial Security Tips and Facts	Yes	Yes	
(TF-748) Vehicle Release Form	Yes	Yes	
(TF-3053) Business Information Record Card	Yes	Yes	
Police Commission Member Application Form	Yes	Yes	
Miranda Rights – Text	Yes	Yes	Vietnamese
Illegal Food Vending Handout	Yes	Yes	
Petition to Seal & Destroy Arrest Records	Yes	Yes	
ATM Safety Tips	Yes	Yes	
Holiday Safety Tips	Yes	Yes	
Miranda Rights	Yes	Yes	
Safety Brochure	Yes	Yes	
Immigration Policy 415	Yes	Yes	
Miranda Statement	Yes	Yes	
Oakland Door Hanger	Yes	Yes	Vietnamese
Flavored Tobacco Ordinance	Yes	Yes	Vietnamese/Farsi / Arabic
Gun Fire Alert Notice	Yes	Yes	Vietnamese
Phone Script	Yes	Yes	
U Visa Certification	Yes	Yes	
Town Hall Meeting	Yes	Yes	
Eastlake Merchant Meeting	Yes	Yes	Vietnamese
Tow Warning Notice	Yes	Yes	
Neighborhood Services Resource Card	Yes	Yes	Vietnamese
Business Card	Yes	Yes	Vietnamese/ Arabic
Marsy's & AB1312	Yes	Yes	Vietnamese
Avoid Being A Victim		Yes	
Helpful Numbers	Yes	Yes	Vietnamese

*Newly translated forms this period.

Table 4B. Vital Documents Status Summary	
Are all the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Department Name:Oakland Police Department
Fiscal Year: FY2018-19

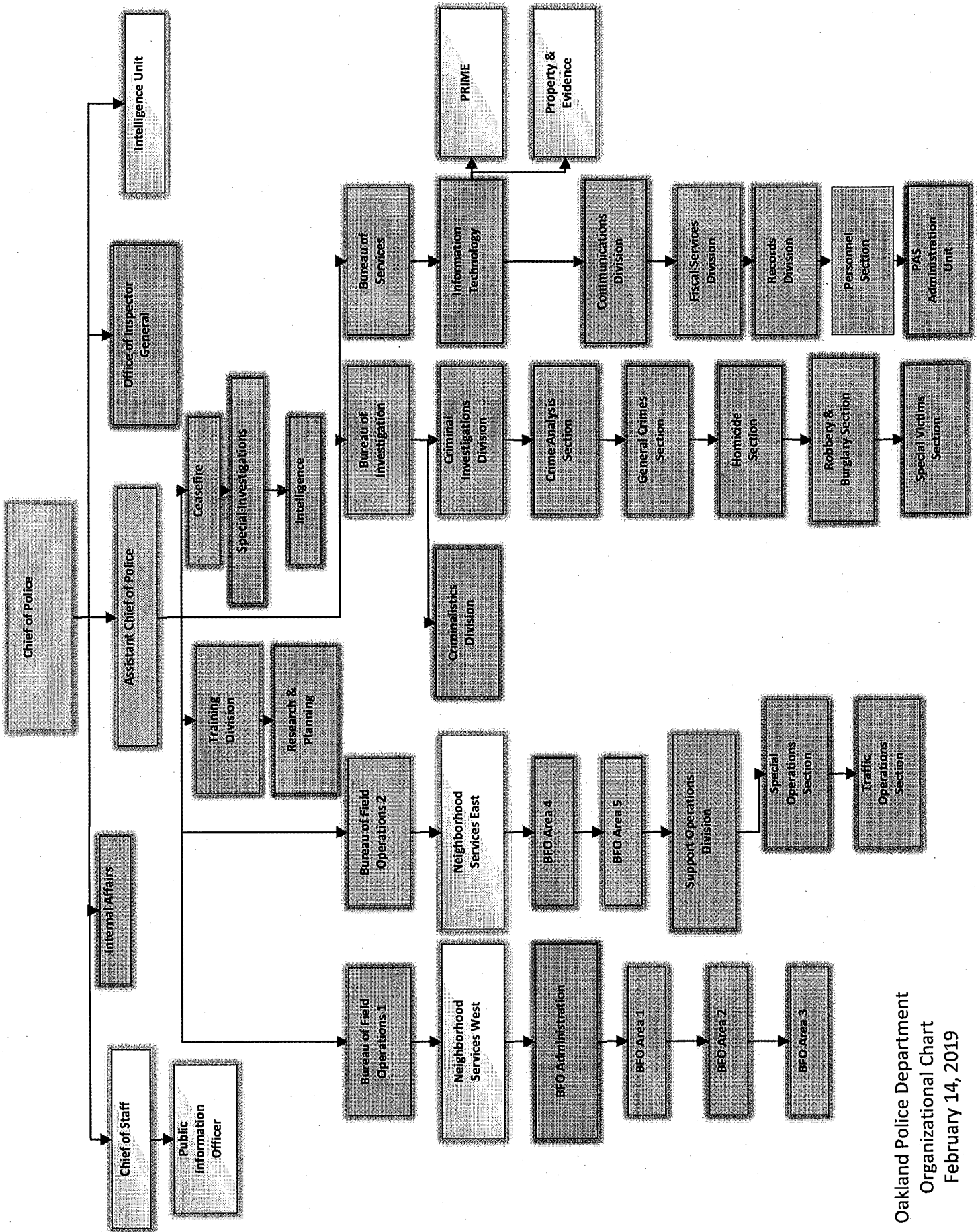
Location Description	Telephone Number	Status
Chief of Police	238-3365	Completed
Internal Affairs Division	238-3161	Completed
Patrol Desk (Information)	238-3455	Completed
Drug/Prostitution Hotline	238-3784	Completed
Fireworks Hotline	238-2373	Completed
Sexual Assault Tip Line	637-0298	Completed
Traffic Complaint	238-3155	Completed
Chinatown Substation	238-7930	Completed
Neighborhood Services Division	986.9715	Completed
Criminal Investigation Division	238-3744	Completed
Emergency	777-3211	Completed
Non-Emergency	777-3333	Completed
Records Division	238-3021	Completed

Facility Name	Address	Zip Code	Phone #	PCP	SP		CH	
				#FTE	#FTE	%	#FTE	%
Police Administration Building	455 7 th Street	94607	238-3455	570	106	19%	35	6%
Eastmont Sub-Station	2651 73 rd Avenue	94621	777-8500	394	72	18%	10	3%
Communications	7101 Edgewater Drive	94621	777-3333	79	10	13%	3	4%
Recruiting & Back ground and Internal Affairs	250 Frank H. Ogawa Plaza Suite 1333, 6303, C and D	94612	238-3339 238-3161	27	3	11%	3	11%
Domestic Violence Unit	470 27 th Street	94612	587-2505	13	6	46%	0	0

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

Language access notice displayed at reception area	X Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	X Yes <input type="checkbox"/> No
Provide staff with language access resources (interpretation#, FAQ, contact list, training...etc)	X Yes <input type="checkbox"/> No

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



Oakland Police Department
Organizational Chart
February 14, 2019

Department Name:
Fiscal Year: 2018-2019

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Table 1

Department Name: **Oakland Police Department**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11%)	STAFF	GOAL MET?	GOAL (5%)	STAFF	GOAL MET?
1197	1083	119	193	Yes	54	55	No

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 30, 2019.

1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The Oakland Police Department (OPD) believes providing services to limited English speakers (LES) is of great importance. There are currently 1083 designated public contact positions located in various divisions within the department. Of these positions, 193 are occupied by bilingual employees proficient in Spanish and 55 by employees proficient in Chinese.

During this reporting period, OPD exceeded its percentage goal for Spanish speaking employees. In the previous reporting period, there were 171 Spanish Speaking employees. The number for this reporting period increased by 20. However, the number of Chinese speaking employees decreased by two (2). One (1) employee service retired and one (1) employee resigned, and as of the date of this report these positions remain vacant. However, the department currently has two (2) selective certification recruitments in progress, and it is expected OPD will increase its Chinese bilingual employee ratio in the next fiscal year.

OPD will continue to work to increase its Chinese and Spanish speaking population by:

- Advertising in language diverse newspapers
- Ensuring OPD Chinese and Spanish speaking sworn and professional staff respond to inquiries and attend community events
- Provide educational materials in the appropriate languages
- Assigning an Asian Liaison Officer in the Chinatown area once sworn staffing is at its authorized number (currently a Foot Patrol Officer incorporates the duties of this position into her daily responsibilities as an auxiliary assignment)

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The OPD collaborates with the Equal Access Coordinator and the Human Resources Management Department (HRMD) to attract Chinese and Spanish speaking candidates. OPD also strategizes with community partners to successfully identify, recruit, and hire a diverse group of employees. Strategies include advertising and education. OPD attends community events on a regular basis to advertise and provide educational material. During this reporting period, recruitment and outreach strategies included but were not limited to the following:

Department Name:
Fiscal Year: 2018-2019

- Attended the Chinatown Lunar Festival
- Attended the Cinco de Mayo Festival
- Attended the Diversity Employment Day Career Fair & Roundtable
- Attended Laney College Career Fair (ethnic diversity 13% Hispanic/Latino and 27% Asian)
- Attended Fresno State University Recruit the 99Job Fair (ethnic diversity 49.3% Hispanic/Latino and 14.3% Asian)
- Attended Cal Berkeley Social Impact Career Fair (ethnic diversity 14.7% Hispanic/Latino and 35.4% Asian)
- Attended Sacramento State University American Criminal Justice Association Career Day (ethnic diversity 30.2% Hispanic/Latino and 20.9% Asian)
- Attended Merritt College Law Enforcement Day Career Fair (ethnic diversity 29% Hispanic/Latino and 17% Asian)
- Enlisted Chinese Police Officers and Spanish Police Officers Associations to participate in recruitment efforts
- Produced, maintained and distributed department recruitment posters in Chinese and Spanish to each area of the city using Community Resource Officers (CROs) and Neighborhood Services Coordinators (NSCs) to promote job opportunities
- Attended various career events and job fairs with local faith-based communities to increase awareness and improve participation from Oakland residents

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.

OPD reviews the Equal Access survey results to assess the needs of the community, and will continue to build upon the outreach efforts currently in practice. This reporting period, outreach has focused on the Spanish and Chinese speaking communities, with a goal of increasing diversity in the OPD academies. Tables 2 and 2A, which are listed below, provide demographic information on the 181st and 182nd Basic Recruit Academies:

Table 2: Demographic Information – 181st Academy

181st Academy	Applicants	Bilingual Spanish	Bilingual Chinese
Applications Received	1835	504	53
Invited to Physical Agility	832	260	31
Submitted Written Scores	785	169	19
Invited to Oral Interview	502	157	17
Referred to Department	277	81	9

Department Name:
Fiscal Year: 2018-2019

Table 2A: Demographic Information – 182nd Academy

182nd Academy	Applicants	Bilingual Spanish	Bilingual Chinese
Applications Received	1590	408	39
Invited to Physical Agility	591	167	28
Submitted Written Scores	493	100	14
Invited to Oral Interview	356	93	12
Referred to Department	186	44	3

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

As in previous years, the primary method used by the department to ensure LES persons receive the same level of service as English speakers is having bilingual staff in pre-identified locations with high public contact. This includes the lobby of the Police Administration Building (PAB), the Criminal Investigations Division (located on the second floor of the PAB) and the Records Division (located on the third floor of the PAB). The OPD is committed to hiring bilingual candidates to serve the city and to expand access to services offered to the community.

The department also utilizes Voiance Language Services, which provides language interpretations over the phone for common languages. This is used when bilingual staff members are not available. This option is utilized most frequently at the 911 Communications Center when non-English speakers reach out for assistance over the phone.

In addition, the OPD utilizes an internal system called Telestaff to assist with locating employees who speak specific languages to assist with translation, which helps the department better meet the needs of the community. The Telestaff database holds personnel data, which can be queried to locate employees who have the needed language skills.

5. Please describe your Department plans for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.
- Hold workshops at community and religious facilities within the city of Oakland.
 - Maintain relationships with the Peralta Community Colleges (i.e., Laney and Merritt), which offer report writing courses to students interested in becoming a Police Officer and obtaining a higher education.
 - Maintain efforts to utilize a diverse group of community members to participate in the oral board interview panel during the Police Officer Trainee (POT) selection process.

Department Name:
Fiscal Year: 2018-2019

- Maintain selective and focused outreach to a diverse pool of applicants for positions such as Police Communication Dispatchers (PCD), Police Services Technicians II (PSTII), Police Evidence Technicians (PET) and Police Records Specialists (PRS).
- Continue to be transparent with respect to the recruiting and hiring process and open to community suggestions about recruitment strategies.

B. Translation of Written Vital Documents Assessment

1. Departments are required to “post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available.” Please list the locations in which the Department has posted notices.
 - Police Communications Division Lobby (7101 Edgewater Drive, Bldg. 8)
 - Records Division (third floor), Patrol Desk Lobby (first floor) and Office of Chief of Police (eighth floor) located in the Police Administration Building [PAB (455 7th Street)]
 - Eastmont Sub Police Station (2651 73rd Avenue)
 - Internal Affairs Division (250 Frank H. Ogawa Plaza, Suite C)
 - Recruiting & Background Unit (250 Frank H. Ogawa Plaza, Suite D)
 - Special Victims Unit (470 27th Street)
2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
The department has translated one hundred percent (100%) of its vital documents.
3. Did the Department translate any other written documents in the reporting period to serve the LES community?
Yes, the department translated three (3) documents this reporting period. Please see Table 4A – Vital Documents List in the Quantitative Assessment.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).
The OPD has maintained the phone message recording in Chinese and Spanish languages for public contact units. The department currently has 13 lines that are recorded for multilingual users. Please refer to Table 5 – Multilingual Telephone Recordings in the Quantitative Assessment.

D. Assessment of Department Communication with LES Populations

1. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

Department Name:
Fiscal Year: 2018-2019

Training Bulletin VIII-R (Language Access) sets forth the department's policy and procedure to inform personnel of the need to provide language access services when encountering a Limited English Proficient (LEP) person. The OPD is committed to providing language assistance services to individuals who are LEP as part of the department's community policing philosophy. The OPD takes all reasonable steps to ensure there is timely and accurate communication available to all individuals, regardless of their primary language.

Training Bulletin VIII-R also addresses the use of an interpreter in situations such as police contacts, Miranda admonitions, follow-up investigative interviews, formal interviews, consent searches, search warrants, offense reports and translated documents.

Additionally, Training Bulletin VIII-R provides guidelines in determining the type of interpreter needed, depending on the circumstances of the incident.

2. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.

The OPD is in compliance with Administrative Instruction 145 and the Equal Access Ordinance to inform LES Spanish and Chinese populations of their rights to bilingual services. There are visible postings regarding interpretation services at pre-designated locations accessible to the public. The phone lines are interpreted in both languages and vital documents required for the public are translated and made available in the required languages.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?

There were no complaints regarding the provision of bilingual oral and written services. The Department's General Order regarding complaints (i.e., Department General Order M-3) sets forth the procedural steps to receive, respond, investigate and document complaints. All department personnel have received specific training on how to handle the complaint process. The OPD documents all complaints received from all sources, both internal and external.

4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

A total of 1,608 contacts were recorded in the 2019 Language Access Survey conducted by the OPD. Of those that participated, 74% spoke English, 21% spoke Spanish and 3% spoke Cantonese. Some of the survey results are as follows:

- 67% of those surveyed had a wait time of less than five (5) minutes
- 90% of those surveyed rated the quality of service as excellent or good
- 68% of those surveyed said they had no difficulty getting services because they were LES
- 63% of those surveyed who needed translation services had a wait time greater than ten (10) minutes
- 41% of those surveyed rated the bilingual staff as knowledgeable and 56% said this was not applicable to the services they needed at OPD
- 59% of those surveyed said the LES signs were visible and 35% said they were not

The overwhelming majority of the feedback obtained from this survey was positive and confirms that the services provided by OPD personnel to English speaking community members are comparable to

Department Name:
Fiscal Year: 2018-2019

those being provided to LES persons. The top two (2) concerns the department will address as a result of the survey are reducing wait times for LES persons and making LES signs more visible to those needing assistance. In order to accomplish these goals, managers and commanders will work with staff to identify hours of the day when more bilingual staff are needed and to strategically place additional LES signs in more visible locations within the OPD.

E. Action Plan

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.
 - Utilizing existing bilingual staff, regardless of whether staff are in an identified public contact position
 - Continuing to maintain bilingual staff in all public contact positions
 - Ensuring all vital documents are translated
 - Continuing to recruit a diverse pool of candidates with language capabilities
 - Increasing relationships with the Spanish and Chinese speaking communities

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

Posters regarding the availability of language access are prominently located in all public contact departments within OPD to include the following areas:

- The Patrol Desk of the Eastmont Sub Station
- The lobby of the Communications Division
- The lobby of the Criminal Investigations Division, located on the second floor of the PAB
- The Records Division, located on the third floor of the PAB (two posters are displayed in this area)
- The lobby of the Internal Affairs Division
- The lobby of the Recruiting and Background Unit

A link to the Department's Annual Compliance Report will be included on the OPD website at www.oaklandca.gov/departments/police after it is approved by the City Council.

Tables 3 and 3A, which are listed below, provide a breakdown of employees assigned to the Patrol Division who provide language assistance in Chinese and Spanish, to include the all sworn members, PET and PST II:

Department Name:
Fiscal Year: 2018-2019

Table 3: Sworn Member Distribution

Police Area	Police Officers	Spanish BPCP	Chinese BPCP	Other Languages
Area 1 (94607, 94612)	115	16	7	11
Area 2 (94608, 94609, 94611, 94618)	78	7	5	9
Area 3 (94602, 94606, 94610)	88	16	4	7
Area 4 (94601, 94611)	101	24	2	6
Area 5 (94603, 94605, 94621)	104	21	2	5
Other Divisions (CID, IAD, Training, etc.)	272	54	8	13
Totals	758	138	28	51
Percentages		18%	4%	7%

Table 3A: Police Evidence Technician and Police Services Technician II Distribution

Police Area	PSTII/PET	Spanish BPCP	Chinese BPCP	Other Languages
Area 1 Police Evidence/Services Technicians	7	1		1
Area 2 Police Evidence/Services Technicians	6		1	
Area 3 Police Evidence/Services Technicians	7	2	2	
Area 4 Police Evidence/Services Technicians	6	1	1	
Area 5 Police Evidence/Services Technicians	10	2		
Other Divisions Police Evidence/Services Technicians	29	4	3	2
Totals	65	10	7	3
Percentages		15%	11%	5%

OAKLAND POLICE DEPARTMENT

FY2018-19

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
101110 - Office of Chief - Administration	455 7th Street	Chief of Police	25-FEB-17		NO	
101110 - Office of Chief - Administration	455 7th Street	Exec Asst to the Director	08-APR-13		NO	Chinese - Cantonese
101110 - Office of Chief - Administration	455 7th Street	Lieutenant of Police (PERS)	27-AUG-90		YES	
101112 - Public Information Unit	455 7th Street	Police Officer (PERS)	11-JUL-88		YES	
101112 - Public Information Unit	455 7th Street	Police Officer (PERS)	16-JUN-92		YES	
101120 - Internal Affairs	455 7th Street	Administrative Analyst II	30-SEP-91		NO	
101120 - Internal Affairs	455 7th Street	Captain of Police (PERS)	13-MAR-00		YES	
101120 - Internal Affairs	455 7th Street	Intake Technician	21-NOV-15		YES	
101120 - Internal Affairs	455 7th Street	Intake Technician	26-OCT-15		YES	
101120 - Internal Affairs	455 7th Street	Intake Technician	26-SEP-16		YES	Chinese
101120 - Internal Affairs	455 7th Street	Lieutenant of Police (PERS)	27-FEB-98		YES	
101120 - Internal Affairs	455 7th Street	Lieutenant of Police (PERS)	13-OCT-97		YES	
101120 - Internal Affairs	455 7th Street	Police Officer (PERS)	18-APR-97		YES	Spanish
101120 - Internal Affairs	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Spanish
101120 - Internal Affairs	455 7th Street	Police Officer (PERS)	11-DEC-06		YES	
101120 - Internal Affairs	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Polish
101120 - Internal Affairs	455 7th Street	Police Records Specialist	20-JAN-14		YES	
101120 - Internal Affairs	455 7th Street	Police Records Specialist	17-JAN-17		YES	
101120 - Internal Affairs	455 7th Street	Police Records Supervisor	15-DEC-86		YES	
101120 - Internal Affairs	455 7th Street	Sergeant of Police (PERS)	22-JUN-00		YES	
101120 - Internal Affairs	455 7th Street	Sergeant of Police (PERS)	17-MAY-02		YES	
101120 - Internal Affairs	455 7th Street	Sergeant of Police (PERS)	05-MAR-07		YES	
101120 - Internal Affairs	455 7th Street	Sergeant of Police (PERS)	11-JUL-05		YES	
101120 - Internal Affairs	455 7th Street	Sergeant of Police (PERS)	06-JAN-97		YES	
101120 - Internal Affairs	455 7th Street	Sergeant of Police (PERS)	30-JUL-01		YES	
101120 - Internal Affairs	455 7th Street	Sergeant of Police (PERS)	26-FEB-07		YES	Chinese
101120 - Internal Affairs	455 7th Street	Sergeant of Police (PERS)	16-JUN-94		YES	
101120 - Internal Affairs	455 7th Street	Sergeant of Police (PERS)	30-MAY-00		YES	
101120 - Internal Affairs	455 7th Street	Sergeant of Police (PERS)	26-FEB-07		YES	
101120 - Internal Affairs	455 7th Street	Sergeant of Police (PERS)	14-FEB-00		YES	
101120 - Internal Affairs	455 7th Street	Sergeant of Police (PERS)	16-SEP-96		YES	Spanish
101130 - Office of the Inspector General	455 7th Street	Lieutenant of Police (PERS)	11-DEC-06		YES	
101130 - Office of the Inspector General	455 7th Street	Police Officer (PERS)	05-NOV-07		NO	
101130 - Office of the Inspector General	455 7th Street	Police Performance Auditor	13-MAR-06		NO	
101130 - Office of the Inspector General	455 7th Street	Police Pgrm & Perf Audit Sup	29-NOV-04		NO	
101130 - Office of the Inspector General	455 7th Street	Police Records Specialist	21-AUG-00		YES	
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	22-MAY-00		YES	
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	26-FEB-07		YES	Spanish
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	12-JUL-93		YES	Spanish
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	14-APR-98		YES	
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	23-JAN-93		YES	Greek
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	23-APR-01		YES	
101140 - Intelligence Unit	455 7th Street	Sergeant of Police (PERS)	05-JUN-06		YES	Spanish
102120 - Property and Evidence	455 7th Street	Police Property Specialist	25-AUG-87		YES	
102120 - Property and Evidence	455 7th Street	Police Property Specialist	18-JUL-87		YES	Tagalog
102120 - Property and Evidence	455 7th Street	Police Property Specialist	19-JUN-02		YES	
102120 - Property and Evidence	455 7th Street	Police Property Specialist	11-JAN-10		YES	
102120 - Property and Evidence	455 7th Street	Police Property Supervisor	15-JUL-06		YES	Spanish

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102120 - Property and Evidence	455 7th Street	Police Services Technician II	10-MAR-97	YES	YES	
102120 - Property and Evidence	455 7th Street	Police Services Technician II	06-JAN-14	YES	YES	
102120 - Property and Evidence	455 7th Street	Sergeant of Police (PERS)	11-JUL-05	YES	YES	Spanish
102130 - Special Victims Section	455 7th Street	Lieutenant of Police (PERS)	25-JUN-90	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	17-SEP-12	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	20-APR-15	YES	YES	Spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	03-AUG-98	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	28-JUL-12	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	17-SEP-12	YES	YES	Spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	20-JAN-99	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	28-NOV-05	YES	YES	Spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	25-SEP-13	YES	YES	Chinese - Cantonese
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	17-SEP-12	YES	YES	Chinese - Cantonese
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	22-SEP-14	YES	YES	Spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	08-OCT-01	YES	YES	Spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	08-DEC-00	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	21-APR-14	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	22-SEP-14	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	04-OCT-95	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	21-APR-14	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	25-SEP-13	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	09-SEP-17	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	21-APR-14	YES	YES	Spanish
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	11-DEC-06	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	17-MAY-02	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	25-SEP-13	YES	YES	Russian
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	25-SEP-13	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	11-MAY-18	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	22-SEP-14	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	13-JAN-96	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Officer (PERS)	01-MAR-99	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Services Technician II	04-MAY-00	YES	YES	
102130 - Special Victims Section	455 7th Street	Police Services Technician II	02-DEC-13	YES	YES	Chinese - Cantonese
102130 - Special Victims Section	455 7th Street	Police Services Technician II	11-MAY-18	YES	YES	
102130 - Special Victims Section	455 7th Street	Sergeant of Police (PERS)	07-FEB-92	YES	YES	
102130 - Special Victims Section	455 7th Street	Sergeant of Police (PERS)	05-JUN-06	YES	YES	Spanish
102130 - Special Victims Section	455 7th Street	Sergeant of Police (PERS)	30-MAY-00	YES	YES	Vietnamese
102130 - Special Victims Section	455 7th Street	Sergeant of Police (PERS)	25-JAN-10	YES	YES	
102140 - Research, Planning & Crime Analysis	455 7th Street	Management Assistant	19-JAN-15	NO	NO	
102280 - Crime Analysis Section	455 7th Street	Administrative Analyst II	19-JUN-06	NO	NO	
102280 - Crime Analysis Section	455 7th Street	Crime Analyst	02-DEC-13	NO	NO	
102280 - Crime Analysis Section	455 7th Street	Crime Analyst	26-JAN-19	NO	NO	*
102280 - Crime Analysis Section	455 7th Street	Police Services Manager I	25-JAN-16	NO	NO	

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102310 - Criminal Investigations	455 7th Street	Administrative Analyst II	23-OCT-89		NO	Tagalog
102310 - Criminal Investigations	455 7th Street	Captain of Police (PERS)	08-MAR-99		NO	
102310 - Criminal Investigations	455 7th Street	Crime Analyst	12-MAR-18		NO	
102310 - Criminal Investigations	455 7th Street	Crime Analyst	09-MAY-16		NO	
102310 - Criminal Investigations	455 7th Street	Deputy Chief of Police (PERS)	06-SEP-91		NO	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	08-DEC-14		YES	Spanish
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	05-MAY-08		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	15-MAR-14		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	19-OCT-92		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	07-APR-14		YES	Chinese - Cantonese
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	17-JAN-15		YES	Chinese - Cantonese
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	17-MAY-18		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	20-AUG-12		YES	Spanish
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	28-APR-14		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	23-FEB-09		YES	Chinese - Cantonese
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	07-APR-14		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	24-MAR-14		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	02-MAR-92		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	29-OCT-12		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	27-APR-15		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	14-OCT-02		YES	
102310 - Criminal Investigations	455 7th Street	Police Evidence Technician	03-MAR-03		YES	
102310 - Criminal Investigations	455 7th Street	Police Officer (PERS)	12-MAY-98		YES	
102310 - Criminal Investigations	455 7th Street	Police Officer (PERS)	21-MAY-18		YES	Cambodian
102310 - Criminal Investigations	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
102310 - Criminal Investigations	455 7th Street	Police Records Specialist	18-FEB-14		YES	Chinese - Cantonese
102310 - Criminal Investigations	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES	
102320 - Homicide	455 7th Street	Lieutenant of Police (PERS)	14-JAN-91		YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	06-FEB-06		YES	Spanish
102320 - Homicide	455 7th Street	Police Officer (PERS)	09-JUL-07		YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	02-OCT-03		YES	Spanish
102320 - Homicide	455 7th Street	Police Officer (PERS)	02-MAR-88		YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	22-SEP-18	*	YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	01-OCT-18	*	YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	17-MAY-18		YES	Spanish
102320 - Homicide	455 7th Street	Police Officer (PERS)	05-JUN-06		YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	23-JUL-08		YES	
102320 - Homicide	455 7th Street	Police Records Specialist	03-MAR-99		YES	
102320 - Homicide	455 7th Street	Police Services Technician II	17-JAN-15		YES	Tagalog
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	26-JUN-00		YES	
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	10-NOV-12		YES	
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	10-MAR-00		YES	
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	28-JAN-08		YES	Chinese - Cantonese
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Administrative Assistant I	08-AUG-88		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Lieutenant of Police (PERS)	21-APR-97		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	16-DEC-13		Yes	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	17-MAR-14		YES	

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102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	13-MAR-00		YES	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	28-JAN-08		YES	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	17-MAR-14		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	07-DEC-00		YES	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	13-MAR-00		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	17-MAY-02		YES	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	03-FEB-92		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	12-JUL-08		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	23-APR-01		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	19-JUL-14		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	26-FEB-07		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	05-DEC-11		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	22-JUL-02		YES	Tagalog
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	01-AUG-11		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	05-JUN-06		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	01-JUL-95		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	09-DEC-13		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Sergeant of Police (PERS)	21-DEC-98		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Sergeant of Police (PERS)	23-APR-01		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Sergeant of Police (PERS)	21-FEB-97		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Sergeant of Police (PERS)	15-JAN-03		YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Sergeant of Police (PERS)	02-JUN-97		YES	
102324 - Felony Assault & Gang Section	455 7th Street	Police Records Specialist	03-FEB-92		YES	
102330 - Robbery & Burglary Section	455 7th Street	Lieutenant of Police (PERS)	21-APR-14		YES	Spanish
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	20-FEB-12		YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	15-OCT-07		YES	Spanish
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	11-SEP-06		YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Cambodian
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	21-FEB-11		YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	01-AUG-11		YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	12-SEP-11		YES	Spanish
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	15-OCT-07		YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Records Specialist	01-JUL-13		YES	
102330 - Robbery & Burglary Section	455 7th Street	Sergeant of Police (PERS)	10-FEB-92		YES	
102330 - Robbery & Burglary Section	455 7th Street	Sergeant of Police (PERS)	01-APR-98		YES	Spanish
102341 - Field Support	455 7th Street	Police Officer (PERS)	03-OCT-11		YES	Spanish

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102341 - Field Support	455 7th Street	Police Officer (PERS)	11-JUL-05		YES	
102341 - Field Support	455 7th Street	Police Services Technician II	03-OCT-88		YES	
102341 - Field Support	455 7th Street	Police Services Technician II	02-DEC-13		YES	Chinese - Cantonese
102341 - Field Support	455 7th Street	Police Services Technician II	13-FEB-08		YES	
102341 - Field Support	455 7th Street	Police Services Technician II	25-JUL-88		YES	
102341 - Field Support	455 7th Street	Police Services Technician II	30-JUN-08		YES	
102350 - Youth & School Services Section	455 7th Street	Police Officer (PERS)	03-AUG-98		YES	
102350 - Youth & School Services Section	455 7th Street	Police Officer (PERS)	11-DEC-06		YES	
102350 - Youth & School Services Section	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	
102350 - Youth & School Services Section	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
102350 - Youth & School Services Section	455 7th Street	Police Officer (PERS)	08-JUN-00		YES	
102350 - Youth & School Services Section	455 7th Street	Police Records Specialist	14-APR-03		YES	
102350 - Youth & School Services Section	455 7th Street	Sergeant of Police (PERS)	22-NOV-99		YES	
102610 - Criminalistics Unit	455 7th Street	Criminalist I	18-JUN-18		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	04-NOV-13		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	16-OCT-01		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	20-OCT-08		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	06-JUN-14		NO	Filipino
102610 - Criminalistics Unit	455 7th Street	Criminalist II	04-JUN-07		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	10-MAR-15		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	14-JAN-17		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	04-JUN-01		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	26-MAY-15		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	04-APR-11		NO	Chinese - Cantonese
102610 - Criminalistics Unit	455 7th Street	Criminalist III	17-FEB-03		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist III	01-MAR-99		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist III	25-AUG-08		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist III	20-OCT-08		NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist III	26-MAR-07		NO	
102610 - Criminalistics Unit	455 7th Street	Forensic Technician	04-DEC-17		NO	
102610 - Criminalistics Unit	455 7th Street	Latent Print Examiner II	01-NOV-10		NO	
102610 - Criminalistics Unit	455 7th Street	Latent Print Examiner II	11-AUG-08		NO	
102610 - Criminalistics Unit	455 7th Street	Latent Print Examiner II	09-NOV-15		NO	
102610 - Criminalistics Unit	455 7th Street	Latent Print Examiner II	11-NOV-13		NO	
102610 - Criminalistics Unit	455 7th Street	Latent Print Examiner III	30-JUL-07		NO	
102610 - Criminalistics Unit	455 7th Street	Manager, Crime Laboratory	13-AUG-07		NO	
102610 - Criminalistics Unit	455 7th Street	Office Assistant II	27-NOV-95		NO	
103110 - Bureau of Services - Administration Unit	455 7th Street	Administrative Analyst II	20-OCT-08		NO	Spanish
103110 - Bureau of Services - Administration Unit	455 7th Street	Project Manager III	05-JUN-17	*	NO	
103110 - Bureau of Services - Administration Unit	455 7th Street	Student Trainee, PT	26-JAN-19	*	NO	
103242 - Records & Warrants	455 7th Street	Administrative Assistant I	23-FEB-19		NO	Czech
103242 - Records & Warrants	455 7th Street	Police Records Specialist	29-APR-97		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	22-JUN-15		YES	Spanish
103242 - Records & Warrants	455 7th Street	Police Records Specialist	23-APR-18		YES	Spanish
103242 - Records & Warrants	455 7th Street	Police Records Specialist	24-AUG-09		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	02-FEB-98		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	28-FEB-11		YES	

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103242 - Records & Warrants	455 7th Street	Police Records Specialist	30-DEC-17		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	17-NOV-14		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	27-MAR-17		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	04-DEC-17		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	28-FEB-05		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	22-MAY-03		YES	Chinese
103242 - Records & Warrants	455 7th Street	Police Records Specialist	05-AUG-13		YES	Spanish
103242 - Records & Warrants	455 7th Street	Police Records Specialist	29-FEB-16		YES	Spanish
103242 - Records & Warrants	455 7th Street	Police Records Specialist	18-MAY-19	*	YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	29-AUG-88		YES	Tagalog
103242 - Records & Warrants	455 7th Street	Police Records Specialist	17-JUN-17		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	08-SEP-90		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	04-JUN-90		YES	Vietnamese
103242 - Records & Warrants	455 7th Street	Police Records Specialist	25-MAR-17		YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	10-NOV-14		YES	Chinese
103242 - Records & Warrants	455 7th Street	Police Records Specialist	10-NOV-15		YES	Chinese - Cantonese
103242 - Records & Warrants	455 7th Street	Police Records Supervisor	16-DEC-17		YES	
103242 - Records & Warrants	455 7th Street	Police Records Supervisor	03-FEB-14		YES	
103242 - Records & Warrants	455 7th Street	Police Records Supervisor	03-JAN-05		YES	Spanish
103242 - Records & Warrants	455 7th Street	Police Services Manager I	27-JUN-88		NO	
103310 - Communications Unit	455 7th Street	Administrative Analyst II	20-APR-19	*	NO	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	07-FEB-11		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	02-SEP-99		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	28-JUL-18	*	YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	17-NOV-18	*	YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	09-FEB-15		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	29-MAR-10		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	29-MAR-10		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	25-OCT-99		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	24-APR-06		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	16-APR-01		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	17-NOV-18	*	YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	17-NOV-18	*	YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	24-APR-06		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	14-JUL-18	*	YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	21-FEB-12		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	09-JUL-01		YES	Spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	10-NOV-15		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	30-DEC-13		YES	Spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	02-APR-01		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	18-MAY-19	*	YES	Spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	09-DEC-13		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	05-OCT-98		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	07-FEB-11		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	05-SEP-00		YES	Spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	08-JAN-11		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	22-SEP-18	*	YES	

OAKLAND POLICE DEPARTMENT

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ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	01-SEP-15		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	05-DEC-15		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	27-FEB-16		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	24-OCT-15		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	22-SEP-18	*	YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	12-APR-93		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	22-SEP-18	*	YES	Chinese
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	30-DEC-13		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	01-SEP-15		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	06-JUL-15		YES	Chinese
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	14-JAN-08		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	15-JUL-91		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	17-JUN-17		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	29-NOV-99		YES	Spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	06-OCT-97		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	17-SEP-74		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	29-OCT-12		YES	Spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	17-NOV-18	*	YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	17-FEB-15		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	28-FEB-05		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	14-JUL-18	*	YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	18-MAY-19	*	YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	02-JAN-14		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	10-NOV-15		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	14-JUL-18	*	YES	Spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	17-DEC-13		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	25-AUG-18	*	YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	19-NOV-07		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	24-APR-06		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	18-MAY-19	*	YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	22-SEP-18	*	YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	25-AUG-18	*	YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	17-NOV-18	*	YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	21-NOV-15		YES	Vietnamese
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	06-OCT-97		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	14-JUL-18	*	YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	29-OCT-12		YES	Spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	05-DEC-15		YES	Spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	06-JUL-15		YES	Spanish
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	02-MAY-11		YES	
103310 - Communications Unit	455 7th Street	Police Communications Dispatcher	17-NOV-18	*	YES	
103310 - Communications Unit	455 7th Street	Police Communications Manager	10-NOV-97		YES	
103310 - Communications Unit	455 7th Street	Police Communications Operator	17-JUN-17		YES	
103310 - Communications Unit	455 7th Street	Police Communications Operator	15-JUL-17		YES	
103310 - Communications Unit	455 7th Street	Police Communications Operator	17-JUN-17		YES	
103310 - Communications Unit	455 7th Street	Police Communications Supervisor	07-FEB-11		YES	Chinese
103310 - Communications Unit	455 7th Street	Police Communications Supervisor	05-SEP-00		YES	

OAKLAND POLICE DEPARTMENT

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ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
103310 - Communications Unit	455 7th Street	Police Communications Supervisor	31-MAR-08		YES	
103310 - Communications Unit	455 7th Street	Police Communications Supervisor	28-FEB-05		YES	
103310 - Communications Unit	455 7th Street	Police Communications Supervisor	29-MAR-10		YES	
103310 - Communications Unit	455 7th Street	Police Communications Supervisor	27-NOV-00		YES	
103310 - Communications Unit	455 7th Street	Police Communications Supervisor	24-APR-06		YES	
103310 - Communications Unit	455 7th Street	Police Records Specialist	06-MAY-91		YES	
103430 - Training Unit	455 7th Street	Captain of Police (PERS)	20-MAY-02		YES	
103430 - Training Unit	455 7th Street	Lieutenant of Police (PERS)	06-FEB-06	*	YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	02-JUL-18		YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	26-FEB-18		YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	07-MAY-18		YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	02-JUN-18		YES	Twi
103430 - Training Unit	455 7th Street	Police Cadet, PT	23-MAR-19	*	YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	24-OCT-16		YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	18-JUN-18		YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	11-APR-16		YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	11-APR-16		YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	11-APR-16		YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	16-DEC-17		YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	28-SEP-15		YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	28-JUL-18	*	YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	08-SEP-18	*	YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	28-JUL-18	*	YES	Chinese - Cantonese
103430 - Training Unit	455 7th Street	Police Cadet, PT	28-AUG-17		YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	06-NOV-17		YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	06-JUN-16		YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	23-MAR-19	*	YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	23-MAR-19	*	YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	26-JAN-19	*	YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	23-MAR-19	*	YES	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	10-OCT-16		YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	27-FEB-17		YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT	04-DEC-17		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	12-JUL-99		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	09-JUN-01		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	17-NOV-14		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	21-FEB-97		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	28-NOV-88		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	03-DEC-90		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	11-JUL-05		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	23-FEB-99		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	23-NOV-99		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)	07-FEB-00		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	14-SEP-98		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	04-JAN-18		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	29-NOV-99		YES	Spanish

OAKLAND POLICE DEPARTMENT

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ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
103430 - Training Unit	455 7th Street	Police Officer (PERS)	09-JUL-07		YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	04-JAN-99		YES	Vietnamese
103430 - Training Unit	455 7th Street	Police Officer (PERS)	10-DEC-01		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	17-DEC-05	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	23-FEB-19	*	YES	Cantonese
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	23-FEB-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	23-FEB-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	11-MAY-18		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	11-MAY-18		YES	Chinese - Cantonese
103430 - Training Unit	455 7th Street	Police Officer Trainee	23-FEB-19	*	YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	23-FEB-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	Samoan
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	German
103430 - Training Unit	455 7th Street	Police Officer Trainee	27-OCT-14		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-FEB-19	*	YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	23-FEB-19	*	YES	Vietnamese
103430 - Training Unit	455 7th Street	Police Officer Trainee	11-MAY-18		YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	23-FEB-19	*	YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	23-FEB-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	Samoan
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	Vietnamese
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	23-FEB-19	*	YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	Samoan
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	Vietnamese
103430 - Training Unit	455 7th Street	Police Officer Trainee	23-FEB-19	*	YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	Samoan
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	Vietnamese
103430 - Training Unit	455 7th Street	Police Officer Trainee	23-FEB-19	*	YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	Samoan
103430 - Training Unit	455 7th Street	Police Officer Trainee	09-MAR-19	*	YES	Vietnamese
103430 - Training Unit	455 7th Street	Police Officer Trainee	08-JUL-96		YES	Spanish
103430 - Training Unit	455 7th Street	Police Officer Trainee	29-AUG-01		YES	Tagalog
103430 - Training Unit	455 7th Street	Reproduction Offset Operator	05-NOV-90		NO	
103430 - Training Unit	455 7th Street	Sergeant of Police (PERS)	13-MAR-00		YES	
103430 - Training Unit	455 7th Street	Sergeant of Police (PERS)	26-SEP-96		YES	
103430 - Training Unit	455 7th Street	Sergeant of Police (PERS)	12-SEP-94		YES	
106210 - Police Personnel	455 7th Street	Administrative Analyst II	09-DEC-85		NO	
106210 - Police Personnel	455 7th Street	Administrative Analyst II	15-OCT-90		NO	

OAKLAND POLICE DEPARTMENT

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ORGANIZATION	ADDRESS	JOB CLASS	HIRE DATE	NEW	PCP	LANG
106210 - Police Personnel	455 7th Street	Exempt Limited Duration Employee	12-JAN-19	*	NO	
106210 - Police Personnel	455 7th Street	Payroll Personnel Clerk II	12-MAY-14		NO	
106210 - Police Personnel	455 7th Street	Payroll Personnel Clerk III	26-JAN-09		NO	
106210 - Police Personnel	455 7th Street	Payroll Personnel Clerk III	30-JAN-06		NO	Spanish
106210 - Police Personnel	455 7th Street	Payroll Personnel Clerk III	08-OCT-07		NO	Spanish
106210 - Police Personnel	455 7th Street	Police Personnel Oper Specialist	19-JUN-06		NO	
106210 - Police Personnel	455 7th Street	Police Records Specialist	25-JUN-07		YES	
106210 - Police Personnel	455 7th Street	Police Records Specialist	30-MAR-02		YES	
106210 - Police Personnel	455 7th Street	Police Services Manager I	14-AUG-06		NO	
106410 - Police Information Technology	455 7th Street	Business Analyst II	12-MAR-18		NO	
106410 - Police Information Technology	455 7th Street	Police Officer (PERS)	18-OCT-99		YES	
106410 - Police Information Technology	455 7th Street	Police Officer (PERS)	09-JUL-07		YES	
106410 - Police Information Technology	455 7th Street	Police Officer (PERS)	26-FEB-07		YES	
106410 - Police Information Technology	455 7th Street	Police Services Technician II	19-NOV-07		YES	
106510 - Fiscal Services	455 7th Street	Account Clerk I	29-MAY-10		NO	
106510 - Fiscal Services	455 7th Street	Account Clerk II	11-AUG-18	*	NO	Spanish
106510 - Fiscal Services	455 7th Street	Account Clerk II	15-DEC-18	*	NO	
106510 - Fiscal Services	455 7th Street	Account Clerk II	27-MAY-14		NO	
106510 - Fiscal Services	455 7th Street	Account Clerk III	22-APR-13		NO	
106510 - Fiscal Services	455 7th Street	Accountant II	25-APR-16		NO	Tagalog
106510 - Fiscal Services	455 7th Street	Accountant III	30-JAN-06		NO	
106510 - Fiscal Services	455 7th Street	Administrative Analyst II	07-JUL-97		NO	
106510 - Fiscal Services	455 7th Street	Administrative Analyst II	29-OCT-90		NO	Spanish
106510 - Fiscal Services	455 7th Street	Grants Coordinator	30-JAN-17		NO	
106510 - Fiscal Services	455 7th Street	Police Services Manager I	30-DEC-13		NO	
106610 - Background & Recruiting	455 7th Street	Administrative Analyst II	30-JUL-07		NO	
106610 - Background & Recruiting	455 7th Street	Police Officer (PERS)	19-JUN-06		NO	
106610 - Background & Recruiting	455 7th Street	Police Officer (PERS)	17-MAY-18		NO	French
106610 - Background & Recruiting	455 7th Street	Police Officer (PERS)	19-FEB-97		NO	
106610 - Background & Recruiting	455 7th Street	Police Officer (PERS)	29-AUG-16		NO	
106610 - Background & Recruiting	455 7th Street	Police Officer (PERS)	30-JUL-01		NO	
106610 - Background & Recruiting	455 7th Street	Police Officer (PERS)	13-MAY-94		YES	Spanish
106610 - Background & Recruiting	455 7th Street	Police Officer (PERS)	30-JUN-08		NO	
106610 - Background & Recruiting	455 7th Street	Police Personnel Oper Specialist	16-AUG-99		NO	
106610 - Background & Recruiting	455 7th Street	Police Records Specialist	23-APR-18		YES	Chinese - Cantonese
106610 - Background & Recruiting	455 7th Street	Sergeant of Police (PERS)	06-FEB-12		YES	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	12-MAR-16		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	23-SEP-13		NO	Korean
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	23-SEP-13		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	23-APR-18		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	01-DEC-18	*	NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	12-OCT-13		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	12-OCT-13		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	23-APR-16		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	17-JUL-17		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	23-SEP-13		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	23-SEP-13		NO	

OAKLAND POLICE DEPARTMENT

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ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	18-JAN-14		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	18-JAN-14		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	28-FEB-15		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	10-OCT-15		NO	Chinese
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	23-SEP-13		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	23-SEP-13		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	01-DEC-18	*	NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	23-SEP-13		NO	Spanish
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	17-MAR-14		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	23-SEP-13		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	12-OCT-13		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	23-SEP-13		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	30-JAN-16		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	23-APR-18		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	11-SEP-17		NO	
106610 - Background & Recruiting	455 7th Street	Temp Contract Svcs Employee, PT	01-DEC-18	*	NO	
106810 - PAS Administration	455 7th Street	Administrative Analyst II	28-DEC-96		NO	
106810 - PAS Administration	455 7th Street	Administrative Analyst II	11-JAN-10		NO	Chinese - Cantonese
106810 - PAS Administration	455 7th Street	Administrative Analyst II	06-JUN-00		NO	
106810 - PAS Administration	455 7th Street	Administrative Analyst II	25-FEB-08		NO	
106810 - PAS Administration	455 7th Street	Police Personnel Oper Specialist	12-APR-10		NO	Chinese
106810 - PAS Administration	455 7th Street	Police Records Specialist	02-FEB-15		YES	Chinese - Cantonese
107410 - Police Area 1	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	Spanish
107410 - Support Operations	455 7th Street	Captain of Police (PERS)	17-SEP-90		YES	
107410 - Support Operations	455 7th Street	Deputy Chief of Police (PERS)	22-FEB-99		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PPT	29-APR-02		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	27-AUG-18	*	YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	12-JUN-17		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	06-NOV-17		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	11-MAY-19	*	YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	04-DEC-17		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	06-NOV-17		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	08-MAY-17		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	25-AUG-18	*	YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	17-OCT-05		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	16-NOV-00		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	16-NOV-00		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	18-AUG-16		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	18-OCT-04		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	30-JUN-08		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	04-DEC-17		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	25-AUG-18	*	YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	14-FEB-17		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	09-OCT-17		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	12-FEB-18		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	05-SEP-01		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	13-OCT-14		YES	

OAKLAND POLICE DEPARTMENT

FY2018-19

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	20-AUG-15		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	18-AUG-16		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	28-AUG-17		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	29-SEP-03		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	08-MAR-00		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	18-AUG-16		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	28-AUG-17		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	04-DEC-17		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	27-AUG-18	*	YES	Tongon
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	09-FEB-19	*	YES	Chinese - Cantonese
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	08-FEB-02		YES	Spanish
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	27-AUG-11		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	31-MAR-14		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	16-MAY-16		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	28-AUG-17		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	03-NOV-18	*	YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	27-JAN-14		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	25-AUG-18	*	YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	02-SEP-14		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	27-JAN-14		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	27-JAN-14		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	14-FEB-17		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	20-AUG-14		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	12-JUN-15		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	02-APR-13		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	05-NOV-02		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	28-AUG-17		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	01-DEC-09		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	27-AUG-11		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	03-NOV-18	*	YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	12-FEB-18		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	06-NOV-17		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	25-AUG-18	*	YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	06-NOV-17		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	09-FEB-19	*	YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	25-AUG-18	*	YES	Dutch
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	14-FEB-17		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	27-AUG-11		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	27-AUG-11		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	22-SEP-18	*	YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	08-MAY-04		YES	
107510 - Traffic Operations	455 7th Street	Crossing Guard, PT	02-APR-13		YES	
107510 - Traffic Operations	455 7th Street	Lieutenant of Police (PERS)	06-JUL-99		YES	
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	01-AUG-11		YES	
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	09-JUL-07		YES	
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	26-JUN-00		YES	
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	09-JUL-07		YES	Spanish

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ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	29-NOV-99		YES	
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Spanish
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	22-MAY-00		YES	
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	17-MAY-02		YES	
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	08-NOV-99		YES	
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	05-OCT-98		YES	
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	16-JUL-98		YES	Chinese
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	05-JUN-06		YES	
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Chinese - Cantonese
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	05-OCT-98		YES	Spanish
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	10-MAR-00		YES	
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	15-OCT-07		YES	
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Spanish
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	25-AUG-18	*	YES	
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	04-JAN-18		YES	Spanish
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	22-SEP-18	*	YES	Spanish
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	09-JUL-07		YES	
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	28-NOV-05		YES	
107510 - Traffic Operations	455 7th Street	Police Officer (PERS)	14-OCT-96		YES	
107510 - Traffic Operations	455 7th Street	Police Records Specialist	21-OCT-13		YES	
107510 - Traffic Operations	455 7th Street	Police Records Specialist	01-JUL-13		YES	Spanish
107510 - Traffic Operations	455 7th Street	Police Services Technician II	02-DEC-13		YES	Spanish
107510 - Traffic Operations	455 7th Street	Police Services Technician II	25-FEB-08		YES	
107510 - Traffic Operations	455 7th Street	Police Services Technician II	19-OCT-92		YES	
107510 - Traffic Operations	455 7th Street	Police Services Technician II	23-JUL-11		YES	
107510 - Traffic Operations	455 7th Street	Police Services Technician II	16-NOV-98		YES	Vietnamese
107510 - Traffic Operations	455 7th Street	Police Services Technician II	24-NOV-14		YES	Spanish
107510 - Traffic Operations	455 7th Street	Police Services Technician II	23-NOV-87		YES	
107510 - Traffic Operations	455 7th Street	Police Services Technician II	11-JAN-99		YES	
107510 - Traffic Operations	455 7th Street	Police Services Technician II	23-FEB-15		YES	Spanish
107510 - Traffic Operations	455 7th Street	Police Services Technician II	02-DEC-13		YES	
107510 - Traffic Operations	455 7th Street	Police Services Technician II	13-MAR-06		YES	
107510 - Traffic Operations	455 7th Street	Police Services Technician II	03-MAR-97		YES	
107510 - Traffic Operations	455 7th Street	Police Services Technician II	19-OCT-92		YES	
107510 - Traffic Operations	455 7th Street	Sergeant of Police (PERS)	17-APR-89		YES	
107510 - Traffic Operations	455 7th Street	Sergeant of Police (PERS)	11-JAN-93		YES	
107510 - Traffic Operations	455 7th Street	Sergeant of Police (PERS)	07-MAY-91		YES	
107510 - Traffic Operations	455 7th Street	Sergeant of Police (PERS)	03-AUG-98		YES	
107510 - Traffic Operations	455 7th Street	Sergeant of Police (PERS)	17-OCT-02		NO	
107710 - Special Operations	455 7th Street	Administrative Analyst II	25-JAN-93		YES	
107710 - Special Operations	455 7th Street	Lieutenant of Police (PERS)	20-APR-15		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	04-JUN-07		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	01-AUG-11		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	11-SEP-06		YES	

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ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
107710 - Special Operations	455 7th Street	Police Officer (PERS)	25-APR-97		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	24-APR-01		YES	Chinese
107710 - Special Operations	455 7th Street	Police Officer (PERS)	23-FEB-15		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	23-APR-97		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	14-MAY-90		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	26-JUN-00		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	18-MAY-15		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	12-DEC-01		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	15-MAR-99		YES	Vietnamese
107710 - Special Operations	455 7th Street	Police Officer (PERS)	08-MAY-98		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	01-AUG-11		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	01-MAR-00		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	02-JUL-07		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	06-FEB-06		YES	Spanish
107710 - Special Operations	455 7th Street	Police Officer (PERS)	01-MAR-00		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	03-AUG-98		YES	
107710 - Special Operations	455 7th Street	Police Officer (PERS)	04-JAN-18		YES	Spanish
107710 - Special Operations	455 7th Street	Police Officer (PERS)	25-AUG-18	*	YES	
107710 - Special Operations	455 7th Street	Police Services Technician II	07-DEC-98		YES	
107710 - Special Operations	455 7th Street	Police Services Technician II	02-FEB-87		YES	Chinese
107710 - Special Operations	455 7th Street	Sergeant of Police (PERS)	07-NOV-97		YES	
107710 - Special Operations	455 7th Street	Sergeant of Police (PERS)	13-FEB-96		YES	
108000 - District Command Administration	455 7th Street	Administrative Analyst II	19-MAR-90		NO	
108000 - District Command Administration	455 7th Street	Deputy Chief of Police (PERS)	13-SEP-94		NO	
108010 - District Command Administration	455 7th Street	Police Records Specialist	22-JAN-02		YES	
108010 - District Command Administration	455 7th Street	Police Records Specialist	19-JUN-17		YES	Chinese - Cantonese
108010 - District Command Administration	455 7th Street	Police Records Specialist	27-OCT-15		YES	
108010 - District Command Administration	455 7th Street	Police Records Specialist	09-MAR-19	*	YES	Spanish
108010 - District Command Administration	455 7th Street	Police Records Specialist	16-OCT-89		YES	Tagalog
108010 - District Command Administration	455 7th Street	Police Records Specialist	30-MAR-15		YES	Chinese - Cantonese
108010 - District Command Administration	455 7th Street	Police Services Technician II	17-DEC-07		YES	
108010 - District Command Administration	455 7th Street	Sergeant of Police (PERS)	17-FEB-98		YES	
108110 - District Area 1	455 7th Street	Captain of Police (PERS)	23-MAR-98		YES	
108110 - District Area 1	455 7th Street	Lieutenant of Police (PERS)	20-FEB-97		YES	
108110 - District Area 1	455 7th Street	Lieutenant of Police (PERS)	02-AUG-96		YES	
108110 - District Area 1	455 7th Street	Lieutenant of Police (PERS)	22-APR-02		YES	Chinese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Arabic
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	08-SEP-18	*	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	08-OCT-01		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	11-MAY-18		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	

OAKLAND POLICE DEPARTMENT

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ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	Chinese - Cantonese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	Chinese - Cantonese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	05-JUN-06		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	11-JUL-16		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	07-SEP-18	*	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-JUN-84		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-OCT-14		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	Farsi
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-MAR-14		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	28-MAY-02		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Tigrinya
108110 - District Area 1	455 7th Street	Police Officer (PERS)	08-FEB-91		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	05-JUN-06		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	26-OCT-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	05-DEC-11		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	29-JUL-98		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	Chinese - Cantonese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	11-JUL-05		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	26-FEB-07		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	21-FEB-11		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	05-DEC-11		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	21-FEB-11		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-AUG-14		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	11-MAY-98		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	15-OCT-07		YES	Chinese - Cantonese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	30-DEC-17		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	29-NOV-99		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	19-MAR-99		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	21-FEB-97		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	Vietnamese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Vietnamese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	Spanish

OAKLAND POLICE DEPARTMENT

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ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
108110 - District Area 1	455 7th Street	Police Officer (PERS)	01-FEB-16		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	26-JUL-10		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	08-SEP-94		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-JUL-07		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	Vietnamese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-MAY-02		YES	Tagalog
108110 - District Area 1	455 7th Street	Police Officer (PERS)	15-MAY-00		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	01-AUG-11		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	28-JAN-08		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	15-MAY-17		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	23-JAN-93		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	Punjabi
108110 - District Area 1	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	26-JUL-10		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	20-FEB-97		YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	21-FEB-11		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	02-JAN-14		YES	Chinese - Cantonese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Chinese
108110 - District Area 1	455 7th Street	Police Services Technician II	06-JAN-14		YES	Spanish
108110 - District Area 1	455 7th Street	Police Services Technician II	02-DEC-13		YES	
108110 - District Area 1	455 7th Street	Police Services Technician II	22-JUN-15		YES	
108110 - District Area 1	455 7th Street	Police Services Technician II	17-JUN-17		YES	
108110 - District Area 1	455 7th Street	Police Services Technician II	18-JUN-16		YES	Mien
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	01-OCT-98		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	16-JUN-00		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	11-DEC-06		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	28-NOV-05		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	28-JUL-98		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	09-JUL-07		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	07-NOV-97		YES	

OAKLAND POLICE DEPARTMENT

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ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	22-JUL-02		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	11-DEC-00		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	27-JAN-97		YES	Korean
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	12-SEP-94		YES	Mien
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	26-JUN-00		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	10-DEC-01		YES	ASL
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	17-MAY-02		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	12-JUL-93		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	16-OCT-98		YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	28-NOV-05		YES	Spanish
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	04-APR-86		YES	
108120 - District Area 2	455 7th Street	Captain of Police (PERS)	22-MAR-99		YES	
108120 - District Area 2	455 7th Street	Lieutenant of Police (PERS)	06-FEB-89		YES	
108120 - District Area 2	455 7th Street	Lieutenant of Police (PERS)	25-APR-97		YES	
108120 - District Area 2	455 7th Street	Lieutenant of Police (PERS)	21-FEB-97		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	11-MAY-18		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	11-MAY-18		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	01-OCT-18	*	YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-SEP-18	*	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	11-MAY-18		YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	09-MAR-00		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	15-FEB-94		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Vietnamese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	06-MAR-00		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	21-FEB-11		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	26-OCT-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	Portugese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	29-OCT-12		YES	Chinese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	28-SEP-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	16-DEC-17		YES	Chinese - Cantonese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	07-OCT-98		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Chinese - Cantonese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	11-SEP-06		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Tongan

OAKLAND POLICE DEPARTMENT

FY2018-19

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
108120 - District Area 2	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	Vietnamese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	06-FEB-06		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	21-FEB-97		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	11-SEP-06		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	15-MAY-17		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Chinese - Cantonese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	23-FEB-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	16-DEC-17		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	11-SEP-06		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	26-OCT-15		YES	Farsi
108120 - District Area 2	455 7th Street	Police Officer (PERS)	28-JAN-08		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	Tagalog
108120 - District Area 2	455 7th Street	Police Officer (PERS)	28-AUG-06		YES	Cambodian
108120 - District Area 2	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	Indonesian
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-DEC-07		YES	Vietnamese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	04-MAY-98		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	26-FEB-07		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	02-JAN-14		YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	
108120 - District Area 2	455 7th Street	Police Services Technician II	06-JAN-14		YES	
108120 - District Area 2	455 7th Street	Police Services Technician II	23-FEB-15		YES	Chinese
108120 - District Area 2	455 7th Street	Police Services Technician II	30-DEC-13		YES	
108120 - District Area 2	455 7th Street	Police Services Technician II	02-DEC-13		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	14-AUG-89		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	19-JUN-00		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	25-OCT-99		YES	Spanish
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	06-FEB-06		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	10-MAR-08		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	11-JUL-05		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	05-JUN-06		YES	Spanish
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	26-FEB-07		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	23-JUN-00		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	06-FEB-06		YES	Spanish
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	04-MAY-98		YES	Chinese
108130 - District Area 3	455 7th Street	Captain of Police (PERS)	10-FEB-92		YES	

OAKLAND POLICE DEPARTMENT

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ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
108130 - District Area 3	455 7th Street	Lieutenant of Police (PERS)	08-MAY-00		YES	
108130 - District Area 3	455 7th Street	Lieutenant of Police (PERS)	12-NOV-96		YES	
108130 - District Area 3	455 7th Street	Lieutenant of Police (PERS)	11-SEP-06		YES	Chinese - Cantonese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	04-DEC-17		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	26-SEP-05		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-MAY-18		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	30-DEC-17		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-SEP-17		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	04-APR-11		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	11-MAY-18		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	29-AUG-16		YES	Punjabi
108130 - District Area 3	455 7th Street	Police Officer (PERS)	08-APR-91		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-NOV-99		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	23-JUL-08		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	03-AUG-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	01-OCT-18	*	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-SEP-18	*	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	18-AUG-12		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	30-DEC-17		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-MAR-14		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	30-DEC-17		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-AUG-18	*	YES	Sign Language
108130 - District Area 3	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Sign Language
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-MAR-14		YES	Chinese - Cantonese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	03-AUG-15		YES	Spanish

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ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Chinese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Japanese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	06-NOV-01		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Korean
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	14-MAR-16		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	13-JAN-97		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	18-MAY-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	19-DEC-11		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	15-MAY-17		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	11-DEC-06		YES	Hindi
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-JAN-15		YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-MAR-99		YES	
108130 - District Area 3	455 7th Street	Police Services Technician II	08-SEP-18	*	YES	
108130 - District Area 3	455 7th Street	Police Services Technician II	05-MAY-07		YES	
108130 - District Area 3	455 7th Street	Police Services Technician II	02-DEC-13		YES	
108130 - District Area 3	455 7th Street	Police Services Technician II	24-MAR-14		YES	Spanish
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	28-FEB-05		YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	24-AUG-05		YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	13-MAR-06		YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	04-NOV-94		YES	Vietnamese
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	26-JUN-00		YES	Chinese
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	26-SEP-05		YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	22-JUL-02		YES	Spanish
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	11-DEC-06		YES	Spanish
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	19-JUN-00		YES	Spanish
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	10-DEC-01		YES	Spanish
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	29-JUL-98		YES	
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	28-SEP-98		YES	Spanish
108140 - District Area 4	455 7th Street	Captain of Police (PERS)	28-MAR-88		YES	
108140 - District Area 4	455 7th Street	Lieutenant of Police (PERS)	21-AUG-06		YES	
108140 - District Area 4	455 7th Street	Lieutenant of Police (PERS)	22-JUL-96		YES	French
108140 - District Area 4	455 7th Street	Lieutenant of Police (PERS)	22-SEP-14		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	11-JUL-05		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	05-JUN-06		YES	

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ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
108140 - District Area 4	455 7th Street	Police Officer (PERS)	01-AUG-11		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	14-FEB-17		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	26-JUL-10		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	28-NOV-05		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	Russian
108140 - District Area 4	455 7th Street	Police Officer (PERS)	18-AUG-12		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	17-MAY-18		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	28-FEB-05		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	08-JUN-15		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Arabic
108140 - District Area 4	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	Chinese - Cantonese
108140 - District Area 4	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	03-AUG-98		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	22-SEP-18	*	YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	25-MAY-99		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	11-JUL-05		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	25-AUG-18	*	YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	01-AUG-11		YES	Vietnamese
108140 - District Area 4	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	26-FEB-07		YES	Chinese - Cantonese
108140 - District Area 4	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	22-SEP-18	*	YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Vietnamese
108140 - District Area 4	455 7th Street	Police Officer (PERS)	25-AUG-18	*	YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	23-FEB-15		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	22-SEP-18	*	YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	22-SEP-18	*	YES	

OAKLAND POLICE DEPARTMENT

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ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
108140 - District Area 4	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	17-MAY-18		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	17-MAY-18		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	01-AUG-11		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	15-MAY-17		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	23-FEB-15		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	08-JUN-98		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	30-DEC-17		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	15-OCT-07		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	22-MAR-99		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	22-JUL-02		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	09-DEC-13		YES	Spanish
108140 - District Area 4	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108140 - District Area 4	455 7th Street	Police Officer (PERS)	04-JAN-18		YES	
108140 - District Area 4	455 7th Street	Police Services Technician II	06-JAN-14		YES	Spanish
108140 - District Area 4	455 7th Street	Police Services Technician II	22-FEB-00		YES	
108140 - District Area 4	455 7th Street	Sergeant of Police (PERS)	17-MAY-02		YES	
108140 - District Area 4	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES	
108140 - District Area 4	455 7th Street	Sergeant of Police (PERS)	14-FEB-00		YES	
108140 - District Area 4	455 7th Street	Sergeant of Police (PERS)	29-JAN-94		YES	Spanish
108140 - District Area 4	455 7th Street	Sergeant of Police (PERS)	21-FEB-11		YES	
108140 - District Area 4	455 7th Street	Sergeant of Police (PERS)	06-NOV-97		YES	
108140 - District Area 4	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES	
108140 - District Area 4	455 7th Street	Sergeant of Police (PERS)	10-DEC-01		YES	
108140 - District Area 4	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES	
108140 - District Area 4	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES	
108140 - District Area 4	455 7th Street	Sergeant of Police (PERS)	12-AUG-99		YES	Tagalog
108140 - District Area 4	455 7th Street	Sergeant of Police (PERS)	21-JAN-92		YES	

OAKLAND POLICE DEPARTMENT

FY2018-19

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
108140 - District Area 4	455 7th Street	Sergeant of Police (PERS)	28-JAN-08		YES	
108140 - District Area 4	455 7th Street	Sergeant of Police (PERS)	01-AUG-11		YES	
108150 - District Area 5	455 7th Street	Captain of Police (PERS)	26-AUG-91		YES	
108150 - District Area 5	455 7th Street	Lieutenant of Police (PERS)	13-JUL-93		YES	
108150 - District Area 5	455 7th Street	Lieutenant of Police (PERS)	28-FEB-00		YES	
108150 - District Area 5	455 7th Street	Lieutenant of Police (PERS)	03-AUG-98		YES	
108150 - District Area 5	455 7th Street	Police Evidence Technician	22-MAY-89		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	17-MAR-14		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	28-SEP-15		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	26-JUL-10		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	28-JAN-08		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	02-APR-13		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Chinese - Cantonese
108150 - District Area 5	455 7th Street	Police Officer (PERS)	06-JAN-14		YES	Punjabi
108150 - District Area 5	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	02-DEC-13		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	25-APR-97		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	21-FEB-97		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	German
108150 - District Area 5	455 7th Street	Police Officer (PERS)	22-NOV-99		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	09-AUG-99		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	17-MAR-14		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	17-MAR-14		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	17-OCT-16		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	11-DEC-06		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	15-MAY-17		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	

OAKLAND POLICE DEPARTMENT

FY2018-19

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
108150 - District Area 5	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	01-FEB-16		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	08-JUN-15		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	28-SEP-15		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	27-JUN-16		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	01-OCT-18	*	YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	25-AUG-18	*	YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	13-MAY-91		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	10-OCT-16		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	01-AUG-11		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	01-FEB-16		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	21-APR-14		YES	Chinese - Cantonese
108150 - District Area 5	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	28-JAN-08		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	11-MAY-18		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	02-DEC-13		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	20-JUL-87		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	03-MAR-14		YES	Punjabi
108150 - District Area 5	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	09-JUL-07		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	06-SEP-17		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	Vietnamese
108150 - District Area 5	455 7th Street	Police Officer (PERS)	20-APR-15		YES	
108150 - District Area 5	455 7th Street	Police Officer (PERS)	09-NOV-15		YES	Spanish
108150 - District Area 5	455 7th Street	Police Officer (PERS)	04-JAN-18		YES	
108150 - District Area 5	455 7th Street	Police Services Technician II	26-MAY-15		YES	
108150 - District Area 5	455 7th Street	Police Services Technician II	16-SEP-91		YES	
108150 - District Area 5	455 7th Street	Police Services Technician I	08-DEC-14		YES	Spanish

OAKLAND POLICE DEPARTMENT

FY2018-19

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
108150 - District Area 5	455 7th Street	Police Services Technician II	11-MAY-18		YES	
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	17-APR-98		YES	
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	20-JUL-92		YES	
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	22-MAY-00		YES	
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	11-SEP-06		YES	
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	13-MAY-91		YES	Korean
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	11-SEP-06		YES	
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	15-OCT-07		YES	
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	09-JUL-07		YES	
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	06-MAR-00		YES	
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	30-JUL-01		YES	
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	22-JUL-02		YES	
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	09-JUL-07		YES	
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	21-FEB-11		YES	
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	28-SEP-98		YES	
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	10-MAR-00		YES	Spanish
108150 - District Area 5	455 7th Street	Sergeant of Police (PERS)	12-JAN-98		YES	
108630 - Ceasefire	455 7th Street	Captain of Police (PERS)	28-MAY-91		YES	
108630 - Ceasefire	455 7th Street	Exempt Limited Duration Employee	03-JAN-13		YES	
108630 - Ceasefire	455 7th Street	Exempt Limited Duration Employee	24-JUN-91		YES	
108630 - Ceasefire	455 7th Street	Lieutenant of Police (PERS)	28-MAY-91		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Arabic
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	01-AUG-11		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	02-DEC-13		YES	Spanish
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	Serbian
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	26-SEP-11		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	Spanish
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Spanish
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	Spanish
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	17-SEP-12		YES	Chinese - Cantonese
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	17-MAR-14		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	22-SEP-14		YES	Spanish
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	28-FEB-05		YES	French
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	22-OCT-12		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	20-FEB-12		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	05-DEC-11		YES	Spanish
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	21-APR-14		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	22-JUN-15		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	16-DEC-13		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-SEP-13		YES	
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	20-FEB-12		YES	

OAKLAND POLICE DEPARTMENT

FY2018-19

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	20-APR-15		YES	Spanish
108630 - Ceasefire	455 7th Street	Police Officer (PERS)	25-MAR-13		YES	
108630 - Ceasefire	455 7th Street	Sergeant of Police (PERS)	05-JUN-06		YES	
108630 - Ceasefire	455 7th Street	Sergeant of Police (PERS)	03-AUG-98		YES	Spanish
108630 - Ceasefire	455 7th Street	Sergeant of Police (PERS)	11-SEP-06		YES	
108630 - Ceasefire	455 7th Street	Sergeant of Police (PERS)	11-SEP-06		YES	
108630 - Ceasefire	455 7th Street	Sergeant of Police (PERS)	28-NOV-05		YES	
108630 - Ceasefire	455 7th Street	Sergeant of Police (PERS)	22-JUL-02		YES	Spanish
108710 - Neighborhood Services Section 1	455 7th Street	Neighborhood Services Coordinator	30-MAY-09		YES	
108710 - Neighborhood Services Section 1	455 7th Street	Neighborhood Services Coordinator	22-NOV-76		YES	
108710 - Neighborhood Services Section 1	455 7th Street	Neighborhood Services Coordinator	07-JUL-97		YES	
108710 - Neighborhood Services Section 1	455 7th Street	Neighborhood Services Coordinator	21-NOV-88		YES	
108710 - Neighborhood Services Section 1	455 7th Street	Neighborhood Services Coordinator	13-JAN-18		YES	
108710 - Neighborhood Services Section 1	455 7th Street	Office Assistant I, PT	19-JUN-17		NO	
108710 - Neighborhood Services Section 1	455 7th Street	Program Analyst III	10-OCT-00		NO	
108820 - Neighborhood Services Section 2	455 7th Street	Neighborhood Services Coordinator	01-FEB-03		YES	Spanish
108820 - Neighborhood Services Section 2	455 7th Street	Neighborhood Services Coordinator	26-JUL-99		YES	Spanish
108820 - Neighborhood Services Section 2	455 7th Street	Neighborhood Services Coordinator	01-MAY-89		YES	
108820 - Neighborhood Services Section 2	455 7th Street	Neighborhood Services Coordinator	17-SEP-90		YES	
108820 - Neighborhood Services Section 2	455 7th Street	Police Services Technician II	06-JAN-14		YES	Spanish

Department Name:
Fiscal Year:



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME:
FISCAL YEAR: 2018-2019

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

I, [NAME OF DEPARTMENT DIRECTOR], hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for [DEPARTMENT NAME] was submitted on [DATE].

Jamie Turbak 7/1/19
Signature & Date

JAMIE TURBAC
Print Name & Title
LIBRARY DIRECTOR

Department Name: Oakland Public Library
Fiscal Year: 2018-2019

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Jamie Turbak	Paulette Mitchell	Paulette Mitchell
Title	Interim Library Director	Acting Management Assistant	Acting Management Assistant
Address	125 14 th Street, 2 nd Floor	125 14 th Street, 2 nd Floor	125 14 th Street, 2 nd Floor
Phone#	510-238-6610	510-238-4980	510-238-4980
Email	jturbak@oaklandlibrary.org	pmitchell@oaklandlibrary.org	pmitchell@oaklandlibrary.org

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	221.07		New Hires	22 people	
Public Contact Positions (PCP)	164.18		New PCP Hires	22	100%
PCP With Spanish Language Skill	37.17	23%	New PCP Hires with SP Skill	4	18.18%
PCP With Chinese Language Skill	17.64	10.75%	New PCP Hires with CH Skill	3	13.64%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below

Table 3A. Department Organization Structure	
Director Unit (61111)	Brookfield Branch Library (61331)
Departmental Operation Unit (Financial & Administrative Services Office) (61121)	Dimond Branch Library (61332)
Automation (Computer Services) (61131)	Eastmont Branch Library (61333)
Children Services/Youth Room (Cataloging/Processing) (61132)	Elmhurst Branch Library (61334)
Community Relations (61133)	M.L. King Jr. Branch Library (61335)
Acquisitions (61135)	Montclair Branch Library (61336)
Administrative Unit (61211)	Rockridge Branch Library (61337)
On-Call Public Services (61212)	Temescal Branch Library (61338)
Literacy (Second Start Adult Literacy (61213)	District I Administration (81 st Avenue Branch) Library (61339)
Main Library Administration (61221)	Asian Branch Library (61341)
Art/History/Literature (61231)	Bookmobile (61342)
Magazines & Newspaper (61235)	Golden Gate Branch Library (61343)
Science Business and Sociology (61236)	Lakeview Branch Library (61344)
Children's Room (61237)	Latin American (Cesar Chavez) Branch Library (61345)
Circulation/Automation (61243)	Melrose Branch Library (61346)
Branch Administration (61311)	Piedmont Branch Library (61347)
Children's Services/Youth (61313)	West Oakland Branch Library (61348)
Support Services (Teen Services) (61321)	African-American Museum & Library (61511)

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description: While there were no changes to the organizational structure within the Library in 2017-2018, there will be numerous changes in the coming years as a result of the passage of Measure D, which will allow us to expand services and require the increase in our staffing. We also plan to staff and utilize our new Mobile Outreach Vehicle (MOVE) in 2018-2019.	

Department Name: Oakland Public Library
Fiscal Year: 2018-2019

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

Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit: 32.27 PCP (Main); 10.35 (Asian); 7.96 (Chavez)	Language Goal FTE	Actual FTE
Administrative Unit (61211) Main Library Administration (61221) Art/History/Literature (61231) Magazines & Newspaper (61235) Science Business & Sociology (61236) Children's Room (61237) Circulation/Automation (61243)	SP = 1 CH = 1	SP= 7.18 FTE CH = 4.75 FTE
Asian Branch Library (61341)	SP = 0 CH = 2	SP= 0 FTE CH = 7.47 FTE
Latin American (Cesar Chavez) Branch Library (61345)	SP = 1 CH = 0	SP= 4.78 FTE CH = 0 FTE

Table 4A Vital Documents List

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Adult Library Card Application	Yes	Yes	Vietnamese, Arabic
Children's Library Card Application	Yes	Yes	Vietnamese, Arabic
Teen Library Card Application	Yes	Yes	Vietnamese
OPL Extended Services Application	Yes	Yes	
Library Behavior Guidelines	Yes	Yes	Vietnamese
Comment Card	Yes	Yes	
Welcome to Your Library	Yes	Yes	
Library Privacy Statement	Yes	Yes	
Authorized User form	Yes	Yes	
Circulation Policy	Yes	Yes	
Translations for Mobile Print Text	Yes	Yes	Arabic, Tigrinya, and Vietnamese

Table 4B. Vital Documents Status Summary

Are all of the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Table 5 Multilingual Telephone Recordings

Location Description	Telephone Number	Status
Asian Branch Library	510-238-3400	English/Chinese
Brookfield Branch Library	510-615-5725	English/Spanish
Eastmont Branch Library	510-615-5726	English/Spanish
Elmhurst Branch Library	510-615-5727	English/Spanish
Latin American (Cesar Chavez) Branch Library	510-535-5620	English/Spanish
Main Library – Information Line	510-238-3134	English/Spanish
Main Library – Reference Desk	510-238-3138	English/Spanish
Melrose Branch Library	510-535-5623	English/Spanish
81 st Avenue Branch Library	510-615-5812	English/Spanish

Department Name: Oakland Public Library
Fiscal Year: 2018-2019

Table 6 Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
Main Library (includes On-Call, Teen & Children's Svc, Bookmobile, Branch Admin)	125 14th Street	CITIWIDE	VARIOUS	61.87	13.13	21%	6.42	10%
Cesar Chavez	3301 East 12th Street #271	94601	535-5620	7.96	4.78	60%	0.00	0%
Melrose	4805 Foothill Blvd	94601	535-5623	4.00	1.80	45%	0.00	0%
Dimond	3565 Fruitvale Avenue	94602	482-7844	10.37	1.00	10%	0.40	4%
Brookfield	9255 Edes Avenue	94603	615-5725	4.17	1.79	43%	1.00	24%
Eastmont	7200 Bancroft Ave #211	94605	615-5726	6.76	2.00	30%	0.00	0%
African American Museum	659 14th Street	94607	637-0200	5.40	0.00	0%	0.00	0%
Asian	388 9th Street #190	94607	238-3400	10.35	0.00	0%	7.47	72%
West Oakland	1801 Adeline Street	94607	238-7352	4.87	0.40	8%	0.00	0%
Golden Gate	5606 San Pablo	94608	597-5023	4.86	1.00	21%	0.00	0%
Temescal	5208 Telegraph Avenue	94609	597-5049	7.36	0.00	0%	0.00	0%
Lakeview	550 El Embarcadero	94610	238-7344	5.34	1.28	24%	0.28	5%
Montclair	1687 Mountain Blvd	94611	482-7810	5.69	0.82	14%	0.00	0%
Piedmont	80 Echo Avenue	94611	597-5011	4.88	0.73	15%	1.00	21%
Rockridge	5366 College Avenue	94618	597-5017	10.33	1.00	10%	1.35	13%
81st Avenue	1021 81st Avenue	94621	615-5812	8.40	2.40	29%	0.00	0%
Elmhurst	1427 88th Avenue	94621	615-5869	4.00	1.60	40%	0.00	0%
Martin Luther King Jr.	6833 International Blvd	94621	615-5728	4.25	3.25	76%	0.00	0%

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

Department Name: Oakland Public Library
Fiscal Year: 2018-2019

Key: PCP = Public Contact Position FTE = Full Time Equivalent SP = Spanish-speaking CH = Chinese-speaking
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III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Oakland Public Library

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11%)	STAFF	GOAL MET?	GOAL (5%)	STAFF	GOAL MET?
221.07	164.18	18.05	37.17	YES	8.2	17.64	YES

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 30, 2019.

1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The Oakland Public Library (OPL) ensures equal access for all patrons by offering a variety of services designed to meet the needs of the Limited English Speaking (LES) population. These services are reflected within our Mission and Values Statements, Strategic Plan and Objectives, materials, programs, and other public services offered every day in Oakland Public Libraries throughout Oakland, Piedmont, and Emeryville. It is because of our Service philosophy that we continue to ensure compliance with the Equal Access to Services Ordinance (EAO).

As an ongoing practice, OPL assesses the needs of our patrons annually by reviewing available Census data, circulation and other library usage statistics, as well as all available data representing the demographic breakdown throughout the City of Oakland. We obtain reports every month from our Integrated Library System (ILS) which allows us to identify and review what materials are being checked out and in what languages. This information is discussed among the library management and shared with the Branch and Unit Managers to ensure we are providing necessary, requested resources for our respective community users.

The Oakland Public Library is committed to extending all available library services to all our patrons, including the LES population, and works to hire qualified employees to accomplish this goal. During the 2018-2019 fiscal year, the Oakland Public Library filled 9.13FTE public contact positions with 20 employees placed in public contact position. Of these new hires, 11 were bilingual employees. In addition, the Library continues to collaborate with the Human Resources Management Department to identify and address critical recruitments that will aid in this effort.

Some of the challenges that the Oakland Public Library faced in 2017-2018 were budgetary constraints, OPL, however with the passing of Measure D and the added budget the Library has hired over a total of 90 plus employees in 2018-2019 to cover the new extended branch hours that became effective 2018-2019. It is our intention to move forward with filling staff shortages as we move into 2019-2020.

Department Name: Oakland Public Library
Fiscal Year: 2018-2019

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

Outreach, recruitment and hiring are on-going processes that the Oakland Public Library works towards vigorously in order to provide the best service that we can to all of our patrons.

The Oakland Public Library works closely with the Human Resources Management Department and the Equal Access Department to determine the need for language selective certification for each respective classification we consider filling, as required. As we are approved to fill existing permanent vacancies or exempt part-time positions, we will continue to recruit for the most qualified candidates, and in instances where a successful candidate has bilingual skills, we will comply with the Bilingual Certification testing process to assess the skills of that candidate. We follow all civil service rules and regulations when it comes to hiring.

The majority of our library recruitments were restricted to existing City of Oakland and Oakland Port employees in FY 2018-2019, however any recruitment that's open to the general public is advertised in local Oakland newspapers which embody many of the diverse demographics within the City of Oakland, in order to reach more qualified bilingual applicants. Additionally, Oakland Public Library recruitments have specific language included in the job announcement which encourages bilingual applicants to apply.

For recruitments that are open to the general public, the Oakland Public Library sends job announcements to various library listservs and library schools, which have been established to provide information to library paraprofessionals and professionals from various cultural/ethnic populations, in order to assist with recruiting qualified candidates who may have public agencies.

With the passing of Measure D and the added budget the Library has hired over a total of 90 plus employees in 2018-2019 to cover the new extended branch hours that became effective 2018-2019. It is our intention to move forward with filling staff shortages as we move into FY 2019-2020. We are committed to reassessing possible additional budgetary measures in the Library's future budgets.

The Oakland Public Library also uses student volunteers and/or interns throughout many of our locations as permitted. For instance, in FY 18-19 the Children's Room of the Main Library had 97 youth volunteers who worked in the Children's Room assisting with various programs throughout the year, of which 91 were bilingual. Also, the Teen Zone had 75 teen volunteers of which 60 were bilingual.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.

Over the 2018-2019 fiscal year the Oakland Public Library has had the following successes in the provision of services to our LES Spanish and Chinese populations:

Department Name: Oakland Public Library
Fiscal Year: 2018-2019

- *Currently maintaining 127 employees throughout the library system who are bilingual in Arabic, ASL, Cambodian, Chinese, Filipino, French, German, Japanese, Korean, Portuguese, Punjabi, Spanish, Thai, Urdu, and Vietnamese;*

113 bilingual employees in public contact positions

4 are bilingual in Arabic

1 is bilingual in Arabic and French

1 is bilingual in ASL

2 are bilingual in Cambodian

1 is bilingual in Cambodian and Thai

30 are bilingual in Chinese

1 is bilingual in Chinese, Russian, Slovakian, Czech, and German

2 are bilingual in French

1 is bilingual in German

2 are bilingual in Japanese

3 are bilingual in Korean

1 is bilingual in Mam

1 is bilingual in Punjabi

1 is bilingual in Russian

56 are bilingual in Spanish

1 in bilingual in Spanish and Filipino

1 is bilingual in Spanish and Portuguese

1 is bilingual in Urdu

3 are bilingual in Vietnamese

14 bilingual employees in non-public contact positions

7 are bilingual in Chinese

6 are bilingual in Spanish

1 is bilingual in Vietnamese

- *Hired 35 exempt, non-permanent, part time employees, of which mostly all are bilingual*
- *Use of language ribbons for both language learners, and to identify public contact staff who can help in the threshold languages;*
- *Weekly Sunday outreach to a local Korean Church by our Asian Branch Library staff*
- *Use of standardized city-approved oral interpretation language and disability accommodations language for programs, public meetings and agenda communications.*
- *Dedicated Library employees to streamline and handle system-wide written translations such as system wide program flyers for Adult, Teen, and Children's summer reading program, Teen passport program; Oakland Museum End of Summer reading party; holiday closure signs; computer issues (wi-fi down, internet out of service) notification for the patrons in Spanish and Chinese languages;*
- *translated over 30 documents and public announcements in Chinese for library patrons;*
- *Coordinated with American Sign Language facilitators to offer craft programs at the Main Library for our deaf patrons;*

Department Name: Oakland Public Library
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- *Expanded our Multi-Language Collection to make it more accessible with new signage and new books available in Arabic, Amharic, Farsi, French, Hindi, Hmong, Khmer, Lao, Punjabi, Spanish, Tagalog, Thai, and Tigrinya. Future plans to expand the collection include increasing Chinese materials.*
- *Translated both the Adult and Children's Library Applications in Arabic;*
- *Pronunciator services now available in Arabic;*
- *Increased the number of French language materials to support our African and European French-speaking communities;*
- *Outreach programs for patrons with our "Learn a Language" flyer highlighting ESL Conversation Club, Spanish Conversation Group, Language Exchange program, and Learning Express Library;*
- *Expanded our bilingual story times and other children's programs;*
- *Held weekly bilingual story times that were offered in Spanish and Mandarin to families, toddlers, and pre-school age children;*
- *Offered Children's bilingual programs with various performers for Summer Reading programs;*
- *The Asian Library used between 30-40 bilingual teen volunteers;*
- *The Teen Zone of the Main Library used 75 teen volunteers, of which 60 were bilingual;*
- *The Children's room of the Main Library used 97 youth volunteers, of which 91 were bilingual and who were helping in translating for families and helping to register for the summer reading program. The diversity of the volunteers is reflected below:*
 - *70 volunteers were bilingual in Cantonese and Mandarin*
 - *6 volunteers were bilingual in Vietnamese*
 - *2 volunteers were bilingual in Japanese*
 - *1 volunteer was bilingual in Mongolian*
 - *7 volunteers were bilingual in Spanish*
 - *4 volunteers were bilingual in Hindi and Urdu*
 - *4 volunteers were bilingual in Arabic, Tigrinya, Ibo, and French*
- *Convened Lawyers in the Library in Spanish*
- *Convened ESL Conversation Groups at the Main Library, Chavez, and Brookfield Branches.*
- *Coordinated Bi-weekly Spanish Conversation Groups at the Dimond Branch Library;*
- *Coordinated a Book Reading Club at the Cesar Chavez Branch Library;*
- *Coordinated a Language Exchange Group at M.L. King Branch Library;*
- *Voicemail Message translations in threshold languages at all of our locations during holiday closures.*
- *Offered Library staff several workshops put on by our own "Racial Equity Team";*
- *Implementation of a rapid response team to assess options such as surveying and changing/increasing our available programs to immigrant communities.*
- *Drupal and Staff Website Redesign and access to Equal Access Report*

Teen Services

Within our Teen Services Division, staff started incorporating different cultural themes that depended on the month in their programming efforts.

- *For example, in the Día de los muertos in Oct/Nov we offered Shrinky dink Calavera pins and 5 de Mayo in May, we offered Repujado*

We also incorporated cross over themes to bring in teens from all backgrounds

- *Heart Piñatas in February*
- *Ojo de dios dreamcatcher in June*
- *Perler beads with a Black Panther theme in June*
- *How to make Dumplings cooking demonstration at West in February*

At the Asian branch, we hosted bilingual cooking classes for teens. In Teen Services, staff thrive in trying to make their programs as welcoming, inclusive and celebratory.

Second Start Adult Literacy

While Second Start is not an ESL program, we do serve students for whom English is a second language. We served at least 30 students who are immigrants from Spanish speaking countries, middle eastern countries, Asia and Africa. These students are often not literate in their native languages. Second Start supports students, who speak English well enough to communicate with staff and tutors, in improving basic English skills while teaching basic reading and writing skills. We have learning materials at Second Start that support building English skills for speaking, reading and writing.

Looking back over the past year, there were immigrant students who focused on improving their computer skills. Some students opened emails and searched the Internet. Many of these students have no computer access at home and have been able to take advantage of having unlimited computer access and an opportunity to learn how to use computers at Second Start.

In May, Second Start held two voter workshops. Two of our students were voting for the first time after becoming U.S. citizens last year. We have one student who is set to take her citizenship test this week. She has been studying with Second Start tutors for almost a year.

A few health literacy workshops were held at Chavez library last year. The majority of attendees were Hispanic immigrants, who were able to learn about various health topics.

Best Practices

The Oakland Public Library's "best practices" approach to implementing the Equal Access Office and providing bilingual services to library patrons stems from our existing values:

- a. Reach more people where they are through our daily commitment to serving the diverse needs of our library users and non-users equally every day, at all of our library locations.*
- b. Develop, retain, and attract quality staff, in part by proactively recruiting for qualified bilingual candidates for our exempt part-time at-will positions in addition to our permanent vacancies.*
- c. To budget for bilingual services (collections, programs, printing of translated materials, bilingual premiums).*
- d. To comply with the City of Oakland's Administrative Instruction #145*

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- e. *Improve our physical spaces in order to ensure equal access to all members of our communities.*
- f. *Increase operational efficiencies, such as simplifying the existing circulation policy.*

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

In addition to providing bilingual staff at the Oakland Public Library, we continue to review, update, and provide staff with available tools (i.e. cheat sheet of common Spanish and Chinese words and phrases for staff to reference) and resources (Language Line Solutions Interpreter Services cheat sheet, standing board, and brochure of services) to have readily available and reference in order to facilitate communication with LES Spanish and Chinese population as well as a multitude of other LES communities.

Oakland Public Library staff who can provide assistance to our patrons in Spanish or Chinese can also be quickly identified by a language ribbon that they wear on their clothing that identifies the language that they speak.

The Oakland Public Library also offers online services to our LES Spanish and Chinese populations by having information and services on our public webpage available in both Chinese and in Spanish:

<http://oaklandlibrary.org/servicios-en-espanol>

<http://oaklandlibrary.org/chinese/services>

The Oakland Public Library also added the Google Chrome Browser on all public internet PC's for easy access to Google Translator.

5. Please describe your Department plan's for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

The Oakland Public Library will work on the following action steps and necessary plan of action for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken:

- a. *Proactively recruit and hire more qualified bilingual/bicultural candidates in the threshold languages by targeting our outreach efforts to more diverse populations for our temporary part-time at-will positions in addition to our permanent vacancies. Based on the Chinese PCP goals, we still need to closely assess and identify a plan for increasing our bilingual staff to serve the LES Chinese population.*

It should be noted that the Library assigns exempt part-time staff to work at various library locations based on staffing needs and that several of our On-Call staff are budgeted against

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specific positions although they may work at a number of library locations at any given time. As a result, there are instances where actual public contact positions on our staffing report may not reflect that we have qualified bilingual staff assigned to those positions to provide service to the LES Chinese and Spanish population. However, we have ample qualified bilingual staff at each of our library locations to provide service to our patrons, and in instances where we may not have a qualified bilingual employee, we utilize the City's Language Line Solutions resource.

- b. Budget for bilingual services (collections, printing of translated materials, bilingual premiums).*
- c. Perform more relevant outreach services to non-English speaking library users.*

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

The Oakland Public Library has notices posted in the threshold languages at the circulation desk and on the doors of each of our 16 branches, in the African American Museum & Library, and at each service desk in the Main Library.

*81st Avenue Branch Library
 Asian Branch Library
 Brookfield Branch Library
 Cesar Chavez Branch Library
 Dimond Branch Library
 Eastmont Branch Library
 Elmhurst Branch Library
 Golden Gate Branch Library
 Lakeview Branch Library
 Martin Luther King Jr. Branch Library
 Melrose Branch Library
 Montclair Branch Library
 Piedmont Branch Library
 Rockridge Branch Library
 Temescal Branch Library
 Temescal Tool Lending Library
 West Oakland Branch Library
 Main Library, Information Desk
 Main Library, Circulation Desk
 Main Library, Computer Lab
 Main Library, Children's Room
 Main Library, Teen Zone*

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*Main Library, Magazines & Newspaper
Main Library, Financial & Administrative Services Office
Main Library, Adult Reference Services
Main Library, Second Start Adult Literacy
Main Library, Oakland History Room
African American Museum & Library*

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

The Oakland Public Library currently translates all our vital documents into the threshold languages.

3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

The Oakland Public Library translates many of our programming materials, even when not deemed vital, in the threshold languages. In the 2018-2019 fiscal year, we translated our Circulation Policy in the threshold languages.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how the Department is doing in providing multilingual telephone messages in threshold language(s).

The Oakland Public Library has worked collaboratively with the Equal Access Office to determine the best practices for recording messages in the threshold languages at each of our branch libraries. As a result of collaboration between the two departments, a viable solution has been identified and the branches utilize a forwarding feature to allow patrons to access messages recorded in the threshold languages when the City/Library is shut down.

The Oakland Public Library recently obtained the City's Voice-Over IP Shortel telephones at the Main Library, and these telephones assist in providing recorded telephonic messages in multiple languages at all of our locations.

Measure KK, the bond measure passed in November 2016, will allow network/telecommunications upgrades during future branch renovations. The branches scheduled for renovations in FY17-19 include the West Oakland, Brookfield, and Main Libraries.

D. Assessment of Department Communication with LES Populations

1. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

The Oakland Public Library presently has numerous policies and procedures on providing services to our patrons, inclusive of the LES Spanish and Chinese populations (i.e. Collection Development policy, Circulation policy). Additionally, the Library also complies with all respective and applicable city, state and federal guidelines.

The Oakland Public Library provides on-going bilingual services to our patrons system-wide and is able to assess the adequacy of the services we provide to our LES populations through 1) Patron surveys, 2) Comment Cards and 3) Direct contact with our staff.

Assessment of the adequacy of the procedures used to facilitate communication with LES Spanish and Chinese populations is an on-going effort and varies from employee performance appraisals to the Library's service goals. Prioritizing assessment tools for facilitating communication with LES Spanish and Chinese populations is an ongoing effort. The Oakland Public Library pays an annual fee to a 3rd party vendor to provide the public catalog user interface in both Chinese and Spanish.

2. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.

The Oakland Public Library has identified key bilingual staff within each branch and the Main Library to facilitate communication with members of the LES Spanish and Chinese population. If these positions are not PCPs, we add this task to the job duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish upon demand. Many of our divisions within the Main Library are able to access any current bilingual staff within the Library Department as needed.

In instances where bilingual staff are not available to provide services in the needed language, we are also able to contact and utilize the over-the-phone interpreter service as needed.

The Oakland Public Library remains committed to recruiting, hiring, and funding qualified bilingual/bicultural staff, and to producing necessary materials in multiple languages for the public. We budget international language materials, accordingly, using a variety of demographic and other tools, and we fund, without budgeted appropriations, bilingual premiums system wide. Once annually, we send staff to Mexico and China to purchase Spanish and Chinese materials that cannot otherwise be acquired in the United States. We create cataloging records for these items so that they can be searched and accessed in the native language.

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The Oakland Public Library continues to prioritize outreach and facilitate communication to LES Spanish and Chinese populations. The Oakland Public Library presently has two outreach librarians whose primary goals are to access parts of the community that may not access our services. In addition, the Oakland Public Library also ensures that the LES Spanish and Chinese populations are made aware of the vast resources that are available throughout the Library system, as well as those available resources which may be specific to those populations.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?

At this time, the Oakland Public Library has not received any complaints related to the Equal Access Ordinance (EAO) or compliance of the EAO.

E. Action Plan

1. Please identify action steps for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

The Oakland Public Library will work on the following action steps and necessary plan of action for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken:

- a. *Proactively recruit and hire more qualified bilingual/bicultural candidates in the threshold languages by targeting our outreach efforts to more diverse populations for our temporary part-time at-will positions in addition to our permanent vacancies. Based on the Chinese PCP goals for 2018-2019, we need to continue assessing and identifying a plan for increasing our bilingual staff to serve the LES Chinese population.*

It should be noted that the Library assigns exempt part-time staff to work at various library locations based on staffing needs and that several of our On-Call staff are budgeted against specific positions although they may work at a number of library locations at any given time. As a result, there are instances where actual public contact positions on our staffing report may not reflect that we have qualified bilingual staff assigned to those positions to provide service to the LES Chinese and Spanish population. However, we have ample qualified bilingual staff at each of our library locations to provide service to our patrons, and in instances where we may not have a qualified bilingual employee, we utilize the City's Language Line Solutions resource.

- b. *Budget for bilingual services (collections, programs, printing of translated materials, bilingual premiums).*
- c. *Continue to perform more relevant outreach services to non-English speaking library users, utilizing a new mobile outreach vehicle staffed with bilingual employees.*

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2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

Notice of the availability of language access has been posted prominently at all 18 Oakland Public Library locations. The following signs are posted at each of our locations:

- *City of Oakland Compliance Plan Available Online*
- *City of Oakland Equal Access Poster*
- *Written Material Available in Spanish and Chinese Flyer*

OAKLAND PUBLIC LIBRARY (OPL)

Y:2018-19

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
51121 - Departmental Operation Unit	125 - 14th St	Museum Guard	26-MAR-90		YES	
51121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	18-AUG-12		YES	
51121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUL-12		YES	
51121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUN-15		YES	
51121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUL-12		YES	
51121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	05-MAY-18		YES	
51121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUL-12		YES	
51121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	18-AUG-12		YES	
51121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUN-15		YES	
51121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	05-MAY-18		YES	
51131 - Automation	125 - 14th St	Library Asst, PPT	10-MAY-14		YES	Spanish
51132 - Children Services/Youth Room	125 - 14th St	Library Aide, PT	27-JAN-18	*	YES	German
51132 - Children Services/Youth Room	125 - 14th St	Library Aide, PT	27-JAN-18	*	YES	
51132 - Children Services/Youth Room	125 - 14th St	Library Aide, PT	27-JAN-18	*	YES	
51133 - Community Relations	125 - 14th St	Public Information Officer II	24-MAR-18	*	YES	
61135 - Acquisitions	125 - 14th St	Library Assistant	7-Mar-09		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	16-APR-11		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	29-OCT-11		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	01-JAN-94		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	2-Jun-18	*	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	01-JUN-96		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	09-JUN-12		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	01-DEC-86		YES	Chinese
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	07-FEB-98		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	29-OCT-11		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	06-APR-96		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	26-MAR-16		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	16-DEC-06		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	16-APR-11		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	2-Jun-18	*	YES	Chinese
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	25-AUG-07		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	13-DEC-08		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	07-OCT-06		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	07-DEC-15		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	21-JUL-01		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	20-MAY-17		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	20-MAY-06		YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	12-JUN-10		YES	

OAKLAND PUBLIC LIBRARY (OPL)

Y 2018-19

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
51212 - On-Call Public Services	125 - 14th St	Librarian I, PT	2-Jun-18	*	YES	
51212 - On-Call Public Services	125 - 14th St	Librarian I, PT	18-AUG-12		YES	
51212 - On-Call Public Services	125 - 14th St	Librarian I, PT	25-AUG-07		YES	
51212 - On-Call Public Services	125 - 14th St	Librarian I, PT	08-JAN-11		YES	
51212 - On-Call Public Services	125 - 14th St	Librarian I, PT	09-FEB-08		YES	
51212 - On-Call Public Services	125 - 14th St	Librarian I, PT	2-Jun-18	*	YES	
51212 - On-Call Public Services	125 - 14th St	Librarian I, PT	2-Jun-18	*	YES	
51212 - On-Call Public Services	125 - 14th St	Librarian I, PT	19-SEP-09		YES	
51212 - On-Call Public Services	125 - 14th St	Librarian I, PT	23-FEB-08		YES	
51212 - On-Call Public Services	125 - 14th St	Librarian II, PT	14-AUG-01		YES	
51212 - On-Call Public Services	125 - 14th St	Librarian II, PT	08-AUG-87		YES	
51212 - On-Call Public Services	125 - 14th St	Librarian II, PT	21-OCT-06		YES	
51212 - On-Call Public Services	125 - 14th St	Librarian II, PT	01-NOV-08		YES	
51212 - On-Call Public Services	125 - 14th St	Librarian, Senior, PT	09-AUG-86		YES	
51212 - On-Call Public Services	125 - 14th St	Library Aide, PT	09-NOV-13		YES	
51212 - On-Call Public Services	125 - 14th St	Library Aide, PT	23-JAN-99		YES	
51212 - On-Call Public Services	125 - 14th St	Library Aide, PT	09-JUN-12		YES	
51212 - On-Call Public Services	125 - 14th St	Library Aide, PT	22-NOV-14		YES	Chinese
51212 - On-Call Public Services	125 - 14th St	Library Aide, PT	15-SEP-12		YES	
51212 - On-Call Public Services	125 - 14th St	Library Aide, PT	22-JAN-11		YES	
51212 - On-Call Public Services	125 - 14th St	Library Aide, PT	31-AUG-13		YES	Spanish
51212 - On-Call Public Services	125 - 14th St	Library Aide, PT	29-OCT-11		YES	
51212 - On-Call Public Services	125 - 14th St	Library Aide, PT	15-SEP-12		YES	
51212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	22-JAN-11		YES	Spanish
51212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	16-MAY-09		YES	Spanish
51212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	28-AUG-04		YES	Chinese, Russian, Slovakian, Czech, German
51212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	29-OCT-11		YES	
51212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	18-JAN-14		YES	
51212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	01-SEP-01		YES	
51212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	01-JUL-95		YES	Chinese
51212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	22-JAN-11		YES	
61213 - Literacy	125 - 14th St	Library Aide, PT	16-AUG-14		YES	
61213 - Literacy	125 - 14th St	Literacy Assistant	19-SEP-98		YES	
61213 - Literacy	125 - 14th St	Literacy Assistant, PT	24-APR-04		YES	
61213 - Literacy	125 - 14th St	Office Assistant I	08-FEB-97		YES	

OAKLAND PUBLIC LIBRARY (OPL)

Y 2018-19

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
51221 - Main Library Administration	125 - 14th St	Librarian, Supervising	22-JUN-13		YES	Japanese
51231 - Art/History/Literature	125 - 14th St	Library Aide, PPT	24-FEB-96		YES	
51231 - Art/History/Literature	125 - 14th St	Library Aide, PPT	02-APR-90		YES	
51231 - Art/History/Literature	125 - 14th St	Library Aide, PT	26-MAR-16		YES	
51231 - Art/History/Literature	125 - 14th St	Library Aide, PT	21-FEB-09		YES	
51231 - Art/History/Literature	125 - 14th St	Library Aide, PT	27-JAN-18	*	YES	Spanish, Filipino
51231 - Art/History/Literature	125 - 14th St	Library Aide, PT	27-APR-13		YES	
51231 - Art/History/Literature	125 - 14th St	Library Aide, PT	09-JAN-10		YES	
51231 - Art/History/Literature	125 - 14th St	Library Aide, PT	05-NOV-94		YES	Spanish
51231 - Art/History/Literature	125 - 14th St	Library Aide, PT	26-MAR-16		YES	Japanese
51231 - Art/History/Literature	125 - 14th St	Library Aide, PT	01-JUL-06		YES	
51231 - Art/History/Literature	125 - 14th St	Library Aide, PT	20-JUN-15		YES	Vietnamese
51231 - Art/History/Literature	125 - 14th St	Library Aide, PT	30-JUL-05		YES	
51231 - Art/History/Literature	125 - 14th St	Library Aide, PT	20-JUN-15		YES	Vietnamese
51231 - Art/History/Literature	125 - 14th St	Library Aide, PT	22-FEB-86		YES	
51231 - Art/History/Literature	125 - 14th St	Library Aide, PT	02-MAY-87		YES	
51231 - Art/History/Literature	125 - 14th St	Library Aide, PT	26-MAR-16		YES	Chinese
51231 - Art/History/Literature	125 - 14th St	Library Aide, PT	17-JAN-85		YES	Chinese
51231 - Art/History/Literature	125 - 14th St	Library Assistant	06-DEC-93		YES	Spanish
51231 - Art/History/Literature	125 - 14th St	Office Assistant II	15-MAY-89		YES	Spanish
51235 - Magazines and Newspapers	125 - 14th St	Librarian I	12-JUN-10		YES	
51235 - Magazines and Newspapers	125 - 14th St	Librarian I, PT	25-AUG-07		YES	
51235 - Magazines and Newspapers	125 - 14th St	Librarian I, PT	30-DEC-06		YES	Spanish
51235 - Magazines and Newspapers	125 - 14th St	Librarian II	27-MAY-00		YES	
51235 - Magazines and Newspapers	125 - 14th St	Library Assistant, PT	11-SEP-04		YES	
51235 - Magazines and Newspapers	125 - 14th St	Library Asst, PPT	24-OCT-83		YES	
51236 - Science Business and Sociology	125 - 14th St	Librarian I	18-JAN-14		YES	
51236 - Science Business and Sociology	125 - 14th St	Librarian II	05-NOV-94		YES	Spanish
51236 - Science Business and Sociology	125 - 14th St	Librarian II	23-DEC-00		YES	
51236 - Science Business and Sociology	125 - 14th St	Librarian II	20-DEC-03		YES	
51236 - Science Business and Sociology	125 - 14th St	Librarian II	26-SEP-15		YES	
51236 - Science Business and Sociology	125 - 14th St	Librarian, Senior	21-MAY-84		YES	
51237 - Childrens Room	125 - 14th St	Librarian I	26-APR-14		YES	Arabic
51237 - Childrens Room	125 - 14th St	Library Aide, PT	20-JUN-15		YES	
51237 - Childrens Room	125 - 14th St	Library Aide, PT	27-JAN-18	*	YES	
51237 - Childrens Room	125 - 14th St	Library Aide, PT	27-JAN-18	*	YES	Urdu
51237 - Childrens Room	125 - 14th St	Library Aide, PT	27-JAN-18	*	YES	Chinese
51237 - Childrens Room	125 - 14th St	Library Aide, PT	27-JAN-18	*	YES	Chinese

OAKLAND PUBLIC LIBRARY (OPL)

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
51237 - Childrens Room	125 - 14th St	Library Aide, PT	03-NOV-07		YES	Chinese
51237 - Childrens Room	125 - 14th St	Library Aide, PT	26-APR-14		YES	
51237 - Childrens Room	125 - 14th St	Library Assistant	30-OCT-89		YES	Chinese
51237 - Childrens Room	125 - 14th St	Library Assistant, PT	27-OCT-01		YES	Chinese
51237 - Childrens Room	125 - 14th St	Library Assistant, PT	27-SEP-03		YES	Chinese
51243 - Circulation/Automation	125 - 14th St	Library Aide, PT	09-NOV-91		YES	
51243 - Circulation/Automation	125 - 14th St	Library Aide, PT	15-SEP-12		YES	
51243 - Circulation/Automation	125 - 14th St	Library Aide, PT	05-AUG-00		YES	Spanish
51243 - Circulation/Automation	125 - 14th St	Library Aide, PT	27-JAN-18	*	YES	Spanish, Portugese
51243 - Circulation/Automation	125 - 14th St	Library Aide, PT	27-JAN-18	*	YES	Spanish
51243 - Circulation/Automation	125 - 14th St	Library Aide, PT	26-MAR-16		YES	Spanish
51243 - Circulation/Automation	125 - 14th St	Library Aide, PT	26-MAR-16		YES	Mam
51243 - Circulation/Automation	125 - 14th St	Library Aide, PT	15-SEP-01		YES	Chinese
51243 - Circulation/Automation	125 - 14th St	Library Assistant	16-May-09		YES	
51243 - Circulation/Automation	125 - 14th St	Library Assistant	25-DEC-99		YES	French
51243 - Circulation/Automation	125 - 14th St	Library Assistant, PT	11-AUG-07		YES	
51243 - Circulation/Automation	125 - 14th St	Library Assistant, PT	02-AUG-93		YES	Chinese
51243 - Circulation/Automation	125 - 14th St	Library Assistant, PT	24-JUL-89		YES	
51243 - Circulation/Automation	125 - 14th St	Library Assistant, Senior	26-FEB-94		YES	Spanish
51311 - Branch Administration	125 - 14th St	Librarian, Supervising	11-DEC-10		YES	
51311 - Branch Administration	125 - 14th St	Librarian, Supervising	17-JAN-04		YES	Spanish
51313 - Childrens Services/Youth	125 - 14th St	Librarian II	26-JAN-08		YES	Spanish
51313 - Childrens Services/Youth	125 - 14th St	Librarian II	29-OCT-11		YES	Spanish
51313 - Childrens Services/Youth	125 - 14th St	Librarian II, PPT	23-OCT-04		YES	
51313 - Childrens Services/Youth	125 - 14th St	Librarian, Supervising	02-JAN-97		YES	
51321 - Support Services Unit	125 - 14th St	Librarian I	28-AUG-04		YES	Chinese
51321 - Support Services Unit	125 - 14th St	Librarian I	03-JUN-17		YES	
51321 - Support Services Unit	125 - 14th St	Librarian II	17-JAN-04		YES	
51321 - Support Services Unit	125 - 14th St	Librarian, Supervising	02-OCT-10		YES	
51321 - Support Services Unit	125 - 14th St	Library Aide, PPT	22-JUL-00		YES	
51321 - Support Services Unit	125 - 14th St	Library Assistant	22-SEP-07		YES	Spanish
51321 - Support Services Unit	125 - 14th St	Library Asst, PPT	16-MAY-09		YES	
51331 - Brookfield Village Branch	9255 Edes Ave	Librarian I	03-JAN-04		YES	
51331 - Brookfield Village Branch	9255 Edes Ave	Librarian II	02-MAY-98		YES	Spanish
51331 - Brookfield Village Branch	9255 Edes Ave	Library Aide, PT	26-MAR-16		YES	Russian
51331 - Brookfield Village Branch	9255 Edes Ave	Library Aide, PT	26-MAR-16		YES	Spanish
51331 - Brookfield Village Branch	9255 Edes Ave	Library Aide, PT	27-JAN-18	*	YES	Spanish
51331 - Brookfield Village Branch	9255 Edes Ave	Library Assistant	25-JUN-90		YES	Chinese

OAKLAND PUBLIC LIBRARY (OPL)

FY 2018-19

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
51332 - Dimond Branch	3565 Fruitvale Ave	Librarian I	08-NOV-14		YES	
51332 - Dimond Branch	3565 Fruitvale Ave	Librarian II	01-JUL-06		YES	
51332 - Dimond Branch	3565 Fruitvale Ave	Librarian II	17-JUN-06		YES	
51332 - Dimond Branch	3565 Fruitvale Ave	Librarian, Senior	01-SEP-01		YES	
51332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PPT	26-APR-14		YES	
51332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	22-JAN-11		YES	
51332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	08-NOV-14		YES	
51332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	16-MAY-09		YES	
51332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	09-JAN-10		YES	Chinese
51332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	08-NOV-14		YES	Arabic
51332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	29-OCT-11		YES	Cambodian
51332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	20-JUN-15		YES	
51332 - Dimond Branch	3565 Fruitvale Ave	Library Assistant	17-APR-99		YES	
51332 - Dimond Branch	3565 Fruitvale Ave	Library Assistant, Senior	27-FEB-93		YES	Spanish
51333 - Eastmont Branch	7200 Bancroft	Librarian II	13-SEP-14		YES	
51333 - Eastmont Branch	7200 Bancroft	Librarian, Senior	29-AUG-15		YES	
51333 - Eastmont Branch	7200 Bancroft	Library Aide, PPT	23-NOV-02		YES	
51333 - Eastmont Branch	7200 Bancroft	Library Aide, PT	03-JUN-17		YES	
51333 - Eastmont Branch	7200 Bancroft	Library Aide, PT	03-JUN-17		YES	Punjabi
51333 - Eastmont Branch	7200 Bancroft	Library Aide, PT	20-JUN-15		YES	
51333 - Eastmont Branch	7200 Bancroft	Library Aide, PT	03-JUN-17		YES	
51333 - Eastmont Branch	7200 Bancroft	Library Aide, PT	26-APR-14		YES	
51333 - Eastmont Branch	7200 Bancroft	Library Assistant	30-Aug-03		YES	Spanish
51333 - Eastmont Branch	7200 Bancroft	Library Assistant, Senior	12-JUN-99		YES	Spanish
51334 - Elmhurst Branch	1427 88th Ave	Librarian I	06-APR-15		YES	
51334 - Elmhurst Branch	1427 88th Ave	Librarian II	19-SEP-09		YES	Spanish
51334 - Elmhurst Branch	1427 88th Ave	Library Aide, PPT	07-DEC-13		YES	Spanish
51334 - Elmhurst Branch	1427 88th Ave	Library Aide, PT	03-JUN-17		YES	
51334 - Elmhurst Branch	1427 88th Ave	Library Aide, PT	03-JUN-17		YES	
51334 - Elmhurst Branch	1427 88th Ave	Library Assistant	31-AUG-13		YES	
51335 - M.L. King Jr. Branch	6833 International Blvd	Librarian I	26-APR-14		YES	Spanish
51335 - M.L. King Jr. Branch	6833 International Blvd	Librarian II	21-NOV-15		YES	Spanish
51335 - M.L. King Jr. Branch	6833 International Blvd	Library Aide, PPT	17-MAR-03		YES	Spanish
51335 - M.L. King Jr. Branch	6833 International Blvd	Library Aide, PT	03-JUN-17		YES	Spanish
51335 - M.L. King Jr. Branch	6833 International Blvd	Library Aide, PT	20-JUN-15		YES	Spanish
51335 - M.L. King Jr. Branch	6833 International Blvd	Library Assistant	27-MAR-04		YES	
51336 - Montclair Branch	1687 Mountain Blvd	Librarian II	21-MAR-88		YES	French
51336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PPT	08-NOV-14		YES	
51336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PT	04-NOV-06		YES	

OAKLAND PUBLIC LIBRARY (OPL)

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
51336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PT	20-JUN-15		YES	Arabic
51336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PT	15-SEP-12		YES	Spanish
51336 - Montclair Branch	1687 Mountain Blvd	Library Assistant	01-NOV-86		YES	
51337 - Rockridge Branch	5366 College Ave	Librarian I	13-DEC-08		YES	
51337 - Rockridge Branch	5366 College Ave	Librarian II	09-NOV-02		YES	Chinese
51337 - Rockridge Branch	5366 College Ave	Librarian II	26-DEC-89		YES	
51337 - Rockridge Branch	5366 College Ave	Librarian, Senior	15-SEP-01		YES	
51337 - Rockridge Branch	5366 College Ave	Library Aide, PPT	17-SEP-12		YES	
51337 - Rockridge Branch	5366 College Ave	Library Aide, PT	26-MAR-16		YES	
51337 - Rockridge Branch	5366 College Ave	Library Aide, PT	27-JAN-18	*	YES	Korean
51337 - Rockridge Branch	5366 College Ave	Library Aide, PT	27-JAN-18	*	YES	
51337 - Rockridge Branch	5366 College Ave	Library Aide, PT	22-NOV-03		YES	
51337 - Rockridge Branch	5366 College Ave	Library Aide, PT	26-MAR-16		YES	Chinese
51337 - Rockridge Branch	5366 College Ave	Library Assistant	11-JUL-98		YES	
51337 - Rockridge Branch	5366 College Ave	Library Assistant	26-APR-14		YES	Spanish
51337 - Rockridge Branch	5366 College Ave	Library Assistant, Senior	27-OCT-90		YES	
51338 - Temescal Branch	5205 TELEGRAPH AVENUE	Librarian II	29-MAY-99		YES	
51338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	30-DEC-06		YES	
51338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	03-JUN-17		YES	
51338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	03-JUN-17		YES	
51338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	03-JUN-17		YES	
51338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	29-OCT-11		YES	
51338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	25-AUG-07		YES	
51338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Assistant	2-May-09		YES	
51338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Assistant	10-OCT-06		YES	
51338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Assistant, PT	27-OCT-01		YES	
51338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Assistant, Senior	11-APR-15		YES	
51339 - District I Administration	1021 81st Avenue	Librarian I	29-OCT-11		YES	
51339 - District I Administration	1021 81st Avenue	Librarian II	28-AUG-04		YES	
51339 - District I Administration	1021 81st Avenue	Librarian II	28-FEB-15		YES	
51339 - District I Administration	1021 81st Avenue	Librarian, Senior	16-MAR-13		YES	
51339 - District I Administration	1021 81st Avenue	Library Aide, PPT	20-JUN-15		YES	Spanish
51339 - District I Administration	1021 81st Avenue	Library Aide, PT	08-NOV-14		YES	
51339 - District I Administration	1021 81st Avenue	Library Aide, PT	27-JAN-18	*	YES	
51339 - District I Administration	1021 81st Avenue	Library Assistant, Senior	26-MAR-05		YES	Spanish
51339 - District I Administration	1021 81st Avenue	Library Asst, PPT	22-SEP-07		YES	Spanish
51341 - Asian Branch	388 9th Street	Librarian I	06-APR-15		YES	Chinese
51341 - Asian Branch	388 9th Street	Librarian II	22-APR-06		YES	Chinese
51341 - Asian Branch	388 9th Street	Librarian II	25-MAR-85		YES	Chinese

OAKLAND PUBLIC LIBRARY (OPL)

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW	PCP	LANG
51341 - Asian Branch	388 9th Street	Librarian, Senior	19-FEB-11		YES	Chinese
51341 - Asian Branch	388 9th Street	Library Aide, PT	31-AUG-13		YES	Chinese
51341 - Asian Branch	388 9th Street	Library Aide, PT	29-OCT-11		YES	Chinese
51341 - Asian Branch	388 9th Street	Library Aide, PT	26-MAR-16		YES	
51341 - Asian Branch	388 9th Street	Library Aide, PT	29-OCT-11		YES	Chinese
51341 - Asian Branch	388 9th Street	Library Aide, PT	29-OCT-11		YES	Vietnamese
51341 - Asian Branch	388 9th Street	Library Aide, PT	31-AUG-13		YES	Cambodian
51341 - Asian Branch	388 9th Street	Library Assistant	08-APR-95		YES	Chinese
51341 - Asian Branch	388 9th Street	Library Assistant, PT	09-MAR-87		YES	Cambodian, Thai
51341 - Asian Branch	388 9th Street	Library Assistant, PT	28-FEB-15		YES	Korean
51341 - Asian Branch	388 9th Street	Library Assistant, Senior	13-JUN-88		YES	Chinese
51342 - Bookmobile	1801 Adeline St	Library Assistant	04-NOV-06		YES	Spanish
51342 - Bookmobile	1801 Adeline St	Library Assistant, PPT	27-Apr-13		YES	
51342 - Bookmobile	1801 Adeline St	Library Assistant, PPT	27-Oct-01		YES	
51343 - Golden Gate Branch	5606 San Pablo Ave	Librarian I	03-JUN-17		YES	Spanish
51343 - Golden Gate Branch	5606 San Pablo Ave	Librarian II	19-JUL-14		YES	
51343 - Golden Gate Branch	5606 San Pablo Ave	Library Aide, PPT	05-JUN-04		YES	
51343 - Golden Gate Branch	5606 San Pablo Ave	Library Aide, PT	09-SEP-06		YES	
51343 - Golden Gate Branch	5606 San Pablo Ave	Library Aide, PT	26-APR-14		YES	
51343 - Golden Gate Branch	5606 San Pablo Ave	Library Aide, PT	27-JAN-18	*	YES	Arabic, French
51343 - Golden Gate Branch	5606 San Pablo Ave	Library Assistant	16-SEP-00		YES	
51344 - Lakeview Branch	550 - El Embarcadero	Librarian I	06-DEC-14		YES	
51344 - Lakeview Branch	550 - El Embarcadero	Librarian II	06-JUN-05		YES	Spanish
51344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PPT	08-NOV-14		YES	
51344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PT	26-MAR-16		YES	
51344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PT	07-OCT-06		YES	Chinese
51344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PT	20-JUN-15		YES	Spanish
51344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PT	15-SEP-12		YES	
51344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PT	06-MAY-06		YES	
51344 - Lakeview Branch	550 - El Embarcadero	Library Assistant	31-AUG-13		YES	Arabic
51345 - Latin American Branch	3301 East 12th St, Ste 271	Librarian II	01-NOV-08		YES	
51345 - Latin American Branch	3301 East 12th St, Ste 271	Librarian, Senior	16-DEC-95		YES	Spanish
51345 - Latin American Branch	3301 East 12th St, Ste 271	Library Aide, PPT	09-JAN-10		YES	Spanish
51345 - Latin American Branch	3301 East 12th St, Ste 271	Library Aide, PT	27-APR-13		YES	
51345 - Latin American Branch	3301 East 12th St, Ste 271	Library Aide, PT	26-JUL-08		YES	
51345 - Latin American Branch	3301 East 12th St, Ste 271	Library Aide, PT	13-DEC-08		YES	Spanish
51345 - Latin American Branch	3301 East 12th St, Ste 271	Library Aide, PT	08-NOV-14		YES	Spanish
51345 - Latin American Branch	3301 East 12th St, Ste 271	Library Aide, PT	08-NOV-14		YES	Spanish

Department Name: Oakland Parks, Recreation and Youth Development (OPRYD)
Fiscal Year: FY 2018-19



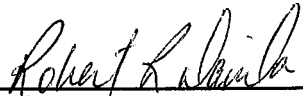
EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Oakland Parks, Recreation and Youth
Development
FISCAL YEAR: FY 2018-19

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

I, J. Nicholas Williams, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Parks, Recreation and Youth Development (OPRYD) was submitted on June 28, 2019.


8/15/19
Signature & Date
for

J. Nicholas Williams, Director OPRYD
Print Name & Title

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: OPRYD

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Nicholas Williams	Robert Davila	Robert Davila
Title	Director	Admin Services Manager II	Admin Services Manager II
Address	250 FHOP	250 FHOP	250 FHOP
Phone#	x-7527	x-3926	x-3926
Email	JNWilliams@oaklandca.gov	rdavila@oaklandca.gov	rdavila@oaklandca.gov

Table 2A. Department Employee Statistics		
By FTE Count This Fiscal Year		
Total # of FTE Employees	227.69	
Public Contact Positions (PCP)	204.20	100%
PCP With Spanish Language Skill	39	19%
PCP With Chinese Language Skill	22	11%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Administration	
Arts, Nature & Science	
Sports	
Aquatics (Pools & Boating)	
Recreation Centers	
Facilities Rental	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	X No <input type="checkbox"/> Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
	Language Goal FTE	Actual FTE
Lincoln Square Recreation Center	SP= 0.00 CH = 1.00	SP= 0.00 CH = 1.75
Arroyo Viejo Recreation Center	SP= 1.00 CH = 0.00	SP= 1.00 CH = 0.00
Carmen Flores Recreation Center	SP= 1.00 CH = 0.00	SP= 1.75 CH = 0.00
Manzanita Recreation Center	SP= 1.00 CH = 0.00	SP= 1.75 CH = 0.00
FM Smith Recreation Center	SP or CH = 1	SP or CH = 1

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
OPRYD Registration Forms	X	X	
Boating Rental Information	X	X	
Soccer Information	X	X	English
Notice of Cell Phone and Video Cameras	X	X	
Pool Registration Forms	X	X	
Parent Observation Policy	X	X	
Rental Deposit/Refunds being issued only in checks	X	X	
Carmen Flores Office Hours of Operation	X	x	
Carmen Flores Rental Fees	X	x	
Youth Camp Flyer – Sailing	X	X	
Adult Sailing Classes	X	X	
Text for Hiring Flyer	X	X	
EOSC Memorial Day Hours	X	X	
Summer Hire Posters and Flyers	X	X	
OPRYD Activity Program Registration Form	X	X	
Facility Park Use Application	X	X	
OPRYD Summer Hiring Event Materials	X	X	
Programs Without Borders Description	X	X	
Volunteer Application Forms	X	X	
Financial Assistance Forms	X	X	
Gender Friendly Signs	X	X	
Locker Room Flyer	X	X	
Pool Rental Application	X	X	
Rental Application	X	X	
Rental Procedures – Handout	X	X	
Release and Waiver Form	X	X	
Restroom Signage	X	X	
Swimming Pool Flyer	X	X	
Lake Merritt Boat Center	X	X	
Youth Sailing Flyer	X	X	
Adult Swimming flyer	X	X	
Whale Boat Flyer	X	X	
Footnote Inserted on Board and Commission Scheduled Meetings for Language Interpretation Services	X	X	
Select Language on OPRYD’s Website	X	X	

Table 4B. Vital Documents Status Summary	
Are all the department’s vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Location Description	Telephone Number	Status
Administrative Offices/General Information	238-7275	EN/SP/CH
Arroyo Viejo Recreation	615-5755	EN/SP
Brookdale Recreation Center	535-5631	EN/SP
Carmen Flores Recreation Center	535-5631	EN/SP
Central Reservations	238-3187	EN/SP
Digital Arts & Culinary Academy	615-5807	EN/SP
East Oakland Sports Center	615-5838	EN/SP
Franklin Recreation Center	238-7741	EN/CH
Fremont Pool	535-5614	EN/SP
Ira Jinkins Recreation Center	615-5959	EN/SP
Lincoln Square Recreation Center	238-7738	EN/CH
Manzanita Recreation Center	535-5625	EN/SP
Rainbow Recreation Center	615-5751	EN/SP
San Antonio Recreation Center	535-5608	EN/SP
Tassafaronga Recreation Center	615-5764	EN/SP

Facility Name	Address	Zip Code	Phone #	PCP # FTE	SP %	CH %
Administrative Offices	250 Frank H. Ogawa Plaza, 3330	94612	238-7275	12	.01	.01
Aquatics (Pools & Boating):						
Lake Merritt Boating Center	568 Bellevue Avenue	94610	238-2196	6.57	0.56	0.53
DeFremery Pool	1651 Adeline Street	94607	238-7739	3.16	0.005	0.63
Dimond (Lions) Pool	3860 Hanly Road	94602	482-7831	6.24	1.84	0.31
Fremont Pool	4550 Foothill Boulevard	94601	535-5614	1.73	1.21	0.11
East Oakland Sports Center (Aquatics)	6161 Edes Avenue	94605	615-5755	4.32	1.34	0.40
Temescal Pool	371 45 th Street	94609	597-5013	3.85	0.45	0.41
Cultural Arts:						
Malonga Casquelourd Center for the Arts	1428 Alice Street	94612	535-5625	2.98	0	0
Rainbow Teen Center	5818 International Blv	94621	615-5807	1.88	0	0
Studio Once Art Center	365 45 th Street	94609	597-5027	14.30	0.59	0.90
Citywide Arts (Citywide Program)	365 45 th Street	94609	597-5027	1.42	0.21	0.10
Recreation Centers:						
Allendale	3711 Suter Street	94619	535-5635	3.69	0.46	0
Arroyo Viejo	7701 Krause Avenue	94603	615-5838	2.50	0.45	0
Brookdale	2535 High Street	94601	535-5632	0.42	0	0
Bushrod	560 59 th Street	94609	597-5031	2.34	0.18	0
Carmen Flores	1637 Fruitvale Avenue	94601	535-5631	3.21	2.9	0.21

Department Name: Oakland Parks, Recreation and Youth Development
Fiscal Year: FY 2018-19

Table 6 Analysis by Community Based Service Locations				PCP	SP	CH	
Facility Name	Address	Zip Code	Phone #	# FTE	%	%	
DeFremery	1651 Adeline Street	94607	238-7739	2.65	0	0	
Dimond	3860 Hanly Road	94602	482-7831	5.41	1.32	0.02	
FM Smith	1969 Park Boulevard	94606	238-7742	2.30	0.05	0.46	
Franklin	1010 East 15 th Street	94606	238-7741	3.29	0.30	0.98	
Golden Gate	1075 62 nd Street	94608	567-5032	4.47	0.69	0.08	
Ira Jinkins	9175 Edes Avenue	94603	615-5959	5.31	0.40	0	
Lincoln Square	250 10 th Street	94607	238-7738	3.98	0	1.7	
Manzanita	2701 22 nd Avenue	94606	535-5625	3.04	0.63	0	
Montclair	6300 Moraga Avenue	94611	482-7812	6.02	0.02	0	
Mosswood	365 45 th Street	94609	597-5027	3.68	0.18	0	
Rainbow	5800 International Boulevard	94621	615-5751	0.43	0	0	
Redwood Heights	3883 Aliso Avenue	94619	428-7827	8.14	0.31	0.07	
Sheffield Village	247 Marlow Drive	94605	638-7190	0.95	0	0	
Tassafaronga	975 85 th Avenue	94621	615-5764	2.19	0	0	
Willie Keyes (Poplar)	3131 Union Street	94608	597-5042	2.05	0.24	0	
Sports (City Wide)							
City Wide Youth Sports	250 Frank H. Ogawa Plaza #3330	94612	238-3491	7.81	0.96	0	
Youth & Adult Sports	250 Frank H. Ogawa Plaza, #3330	94612	238-3494	2.75	0	0	
Davie Tennis Stadium	198 Oak Road	94610	444-5663	1.91	0.04	0	
Girls' Sports	250 Frank H. Ogawa Plaza, #3330	94612	238-3494	1.30	0.09	0	
Other:							
ADA Inclusion Programs	666 Bellevue Avenue	94610	238-2197	N/A	N/A	N/A	
Central Reservations	250 Frank H. Ogawa Plaza, #3330	94612	238-3187	8.07	1.02	0.92	
Community Gardens	666 Bellevue Avenue	94610	238-2197	N/A	N/A	N/A	
Discovery Center East	2521 High Street	94601	535-5657	1.02	0	0	
Discovery Center West	935 Union Street	94607	238-7127	N/A	N/A	N/A	
Dunsmuir Hellman Historic Estate	2960 Peralta Oaks Court	94605	615-5555	2.44	1.18	0	
East Oakland Sports Center	6161 Edes Avenue	94605	615-5755	9.34	1.31	0	
Rotary Nature Center	600 Bellevue Avenue	94610	238-3739	2.82	0.22	0	
				TOTAL:	127.1	14.13	7.13

Table 7. Public Notices & Resources *****NEW TABLE *****		
Language access notice displayed at reception area	Yes	No
I-Speak Card/ Language List displayed at reception area	Yes	No
Provide staff with language access resources (Interpretation#, FAQ, contact list, training... etc.)	Yes	No

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

Department Name: OPRYD
Fiscal Year: 2018 – 2019

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: OPR

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11 %)	STAFF	GOAL MET?	GOAL (5 %)	STAFF	GOAL MET?
227.69	204.20	22	22.8 (39)	Yes	11	6.3 (22)	Yes

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of May 30, 2019.

1. **Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.**

OPRYD is striving to comply with the City's Equal Access to Services Ordinance by requiring, and ensuring all Recreation Center's announcements, forms, events, and vital information is translated in the threshold languages (Spanish and Chinese). OPRYD's mechanism to disseminate information is through multiply avenues. OPRYD utilizes social media (Facebook, Instagram, Tweeter, the City's website) and traditional media (flyers and posters) to disseminate information. Staff is instructed to publicize the Equal Access posters at recreation center entrance for public viewing. OPRYD places footnotes on all Public Notices and Advisory Board Meeting agendas to inform the public that translation services are available. To better serve LES communities, OPRYD's non-city Park Committees and public organizations have requested the City translate their materials (Park Surveys and general park information). Further, the City's Official website has the capability to translate its web page in 16 different languages.

Filling vacancies with qualified bilingual staff continues to be a challenge. While OPRYD continues to partner with the Department of Human Resources management (DHRM) to explore ways to recruit a boarder range of candidates, attracting bilingual candidates who meet the City's minimum qualification is a concern.

OPRYD is encouraging current part time staff in PCP positions and who have self-identify as bilingual to registered for the Level I Bilingual test and to apply for permanent positions when they become available. Because of this minor change, the number of certified bilingual part time staff has increased.

2. **Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.**

OPRYD's hiring efforts include announcements for bilingual candidates for positions. Bilingual candidates are considered prior to interviewing mono-lingual candidates. Prior year hiring efforts have included emailing Bay Area Chinese and Spanish speaking organization; utilized Spanish and Chinese speaking radio stations and newspapers; provided OUSD and Charter schools with posters and flyers; walked through Asian and Spanish speaking communities to provide business with flyers; and attended job fairs.

3. **Please highlight positive changes and successes in this reporting period. Provide a description of implementation “best practices” developed by the Department.**

OPRYD will continue to maximum the use of the Equal Access Coordinators to translate vital and non-vital material in the threshold languages. And, to ensure that materials are distributed to LES communities. OPRYD will continue to work diligently to enhance, and explore, ways to improve customer services by increasing the number of certified bilingual part time staff.

4. **Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.**

OPRYD continues to encourage the community to participate in OPRYD programs and events. OPRYD will promote diversity, celebrate different cultures, educate and expose our kids to a variety of ethnic foods and cultural traditions.

OPRYD remains devoted to the Equal Access trainings and updating social media platforms and ensuring all materials are translated and printed in the City’s threshold languages.

5. **Please describe your Department plans for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.**

OPRYD is dedicated to ensuring staff are fully aware of commitments to provide all Oakland residents with equal and fair access to OPRYD services regardless of their limited English language proficiency. OPRYD goals are to:

- Remind staff quarterly through emails, trainings, and staff meetings of access of services.
- Continue to partner with Human Resources to recruit qualified bilingual staff
- Make bi-annual site visits
- Post OPRYD “new” Mission Statement at all centers and facilities in Chinese and Spanish languages.

OPRYD Mission Statement

With an emphasis on Oakland’s youth, Oakland Parks, Recreation & Youth Development and its partners will provide best in class, relevant and equitable programs and services, while meeting the specific needs of people and communities both at the neighborhood level and regionally throughout the City of Oakland. We achieve this mission through intentional engagement and by removing the barriers that prohibit equitable opportunities for all.

OPRYD will continue to work closely with DHRM and the Equal Access Office to recruit qualified bilingual PCPs.

Additionally, staff is working on providing all recreation centers with posters of the above Mission Statement, to be posted on the forefront of our buildings.

Lastly, we shall make bi-annual onsite visits to all OPRYD recreation centers, and facilities to certify we are in compliance with the Equal Access posters and translation contact information.

B. Translation of Written Vital Documents Assessment

1. **Departments are required to “post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available.” Please list the locations in which the Department has posted notices.**

LOCATION	LOCATION
Administrative Offices	Allendale Recreation Center
Arroyo Recreation Center	Brookdale Recreation Center
Bushrod Recreation Center	Carmen Flores Recreation Center
DeFremery Recreation Center	Dimond Recreation Center
Discovery Center East	Dunsmuir Hellman Estate
East Oakland Sports Center	FM Smith Recreation Center
Franklin Recreation Center	Golden Gate Recreation Center
Ira Jinkins Recreation Center	Lincoln Recreation Center
Malonga Casquelourd Center	Manzanita Recreation Center
Montclair Recreation Center	Mosswood Recreation Center
Poplar Recreation Center	Rainbow Recreation Center
Rainbow Teen Center	Redwood Heights Recreation Center
Rotary Nature Center	San Antonio Recreation Center
Sheffield Village Recreation Center	Studio One Arts Center
ACE Kids Golf	Fremont Pool
Davies Tennis Stadium	DeFremery Pool
Dimond Pool	Jack London Aquatic Center
Montclair Golf Course	Temescal Pool
Lake Merritt Boating Center	Lions Pool
	Tassafaronga Recreation Center

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

OPRYD recognizes the value in providing vital information to LES parents, caregivers, or parental guidance’s. Therefore, 100% of all vital and non-vital documents are translated in the threshold languages to give students, guest, and City residents an opportunity to discover the services we offer in their communities. We provide information in English, Spanish, and Chinese on the following:

Afternoon programs, winter, spring, and summer camps, arts and crafts, Zumba classes, sports, swimming lessons, science, and nature.

OPRYD has taken the language barriers down to promote, and make parks, recreation centers, rental facilities, and camps easily assessable to our LES communities.

3. **Did the Department translate any other written documents in the reporting period to serve the LES community? Yes.**

- Scholarship forms
- Online registration forms
- Rentals of Facilities
- Rental deposit/refund policies

C. Multilingual Telephone Messages Assessment

- Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).**

As changes occur (events, afterschool programs, camps, and staff) OPRYD updates the recorded telephone messages accordingly. OPRYD’s Equal Access coordinator, who is bilingual in Spanish, and a Chinese speaking staff member review recorded messages periodically.

Recorded Voicemail Messages		
Location	Multilingual Lines	Languages
Administrative Offices/General Information	238-7275	EN/SP/CH
Arroyo Viejo Recreation Center	615-5722	EN/SP
Brookdale Recreation Center	535-5632	EN/SP
Carmen Flores Recreation Center	535-5631	EN/SP
Central Reservations	238-3187	EN/SP
Digital Arts & Culinary Academy	615-5807	EN/SP
East Oakland Sports Center	615-5838	EN/SP
Franklin Recreation Center	238-7741	EN/SP
Fremont Pool	535-5614	EN/SP
Ira Jinkins Recreation Center	615-5959	EN/SP
Lincoln Square Recreation Center	238-7738	EN/SP
Manzanita Recreation Center	535-5625	EN/SP
Rainbow Recreation Center	615-5751	EN/SP
San Antonio Recreation Center	535-5608	EN/SP
Tassafaronga Recreation Center	615-5734	EN/SP

D. Assessment of Department Communication with LES Populations

- Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.**

Supervisors, Center Directors, and Program Directors, are responsible for providing and disseminating information concerning vital City policies, procedures, Administrative Instructions, and City Ordinances’. Staff ensures that current and new PCP’s are aware of AI, inclusive of AI 145, City’s Equal Access to Services Ordinance. Staff are mindful that all information must be equally provided, and translated in the threshold languages.

- Describe and assess the Department’s outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.**

OPRYD remains confident that outreach efforts to provide and inform the LES populations of their rights to bilingual services, are by means of posting the Equal Access Posters, providing phone numbers for translation services, and translated documents, forms and informational services. OPRYD continues to strive to improve interactions and engagement with LES communities.

- Did the Department receive any complaints regarding the Department’s provision of bilingual oral and written services?**

Department Name: OPRYD
Fiscal Year: 2018 – 2019

OPYRD has not received a complaint concerning the department's provision of bilingual oral and written services.

E. Action Plan

- 1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.**
 - Include Administrative Instruction 145 in our Training Manual as a vital AI
 - Expand our recruitment to a broader audience
 - Hire Chinese speaking Public Contact Positions
 - Post OPRYD "new" Mission Statement at all recreation centers, and facilities
- 2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.**

The Equal Access notices are posted at all recreation centers, front desk counters, bulletin boards, and on the City's website. OPRYD will also post the Equal Access Ordinance Annual Compliance Plan on their official website.

OPRYD FY2018-19

ORGANIZATION	ADDRESS	JOB CLASS	HIRE DATE	NEW	PCP	LANG
501110 - Directors Unit	250 FRANK H. OGAWA PLAZA, 3rd FL	Exec Asst to the Director	23-OCT-06		NO	
501110 - Directors Unit	250 FRANK H. OGAWA PLAZA, 3rd FL	Assist Director, Parks & Rec	02-JUL-01		NO	
501110 - Directors Unit	250 FRANK H. OGAWA PLAZA, 3rd FL	Director of Parks & Recreation	06-JUN-16		NO	
501120 - OPR Administrative Services	250 FRANK H. OGAWA PLAZA, 3rd FL	Office Manager	21-MAR-88		NO	
501210 - Budget and Fiscal	250 FRANK H. OGAWA PLAZA, 3rd FL	Administrative Analyst II	06-AUG-84		NO	Spanish
501210 - Budget and Fiscal	250 FRANK H. OGAWA PLAZA, 3rd FL	Administrative Services Manager II	13-AUG-01		NO	
501210 - Budget and Fiscal	250 FRANK H. OGAWA PLAZA, 3rd FL	Recruitment Attendant II, PT	09-JUL-08		NO	
501220 - Accounting Unit	250 FRANK H. OGAWA PLAZA, 3rd FL	Account Clerk III	30-MAY-06		NO	Tagalog
501220 - Accounting Unit	250 FRANK H. OGAWA PLAZA, 3rd FL	Account Clerk II	02-SEP-08		NO	
501220 - Accounting Unit	250 FRANK H. OGAWA PLAZA, 3rd FL	Accountant III	18-SEP-89		NO	Tagalog
501230 - OPR Personnel Unit	250 FRANK H. OGAWA PLAZA, 3rd FL	Payroll Personnel Clerk II	05-MAY-07		NO	
501230 - OPR Personnel Unit	250 FRANK H. OGAWA PLAZA, 3rd FL	Payroll Personnel Clerk III	13-AUG-07		NO	Mandarin
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	01-JUL-17		YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Public Service Representative	29-SEP-97		YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant II, PT	12-JUN-10		YES	Hendi
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	19-MAY-18		YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Public Service Rep, PPT	16-JUN-07		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	09-SEP-17		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant II, PT	11-JUN-11		YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	08-OCT-16		YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader I, PT	07-OCT-17		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	06-JUN-15		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	09-JUL-11		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	20-JUL-13		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	02-AUG-14		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	20-APR-19	*	YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	08-JUN-13		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	02-JUN-18		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	18-JUN-16		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader I, PT	20-JUN-15		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	25-FEB-19	*	YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	08-JUN-13		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Public Service Representative	10-SEP-94		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	06-JUN-16		YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	06-JUN-15		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	02-DEC-17		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader I, PT	28-MAY-11		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Facility Security Assistant, PT	04-SEP-10		NO	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader II, PT	04-SEP-10		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	07-JUN-14		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	20-MAY-17		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	02-DEC-17		YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	22-SEP-18	*	YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader II, PT	23-JUN-12		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader I, PT	03-JUN-17		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant II, PT	23-SEP-17		YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	24-FEB-18		YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader I, PT	21-JUL-12		YES	Spanish
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Public Service Representative	29-SEP-97		YES	
501240 - Central Reservations	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	02-JUL-16		YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	06-APR-19	*	YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Aide, PT	19-NOV-16		YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Specialist II, PPT	20-MAY-17		YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader I, PT	18-JUN-16		YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Aide, PT	07-JUN-14		YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Specialist I, PT	23-JUN-12		YES	Spanish
501250 - Special Programs	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader II, PT	07-JUL-12		YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader I, PT	21-JUN-14		YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader I, PT	04-MAY-19	*	YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Aide, PT	02-JUN-18		YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader I, PT	06-JUN-16		YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader I, PT	20-MAY-17		YES	Spanish
501250 - Special Programs	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader II, PT	20-APR-19	*	YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Specialist II, PPT	06-JUN-16		YES	
501250 - Special Programs	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Specialist I, PT	20-JUN-15		YES	
501270 - Dunsmuir Hellman Estate	251 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader I, PT	07-JUN-14		YES	
501270 - Dunsmuir Hellman Estate	252 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	06-JUN-16		YES	
501270 - Dunsmuir Hellman Estate	253 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Specialist II, PPT	01-MAY-10		YES	
501270 - Dunsmuir Hellman Estate	254 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader I, PT	18-JUL-15		YES	
501270 - Dunsmuir Hellman Estate	255 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	06-JUN-16		YES	Spanish
501270 - Dunsmuir Hellman Estate	256 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader I, PT	07-JUN-14		YES	Spanish
501270 - Dunsmuir Hellman Estate	257 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	14-MAY-11		YES	
501270 - Dunsmuir Hellman Estate	258 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	06-JUN-16		YES	
501270 - Dunsmuir Hellman Estate	259 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Attendant I, PT	21-OCT-17		YES	

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502110 - Area One Administration	260 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Supervisor	28-JUL-07		YES	Spanish
502110 - Area One Administration	666 Bellvue Ave	Recreation General Supervisor	09-MAR-19	*	YES	Spanish
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18		YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	16-JUN-18		YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	19-MAY-18		YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-MAY-17		YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	24-DEC-11		YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	26-JUN-10		YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-JUN-15		YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	19-MAY-07		YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Center Director	08-JUN-02		YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-JUN-16		YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	03-JUN-17		YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-15		YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	26-JUN-10		YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	04-MAY-19	*	YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	*	YES	
502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	19-DEC-81		YES	
502232 - Deirmery Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	02-JUN-18		YES	
502232 - Deirmery Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	11-OCT-14		YES	Hindi
502232 - Deirmery Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUN-18		YES	
502232 - Deirmery Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Center Director	07-FEB-78		YES	
502232 - Deirmery Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	24-SEP-16		YES	
502232 - Deirmery Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	24-SEP-16		YES	
502232 - Deirmery Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	02-JUN-18		YES	
502232 - Deirmery Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	07-JUN-14		YES	
502232 - Deirmery Recreation Center	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18		YES	
502232 - Deirmery Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	08-JUN-13		YES	
502232 - Deirmery Recreation Center	666 Bellvue Ave	Recreation Specialist II, PT	08-JUN-13		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	*	YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-JUN-16		YES	Cantonese
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-15		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	03-NOV-18	*	YES	
502233 - Golden Gate Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	19-MAY-18		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	17-JUN-17		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	20-MAY-17	*	YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	*	YES	Khmer
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUL-16		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-15		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	14-JUN-08		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT	03-JUN-17		YES	Cantonese
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT	20-MAY-17		YES	Spanish
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	*	YES	Spanish
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	17-JUN-17		YES	Mandarin
502233 - Golden Gate Recreation Center	250 Frank H. Ogawa Plaza, 3rrd Fl., Suite 3330	Recreation Center Director	31-OCT-05		YES	Yoruba
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT	04-JUN-16		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	21-MAY-07		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	30-JUN-18		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-JUL-15		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT	04-JUN-16		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	11-JUN-11		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	23-JUN-12		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	06-JUL-13		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	20-MAY-17		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	20-MAY-17		YES	
502233 - Golden Gate Recreation Center	666 Bellvue Ave	Recreation Aide, PT	20-MAY-17		YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	20-JUN-15		YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUN-18		YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Specialist II, PPT	08-JUN-91		YES	
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	*	YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	21-NOV-15		YES	Cantonese
502234 - Lincoln Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Center Director	01-APR-00		YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	07-JUL-12		YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	30-MAY-09		YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18	*	YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	09-FEB-19	*	YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	03-JUN-06		YES	
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	03-JUN-17		YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	21-JUN-14		YES	
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	11-JUN-11		YES	Mienh
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	02-JUN-18		YES	Mienh
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-02		YES	Mienh
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	26-JUN-10		YES	

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502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	24-SEP-16		YES	Cantonese
502234 - Lincoln Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	31-DEC-94		YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17		YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	07-JUN-14		YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	22-NOV-03		YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	08-MAY-04		YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	04-JUN-16		YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	01-JUL-17		YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	12-JAN-19	*	YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	12-JAN-19	*	YES	Cantonese
502234 - Lincoln Recreation Center	666 Bellvue Ave	Recreation Aide, PT	12-JAN-19	*	YES	Cantonese
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	08-JUN-13		YES	Cantonese
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-MAY-17		YES	Cantonese
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-15		YES	Cantonese
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-13		YES	Cantonese
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	07-JUN-08		YES	Italian
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUN-18		YES	Italian
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	30-MAY-09		YES	Italian
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	30-MAY-09		YES	Italian
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Specialist III, PT	22-NOV-99		YES	Italian
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Center Director	26-JAN-19	*	YES	Italian
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	08-JUN-13		YES	Italian
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUN-18		YES	Italian
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	19-MAY-07		YES	Italian
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	30-JUN-18		YES	Italian
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	21-JUN-14		YES	Italian
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUL-13		YES	Italian
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUN-18		YES	Italian
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	16-OCT-10		YES	Italian
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	20-MAY-17		YES	Italian
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-NOV-18	*	YES	Italian
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUL-16		YES	Italian
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	20-MAY-17		YES	Italian
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-16		YES	Italian
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	16-JUN-18		YES	Italian
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	19-JAN-16		YES	Italian
502235 - Montclair Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-OCT-07		YES	Italian
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	20-MAY-17		YES	Italian
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	15-JUL-17		YES	Italian
502235 - Montclair Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-16		YES	Italian
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-AUG-13		YES	Italian
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-MAY-17		YES	Italian
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUN-18		YES	Italian
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-APR-19	*	YES	Italian
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-APR-19	*	YES	Italian
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-JUL-13		YES	Italian
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUL-16		YES	Italian
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-15		YES	Italian
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	21-JUN-14		YES	Italian
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-APR-19	*	YES	Italian
502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Aide, PT	30-JUN-18		YES	Italian
502236 - Mosswood Recreation Center	3612 Webster Street	Recreation Attendant I, PT	04-MAY-19	*	YES	Italian
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	13-JAN-90		YES	Italian
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	17-DEC-94		YES	Italian
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT	21-JUN-14		YES	Italian
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-NOV-04	*	YES	Italian
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	*	YES	Italian
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	15-DEC-18		YES	Italian
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	30-JUN-18		YES	Italian
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	05-JUL-14		YES	Italian
502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18		YES	Italian
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT	04-JUL-15		YES	Italian
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT	18-JUN-16		YES	Italian
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	30-JUN-18		YES	Italian
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT	07-JUN-14		YES	Italian
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Aide, PT	20-JUN-15		YES	Italian
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Aide, PT	22-JUN-13		YES	Italian
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUN-18		YES	Italian
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	19-MAY-18		YES	Italian
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Aide, PT	20-MAY-17		YES	Italian
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-JUN-15		YES	Italian
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Aide, PT	06-JUN-16		YES	Italian
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Specialist II, PT	18-JUN-16		YES	Italian

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502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17		YES	
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT	18-JUN-16		YES	
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Aide, PT	20-MAY-17		YES	
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	30-JUN-18		YES	
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	30-JUN-18		YES	
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Specialist II, PT	13-SEP-14		YES	
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	19-MAY-18		YES	
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	04-MAY-19	*	YES	
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17		YES	
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT	18-JUN-16		YES	
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT	14-JUL-07		YES	
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT	18-JUN-16		YES	
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT	18-JUN-16		YES	
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-16		YES	
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT	20-JUN-15		YES	
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	19-MAY-18		YES	
502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	19-MAY-18		YES	
502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Attendant I, PT	08-JUN-13		YES	
502311 - Live Oak Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	04-JUL-15		YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	24-JUN-00		YES	
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	14-SEP-13		YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	30-MAY-09		YES	
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	19-MAY-18		YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	03-AUG-13		YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	17-AUG-13		YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	17-AUG-13		YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	15-JUL-17		YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	04-JUN-16		YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	10-MAY-03		YES	
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	14-JUL-18	*	YES	
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	08-SEP-18	*	YES	
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	21-APR-18		YES	
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	05-MAY-18		YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	23-SEP-17		YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Pool Manager, PT	23-SEP-17		YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	23-SEP-17		YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	11-JUN-11		YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Pool Manager, PT	10-MAY-03		YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	20-JUN-15		YES	
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	19-MAY-18		YES	
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-MAY-10		YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Pool Manager, PT	29-MAY-10		YES	
502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	30-JUN-18		YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	07-JUN-08		YES	
502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	07-MAY-16		YES	
502313 - Deifremery Aquatics	666 Bellvue Ave	Lifeguard, PT	07-JUL-12		YES	
502313 - Deifremery Aquatics	568 Bellvue Ave	Pool Manager, PT	11-MAY-02		YES	
502313 - Deifremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-AUG-15		YES	
502313 - Deifremery Aquatics	666 Bellvue Ave	Recreation Leader I, PT	28-MAY-11		YES	
502313 - Deifremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-JUL-17		YES	
502313 - Deifremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	03-JUN-17		YES	
502313 - Deifremery Aquatics	666 Bellvue Ave	Recreation Attendant I, PT	30-MAY-09		YES	
502313 - Deifremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	20-MAY-17		YES	
502313 - Deifremery Aquatics	568 Bellvue Ave	Pool Manager, PT	20-MAY-17		YES	
502313 - Deifremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	20-MAY-17		YES	
502313 - Deifremery Aquatics	666 Bellvue Ave	Lifeguard, PT	29-JUL-17		YES	
502313 - Deifremery Aquatics	666 Bellvue Ave	Lifeguard, PT	16-JUL-16		YES	
502313 - Deifremery Aquatics	666 Bellvue Ave	Lifeguard, PT	08-JUN-13		YES	
502313 - Deifremery Aquatics	666 Bellvue Ave	Recreation Attendant I, PT	19-MAY-18		YES	
502313 - Deifremery Aquatics	666 Bellvue Ave	Lifeguard, PT	18-JUN-16		YES	
502313 - Deifremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	07-MAY-16		YES	
502313 - Deifremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	21-MAY-05		YES	
502313 - Deifremery Aquatics	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	30-AUG-14		YES	
502313 - Deifremery Aquatics	568 Bellvue Ave	Pool Manager, PT	09-JUN-12		YES	
502313 - Deifremery Aquatics	666 Bellvue Ave	Recreation Specialist I, PT	03-DEC-16		YES	
502313 - Deifremery Aquatics	666 Bellvue Ave	Recreation Specialist I, PT	03-DEC-16		YES	
502313 - Deifremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	07-JUN-08		YES	
502313 - Deifremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	07-JUN-08		YES	Spanish
502313 - Deifremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	21-MAY-05		YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	11-JUN-11		YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	26-AUG-17		YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	23-JUL-11		YES	
502314 - Temescal Aquatics	666 Bellvue Ave	Pool Manager, PT	21-MAY-05		YES	

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502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	03-MAR-12		YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-AUG-15		YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	13-AUG-16		YES	
502314 - Temescal Aquatics	666 Bellvue Ave	Lifeguard, PT	08-APR-17		YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Pool Manager, PT	19-MAY-07		YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-JUL-17		YES	
502314 - Temescal Aquatics	666 Bellvue Ave	Lifeguard, PT	16-DEC-89		YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	16-AUG-14		YES	
502314 - Temescal Aquatics	666 Bellvue Ave	Lifeguard, PT	27-AUG-16		YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	25-APR-15		YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	03-JUN-17		YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	05-MAY-18		YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	02-JUN-18	*	YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	04-MAY-19		YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	26-AUG-17		YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Pool Manager, PT	04-JUL-15		YES	
502314 - Temescal Aquatics	568 Bellvue Ave	Water Safety Instructor, PT	04-JUL-15		YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	17-JUN-17		YES	
502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	01-JUL-17		YES	
502314 - Temescal Aquatics	666 Bellvue Ave	Pool Manager, PT	20-MAY-06		YES	
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	28-MAY-11		YES	
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	02-JUL-16		YES	
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	02-JUN-08		YES	
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	23-APR-16		YES	
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	30-JUN-18		YES	
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	13-AUG-16		YES	
502315 - Fremont Aquatics	568 Bellvue Ave	Water Safety Instructor, PT	27-MAY-00		YES	
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	05-JUL-14		YES	
502315 - Fremont Aquatics	666 Bellvue Ave	Pool Manager, PT	01-AUG-15		YES	
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	17-JUN-17		YES	
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	27-AUG-16		YES	
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	18-NOV-17		YES	
502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	14-JUL-18	*	YES	
502320 - Tennis	666 Bellvue Ave	Recreation Aide, PT	08-JUN-13		YES	
502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17		YES	
502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	30-JUN-18		YES	
502320 - Tennis	666 Bellvue Ave	Recreation Leader I, PT	28-FEB-15		YES	
502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	06-JUN-15		YES	Spanish
502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	17-NOV-18	*	YES	
502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	19-MAY-18		YES	
502320 - Tennis	666 Bellvue Ave	Recreation Specialist III, PT	24-DEC-11		YES	
502320 - Tennis	666 Bellvue Ave	Recreation Leader I, PT	01-MAR-17		YES	
502320 - Tennis	250 Frank H. Ogawa Plaza, 3rrd fl., Suite 3330	Recreation Leader II, PPT	21-JUN-14		YES	
502320 - Tennis	666 Bellvue Ave	Recreation Aide, PT	20-MAY-17		YES	
502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	30-JUN-18		YES	
502320 - Tennis	666 Bellvue Ave	Recreation Specialist III, PT	07-MAR-16		YES	
502320 - Tennis	666 Bellvue Ave	Recreation Specialist II, PT	20-APR-19	*	YES	
502320 - Tennis	666 Bellvue Ave	Recreation Center Director	08-JAN-11		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	27-JUN-09		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	28-FEB-04		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	17-JUN-17		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	07-JUN-14		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	03-JUN-17		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	02-JUL-05		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	06-JUN-15		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	18-JUN-16		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	18-JUN-16		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-16		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	06-JUN-15		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	24-DEC-11		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	01-JAN-94		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	03-JUN-17		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	20-JUN-15		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	05-JUL-14		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	17-DEC-94		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	06-NOV-04		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	18-JUN-16		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	11-DEC-99		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	05-JUL-14		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Specialist I, PT	06-JUN-15		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	06-JUN-15		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	15-JUL-17		YES	

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502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	20-MAY-17		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	14-MAY-11		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	21-JUN-03		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	17-AUG-13		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	30-JUN-18		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	31-AUG-13		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	21-MAY-16		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	23-FEB-08		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	20-JUL-13		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	08-NOV-03		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	08-NOV-03		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	06-JUL-13		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	03-JUN-17		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUN-18		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	12-JUN-10		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	30-JUN-18		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	21-JUN-14		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	30-JUN-18		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	21-FEB-09		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	06-NOV-04		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	26-JAN-08		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	03-MAR-01		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	03-MAR-01		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	21-JUN-14		YES	
502330 - City-Wide Sports	1 Frank Ogawa Plaza	Recreation Aide, PT	03-JUN-17		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	30-JUL-16		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	16-JUN-18		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	03-JUN-17		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	04-JUN-16		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	22-JAN-11		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	30-MAY-09		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	23-JUN-12		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	21-JUN-03		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Temporary Recreation Leader II, PT	21-JUN-03		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	22-JUL-00		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	18-JUN-16		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	02-JUL-16		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	30-MAY-09		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-JUN-17		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	01-JUL-17		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	18-JUL-15		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	28-OCT-00		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	28-OCT-00		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Aide, PT	06-JUN-15		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	23-JUN-12		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	23-JUN-12		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	21-FEB-09		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	16-JUN-18		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	30-JUN-18		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	30-JUN-18		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	08-AUG-09		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader I, PT	13-JUN-98		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	21-JUL-12		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	09-JUN-12		YES	Lao
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	25-JUN-11		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	12-JUN-10		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUN-18		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	02-JUN-18		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader I, PT	03-FEB-01		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	18-JUL-15		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	03-FEB-01		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	23-JUL-11		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	06-JUN-15		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUL-16		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	01-JUN-89		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	26-JUN-10		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	11-JUL-09		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	02-JUN-18		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	20-MAY-06		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	17-JUN-17		YES	
502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	23-JUN-12		YES	

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502330 - City-Wide Sports	666 Bellevue Ave	Sports Official, PT	23-JUN-12		YES	
502330 - City-Wide Sports	666 Bellevue Ave	Recreation Specialist II, PT	01-JUL-05		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	21-OCT-17		YES	
502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	20-MAY-17		YES	
502330 - City-Wide Sports	666 Bellevue Ave	Sports Official, PT	02-JUL-16		YES	
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Aide, PT	16-JUN-18		YES	
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Aide, PT	16-JUL-16		YES	
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Sports Official, PT	04-MAY-19	*	YES	
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Leader II, PT	10-MAR-08		YES	
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Leader I, PT	07-JUN-14		YES	
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Leader I, PT	08-MAR-08		YES	
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Sports Official, PT	20-APR-19	*	YES	
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Leader I, PT	06-JUN-15		YES	
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Aide, PT	01-AUG-15		YES	
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Aide, PT	02-JUN-18		YES	
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Aide, PT	26-JUN-10		YES	
502331 - Girls Sports	250 Frank H. Ogawa Plaza	Sports Official, PT	20-APR-19	*	YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation General Supervisor	13-APR-09		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	06-JUN-15		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	16-JUL-16		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	06-JUN-15		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	09-MAY-15		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Aide, PT	30-JUN-18		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	13-JUN-09		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	05-JUL-14		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	07-JUN-14		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	20-JUN-15		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	29-AUG-15		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Program Director	31-MAY-97		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	31-JAN-04		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	18-JUN-16		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	28-MAY-11		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Pool Manager, PT	28-MAY-11		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Water Safety Instructor, PT	28-MAY-11		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	21-JUN-14		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	17-MAR-12		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	17-MAR-12		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	04-JUL-15		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Aide, PT	06-APR-19	*	YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	06-APR-19	*	YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	04-JUN-16		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	04-JUN-16		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	30-JUN-18		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader II, PT	30-JUN-18		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	23-SEP-17		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	08-JUN-13		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	08-JUN-13		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	17-MAR-12		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	17-MAR-12		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	02-JUN-18		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	08-JUN-13		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	02-JUN-18		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	09-MAR-19	*	YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	04-JUN-16		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	04-JUN-16		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	02-JUN-18		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	08-JUN-13		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	08-JUN-13		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	01-AUG-15		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	01-AUG-15		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	09-MAY-15		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	02-JUN-18		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	23-MAR-19	*	YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	30-JUN-18		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Water Safety Instructor, PT	05-MAY-07		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Aide, PT	30-JUN-18		YES	Spanish
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	06-JUN-15		YES	Spanish
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	06-JUN-15		YES	Spanish
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	04-JUL-15		YES	Spanish
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Program Director	04-JUL-15		YES	Spanish
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	20-MAY-17		YES	Spanish
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	07-JUN-14		YES	Spanish
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	22-JUN-13		YES	Spanish

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ORGANIZATION	ADDRESS	JOB CLASS	HIRE DATE	NEW	PCP	LANG
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Pool Manager, PT	22-JUN-13		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Water Safety Instructor, PT	22-JUN-13		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	15-JUL-17		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	21-MAY-16		YES	Spanish
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	06-JUN-15		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	04-JUN-16		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Pool Manager, PT	04-JUN-16		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	21-MAY-16		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	08-JUN-13		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	03-JUN-17		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	30-JUN-18		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	07-JUN-14		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Pool Manager, PT	11-JUN-11		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	09-MAY-15		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	21-MAY-16		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	12-AUG-17		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	30-JUN-18		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	04-JUN-16		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	04-JUL-15		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	07-JUN-14		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	13-AUG-16		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	12-MAY-12		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	21-JUN-14		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	07-JUN-14		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader II, PPT	23-OCT-75		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	24-MAR-18		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	04-JUN-16		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	04-JUN-16		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	14-JUN-08		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Pool Manager, PT	30-JUL-16		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	05-JUL-14		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	05-JUL-14		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	20-MAY-17		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	20-MAY-17		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	08-JUN-13		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	21-MAY-16		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	21-MAY-16		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	08-JUN-13		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Attendant I, PT	03-JUN-17		YES	
502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	03-JUN-17		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Aide, PT	17-JUN-17		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Leader I, PT	21-JUN-03		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Leader I, PT	30-MAY-09		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Aide, PT	09-JUL-11		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Attendant I, PT	11-JUN-11		YES	
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	15-JUL-17		YES	
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	18-MAR-89		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Sports Official, PT	18-MAR-89		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Sports Official, PT	20-JUL-13		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Aide, PT	21-MAY-16		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Aide, PT	22-AUG-09		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Aide, PT	23-JUN-12		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Aide, PT	02-JUL-16		YES	
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	15-JUL-17		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Leader I, PT	04-JUN-05		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Sports Official, PT	06-NOV-04		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Leader I, PT	22-JUN-13		YES	
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	15-JUL-17		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Leader I, PT	03-JUN-17		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Attendant I, PT	02-JUL-16		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Sports Official, PT	04-JUN-16		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Aide, PT	08-JUN-13		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Sports Program Coordinator	17-MAY-85		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Attendant I, PT	19-MAY-18		YES	
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	03-JUN-17		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Attendant I, PT	09-JUN-12		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Attendant I, PT	20-APR-19	*	YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Recreation Leader I, PT	19-MAY-18		YES	
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	03-JUN-17		YES	
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	15-JUL-17		YES	
502340 - Youth & Adult Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	15-JUL-17		YES	
502340 - Youth & Adult Sports	666 Bellevue Ave	Sports Official, PT	03-JUN-17		YES	
502350 - Boating	568 Bellevue Ave	Recreation Attendant I, PT	16-JUN-18		YES	

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502350 - Boating	568 Bellevue Ave	Recreation Attendant I, PT	02-JUN-18		YES	
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	02-JUN-18		YES	
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	02-JUN-18		YES	
502350 - Boating	568 Bellevue Ave	Recreation Attendant I, PT	10-MAR-18		YES	Spanish
502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	20-MAY-17		YES	Mandarin
502350 - Boating	666 Bellevue Ave	Recreation Leader I, PT	07-JUN-14		YES	Cantonese
502350 - Boating	666 Bellevue Ave	Recreation Attendant I, PT	05-APR-08		YES	
502350 - Boating	666 Bellevue Ave	Recreation Specialist I, PT	04-JUN-05		YES	Spanish
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	02-JUN-18		YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-16		YES	Spanish
502350 - Boating	666 Bellevue Ave	Recreation Specialist I, PT	26-JUN-10		YES	
502350 - Boating	666 Bellevue Ave	Recreation Attendant I, PT	12-JAN-19	*	YES	Mongolian
502350 - Boating	666 Bellevue Ave	Recreation Attendant II, PT	28-MAY-11		YES	
502350 - Boating	666 Bellevue Ave	Recreation Aide, PT	08-APR-17		YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-JUN-15		YES	
502350 - Boating	666 Bellevue Ave	Recreation Attendant I, PT	20-MAY-17		YES	Spanish
502350 - Boating	666 Bellevue Ave	Recreation Attendant I, PT	06-APR-19	*	YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	06-JUN-15		YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-16		YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	17-JUN-17		YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	17-JUN-17		YES	
502350 - Boating	666 Bellevue Ave	Recreation Leader I, PT	30-MAY-09		YES	
502350 - Boating	666 Bellevue Ave	Recreation Attendant I, PT	14-MAR-15		YES	
502350 - Boating	666 Bellevue Ave	Recreation Supervisor	03-JAN-05		YES	Spanish
502350 - Boating	666 Bellevue Ave	Recreation Leader I, PT	02-JUN-14		YES	Mandarin
502350 - Boating	666 Bellevue Ave	Recreation Aide, PT	06-JUN-15		YES	
502350 - Boating	666 Bellevue Ave	Recreation Attendant I, PT	06-JUN-15		YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17		YES	
502350 - Boating	666 Bellevue Ave	Recreation Attendant I, PT	05-JUL-14		YES	
502350 - Boating	666 Bellevue Ave	Recreation Specialist I, PT	30-MAY-09		YES	
502350 - Boating	666 Bellevue Ave	Recreation Attendant I, PT	24-FEB-18		YES	Spanish
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	28-MAY-11		YES	
502350 - Boating	666 Bellevue Ave	Recreation Specialist I, PT	02-JUN-18		YES	Spanish
502350 - Boating	666 Bellevue Ave	Recreation Specialist I, PT	06-JUN-15		YES	
502350 - Boating	666 Bellevue Ave	Recreation Attendant II, PPT	23-MAY-15		YES	
502350 - Boating	666 Bellevue Ave	Recreation Aide, PT	04-MAY-19	*	YES	
502350 - Boating	666 Bellevue Ave	Recreation Attendant I, PT	06-APR-19	*	YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	14-AUG-17		YES	
502350 - Boating	666 Bellevue Ave	Recreation Specialist I, PT	01-SEP-01		YES	
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUN-18		YES	
502350 - Boating	666 Bellevue Ave	Recreation Leader I, PT	20-JUN-15		YES	
502350 - Boating	666 Bellevue Ave	Recreation Leader I, PT	08-JUN-13		YES	Mandarin
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	11-MAR-19	*	YES	Swahili
502350 - Boating	666 Bellevue Ave	Recreation Specialist II, PT	18-JUL-15		YES	
502350 - Boating	666 Bellevue Ave	Recreation Leader II, PT	06-MAY-17		YES	
502350 - Boating	666 Bellevue Ave	Recreation Aide, PT	20-MAY-17		YES	
502350 - Boating	666 Bellevue Ave	Recreation Specialist I, PT	14-FEB-17		YES	
502350 - Boating	666 Bellevue Ave	Recreation Aide, PT	19-MAY-18		YES	
502350 - Boating	666 Bellevue Ave	Recreation Attendant I, PT	07-JUN-14		YES	Spanish
502350 - Boating	666 Bellevue Ave	Recreation Leader I, PT	02-JUN-14		YES	Spanish
502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-15		YES	
502350 - Boating	666 Bellevue Ave	Recreation Attendant I, PT	09-JUN-12		YES	
502350 - Boating	666 Bellevue Ave	Recreation Specialist I, PT	29-AUG-15		YES	German
502350 - Boating	666 Bellevue Ave	Recreation Leader I, PT	02-JUN-18		YES	
502350 - Boating	666 Bellevue Ave	Recreation Specialist I, PT	05-MAY-18		YES	
502370 - Area One Special Sports Programs	666 Bellevue Ave	Recreation Leader I, PT	07-JUL-12		YES	
502370 - Area One Special Sports Programs	666 Bellevue Ave	Recreation Specialist I, PT	18-JUN-16		YES	
502370 - Area One Special Sports Programs	666 Bellevue Ave	Recreation Aide, PT	04-MAY-19	*	YES	
502370 - Area One Special Sports Programs	666 Bellevue Ave	Recreation Aide, PT	04-MAY-19	*	YES	
502370 - Area One Special Sports Programs	666 Bellevue Ave	Recreation Leader I, PT	02-JUN-18		YES	
502370 - Area One Special Sports Programs	666 Bellevue Ave	Recreation Specialist II, PPT	27-MAY-00		YES	
502370 - Area One Special Sports Programs	666 Bellevue Ave	Recreation Aide, PT	22-JUN-13		YES	
502370 - Area One Special Sports Programs	666 Bellevue Ave	Recreation Specialist I, PT	04-MAY-19	*	YES	
502370 - Area One Special Sports Programs	666 Bellevue Ave	Recreation Program Director	04-MAR-00		YES	
502370 - Area One Special Sports Programs	666 Bellevue Ave	Recreation Aide, PT	19-MAY-18		YES	
502370 - Area One Special Sports Programs	666 Bellevue Ave	Recreation Specialist I, PT	02-JUL-16		YES	
502370 - Area One Special Sports Programs	666 Bellevue Ave	Student Trainee, PT	21-MAY-16		YES	
502370 - Area One Special Sports Programs	666 Bellevue Ave	Van Driver, PT	28-JAN-17		NO	
502380 - Community Gardens	666 Bellevue Ave	Recreation Specialist II, PPT	21-JUN-14		YES	
502380 - Community Gardens	666 Bellevue Ave	Park Attendant, PT	03-AUG-13		NO	
502320 - Area Two Rec Center Supervision	1 Frank Ogawa Plaza	Recreation Program Director	02-JUN-10		YES	
502321 - Allendale Recreation Center	666 Bellevue Ave	Recreation Aide, PT	20-JUN-15		YES	
502321 - Allendale Recreation Center	3711 SUTTER STREET	Recreation Leader I, PT	07-JUN-14		YES	

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503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation leader II, PT	14-MAY-11		YES	
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Center Director	19-JUN-93		YES	
503231 - Allendale Recreation Center	3711 SUTTER STREET	Recreation Leader I, PT	05-JUL-14		YES	
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Aide, PT	25-JUN-11		YES	
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17		YES	
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	07-JUN-08		YES	
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	12-JUN-10		YES	Khmer
503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17		YES	
503231 - Allendale Recreation Center	3711 SUTTER STREET	Recreation Leader I, PT	08-JUN-13		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	16-JUN-18		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	*	YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	01-JUL-17		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-JUN-15		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Aide, PT	21-JUN-14		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	19-MAY-18		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	16-JUN-18		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	19-JUL-14		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Supervisor	31-MAY-97		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-13		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	09-JUN-12		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-JUN-15		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-JUN-15		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	16-JUN-18		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUL-16		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	18-JUN-16		YES	
503232 - Diamond Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	30-SEP-00		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	*	YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	07-JUN-08		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	28-MAY-11		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	*	YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	12-JUN-10		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT	07-JUN-14		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	29-MAY-10		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-13		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	07-JUN-14		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	02-JUL-16		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-JUL-13		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-15		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	19-MAY-18		YES	
503232 - Diamond Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-JUN-15		YES	
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	06-APR-19	*	YES	
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	03-JUN-17		YES	
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Center Director	31-MAR-07		YES	Khmer
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	13-JUN-09		YES	Cantonese
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	30-MAY-09		YES	
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-15		YES	
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUL-16		YES	
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	04-JUN-16		YES	Cantonese
503233 - Franklin Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	11-JUN-11		YES	Cantonese
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-JUN-16		YES	
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-JUN-16		YES	
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	03-JUN-17		YES	Cantonese
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	11-JUN-11		YES	Khmer
503233 - Franklin Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	07-JUN-08		YES	
503233 - Franklin Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	01-SEP-01		YES	Spanish
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	19-MAY-18		YES	
503233 - Franklin Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT	03-JUN-06		YES	Spanish
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	16-JUL-16		YES	
503233 - Franklin Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	16-JUN-18		YES	
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	30-JUN-18		YES	
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Aide, PT	26-SEP-15		YES	
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	16-JUN-18		YES	
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17		YES	
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	23-JUN-12		YES	
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17		YES	
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Aide, PT	13-JUN-09		YES	
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17		YES	Spanish
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	11-JUN-11		YES	Tagalog
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Aide, PT	10-JUL-10		YES	
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Aide, PT	17-JUN-17		YES	
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Center Director	03-JUN-95		YES	Spanish

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503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation leader I, PT	29-AUG-15	YES	YES	
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Aide, PT	20-JUN-15	YES	YES	
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	03-JUN-17	YES	YES	Khmer
503235 - Manzanita Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17	YES	YES	Spanish
503235 - Manzanita Recreation Center	666 Bellvue Ave	Recreation Aide, PT	01-JUL-17	YES	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	22-APR-17	YES	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	20-MAY-17	YES	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Center Director	15-JAN-94	YES	YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT	13-JUN-98	YES	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	18-MAY-19	*	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUN-18	*	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	25-OCT-14	YES	YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Specialist III, PT	19-JUL-03	YES	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	04-MAY-19	*	YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	07-JUN-14	YES	YES	Spanish
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist III, PT	20-MAY-17	YES	YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Specialist III, PT	27-DEC-97	YES	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	19-MAY-18	YES	YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	06-OCT-18	YES	YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-16	YES	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	20-MAY-17	YES	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-15	YES	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-16	YES	YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-13	YES	YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation leader II, PPT	22-AUG-09	YES	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	18-MAY-19	*	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	04-MAY-19	*	YES	Cantonese
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Aide, PT	20-MAY-17	YES	YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	21-JUN-14	YES	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	25-MAY-02	YES	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUN-18	YES	YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	11-JUN-08	YES	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	17-JUN-17	YES	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-JUN-15	YES	YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	08-MAY-04	YES	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	20-MAY-17	YES	YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	15-DEC-07	YES	YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	07-AUG-99	YES	YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	26-JUN-10	YES	YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	25-MAY-02	YES	YES	
503236 - Redwood Heights Recreation Center	666 Bellvue Ave	Recreation Specialist II, PT	12-JUN-10	YES	YES	
503236 - Redwood Heights Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	18-JUN-16	YES	YES	Cantonese
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	07-JUN-14	YES	YES	Cantonese
503237 - FM Smith Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	08-MAY-07	YES	YES	Cantonese
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17	YES	YES	
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	30-JUN-18	YES	YES	ASL
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT	09-SEP-17	YES	YES	Russian/Japanese
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-JUN-15	YES	YES	
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-MAY-17	YES	YES	
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	04-MAY-19	*	YES	
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	04-JUN-16	YES	YES	Cantonese
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUN-18	YES	YES	
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	21-JUN-14	YES	YES	
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-APR-19	*	YES	
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18	YES	YES	Cantonese
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18	YES	YES	
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUN-18	YES	YES	Khmer
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	15-JUL-17	YES	YES	
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-15	YES	YES	
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	28-MAR-15	YES	YES	
503237 - FM Smith Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Center Director	06-JUL-13	YES	YES	Spanish
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	18-MAR-89	YES	YES	
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	16-JUN-18	YES	YES	
503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	20-JUN-15	YES	YES	
503239 - Carmen Flores Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	07-JUN-14	YES	YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-MAY-17	YES	YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	08-JUN-13	YES	YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT	06-JUN-16	YES	YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Aide, PT	16-JUL-05	YES	YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	30-JUN-18	YES	YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-15	YES	YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Specialist II, PT	12-JUN-10	YES	YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUN-18	YES	YES	Spanish
503239 - Carmen Flores Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Center Director	30-SEP-00	YES	YES	Spanish

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503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	20-JUL-13		YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Aide, PT	22-JUN-13		YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	04-JUN-16		YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-JUN-16		YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUN-18		YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Aide, PT	30-JUL-16		YES	Spanish
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	16-JUN-18		YES	
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	09-JUN-12		YES	Cantonese
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	08-JUN-13		YES	Cantonese
503239 - Carmen Flores Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	02-JUL-16		YES	Spanish
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PPT	08-JUN-13		YES	
504320 - Malonga Casquelourd Center	666 Bellvue Ave	Recreation Leader II, PPT	27-MAY-08		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	15-DEC-18	*	YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	23-JUN-12		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	27-JAN-18		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	21-OCT-17		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Facility Manager	29-NOV-97		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	18-DEC-04		NO	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	08-JUN-13		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Public Service Representative, PT	31-JAN-15		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	24-MAY-08		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	07-MAR-09		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	27-SEP-14		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	28-JUL-07		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	03-AUG-13		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	09-JUL-11		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	09-JUN-12		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-16		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUN-18		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	22-JUN-13		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	19-MAY-18		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	08-JUN-13		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	30-AUG-14		NO	
504320 - Malonga Casquelourd Center	250 Frank H. Ogawa Plaza, 3rrd Fl., Suite 3330	Recreation Attendant I, PT	06-APR-19	*	YES	
504320 - Malonga Casquelourd Center	250 Frank H. Ogawa Plaza, 3rrd Fl., Suite 3330	Recreation Specialist II, PT	15-AUG-15		YES	
504320 - Malonga Casquelourd Center	250 Frank H. Ogawa Plaza	Recreation Specialist I, PT	05-JUL-14		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	07-JUN-08		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	21-JUN-14		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	19-MAY-18		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	18-JUL-15		YES	
504320 - Malonga Casquelourd Center	250 Frank H. Ogawa Plaza, 3rrd Fl., Suite 3330	Recreation Leader I, PT	28-JUL-10		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	03-JUN-17		YES	
504320 - Malonga Casquelourd Center	250 Frank H. Ogawa Plaza, 3rrd Fl., Suite 3330	Recreation Attendant I, PT	07-JUN-14		YES	
504320 - Malonga Casquelourd Center	250 Frank H. Ogawa Plaza	Recreation Leader II, PT	21-MAY-05		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	01-JUL-08		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	07-JUL-12		YES	
504320 - Malonga Casquelourd Center	250 Frank H. Ogawa Plaza, 3rrd Fl., Suite 3330	Recreation Specialist II, PT	16-AUG-14		YES	
504320 - Malonga Casquelourd Center	250 Frank H. Ogawa Plaza	Recreation Specialist I, PT	26-JUN-10		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	20-MAY-17		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	19-MAY-18		YES	
504320 - Malonga Casquelourd Center	250 Frank H. Ogawa Plaza, 3rrd Fl., Suite 3330	Recreation Attendant I, PT	02-JUN-18		YES	
504320 - Malonga Casquelourd Center	250 Frank H. Ogawa Plaza, 3rrd Fl., Suite 3330	Recreation Leader I, PT	21-JUN-14		YES	
504320 - Malonga Casquelourd Center	250 Frank H. Ogawa Plaza, 3rrd Fl., Suite 3330	Recreation Specialist II, PT	28-MAY-11		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	02-JUN-18		YES	
504320 - Malonga Casquelourd Center	250 Frank H. Ogawa Plaza, 3rrd Fl., Suite 3330	Recreation Specialist II, PT	14-MAY-11		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	20-MAY-17		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	03-JUN-17		YES	
504320 - Malonga Casquelourd Center	250 Frank H. Ogawa Plaza, 3rrd Fl., Suite 3330	Recreation Specialist II, PT	26-JUN-10		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUN-18		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	16-JUN-84		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-JUN-15		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUN-18		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	16-JUN-18		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	08-JUN-13		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17		YES	
504320 - Malonga Casquelourd Center	250 Frank H. Ogawa Plaza, 3rrd Fl., Suite 3330	Recreation Leader I, PT	06-JUN-16		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	11-JUN-85		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	20-APR-19	*	YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	09-AUG-08		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-16		YES	
504320 - Malonga Casquelourd Center	250 Frank H. Ogawa Plaza	Recreation Specialist I, PT	25-SEP-04		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	23-JUN-08		YES	
504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	04-JUL-15		YES	

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504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Aide, PT	05-JUL-14		YES	
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd Fl., Suite 3330	Recreation Leader I, PT	20-JUL-13		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUN-18		YES	
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	02-JUN-07		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	22-JAN-11		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-MAY-19	*	YES	
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Aide, PT	06-JUN-16		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	08-JUN-13		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	20-MAY-17		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	20-APR-19	*	YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	19-MAY-18		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	25-JUN-11		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA, 3rrd Fl., Suite 3330	Recreation Specialist II, PT	02-JUN-18		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	17-JUN-17		YES	
504330 - Studio One	250 Frank Ogawa Plaza	Recreation Specialist I, PT	12-JUN-10		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	11-OCT-14		NO	
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Aide, PT	20-JUN-15		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	20-MAY-17		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	02-JUN-18		YES	
504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd Fl., Suite 3330	Recreation Specialist II, PT	20-MAY-17		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-MAY-19	*	YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	06-JUN-17		YES	
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Aide, PT	07-JUL-12		YES	
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	13-JUN-09		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	19-MAY-18		YES	
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	21-MAR-98		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	02-JUN-18		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	17-MAY-86		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	04-MAY-19	*	YES	
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	12-JUL-08		YES	
504330 - Studio One	250 Frank H. Ogawa Plaza	Recreation Specialist I, PT	20-SEP-97		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Center Director	07-JUN-03		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	21-JUN-14		YES	
504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Specialist I, PT	30-JUN-08		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	08-JAN-00		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	02-JUN-18		YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	04-MAY-19	*	YES	
504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-JUN-17		YES	
504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Specialist III, PT	01-MAY-10		YES	
504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Specialist III, PT	22-JUN-02		YES	
504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Supervisor	08-MAY-04		YES	
504410 - City-Wide Programs Unit	250 Frank H. Ogawa Plaza	Recreation Aide, PT	20-JUN-15		YES	
504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	30-MAY-09		YES	
509230 - Area Three Rec Supervision	1 Frank Ogawa Plaza	Recreation Specialist III, PT	29-MAY-10		YES	
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	30-DEC-17		YES	
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Aide, PT	07-JUN-14		YES	
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-13		YES	
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Aide, PT	18-JUN-16		YES	
509231 - Arroyo Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUN-18		YES	
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	07-JUL-12		YES	Spanish
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Supervisor	12-JAN-08		YES	
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Aide, PT	30-MAY-09		YES	
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Aide, PT	21-JUN-14		YES	
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	*	YES	
509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Aide, PT	02-JUN-18		YES	
509232 - Brookdale Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	17-FEB-90		YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-JUN-16		YES	Spanish
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	22-JUN-13		YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	18-JUN-16		YES	
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	06-JUN-15		YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT	03-AUG-13		YES	
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	20-JUN-15		YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-JUN-16		YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	01-AUG-15		YES	
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	06-JUN-15		YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Center Director	26-JUN-10		YES	
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	28-JAN-06		YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-JUL-15		YES	
509233 - Ira Jinkins Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	20-APR-19	*	YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17		YES	
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	06-JUN-15		YES	Spanish
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	30-JUN-18		YES	
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	21-JUN-14		YES	
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	28-MAY-11		YES	

OPRYD FY2018-19

ORGANIZATION	ADDRESS	JOB CLASS	HIRE DATE	NEW	PCP	LANG
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-JUN-16		YES	Spanish
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18		YES	
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	11-JUN-11		YES	Mlien
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	06-JUN-16		YES	
509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	08-JUN-13		YES	
509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	17-JUN-17		YES	
509234 - Discovery	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	01-JUL-17		YES	
509234 - Discovery	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	20-JUN-15		YES	
509234 - Discovery	666 Bellvue Ave	Recreation Leader II, PPT	27-JAN-07		YES	
509234 - Discovery	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	03-JUN-17		YES	
509234 - Discovery	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	20-MAY-17		YES	
509234 - Discovery	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	16-JUN-18		YES	
509234 - Discovery	666 Bellvue Ave	Recreation Aide, PT	04-JUL-15		YES	
509234 - Discovery	666 Bellvue Ave	Recreation Specialist II, PPT	15-APR-00		YES	
509234 - Discovery	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-JUN-15		YES	
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT	07-JUL-01		YES	
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT	20-JUN-15		YES	
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT	16-JUN-18		YES	
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT	11-JUN-11		YES	
509235 - Rainbow	7101 Edgewater Dr - Bldg 4	Recreation Center Director	01-JUN-70		YES	
509235 - Rainbow	666 Bellvue Ave	Recreation Leader I, PT	02-JUL-16		YES	
509235 - Rainbow	666 Bellvue Ave	Recreation Leader II, PPT	29-JUN-96		YES	
509236 - Tassafaranga Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-MAY-19	*	YES	
509236 - Tassafaranga Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Center Director	29-APR-00		YES	
509236 - Tassafaranga Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT	18-JUN-16		YES	
509236 - Tassafaranga Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	13-JAN-07		YES	
509236 - Tassafaranga Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT	12-JUN-10		YES	
509236 - Tassafaranga Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	30-MAY-09		YES	
509236 - Tassafaranga Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	11-OCT-14		YES	
509237 - Sheffield Village Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT	23-JUL-11		YES	
509237 - Sheffield Village Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-JUL-15		YES	
509237 - Sheffield Village Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	02-JUN-18		YES	
509237 - Sheffield Village Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	17-JUN-17		YES	
509237 - Sheffield Village Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT	07-JUN-03		YES	
509237 - Sheffield Village Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-JUN-17		YES	
509237 - Sheffield Village Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	16-JUN-18		YES	
509237 - Sheffield Village Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	02-JUN-18		YES	
509237 - Sheffield Village Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	08-JUN-13		YES	
509237 - Sheffield Village Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT	16-JUN-18		YES	
509239 - Rainbow Teen Center	5800 INTERNATIONAL BOULEVARD	Recreation Leader I, PT	04-JUL-15		YES	
509239 - Rainbow Teen Center	5800 INTERNATIONAL BOULEVARD	Recreation Aide, PT	01-AUG-15		NO	
509239 - Rainbow Teen Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	30-JAN-12		YES	
509239 - Rainbow Teen Center	5800 INTERNATIONAL BOULEVARD	Recreation Specialist II, PPT	25-FEB-11		YES	
509239 - Rainbow Teen Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	06-JUN-15		YES	ASL
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA, 3rd FL	Recreation Leader II, PT	11-OCT-03		YES	French
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	03-AUG-13		YES	
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	24-SEP-16		YES	
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Van Driver, PT	03-JUN-06		NO	
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Van Driver, PT	21-JUL-12		NO	
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Van Driver, PT	06-OCT-18	*	NO	
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Van Driver, PT	06-JUN-15		NO	
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Van Driver, PT	25-JUL-09		NO	
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Van Driver, PT	06-JUN-16		NO	
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Van Driver, PT	23-MAY-15		NO	Vietnamese
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Van Driver, PPT	23-JUN-08		NO	
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	03-JUN-17		YES	
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	01-MAY-96		YES	
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	16-JUL-16		YES	
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Van Driver, PT	30-APR-11		NO	
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Van Driver, PT	09-MAY-15		NO	
509330 - At-Risk Youth	250 FRANK H. OGAWA PLAZA	Van Driver, PT	22-OCT-18	*	NO	

% of Total:

Department Name: Public Works
Fiscal Year: 2018-19



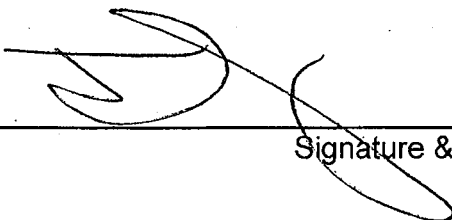
EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Public Works
FISCAL YEAR: 2018-2019

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

I, JASON MITCHELL, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Public Works was submitted on July 15, 2019.



Signature & Date

Jason Mitchell, Director of Public Works
Print Name & Title

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Jason Mitchell	Alexandria Bell	Alexandria Bell
Title	Director of Public Works	Support Services Manager	Support Services Manager
Address	250 FHOP – 4 th floor	250 FHOP – 4 th floor	250 FHOP – 4 th floor
Phone#	(510) 238-4470	(510) 238-2966	(510) 238-2966
Email	JWMitchell@oaklandca.gov	abell@oaklandca.gov	abell@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	634		New Hires	57	
Public Contact Positions (PCP)	25		New PCP Hires	1	
PCP With Spanish Language Skill	2	8%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	2	8%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome
N/A	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
30111 - Director and Human Resources Unit	30554 - Facilities: Plant Operations
30112 - Human Resources	30555 - Facilities: Roving Custodial - OPR
30121 - PWA Fiscal Services	30556 - Facilities: Maintenance
30131 - Public Works Call Center	30557 - Facilities: Structural
30181 - Management Information Systems Unit	30558 - Facilities: Electrical/ Project
30211 - Engineering and Construction - Administration	30559 - Facilities: Custodial - OPL
30231 - Project Delivery - Administration	30611 - Facilities & Environ Asst. Director's Office
30232 - Construction Management and Material Testing	30652 - Landscape Maintenance
30234 - Facilities Planning and Development	30654 - Tree Services
30244 - Sanitary Sewer Design	30671 - SCGA Admin
30245 - Watershed and Stormwater Program,	30672 - Street Cleaning
30511 - Infrastructure& Ops Asst Director's Office	30673 - Graffiti Abatement & Rapid Response
30532 - Storm Drain Maintenance	30674 - Illegal Dumping
30533 - Sewer System Maintenance	30676 - Litter Enforcement
30541 - Equipment Services Administration	30681 - Environmental Services Admin
30551 - Facilities: Administration	30682 - Env Svcs Recycling & Solid Waste
30552 - Facilities: Civic Center Complex	30683 - Env Svcs Environmental Remediation
30553 - Facilities: Hall of Justice Complex	30684 - Env Svcs Sustainability
	30689 - Env Svcs Ennergy Group

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
311 Call Center	SP= 1 CH = 1	SP= 1 CH =1
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

TABLE 4A: VITAL DOCUMENTS	English	Spanish	Chinese	Other Languages	SP Translation Available?	CH Translation Available?
ADA Program Brochure	X	X	X		Yes	Yes
Adopt a Drain Flyer	X	X	X	Vietnamese	Yes	Yes
Adopt a Spot Request & Agreement	X	X	X	Vietnamese	Yes	Yes
Battery Recycling: Safe and Legal in Oakland	X	X	X	Vietnamese	Yes	Yes
Bike Newsletter	X	X	X	Vietnamese & Arabic	Yes	Yes
Capital Improvement Program Community Outreach Flyer	X	X	X	Vietnamese	Yes	Yes
Capital Improvement Program Community Outreach Poster	X	X	X	Vietnamese	Yes	Yes
Capital Improvement Program Community Outreach Survey	X	X	X	Vietnamese	Yes	Yes
Capital Improvement Program Community Outreach Newspaper Advertisements	X	X	X		Yes	Yes
Creek to Bay Day Postcard	X	X	X		Yes	Yes
Creek to Bay Day Poster	X	X	X		Yes	Yes
Earth Day Flyer	X	X	X		Yes	Yes
Earth Day Postcard	X	X	X		Yes	Yes
Earth Day Poster	X	X	X		Yes	Yes
Earth EXPO Postcard	X	X	X		Yes	Yes
Earth EXPO Poster	X	X	X		Yes	Yes

El Nino – Be Storm Ready Pamphlet	X	X	X		Yes	Yes
Environmentally Sensitive Vegetation Management	X	X	X	Vietnamese	Yes	Yes
Greenware Ordinance Flyer	X	X	X	Vietnamese	Yes	Yes
Guide for Oakland Food Vendors	X	X	X	Vietnamese	Yes	Yes
Home Energy Efficiency Outreach Material	X	X	X		Yes	Yes
Recycling Program Guide	X	X	X	Vietnamese	Yes	Yes
Report a Problem Information Card	X	X	X		Yes	Yes
Residential Fat, Oil & Grease Postcard	X	X	X		Yes	Yes
Small Business Recycling	X	X	X		Yes	Yes
Telegraph Avenue Project Safety Improvements	X	X	X	Vietnamese & Korean	Yes	Yes
Volunteer Opportunities	X	X	X		Yes	Yes
Volunteer Guidelines & Safety Sheet	X	X	X		Yes	Yes
Volunteer Waiver	X	X	X		Yes	Yes
Volunteer Sign In Sheet	X	X	X		Yes	Yes
Volunteer Incident/Injury Report Form	X	X	X		Yes	Yes
Zero Waste SFD Service Brochure	X	X	X	Vietnamese	Yes	Yes
Zero Waste MFD Service Brochure	X	X	X	Vietnamese	Yes	Yes
Zero Waste 1-2-3 Composting Instruction Card	X	X	X	Vietnamese	Yes	Yes

Table 4B. Vital Documents Status Summary	
Are all the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline: N/A	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
OPW Front Desk	238-3961	Completed
OPW Right-of-Way Management & Construction	238-3051	Completed
Recycling Hotline	238-7283	Completed
Volunteer Opportunities	238-7630	Completed
Oakland 311 Call Center	615-5566	Completed
Event Hotline	238-7611	Completed
Adopt-a-Spot Event Hotline	238-7630	Completed

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

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

Table 7. Public Notices & Resources *****NEW TABLE ****	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Provide staff with language access resources (Interpretation#, FAQ, contact list, training...etc)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
634	25	3	2	No	1	2	No

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 30, 2019.

1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The total calls were received and process by the 311 Call Center as follows:

1. Total Service Requests - 96,584
2. Spanish – 444
3. Cantonese - 133

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

Public Works started the environmental enforcement officer program again and brought back the program from several years ago. The dept hired 4 EEO's which are PCP's and one is bilingual (Spanish). The dept also advertised to minority websites including:

1. WCISA (Western Chapter of International Society of Arboriculture)
2. APWA (American Public Works Association)
3. El Mundo
4. CPRS (California Parks & Rec Society)
5. Society of Women Engineers, National Society of Black Engineers.

OAK311 produces a (5x7) poster about the services. These are issued to the public at all outreach activities and are available in English, Spanish and Chinese.

The Call Center also attend community meetings in bilingual focused settings and have Representatives available to share information about services and to answer questions.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.

The most positive for experience over the last 12 months is hiring more bilingual staff. However, retaining employees and remaining competitive continues to be a challenge.

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

OPW will continue to maintain bilingual staff and to ensure that all publications are available in Spanish and Chinese. We will continue to attend community meetings especially those that require language specifics.

5. Please describe your Department plans for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

OPW has added the following positions to the FY 2019-20 budget. Some of the new positions including the Custodians and Maintenance Workers are public facing positions and we plan to utilize the bilingual requirement for some.

Dept	Org	Fun	Proj	Prd	Job	Job Class	Rep Unit	Budget Position # (Hyperion)	FY19	New HR Position Control # (Oracle)
OPW	30541	4100	1000010	IN01	Heavy Equipment Mechanic.TR148	TR148	SB1	New FT Position 10	1.00	42260.42260
OPW	30541	4100	1000010	IN01	Heavy Equipment Mechanic.TR148	TR148	SB1	New FT Position 11	1.00	42261.42261
OPW	30554	4400	1000010	IN02	Stationary Engineer.TR178	TR178	SB1	New FT Position 12	1.00	42262.42262
OPW	30532	3100	1000010	IN14	Construction & Maintenance Mechanic.TR118	TR118	SB1	New FT Position 121	1.00	42263.42263
OPW	30241	7760	1001411	IN05	Drafting/Design Technician, Sr.ET109	ET109	SD1	New FT Position 122	1.00	42264.42264
OPW	30555	4400	1000010	IN02	Custodian.TR120	TR120	SC1	New FT Position 13	1.00	42265.42265
OPW	30532	3100	1000010	IN14	Street Maintenance Leader.TR180	TR180	SC1	New FT Position 98	1.00	42266.42266
OPW	30532	3100	1000010	IN14	Public Works Maintenance Worker.TR174	TR174	SC1	New FT Position 99	1.00	42267.42267
OPW	30559	2243	1000010	IN02	Custodian, PPT.TR121	TR121	SC1	New PPT Position 4	0.80	42268.42268
OPW	30559	2243	1000010	IN02	Custodian, PPT.TR121	TR121	SC1	New PPT Position 5	0.80	42269.42269
OPW	30559	4400	1000010	IN02	Custodian, PT.TR122	TR122	SI1	New PT Position 1	2.00	42270.42270

B. Translation of Written Vital Documents Assessment

1. Departments are required to “post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available.” Please list the locations in which the Department has posted notices.

All required notices are at the following locations:

- OPW main reception information desk at 250 Frank Ogawa Plaza – Administration, Suite 4314;
- Construction & Engineering, Suite 4344;
- Environmental Services, Suite 5302;
- OPW OAK 311 Call Center, 7101 Edgewater Drive – Building #2

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

As shown in Table 4A, 100% of vital documents were translated into threshold languages with 38 vital documents translated in Spanish and Chinese; several were translated in Vietnamese; one was translated in Korean; and one was translated in Arabic.

2. Did the Department translate any other written documents in the reporting period to serve the LES community? No

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).

Public Works has 5 public-contact locations that provide multilingual telephone messages:

- OPW Administration Main Reception Information Desk Line – 238-3961
- OPW Construction – 238-3051
- Recycling Hotline – 238-7283
- Volunteer Opportunities – 238-7630
- OPW OAK 311 Call Center – 615-5566
- Event Hotline – 238-7611
- Adopt-a-Spot Event Hotline – 238-7630

All the above phone lines have message scripts in Spanish, Cantonese and Mandarin and OPW Construction and Environmental Services have added Vietnamese scripts to their hotlines.

D. Assessment of Department Communication with LES Populations

1. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

OPW follows the processes and procedures as outlined in the Equal Access Ordinance.

2. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.

OPW continues to use volunteers at several of our annual departmental events and activities:

- Creek to Bay Day
- Earth EXPO/Earth Day
- Art and Soul

These events are attended in large numbers by the LES community and some volunteers serve as translators periodically.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services? No
4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

The City did not conduct a survey this year.

E. Action Plan

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

Continue to ensure that bilingual staffing levels are consistent with the business need; continue to ensure that a materials and products are available in multiple languages. Will continue to attend bilingual community meetings to share information about city services and to answer questions.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

The equal access report is available at all the PCP locations in the department (5). The public may access the binder of information at any time. Notices and posters are also posted at the perspective locations. Information is also available on OPW's internet page.

OAKLAND PUBLIC WORKS (OPW)

FY2018-2019

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	FTE	HIRE DATE	NEW	PCP	LANG	LANG2
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Assistant to the Director	1	04-APR-16		NO		
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Director of Public Works	1	04-OCT-08		NO		
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Manager, Agency Administrative	1	14-MAY-12		NO		
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Public Works Operations Manager	1	12-SEP-16		NO		
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Temp Contract Svcs Employee, PT	1	16-DEC-17		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	1	23-OCT-06		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	1	05-OCT-92		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Manager, Support Services	1	04-JAN-17		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	1	04-DEC-06		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	1	24-NOV-01		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	1	01-MAY-89		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Program Analyst I	1	21-MAY-12		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Public Information Officer II	1	14-MAR-16		YES		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Student Trainee, PT	0	30-JUN-18		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Student Trainee, PT	0	30-JUN-18		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Support Services Supervisor	1	26-JAN-19	*	NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Support Services Supervisor	1	03-JAN-17		NO		
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Account Clerk II	1	18-MAY-19	*	NO		
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Account Clerk III	1	17-AUG-15		NO		
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Account Clerk III	1	11-MAY-15		NO		
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Account Clerk III	1	13-OCT-14		NO	Tagalog	
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Accountant II	1	01-AUG-01		NO		
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Accountant II	1	02-JAN-01		NO		
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Accountant III	1	24-OCT-05		NO		
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Administrative Services Manager II	1	30-OCT-06		NO		
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Budget & Grants Administrator	1	14-NOV-90		NO		
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Senior Aide, PT	0	21-JUL-14		NO		
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Temp Contract Svcs Employee, PT	0	15-DEC-18	*	NO		
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Temp Contract Svcs Employee, PT	0	11-AUG-18	*	NO		
30131 - Public Works Call Center	250 FRANK H. OGAWA PLAZA	Management Assistant	1	13-AUG-90		YES	Spanish	
30131 - Public Works Call Center	250 FRANK H. OGAWA PLAZA	Mayor's PSE 14	1	09-FEB-00		YES	Spanish	
30131 - Public Works Call Center	250 FRANK H. OGAWA PLAZA	Mayor's PSE 14	1	16-AUG-10		YES	Chinese	
30131 - Public Works Call Center	250 FRANK H. OGAWA PLAZA	Public Service Rep, Sr	1	11-JAN-10		YES	Spanish	
30131 - Public Works Call Center	250 FRANK H. OGAWA PLAZA	Public Service Representative	1	29-OCT-12		YES		
30131 - Public Works Call Center	250 FRANK H. OGAWA PLAZA	Public Service Representative	1	07-JUN-14		YES		
30181 - Management Information Systems Unit	250 FRANK H. OGAWA PLAZA	Business Analyst II	1	24-APR-06		NO		
30181 - Management Information Systems Unit	250 FRANK H. OGAWA PLAZA	Business Analyst III	1	18-OCT-04		NO		
30181 - Management Information Systems Unit	250 FRANK H. OGAWA PLAZA	Manager, Technology Pgm	1	08-APR-96		NO		
30211 - Engineering and Construction - Administration	250 FRANK H. OGAWA PLAZA	Administrative Assistant I, PT	0	15-JUL-17		NO		
30211 - Engineering and Construction - Administration	250 FRANK H. OGAWA PLAZA	Administrative Assistant II	1	25-JAN-10		NO		
30211 - Engineering and Construction - Administration	250 FRANK H. OGAWA PLAZA	Administrative Assistant II	1	30-APR-01		NO		
30211 - Engineering and Construction - Administration	250 FRANK H. OGAWA PLAZA	Assist Director, Pub Works	1	07-FEB-83		NO		
30231 - Project Delivery - Administration	250 FRANK H. OGAWA PLAZA	Administrative Assistant II	1	03-APR-96		NO		
30231 - Project Delivery - Administration	250 FRANK H. OGAWA PLAZA	Engineer, Civil Principal	1	02-DEC-17		NO		
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Architectural Assistant (Office)	1	06-MAY-85		NO	Spanish	
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Construction Inspector (Field)	1	17-JUL-06		NO		
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Construction Inspector (Field)	1	15-MAR-04		NO	German	Persian
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Construction Inspector, Sup II	1	24-JAN-00		NO	Arabic	French
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	1	02-JUN-18		NO		
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	1	30-DEC-17		NO		
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	1	27-MAR-17		NO		
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	1	11-MAY-15		NO		
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	1	02-SEP-14		NO		
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	1	29-OCT-12		NO		
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	1	22-AUG-11		NO		
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	0	25-JAN-99		NO	Chinese	
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	1	15-OCT-96		NO		
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Civil (Field)	1	18-JAN-05		YES		
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Civil (Field)	1	27-FEB-01		YES		
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Civil (Office)	1	09-FEB-19	*	NO		
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Civil (Office)	1	11-AUG-18	*	NO		
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Civil (Office)	1	02-SEP-14		NO		
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Civil (Office)	1	29-OCT-12		NO		

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30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Civil (Office)	1	29-MAY-12	NO	NO		
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Civil Supervising (Field)	1	04-APR-94	YES	NO	Chinese	
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Engineer, Civil Supv (Office)	1	28-AUG-06	NO	NO	Chinese	
30232 - Construction Management and Material	7101 Edgewater Dr - Bldg 4	Student Trainee, PT	0.55	14-JUL-18	*	NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Account Clerk III	1	12-APR-04	NO	NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coor	1	05-MAY-18	NO	NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coor	1	12-SEP-16	NO	NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coor	1	23-OCT-06	NO	NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coor	1	04-JUN-01	NO	NO	Chinese	
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coor	1	19-AUG-97	NO	NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	1	30-MAR-15	NO	NO		
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Project Manager II	1	15-JUL-02	NO	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Construction Inspector (Field)	1	11-OCT-04	NO	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Construction Inspector (Field)	1	04-MAR-89	NO	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Drafting Technician, Int (Office)	1	13-MAR-17	NO	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	1	18-AUG-14	NO	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	1	23-APR-07	NO	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	1	12-JUN-95	NO	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	1	25-FEB-91	NO	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil Principal	1	04-JUN-07	NO	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil Supv (Office)	1	07-APR-18	NO	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineering Intern, PT	1	12-AUG-17	NO	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	1	11-AUG-18	*	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Student Trainee, PT	2	06-OCT-18	*	NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	1	04-JAN-16	NO	NO		
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	1	10-NOV-14	NO	NO		
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Program Analyst III	1	17-JUN-17	NO	NO		
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Program Analyst III	1	17-JAN-17	NO	NO		
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Program Analyst III	1	19-DEC-05	NO	NO		
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Watershed Program Supervisor	1	30-MAR-98	NO	NO		
30511 - Infrastructure & Ops Asst Director's Office	7101 Edgewater Dr - Bldg 4	Administrative Assistant I	1	03-MAR-03	NO	NO		
30511 - Infrastructure & Ops Asst Director's Office	7101 Edgewater Dr - Bldg 4	Assist Director, Pub Works	1	26-MAY-14	NO	NO		
30511 - Infrastructure & Ops Asst Director's Office	7101 Edgewater Dr - Bldg 4	Budget & Operations Analyst III	1	17-FEB-01	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Administrative Assistant I	1	06-OCT-03	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	1	14-OCT-02	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	1	22-SEP-18	*	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	1	22-SEP-18	*	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	1	28-JUL-18	*	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	1	28-MAR-16	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	1	24-NOV-14	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	1	29-SEP-14	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	1	31-AUG-13	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	1	08-JUL-13	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	1	08-AUG-09	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	1	02-FEB-04	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	1	15-DEC-97	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	1	16-FEB-93	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	1	19-APR-99	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	1	11-FEB-91	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor II	1	12-OCT-87	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	1	05-JAN-15	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	1	20-SEP-10	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	1	09-MAY-05	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	1	03-AUG-02	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	1	13-MAY-02	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	1	23-JUL-01	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	1	03-JUL-93	NO	NO		
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	1	17-JAN-89	NO	NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Administrative Assistant II	1	24-AUG-09	NO	NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Exempt Limited Duration Employee	1	28-JAN-08	NO	NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	1	28-AUG-09	NO	NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Management Assistant	1	24-SEP-01	NO	NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Operations Manager	1	23-MAR-19	*	NO		
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	1	29-JAN-96	NO	NO		

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30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor II	1	01-OCT-94	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor II	1	18-OCT-93	YES			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	01-OCT-12	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	25-JUN-12	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	14-MAY-12	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	23-JAN-12	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	23-OCT-07	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	02-JAN-07	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	09-SEP-06	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	27-OCT-03	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	20-OCT-02	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	19-AUG-02	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	19-APR-99	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	14-JUN-97	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	14-MAR-94	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	15-MAR-93	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	29-AUG-88	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	22-AUG-88	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	12-OCT-87	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	20-OCT-86	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	1	24-JAN-83	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Planner	1	08-JUL-13	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	21-MAY-18	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	28-AUG-17	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	06-JAN-14	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	23-DEC-13	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	23-DEC-13	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	23-DEC-13	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	09-MAY-11	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	12-JUL-10	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	08-AUG-09	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	07-APR-08	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	23-OCT-07	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	02-JUN-07	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	02-JAN-07	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	02-JAN-07	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	23-OCT-06	NO			Spanish
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	01-JUL-06	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	22-JUN-02	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	18-AUG-01	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	24-JUN-00	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	10-JAN-00	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	20-OCT-99	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	20-MAR-99	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	16-FEB-93	NO			
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	1	22-APR-91	NO			
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Administrative Analyst II	1	24-MAR-08	NO			
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Auto Equipment Mechanic	1	13-MAR-17	NO			
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Auto Equipment Mechanic	1	27-FEB-17	NO			
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Auto Equipment Mechanic	1	27-FEB-17	NO			
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Auto Equipment Mechanic	1	12-MAY-14	NO			
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Auto Equipment Mechanic	1	27-FEB-06	NO			
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Auto Equipment Mechanic	1	19-MAY-05	NO			
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Auto Equipment Mechanic	1	15-AUG-03	NO			
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Auto Equipment Mechanic	1	07-DEC-92	NO			
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Auto Equipment Service Worker	1	03-DEC-07	NO			
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Auto Equipment Service Worker	1	15-AUG-07	NO			
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Auto Equipment Service Worker	1	02-OCT-06	NO			
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Auto Equipment Service Worker	1	27-SEP-04	NO			

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30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Electro-Mechanical Machinist	1	13-MAR-00				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Equipment Body Repair Worker	1	02-JUN-08				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Equipment Body Repair Worker	1	26-SEP-05				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Equipment Body Repair Worker	1	14-FEB-95				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Equipment Parts Technician	1	05-JUN-17				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Equipment Parts Technician	1	09-JUN-14				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Equipment Parts Technician	1	19-NOV-07				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Equipment Supervisor	1	13-AUG-07				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Equipment Supervisor	1	11-AUG-03				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Equipment Supervisor	1	15-JUN-98				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Facility Security Assistant, PT	0	29-SEP-14				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Facility Security Assistant, PT	1	31-MAR-14				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Fleet Compliance Coordinator	1	11-MAY-15				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Heavy Equipment Mechanic	1	11-MAY-15				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Heavy Equipment Mechanic	1	31-MAR-14				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Heavy Equipment Mechanic	1	31-MAR-14				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Heavy Equipment Mechanic	1	31-MAR-14				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Heavy Equipment Mechanic	1	31-MAR-14				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Heavy Equipment Mechanic	1	25-JUN-12				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Heavy Equipment Mechanic	1	06-NOV-06				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Heavy Equipment Mechanic	1	20-DEC-04				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Heavy Equipment Mechanic	1	04-MAR-96				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Heavy Equipment Mechanic	1	11-MAR-91				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Heavy Equipment Mechanic	1	05-JUL-16				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Heavy Equipment Service Worker	1	29-APR-13				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Heavy Equipment Service Worker	1	29-AUG-05				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Heavy Equipment Service Worker	1	05-NOV-07				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Heavy Equipment Supervisor	1	01-JUN-99				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Manager, Equipment Services	0	20-APR-19	*			
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Temp Contract Svcs Employee, PT	0	23-MAR-19	*			
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Temp Contract Svcs Employee, PT	0	10-SEP-18	*			
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Temp Contract Svcs Employee, PT	0	18-DEC-17				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Temp Contract Svcs Employee, PT	0	18-DEC-17				
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 4	Temp Contract Svcs Employee, PT	0	18-DEC-17				
30551 - Facilities Administration	7101 Edgewater Dr - Bldg 4	Administrative Analyst II	1	18-DEC-06			Spanish	
30551 - Facilities Administration	250 Frank Ogawa Plaza	Administrative Assistant II	1	07-OCT-02				
30551 - Facilities Administration	7101 Edgewater Dr - Bldg 4	Facilities Complex Manager	1	04-JAN-14				
30551 - Facilities Administration	250 Frank Ogawa Plaza	Facilities Complex Manager	1	29-MAY-12				
30551 - Facilities Administration	7101 Edgewater Dr - Bldg 2	Manager, Building Services	1	06-MAY-95				
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodial Services Supervisor I	1	03-MAY-08				
30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	1	16-FEB-16				
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	1	16-FEB-16				
30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	1	16-MAR-15				
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	1	18-FEB-14				
30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	1	18-FEB-14				
30552 - Facilities: Civic Center Complex	8201 EDGEWATER DRIVE	Custodian	1	03-MAY-10				
30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	1	21-FEB-07				
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	1	26-SEP-06				
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	1	06-MAY-02			Spanish	
30552 - Facilities: Civic Center Complex	666 Bellvue Ave	Custodian	1	04-JAN-99				
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	1	07-OCT-98				
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian	1	29-NOV-97			Chinese	
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	1	24-NOV-97				
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	1	10-DEC-96			Spanish	
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	1	11-MAY-92				
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PPT	0.89	16-FEB-16				
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PPT	1	21-JUL-14				
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	4.5	06-APR-19	*			
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	4.5	09-MAR-19	*			
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	4.5	09-MAR-19	*			
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	4.5	09-MAR-19	*			
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	4.5	09-MAR-19	*			

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30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	4.5	09-MAR-19	*	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	4.5	26-AUG-17	NO	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	4.5	26-AUG-17	NO	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	4.5	16-FEB-16	NO	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	4.5	02-FEB-15	NO	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	4.5	02-FEB-15	NO	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	4.5	03-MAY-10	NO	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	4.5	21-NOV-05	NO	NO		
30552 - Facilities: Civic Center Complex	250 Frank Ogawa Plaza	Maintenance Mechanic	1	23-NOV-15	NO	NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Stationary Engineer	1	18-AUG-03	NO	NO		
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Stationary Engineer, Chief	1	01-FEB-99	NO	NO		
30553 - Facilities: Hall of Justice Complex	7101 Edgewater Dr - Bldg 4	Custodial Services Supervisor I	1	02-JUL-07	NO	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian	1	16-FEB-16	NO	NO		
30553 - Facilities: Hall of Justice Complex	8201 EDGEWATER DRIVE	Custodian	1	16-FEB-16	NO	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian	1	18-FEB-14	NO	NO		
30553 - Facilities: Hall of Justice Complex	666 Bellvue Ave	Custodian	1	28-MAY-13	NO	NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	1	17-MAY-04	NO	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian	1	31-JAN-04	NO	NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	1	06-JUL-02	NO	NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	1	02-JAN-01	NO	NO		
30553 - Facilities: Hall of Justice Complex	666 Bellvue Ave	Custodian, PPT	1	25-JUL-98	NO	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	1	09-MAR-19	*	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	1	09-MAR-19	*	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	1	26-AUG-17	NO	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	1	04-MAR-13	NO	NO		
30553 - Facilities: Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	1	22-MAY-03	NO	NO		
30553 - Facilities: Hall of Justice Complex	7101 Edgewater Dr - Bldg 2	Stationary Engineer	1	24-AUG-09	NO	NO		
30553 - Facilities: Hall of Justice Complex	150 Frank H. Ogawa Plaza	Stationary Engineer	1	10-MAY-04	NO	NO		
30553 - Facilities: Hall of Justice Complex	455 7th Street	Stationary Engineer, Chief	1	05-NOV-07	NO	NO		
30554 - Facilities: Plant Operations	7101 Edgewater Dr - Bldg 2	Stationary Engineer	1	09-JUN-14	NO	NO		
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer	1	07-DEC-13	NO	NO		
30554 - Facilities: Plant Operations	7101 Edgewater Dr - Bldg 2	Stationary Engineer	1	30-SEP-02	NO	NO		
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer	1	23-MAR-98	NO	NO		
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer	1	30-JUN-97	NO	NO		
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer, Chief	1	10-JAN-05	NO	NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	1	16-FEB-16	NO	NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	1	31-JAN-15	NO	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian	1	21-JUL-14	NO	NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	1	20-NOV-06	NO	NO		
30555 - Facilities: Roving Custodial - OPR	7101 Edgewater Dr - Bldg 4	Custodian	1	31-JUL-06	NO	NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	1	16-JUL-05	NO	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian	1	19-JUN-04	NO	NO		
30555 - Facilities: Roving Custodial - OPR	150 Frank H. Ogawa Plaza	Custodian	1	31-JAN-04	NO	NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	1	08-DEC-03	NO	NO		
30555 - Facilities: Roving Custodial - OPR	7101 Edgewater Dr - Bldg 4	Custodian	1	30-MAR-02	NO	NO		
30555 - Facilities: Roving Custodial - OPR	7101 Edgewater Dr - Bldg 4	Custodian	1	19-JUL-97	NO	NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian	1	11-JAN-97	NO	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian Supervisor	1	08-NOV-99	NO	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PPT	1	16-FEB-16	NO	NO		
30555 - Facilities: Roving Custodial - OPR	666 Bellvue Ave	Custodian, PPT	1	22-MAY-04	NO	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian	1.5	23-MAR-19	*	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	3	09-MAR-19	*	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	3	11-SEP-17	NO	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	3	26-AUG-17	NO	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	3	02-FEB-15	NO	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	3	31-JAN-15	NO	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	3	31-JAN-15	NO	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	1.5	08-JUN-13	NO	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	1.5	28-MAY-13	NO	NO		
30555 - Facilities: Roving Custodial - OPR	250 Frank Ogawa Plaza	Custodian, PT	3	09-JUL-12	NO	NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	1	20-JAN-15	NO	NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	1	21-MAY-07	NO	NO		
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Supv I	1	26-MAR-07	NO	NO		
30556 - Facilities: Maintenance	250 Frank Ogawa Plaza	Maintenance Mechanic	1	02-FEB-15	NO	NO		

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30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Painter	1	03-NOV-99	NO			
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Painter	1	23-JAN-89	NO			
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Plumber	1	26-OCT-02	NO			
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Plumber	1	15-APR-02	NO			
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Plumber	1	01-NOV-94	NO			
30556 - Facilities: Maintenance	250 Frank Ogawa Plaza	Pool Technician	1	16-JUL-90	NO			
30556 - Facilities: Maintenance	250 Frank Ogawa Plaza	Pool Technician	1	18-JUL-87	NO			
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	1	19-NOV-07	NO			
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	1	26-MAR-07	NO			
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	1	26-MAR-07	NO			
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	1	18-OCT-93	NO			
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	1	29-APR-13	NO			
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	1	28-OCT-02	NO			
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Supv I	1	12-JUN-00	NO			
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg 2	Administrative Assistant II	1	20-OCT-18	*			
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Supv I	1	31-JUL-06	NO			
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg 2	Electrician	1	28-JUN-10	NO			
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg 2	Electrician	1	03-NOV-97	NO			
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg 2	Electrician Leader	1	31-JAN-05	NO			
30558 - Facilities: Electrical/ Project	250 Frank Ogawa Plaza	Maintenance Mechanic	1	07-DEC-13	NO			
30558 - Facilities: Electrical/ Project	250 Frank Ogawa Plaza	Maintenance Mechanic	1	31-JUL-06	NO			
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodial Services Supervisor I	1	07-JAN-13	NO			
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian	1	20-OCT-06	NO			
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg 4	Custodian	1	31-AUG-02	NO			
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian	1	02-FEB-02	NO			
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg 4	Custodian	1	30-OCT-00	NO			
30559 - Facilities: Custodial - OPL	150 Frank H. Ogawa Plaza	Custodian	1	28-JUL-98	NO			
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg 4	Custodian	0.4	23-AUG-93	NO			
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	4.79	23-MAR-19	*			
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	4.79	09-MAR-19	*			
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	4.79	11-SEP-17	NO			
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	4.79	11-SEP-17	NO			
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	4.79	26-AUG-17	NO			
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	4.79	16-FEB-16	NO			
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	4.79	02-FEB-15	NO			
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	4.79	16-APR-11	NO			
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	4.79	13-NOV-10	NO			
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	4.79	01-AUG-05	NO			
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	4.79	31-AUG-02	NO			
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	4.79	03-AUG-02	NO			
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	4.79	16-SEP-00	NO			
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	4.79	18-APR-98	NO			
30611 - Facilities & Environ Asst. Director's Office	7101 Edgewater Dr - Bldg 4	Administrative Assistant II	1	05-MAY-08	NO			
30611 - Facilities & Environ Asst. Director's Office	7101 Edgewater Dr - Bldg 2	Administrative Services Manager I	1	10-DEC-12	NO			
30611 - Facilities & Environ Asst. Director's Office	7101 Edgewater Dr - Bldg 4	Assist Director, Pub Works	1	13-JAN-18	NO			
30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr - Bldg 4	Administrative Assistant II	1	15-NOV-10	NO			
30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr - Bldg 4	Manager, Park Services	1	08-JUL-87	NO			
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	1	06-MAY-17	NO			
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	1	05-JUL-16	NO			
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	1	17-AUG-15	NO			
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	1	09-JUN-14	NO			
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	1	14-APR-14	NO			
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	1	12-NOV-13	NO			
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	1	15-APR-13	NO			
30652 - Landscape Maintenance	666 Bellvue Ave	Gardener Crew Leader	1	04-SEP-12	NO			
30652 - Landscape Maintenance	7101 Edgewater Drive	Gardener Crew Leader	1	06-AUG-12	NO			
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	1	03-OCT-11	NO			
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	1	03-OCT-11	NO			
30652 - Landscape Maintenance	666 Bellvue Ave	Gardener Crew Leader	1	08-AUG-09	NO			
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	1	08-OCT-07	NO			
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	1	07-MAY-07	NO			
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	1	17-APR-06	NO			
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	1	03-MAR-04	NO			
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	1	24-JUN-00	NO			

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30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	1	31-OCT-98		NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	1	04-MAR-89		NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	1	11-JUL-87		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	1	05-JUL-16		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	1	06-JUL-15		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	1	09-JUN-14		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Gardener II	1	08-JUL-13		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	1	04-SEP-12		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	1	04-SEP-12		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	1	13-JUN-11		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	1	03-MAY-10		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	1	04-JUN-07		NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener II	1	03-JUL-06		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	1	11-DEC-99		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	1	11-AUG-18	*	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	1	05-JAN-15		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	1	09-MAY-11		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	1	16-DEC-85		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Office Assistant II, PT	0	02-JUN-18		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	0.71	08-JUL-13		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	1	11-SEP-06		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	1	29-MAR-96		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	7.5	06-APR-19	*	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	7.5	06-APR-19	*	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	7.5	06-APR-19	*	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	7.5	06-APR-19	*	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	7.5	06-APR-19	*	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	9	06-APR-19	*	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	9	06-APR-19	*	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	9	06-APR-19	*	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	9	06-APR-19	*	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	1.81	06-APR-19	*	NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	9	06-APR-19	*	NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	1.81	28-JUL-18		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	7.5	21-MAY-18		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	7.5	21-MAY-18		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	7.5	21-MAY-18		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	10.3	21-MAY-18		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	9	19-MAY-18		NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Park Attendant, PT	10.3	16-JAN-18		NO		
30652 - Landscape Maintenance	1 Frank Ogawa Plaza	Park Attendant, PT	9	16-JAN-18		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	9	16-JAN-18		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	7.5	16-JAN-18		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	7.5	16-JAN-18		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	1.81	16-JAN-18		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	1.81	16-JAN-18		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	10.3	20-MAY-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	10.3	20-MAY-17		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	1.81	20-MAY-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	9	06-MAY-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	9	06-MAY-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	9	06-MAY-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	9	06-MAY-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	10.3	17-JAN-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	10.3	17-JAN-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	10.3	17-JAN-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	10.3	17-JAN-17		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	9	05-JUL-16		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	9	05-JUL-16		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	10.3	05-JUL-16		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	10.3	24-NOV-14		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	7.5	09-JUN-14		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	9	09-JUN-14		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	0.34	27-JUN-11		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	0.49	15-DEC-07		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	9	07-MAY-07		NO		

OAKLAND PUBLIC WORKS (OPW)

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ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	FTE	HIRE_DATE	NEW	PCP	LANG	LANG2
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	9	11-SEP-06		NO		
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	9	31-AUG-02		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	0.57	02-FEB-02		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	1.5	06-APR-19	*	YES		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	1	04-SEP-12		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	1	04-SEP-12		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	1	10-MAY-82		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	1	01-DEC-18	*	NO		
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Park Supervisor I	1	01-JUL-17		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	1	03-MAY-10		NO		
30652 - Landscape Maintenance	250 FRANK H. OGAWA PLAZA	Park Supervisor I	1	14-APR-01		NO		
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor II	1	06-AUG-12		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Administrative Analyst II	1	23-MAR-19	*	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Administrative Assistant I	1	11-DEC-99		NO	Spanish	
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Arboricultural Inspector	1	14-APR-14		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Arboricultural Inspector	1	27-APR-91		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree High Climber	1	14-AUG-93		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree High Climber	1	20-JUL-83		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Supervisor I	1	17-DEC-18	*	NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Supervisor I	1	18-FEB-89		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Supervisor II	1	29-JAN-18		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	1	16-JUN-18		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	1	16-JUN-18		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	1	04-JUN-18		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	1	15-NOV-10		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	1	07-SEP-09		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	1	14-FEB-05		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	1	23-NOV-02		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	1	13-JUN-98		NO		
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	1	24-AUG-96		NO		
30671 - SCGA Admin	750 50th Ave.	Administrative Analyst II	1	28-JUL-18	*	NO		
30671 - SCGA Admin	750 50th Ave.	Public Works Operations Manager	1	21-OCT-91		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Public Works Maintenance Worker	1	09-MAY-05		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Public Works Supervisor I	1	15-DEC-97		NO		
30672 - Street Cleaning	750 50th Ave.	Public Works Supervisor II	1	12-OCT-87		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	1	03-DEC-17		NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	1	13-MAY-13		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	1	29-APR-13		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	1	25-OCT-07		NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	1	23-OCT-06		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	1	10-OCT-06		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	1	29-AUG-05		NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	1	18-JAN-05		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	1	13-MAY-02		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	1	22-JUL-01		NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	1	10-SEP-96		NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	1	16-APR-90		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	1	12-OCT-87		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	1	04-MAY-87		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	1	04-MAR-85		NO		
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	1	19-FEB-82		NO		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	1	01-OCT-12		YES		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Facility Security Assistant, PT	0.5	18-APR-88		NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Painter	1	16-SEP-13		NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Painter	1	03-SEP-13		NO		
30673 - Graffiti Abatement & Rapid Response	5050 COLISEUM WAY	Painter	1	11-JAN-88		NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Public Works Maintenance Worker	1	28-JUL-18	*	NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Public Works Maintenance Worker	1	16-JAN-18		NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Public Works Maintenance Worker	1	21-OCT-17		NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Public Works Maintenance Worker	1	11-SEP-17		NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Public Works Maintenance Worker	1	07-JUL-14		NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Public Works Maintenance Worker	1	08-JUN-13		NO		
30673 - Graffiti Abatement & Rapid Response	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	1	23-JUL-01		NO		
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Street Maintenance Leader	1	13-JUN-14		NO		

OAKLAND PUBLIC WORKS (OPW)

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ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	FTE	HIRES_DATE	NEW	PCP	LANG	LANG2
30673 - Graffiti Abatement & Rapid Response	750 50th Ave.	Street Maintenance Leader	1	15-DEC-07				
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	1	18-MAY-19	*	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	18-MAY-19	*	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	17-NOV-18	*	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	22-SEP-18	*	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	22-SEP-18	*	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	08-SEP-18	*	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	08-SEP-18	*	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	21-APR-18	*	NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	16-JAN-18		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	22-OCT-17		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	22-OCT-17		NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	1	23-SEP-17		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	23-SEP-17		NO		
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	1	23-SEP-17		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	23-SEP-17		NO		
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	1	20-MAY-17		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	22-APR-17		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	23-NOV-15		NO		
30674 - Illegal Dumping	5050 COLISEUM WAY	Public Works Maintenance Worker	1	23-NOV-15		NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	1	04-SEP-12		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	09-MAY-11		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	09-JUL-08		NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	1	02-JAN-07		NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	1	09-MAY-05		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	19-APR-99		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	15-DEC-97		NO		
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	1	13-JUL-96		NO		
30674 - Illegal Dumping	5050 COLISEUM WAY	Public Works Supervisor I	1	10-JUL-00		NO		
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Supervisor II	1	29-OCT-03		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	1	23-NOV-15		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	1	01-MAR-14		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	1	01-MAR-14		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	1	29-APR-13		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	1	13-JUN-11		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	1	22-OCT-07		NO		
30674 - Illegal Dumping	5050 COLISEUM WAY	Street Maintenance Leader	1	13-MAY-02		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	1	16-OCT-01		NO		
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	1	14-APR-01		NO		
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	1	20-JUN-92		NO		
30674 - Illegal Dumping	5050 COLISEUM WAY	Street Maintenance Leader	1	11-MAR-85		NO		
30676 - Litter Enforcement	250 Frank Ogawa Plaza	Environment Enforcement Officer	1	05-MAY-18		YES		
30676 - Litter Enforcement	251 Frank Ogawa Plaza	Environment Enforcement Officer	1	03-SEP-13		YES		
30676 - Litter Enforcement	252 Frank Ogawa Plaza	Environment Enforcement Officer	1	03-SEP-13		YES		
30676 - Litter Enforcement	253 Frank Ogawa Plaza	Environment Enforcement Officer	1	15-MAY-02		YES		
30681 - Environmental Services Admin	250 Frank Ogawa Plaza	Administrative Analyst II	1	03-JAN-07		NO		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Environment Svcs Analyst, Asst	1	12-OCT-98		NO		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Program Analyst I	1	10-OCT-16		YES		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist	1	02-OCT-00		YES		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist	1	01-DEC-93		YES		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist, Senior	1	11-SEP-07		YES		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist, Senior	1	14-JUL-97		YES		
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Solid Waste/Recycling Prog Sup	1	30-JUL-01		YES		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Environmental Program Specialist	1	06-JUL-15		YES		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Environmental Program Specialist	1	06-JUL-15		YES		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Environmental Program Supervisor	1	03-OCT-05		YES		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	1	19-JAN-15		NO		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Management Intern	1	17-SEP-13		NO		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Program Analyst I	1	10-NOV-14		NO		
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Program Analyst III	1	10-SEP-13		NO		
30684 - Env Svcs Sustainability	250 Frank Ogawa Plaza	Manager, Sustainability Pgrm	1	22-DEC-14		NO		

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ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	FTE	HIRE_DATE	NEW	PCP	LANG	LANG2
30684 - Env Svcs Sustainability	250 Frank Ogawa Plaza	Program Analyst III	1	31-MAR-14		NO		
30689 - Env Svcs EngerBy Group	250 Frank Ogawa Plaza	Electrical Engineer II	1	16-SEP-02		NO		

Department Name: Planning & Building
Fiscal Year: FY18-19



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Planning & Building
FISCAL YEAR: FY18-19

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

I, William A. Gilchrist, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Planning & Building Department was submitted on June 24, 2019.

William A. Gilchrist 6/21/19
Signature & Date

WILLIAM A. GILCHRIST
Print Name & Title

Department Name: Planning & Building
Fiscal Year: FY18-19

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	William A. Gilchrist	Katie Dignan	Tiffany Jimenez
Title	Director, Planning & Building	Assistant Director	Administrative Analyst II
Address	250 Frank H. Ogawa Plaza, Suite 3315, Oakland, CA 94612	250 Frank H. Ogawa Plaza, Suite 3315, Oakland, CA 94612	250 Frank H. Ogawa Plaza, Suite 3315, Oakland, CA 94612
Phone#	510-238-6216	510-238-3663	510-238-4787
Email	WGilchrist@oaklandca.gov	KDignan@oaklandca.gov	TJimenez@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	135.5		New Hires	35	
Public Contact Positions (PCP)	103	100%	New PCP Hires	16	100%
PCP With Spanish Language Skill	20	20%	New PCP Hires with SP Skill	6	38%
PCP With Chinese Language Skill	12	12%	New PCP Hires with CH Skill	1	7%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Operations & Administration	Building & Infrastructure Plan Check
Strategic Planning	Engineering: Project Coordination
Zoning & Development Planning	Inspections: Commercial Building
Engineering: Permit Center	Inspections: Residential Building
Admin: Engineering	Inspections: Infrastructure
Admin: Building Inspection	Inspections: Neighborhood Preservation

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	● No <input type="checkbox"/> Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No ● Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Zoning City Planning – Other (currently called Planning)	SP= 1 CH = 1	SP= 7 (1 is non-PCP) CH = 2
Inspection Services Admin – Other (currently called Admin Engineering) Inspection Services – Other (currently called Plan Check) Building Inspection – Residential Other (currently called Inspection: Residential Building)	SP= 2 CH = 2	SP= 13 CH = 10

Department Name: Planning & Building
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<p>Engineering Services (currently called Permit Center) Building Inspection – Commercial Other (currently called <i>Inspection: Commercial</i>) District 2 (no clear equivalent N/A) District 3 (no clear equivalent N/A) District 4 (no clear equivalent N/A) Building Codes – Residential Other (currently called <i>Inspections: Neighborhood Preservation</i>) Building Services – Other (currently called <i>Inspections:</i> <i>Infrastructure</i>) Inspection Support (currently called <i>Admin: Building</i> <i>Inspection</i>)</p>		
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Department Name: Planning & Building
 Fiscal Year: FY18-19

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
			Revision in process; once approved, will be translated into threshold languages.
Billing Appeal	YES	YES	
Blight Brochure	YES	YES	
Condominium Conversion	YES	YES	
East Oakland Neighborhood Initiative Flyers	YES	YES	
Foreclosed and Defaulted Residential Registration Program	YES	YES	
			May be removed or revised based on updates to appeal process; once approved, will be translated into threshold languages.
Hearing Fact Sheet	YES	YES	
Heritage Property Application Form	YES	YES	
Important Additions and Alterations for Residents	YES	YES	
Keep Oakland Beautiful, Clean and Green	YES	YES	
Mills Act	YES	YES	Vietnamese
Mobile Food Vending Brochure	YES	YES	Vietnamese
Mold and Moisture (Landlord and Homeowners)	YES	YES	
Mold and Moisture (Tenant)	YES	YES	
Protect Your Home From Earthquakes	YES	YES	Vietnamese
Q-Matic	YES	YES	
Single Family Dwellings	YES	YES	
Secondary Unit Regulations	YES	YES	Vietnamese
Site Plans	YES	YES	
Smoke Alarm Brochure	YES	YES	Vietnamese
Smoke Detectors and Carbon Monoxide Installation	YES	YES	Vietnamese
Stop Work Brochure	YES	YES	
Truck Management Plan	YES	YES	
Undocumented Dwelling	YES	YES	
What Is a Variance	YES	YES	

Table 4B. Vital Documents Status Summary	
Are all the department's vital documents translated into Spanish and Chinese?	<input checked="" type="radio"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	

Department Name: Planning & Building
 Fiscal Year: FY18-19

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Citywide and Strategic Planning Division Main Office	510-238-3941	Completed
Building Services Division – Permit Center	510-238-3891	Completed
Building Inspections	510-238-3443	
Zoning and Major Projects	510-238-3444	Completed
Zoning Application Submittal Appointments	510-238-3911	Completed
Blight Hotline	510-238-3940	Completed
Building Services Division – Billing Appeals Unit	510-238-3381	Completed
	510-238-3452	Completed

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

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

Table 7. Public Notices & Resources *****NEW TABLE *****	
Language access notice displayed at reception area	<input type="radio"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input type="radio"/> Yes <input type="checkbox"/> No
Provide staff with language access resources (interpretation#, FAQ, contact list, training...etc)	<input type="radio"/> Yes <input type="checkbox"/> No

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

Department Name: Planning & Building
Fiscal Year: FY18-19

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:
Planning & Building

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
135.5	103	11.33	20	YES	5.15	12	YES

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 30, 2019.

1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The Planning & Building (PBD) continues to meet compliance goals set forth by the EAO. In fact, this past year, the department has seen an increase in the number of bilingual PCP staff, particularly in the number of PCP who speak the threshold language of Chinese. There is currently a total of 41 bilingual staff (PCP and non-PCP staff) within the department. This past year, outside of community outreach events where PBD had translated materials such as postcards, newsletters and presentation boards (in Chinese, Spanish, and Korean), we have participated in community festivals such as the Oakland Asian Cultural Center's Lunar New Year Festival where, staff ensured that bilingual staff were not only present for interpretation, but that any relevant documents provided were available. For the Mobile Food Vending Program, we have had regulations, outreach materials and applications translated into the threshold languages.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

PBD works with the Human Resources Management Department (HRM) and the Equal Access Office to assess the PCP status and language requirements for each position that we need to fill. Presently, PBD has exceeded the goals set forth in the number of bilingual staff. Furthermore, PBD ensures that staff are regularly trained on the interpretation services provided through the Equal Access Office in case bilingual staff are not readily available to assist customers. The 2019 Citywide Language Access Survey shows that we have been consistent in our language assistance at our public counters even with the increase in the number of language use assessed (499 more than 2017).

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.

PBD not only continues to meet compliance goals set forth by the EAO, but it also has bilingual staff for non-threshold languages such as Japanese, French, and Vietnamese. PBD ensures that staff are aware of the interpretation and translation services provided by the

Department Name: Planning & Building
Fiscal Year: FY18-19

Equal Access Office, especially new staff. Furthermore, PBD utilizes the following best practices in providing the best customer service: signage is provided in multiple languages; informational hotlines and recorded messages are in English, Spanish, and Chinese; informational brochures, community documents, and forms provided in multiple languages not limited to Spanish, Chinese, and English; bilingual staff utilized to provide best service to customers as needed; translation services provided at community meetings; and public notices, public hearings, and community meetings are advertised in non-English publications to maximize community engagement and access.

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

Additional measures that PBD implements to ensure that LES persons receive the same level of service as English speakers includes, but is not limited to, the maintenance of a departmental list of bilingual staff not limited to threshold languages, which is provided to all staff along with instructions on how to utilize City Translation and Interpretation Services. Additionally, PBD, especially the Bureau of Planning, works collaboratively with the Equal Access Office on projects in the community by utilizing its translation and interpretation services for events, meetings, and handouts.

5. Please describe your Department plan's for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

PBD plans on continuing to work collaboratively with the Equal Access Office on projects in the community to provide scheduled interpreters for events and translation of community meeting agendas and handouts. Strategic Planners dedicated to the Downtown Specific Plan will be convening a series of community meetings over the next 12 months where translated versions of the Draft Plan will be available as well as interpretation services. Furthermore, PBD has upcoming policy changes to their Appeal process, which will require extensive noticing, which will be translated.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

Notices are posted prominently and readily visible at the following locations:

- The Permit and Zoning Center counters at 250 Frank H Ogawa Plaza, 2nd Floor
- The Inspections Service Counter at 250 Frank H Ogawa Plaza, 2nd Floor.
- The Administrative Unit Reception Area located at 250 Frank H Ogawa Plaza, Suite 3315, 3rd Floor

Department Name: Planning & Building
Fiscal Year: FY18-19

information hotlines are multilingual. Comparing the Citywide Language Access Survey results from this year to the 2017 survey, while the percentage of surveys indicating that a Language Services Sign was visible went down, the number of complaints also went down (by 13%).

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?

PBD did not receive any complaints regarding its provision of bilingual oral and written services.

4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

Overall the 2019 Language Access Survey results showed a consistency in the department's bilingual service quality even with a decrease in the number of survey results. Wait times have decreased significantly (17% more customers reported waiting less than five minutes for service compared to 2017) and service quality at an "Excellent" status has increased by 7%. The survey results evaluating bilingual staff's knowledge showed a drop in those that recorded "yes", but there is also a significant drop in the number that recorded "no" and an increase in those that recorded "n/a". There was also a drop in the percentage of surveys indicating that a Language Services Sign was visible, however, the number of surveys indicating that there was a lack of sign visible also went down (by 13%). The number of surveys received is significantly lower than in 2017 (from 573 to 344), which PBD has identified as an area to work on especially given that there were 499 more contacts recorded this year (showing a 5% increase in Spanish LEP contacts).

E. Action Plan

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

PBD will continue to translate departmental vital documents as they are created and updated and make them readily available to the public. This includes having materials translated for the Downtown Specific Plan Options Memo into Chinese and Spanish, which we can use at the community meetings.

Future vacancies may be selectively certified based on the bilingual need at the time of recruitments. To the extent possible, PBD will continue to provide subject matter expert bilingual interpreters when available to provide service to Limited English Speakers.

PBD will continue to work collaboratively with the Information Technology Department and Equal Access Office to maintain bilingual platforms online through Accela Citizen Access.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

Department Name: Planning & Building
Fiscal Year: FY18-19

PBD has notices posted at all three public counters, Permit, Zoning, and Inspection Services at 250 Frank H Ogawa Plaza, 2nd Floor. The PBD Annual Compliance Plan is made available to the public on the Equal Access Division's website.

PLANNING BUILDING DEPARTMENT (PBD)

FY2018-2019

ORGANIZATION	ADDRESS	JOB CLASS	HIRE DATE	EMP_NAME	PCP	LANG
84111 - Admin: Planning	250 Frank Ogawa Plaza, 2ndFL	Account Clerk III	23-FEB-19	Ho, Joy	NO	
84111 - Admin: Planning	250 Frank Ogawa Plaza, 2ndFL	Administrative Analyst II	26-MAR-16	Jimenez, Tiffany Ann	NO	
84111 - Admin: Planning	250 Frank Ogawa Plaza, 2ndFL	Assistant Director, Plan & Blog	30-JUN-18	Dignan, Katie M	NO	
84111 - Admin: Planning	250 Frank Ogawa Plaza, 2ndFL	Business Analyst IV	04-JAN-16	Janvier, Amalia	NO	
84111 - Admin: Planning	250 Frank Ogawa Plaza, 2ndFL	Director of Planning & Building	11-SEP-17	Gilchrist, William Aaron	NO	
84111 - Admin: Planning	250 Frank Ogawa Plaza, 2ndFL	Engineering Intern, PT	30-JUN-18	Larks, Matthew Nathan	NO	
84111 - Admin: Planning	250 Frank Ogawa Plaza, 2ndFL	Engineering Intern, PT	17-JUN-17	Luong, Christie	NO	
84111 - Admin: Planning	250 Frank Ogawa Plaza, 2ndFL	Exempt Limited Duration Employee	26-MAR-18	Singh, Randhir	NO	
84111 - Admin: Planning	250 Frank Ogawa Plaza, 2ndFL	Public Service Rep, Sr	02-JUN-08	Ford, Sylvia Michelle	YES	
84111 - Admin: Planning	250 Frank Ogawa Plaza, 2ndFL	Public Service Representative	29-SEP-97	Aranza, Tina M	YES	Spanish
84111 - Admin: Planning	250 Frank Ogawa Plaza, 2ndFL	Public Service Representative	03-FEB-14	Russell, Latisha Melvina	YES	
84111 - Admin: Planning	250 Frank Ogawa Plaza, 2ndFL	Student Trainee, PT	05-MAY-18	Garduno Rodriguez, Yah	NO	
84111 - Admin: Planning	250 Frank Ogawa Plaza, 2ndFL	Student Trainee, PT	26-SEP-16	Silva-Rodriguez, Delia Li	NO	
84111 - Admin: Planning	250 Frank Ogawa Plaza, 2ndFL	Student Trainee, PT	01-AUG-16	Udemezue, Ifeoma Arya	NO	
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Deputy Director/City Planner	14-JUN-10	Manasse, Edward Charles	YES	
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Exempt Limited Duration Employee	08-SEP-18	Alvin, Corey Neil	NO	
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Graphic Delineator	16-JUN-08	Pronio, Micaela Anne	NO	
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Management Intern, PT	20-APR-19	Liebenworth, Audrey Lili	NO	
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Management Intern, PT	03-NOV-18	Woodruff, Logan Andre	NO	
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Planner I	20-OCT-18	Perez Domencich, Diana	YES	Spanish
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Planner I	25-AUG-18	Findley, Daniel S	YES	Spanish
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Planner I	30-JUL-18	Hamilton, Dylan Asher	YES	Spanish
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Planner III	28-SEP-15	Winter, Joanna Kathleen	NO	
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Planner III	22-OCT-07	Ferracane, Christina	NO	Spanish
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Planner III	05-MAY-18	O'Byrne, Dara P	YES	
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Planner III	06-AUG-07	Parker, Alicia Theresa	YES	
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Planner III, Historic Preservation	29-AUG-83	Marvin, Betty J	YES	
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Planner IV	5-Nov-18	Kaminski, Laura Beth	NO	
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Planner IV	24-JAN-05	Payne, Catherine Elizeb	NO	
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Planner IV	04-NOV-02	Vollmann, Peterson Zah	NO	
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Planner IV PPT	15-AUG-16	McGowan, Patricia	NO	
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Planning Intern, PT	23-JUL-12	Lesinski, Douglas Leonard	NO	
84211 - Planning	250 Frank Ogawa Plaza, 2ndFL	Planning Intern, PT	12-OCT-93	Lombardi, Gail G	NO	
84229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Administrative Assistant I	31-MAR-01	Chatman, Versea M.	YES	
84229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Administrative Assistant II	29-SEP-97	Dunaway, Cheryl B.	YES	
84229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Manager, Zoning	08-APR-02	Merkamp, Robert Duan	NO	
84229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planner I	20-JUN-16	Lenoir, Brittany Sylvia	YES	
84229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planner I	20-OCT-18	Wordell, Alexi Morgan	YES	
84229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planner I	20-May-19	Wysong, Rebecca	YES	
84229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planner I	12-OCT-15	Thai, Danny	YES	Chinese
84229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planner II	20-JUN-16	Owan, Gregory D	YES	
84229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planner I	17-NOV-18	Wu, Eva	YES	Cantonese
84229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planner II	16-JUN-18	Morris, Michele Thomas	YES	
84229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planner III	17-Jun-19	Herrera-Perez, Jose Mig	YES	Spanish

FY2018-2019 PLANNING BUILDING DEPARTMENT (PBD)

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	EMP_NAME	PCP	LANG
844229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planner II	29-AUG-05	Rivera, Mike Angel	YES	Spanish
844229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planner II	07-FEB-01	Hackett, Maurice R	YES	
844229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planner II, Design Review	08-JAN-92	Quittevis, Caesar	YES	
844229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planner III	07-NOV-16	Lind, Rebecca H.	NO	
844229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planner III	02-JAN-07	Rose, Aubrey B.	NO	
844229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planner III	07-AUG-89	Madani, Jason	NO	
844229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planner IV	29-APR-03	Klein, Heather A.	NO	
844229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planner IV	01-MAY-01	Brenyah-Addow, Mauric	NO	
844229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planner IV	28-AUG-00	Gray, Neil D	NO	
844229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Planning Intern, PT	16-JUL-18	Le-Boigne, Yvan Charles	NO	French
844229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Public Service Representative	19-MAY-08	Arnold, Jonathan Adam	YES	Spanish
844229 - Zoning	250 Frank Ogawa Plaza, 2ndFL	Temp Contract Svcs Employee, PT	27-FEB-17	Borjon, Agustín	NO	
84411 - Admin: Engine	250 Frank Ogawa Plaza, 2ndFL	Administrative Analyst II	21-MAR-05	Rex, Diana L.	NO	
84411 - Admin: Engine	250 Frank Ogawa Plaza, 2ndFL	Public Service Rep, Sr	24-SEP-07	Kellogg, Siuling Y	YES	Chinese
84411 - Admin: Engine	250 Frank Ogawa Plaza, 2ndFL	Public Service Representative	13-APR-15	Bell, Julia E	YES	
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Administrative Analyst II	13-FEB-18	Wong Russell, Kimberly	NO	
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Exempt Limited Duration Employee	06-APR-19	Stanley, Brandon James	NO	
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Exempt Limited Duration Employee	20-OCT-18	Mason, Melvin Lamia	NO	
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Exempt Limited Duration Employee	30-JUN-18	Neri, Kevin M	NO	
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Management Assistant	02-SEP-80	Smith, Sandra M	NO	
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Office Assistant, PT	20-OCT-18	Chan, Mei Wa	NO	Cantonese
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Office Assistant II	27-APR-15	Silva Rodriguez, Adoraci	NO	Spanish
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Office Assistant II	05-JAN-15	Anderson, Elizabeth Sha	NO	
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Office Assistant II	07-JUL-12	Johnson, Tiago Alexand	YES	
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Office Manager	11-MAR-96	Parker, Denise D.	NO	
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Public Service Representative	04-JAN-16	Ramirez, Estela J.	YES	Spanish
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Public Service Representative	07-DEC-15	Leighton, Alicia Ann	YES	
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Public Service Representative	16-JUN-08	Perez, Maria D.	YES	Spanish
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Public Service Representative	16-OCT-06	Cheng, Karen Xue-Yu	YES	Chinese
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Public Service Representative	30-MAY-89	Campbell, Traci E.	YES	
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Student Trainee, PT	15-DEC-18	Cayanan, Maryjoy Pineda	NO	
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Student Trainee, PT	03-NOV-18	Torres, Jessica Mendoza	NO	
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Student Trainee, PT	20-OCT-18	Lorenzo, Camden Martin	NO	
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Student Trainee, PT	11-AUG-18	Hart, Sabrina	NO	
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Student Trainee, PT	28-JUL-18	Wong, Justin Cheng	NO	
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Student Trainee, PT	14-JUL-18	Rodriguez-Reyes, Maya	NO	
84412 - Admin: Buildin	250 Frank Ogawa Plaza, 2ndFL	Student Trainee, PT	27-MAR-17	Spencer, Erica Nicole	NO	
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Office Assistant I, PT	14-FEB-17	Poon, Sammi Rui	NO	
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Office Assistant I, PT	16-MAR-15	Smart, Gloria Jean	NO	
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Office Assistant II	07-JUN-14	Hoang, Luong Di	NO	
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Permit Technician I	15-JUL-17	Selby, Jamila Pearl	YES	
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Permit Technician I	03-SEP-11	Tegan, Rebecca Ellen	YES	
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Permit Technician I	16-OCT-06	Early, Maurice Alexander	YES	
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Permit Technician I	24-APR-06	Simmons, Tanya Lynn	YES	

FY2018-2019 PLANNING BUILDING DEPARTMENT (PBD)

ORGANIZATION	ADDRESS	JOB CLASS	HIRE DATE	EMP_NAME	PCP	LANG
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Permit Technician I	17-Jun-19	Lei, Jasmio	YES	
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Permit Technician	17-Jun-19	Stewart, Bruce	YES	
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Process Coordinator II	11-Feb-19	Hamif, Christopher Ama	NO	
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Process Coordinator II	11-Feb-19	Hbey, Betty Kai Fong	NO	Japanese
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Process Coordinator III	11-Feb-19	Bellomo, Mamiko	NO	Chinese
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Project Manager	21-SEP-18	Lu, Phong Chi	NO	Chinese
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Public Service Rep, Sr	07-DEC-15	Guillory, David Clifton	YES	
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Public Service Representative	20-NOV-93	Compton, Laura	YES	
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Public Service Representative	27-JUL-87	Shropshire, Gwendolyn	YES	
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Public Service Representative	19-MAR-73	Marquez-Villa, Jane J.	YES	Spanish
84421 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Insp, Senior	23-MAY-05	Juli, Thomas W.	YES	
84431 - Building & Infr	250 Frank Ogawa Plaza, 2ndFL	Engineer, Assistant I (Office)	13-JAN-18	Mao, Tiffany Andrea	YES	
84431 - Building & Infr	250 Frank Ogawa Plaza, 2ndFL	Engineer, Assistant I (Office)	13-JAN-18	Monroe, Marquez Vintr	YES	
84431 - Building & Infr	250 Frank Ogawa Plaza, 2ndFL	Engineer, Assistant II (Office)	14-FEB-05	Awayan, Frank	YES	
84431 - Building & Infr	250 Frank Ogawa Plaza, 2ndFL	Engineer, Assistant II (Office)	25-AUG-01	Wong, Jennifer J.	YES	
84431 - Building & Infr	250 Frank Ogawa Plaza, 2ndFL	Engineer, Civil (Office)	07-NOV-16	Xie, Jianting	YES	
84431 - Building & Infr	250 Frank Ogawa Plaza, 2ndFL	Engineer, Civil (Office)	13-NOV-12	Liu, Johnny Junjie	YES	Chinese
84431 - Building & Infr	250 Frank Ogawa Plaza, 2ndFL	Engineer, Civil (Office)	14-MAY-12	Chiang, Alan	YES	
84431 - Building & Infr	250 Frank Ogawa Plaza, 2ndFL	Engineer, Civil (Office)	22-FEB-05	Lee, Calvin Q	YES	Chinese
84431 - Building & Infr	250 Frank Ogawa Plaza, 2ndFL	Engineer, Civil (Office)	07-AUG-00	Wong, Jing F.	YES	Chinese
84431 - Building & Infr	250 Frank Ogawa Plaza, 2ndFL	Engineer, Civil (Office)	10-FEB-75	Lau, Kenny H	YES	Chinese
84431 - Building & Infr	250 Frank Ogawa Plaza, 2ndFL	Engineer, Civil Principal	29-AUG-11	Harlan, David A	NO	
84431 - Building & Infr	250 Frank Ogawa Plaza, 2ndFL	Engineer, Civil Supv (Office)	09-JUL-01	Placido, Alain Garcia	NO	
84431 - Building & Infr	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	28-AUG-17	Rice, Jeremy Baur	YES	
84432 - Engineering: P	250 Frank Ogawa Plaza, 2ndFL	Planner III	06-JAN-97	Candell, Christopher M	YES	
84451 - Inspections: C	250 Frank Ogawa Plaza, 2ndFL	Engineer, Civil Principal	17-APR-89	Low, Timothy C	YES	Chinese
84451 - Inspections: C	250 Frank Ogawa Plaza, 2ndFL	Principal Inspection Supv	13-DEC-99	Reyes, Jorge	NO	Spanish
84451 - Inspections: C	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Insp, Senior	13-FEB-07	Velez, David Enrique	YES	Spanish
84451 - Inspections: C	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	03-NOV-18	Marlette, John Gil	YES	
84451 - Inspections: C	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	12-MAR-18	Gunari, Seth Antonio	YES	
84451 - Inspections: C	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	11-SEP-17	Wimbish, James Damon	YES	
84451 - Inspections: C	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	23-MAY-05	Albee, Alan D.	YES	
84451 - Inspections: C	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	17-NOV-18	Jacomel, Rodrigo M	YES	Spanish
84451 - Inspections: C	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	23-JAN-12	Brown, Dimitrius M	YES	
84451 - Inspections: C	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	15-NOV-99	Carrillo, David	YES	Spanish
84451 - Inspections: C	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	06-OCT-98	Garcia, Joel C.	YES	Spanish
84451 - Inspections: C	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	29-JUL-91	Brandeberry, Steven J	YES	
84451 - Inspections: C	250 Frank Ogawa Plaza, 2ndFL	Temp Contract Sys Employee, P	23-MAR-19	Palme, Ken G	YES	
84452 - Inspections: R	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	11-SEP-17	Rojo, Mariano J	YES	Spanish
84452 - Inspections: R	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	16-OCT-06	Martinelli, Eugene	YES	
84452 - Inspections: R	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	11-SEP-17	Vo, Tam Minh	YES	Vietnamese
84452 - Inspections: R	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	07-DEC-15	Wan, Benson	YES	Chinese
84452 - Inspections: R	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	10-NOV-14	Ramirez, Ivan Gutierrez	YES	Spanish

FY2018-2019 PLANNING BUILDING DEPARTMENT (PBD)

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	EMP_NAME	PCP	LANG
84452 - Inspections: R4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	28-APR-14	Martin, Kevin James	YES	
84452 - Inspections: R4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	28-APR-14	Melendez, Felix Fidencio	YES	Spanish
84452 - Inspections: R4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	06-JAN-14	Verschuur, Joanneke Fr	YES	
84452 - Inspections: R4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	12-MAR-07	Harbaugh, Anthony Lee	YES	
84452 - Inspections: R4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	13-FEB-07	Pham, Hai Van	YES	
84452 - Inspections: R4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	24-JUL-06	Bernal, Robert Nieto	YES	
84452 - Inspections: R4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	24-JUL-06	Johnson, Steven Earl	YES	
84452 - Inspections: R4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	01-NOV-99	Delagrang, Joseph Rich	YES	
84452 - Inspections: R4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	10-JUN-91	Nguyen, Kim	YES	Vietnamese
84452 - Inspections: R4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	27-AUG-90	Pacheco, Keith E	YES	
84452 - Inspections: R4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	31-OCT-89	Pili, Robert	YES	
84452 - Inspections: R4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	15-MAY-89	Gunari, Kenneth A	YES	
84453 - Inspections: In	250 Frank Ogawa Plaza, 2ndFL	Construction Inspector, Sr (Field)	04-MAR-02	Larks, Dennis M.	YES	
84453 - Inspections: In	250 Frank Ogawa Plaza, 2ndFL	Construction Inspector, Sr (Field)	23-MAR-95	Ray, Clifford M.	YES	
84453 - Inspections: In	250 Frank Ogawa Plaza, 2ndFL	Principal Inspection Supv	01-NOV-99	Miles, David C.	YES	
84454 - Inspections: N4	250 Frank Ogawa Plaza, 2ndFL	Principal Inspection Supv	23-MAR-92	Fielding, Richard A	YES	
84454 - Inspections: N4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Insp, Senior	16-JUL-18	Duenas, Rodolfo	YES	Spanish
84454 - Inspections: N4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Insp, Senior	20-OCT-18	Sevilla, Cecilia	YES	Spanish
84454 - Inspections: N4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Insp, Senior	28-APR-14	Lai, Benjamin Tak Wai	YES	Cantonese
84454 - Inspections: N4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	17-NOV-18	Burk, Jeffrey J	YES	
84454 - Inspections: N4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	03-NOV-18	Basert, Theodore A	YES	
84454 - Inspections: N4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	04-NOV-17	Legault, Michae	YES	
84454 - Inspections: N4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	01-DEC-18	Thymie, Angus	YES	
84454 - Inspections: N4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	21-OCT-17	Wirt, Weidon Stanley	YES	
84454 - Inspections: N4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	11-SEP-17	Fryer, John Anderson	YES	
84454 - Inspections: N4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	07-DEC-15	Ha, Travis Xuan	YES	Cantonese
84454 - Inspections: N4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	07-DEC-15	Harris, Victor Alan	YES	
84454 - Inspections: N4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	28-APR-14	Schimm, Randy Martin	YES	
84454 - Inspections: N4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	24-JUL-06	Walker, Robert Lee Jr	YES	
84454 - Inspections: N4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	26-OCT-92	Barron, Hugo S	YES	Spanish
84454 - Inspections: N4	250 Frank Ogawa Plaza, 2ndFL	Specialty Combination Inspector	15-MAY-89	Loo, Jung W	YES	

Department Name:
Fiscal Year:



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: PUBLIC ETHICS
FISCAL YEAR: 2018-2019

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

I, WHITNEY BARAZOTO, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for PUBLIC ETHICS was submitted on ___.

 6/6/19
Signature & Date

Whitney Barazoto, Exec Dir.
Print Name & Title

Department Name: PUBLIC ETHICS
 Fiscal Year: 2018-2019

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Whitney Barazoto	Ana Lara	Ana Lara
Title	Director	Administrative Assistant II	Administrative Assistant II
Address	1 Frank H Ogawa Plaza Rm 104	1 Frank H Ogawa Plaza Rm 104	1 Frank H Ogawa Plaza Rm 104
Phone#	510-238-3593	510-238-3593	510-238-3593
Email	wbarazoto@oaklandca.gov	alarafranco@oaklandca.gov	alarafranco@oakandca.gov

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

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Public Ethics Commission	7-member Board, 6 FTE staff

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	x <input type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> x No <input type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Department Name: PUBLIC ETHICS
 Fiscal Year: 2018-2019

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Public Ethics brochure	Yes	Yes	
GEA Fact Sheet	Yes	Yes	
PEC Complaint Form	Yes	Yes	

Table 4B. Vital Documents Status Summary	
Are all the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> X Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline: The Public Ethics Commission will continue to review its vital document list and translate when a new document is added to the list.	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Public Ethics City Hall, 1 st Floor	510-238-3593	Completed

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

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

Table 7. Public Notices & Resources *****NEW TABLE****	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> X Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> X Yes <input type="checkbox"/> No
Provide staff with language access resources (Interpretation#, FAQ, contact list, training...etc)	<input checked="" type="checkbox"/> X Yes <input type="checkbox"/> No

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

Department Name: PUBLIC ETHICS
Fiscal Year: 2018-2019

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
6	1	0	1	Yes	0	0	Yes

Goal = PCP X %

This report covers fiscal year 2018-2019 and data is reported as of June 30, 2019.

1. Provide a summary narrative assessment of how and whether your Department is complying with the Equal Access to Services Ordinance (EAO). Please share the challenges you have faced, remedies you have implemented, or any other information that would help the public know what efforts your Department has made this year to comply with the Ordinance.

The Public Ethics Commission is compliant with all requirements by having the required percentage of bilingual staff in the department and 100% of our vital documents translated in Spanish and Chinese. Our main phone line is also translated in Spanish and Chinese.

2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The Public Ethics Commission recruited for a vacancy for the position of Deputy Director, Enforcement Chief. This position is not a public contact position. The main public contact position is filled by a bilingual staff person.

3. Please highlight positive changes and successes in this reporting period. Provide a description of implementation "best practices" developed by the Department.

Enforcement staff used interpretation services to conduct case intake interviews in Spanish and Vietnamese.

4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

All Public Ethics staff have been informed on the process on how to access Language Line for any interpretation needs.

5. Please describe your Department plans for the next 12 months to ensure that all Oakland residents have equal and fair access to City services regardless of language spoken.

The Public Ethics Commission will continue to make it a priority to recruit bilingual interns and volunteers to best serve Oakland residents regardless of language spoken.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.

Department Name: PUBLIC ETHICS
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Materials are provided in the lobby area of the Public Ethics Commission office and can be produced upon request.

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

100% of our vital documents have been translated.

3. Did the Department translate any other written documents in the reporting period to serve the LES community?

Yes, notification and dismissal letters were translated into Spanish by bilingual staff person.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how the Department is doing in providing multilingual telephone messages in threshold language(s).

The Public Ethics Commission's main phone line includes translation in Spanish and Chinese

D. Assessment of Department Communication with LES Populations

1. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

We include the required accessibility language on our agenda material and provide our vital documents translated in Spanish and Chinese.

2. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.

We include the required accessibility language on our agenda material and provide our vital documents translated in Spanish and Chinese.

3. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?

No

4. Please respond to the 2019 Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified or increase survey participation for next survey year?

There were 83% contacts in English and 17% in Spanish. The majority of our contacts within our office were in English. The Public Ethics Commission will continue to find ways to promote our services to the LES Spanish and Chinese populations of the City of Oakland by reviewing documents and having them translated as needed.

E. Action Plan

1. Please identify action steps for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

The Public Ethics Commission will continue to reach out to different organizations that provide services in other languages to partner with outreach programs. In addition, the Commission

Department Name: PUBLIC ETHICS
Fiscal Year: 2018-2019

will utilize all available language resources to communicate out to communities who speak any of the languages in which our staff and Commissioners cannot communicate.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

Currently, the Public Ethics Office posts the language accessibility sign at the front desk. In addition, the Public Ethics website can be translated into other languages using a Google based interpretation program that is embedded in the browser. Translated vital documents such as our complaint forms are posted on our website.

The Public Ethics Office has uploaded the department's Annual Compliance report plan to the Public Ethics Commission webpage.

PUBLIC ETHICS COMMISSION (PEC)

ORGANIZATION	ADDRESS	JOB_CLASS	FTE	HIRE_DATE	NEW	PCP	LANG
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Exec Dir, Public Ethics Comm	1	23-APR-12		NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Ethics Analyst II	1	16-FEB-16		NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Deputy Dir, Public Ethics Comm	1	28-FEB-19	*	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Ethics Analyst I	1	18-AUG-14		NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Administrative Assistant II	1	06-DEC-03		YES	Spanish
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Ethics Investigator	1	28-MAR-16		NO	

ATTACHMENT G
City of Oakland
Language Access Plan

CITY OF OAKLAND LANGUAGE ACCESS PLAN

I. Background.

Title VI of the Civil Rights Act of 1964 provides “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance” and the U.S. Supreme Court has held that Title VI’s prohibition on national origin discrimination includes discrimination based on limited English-speaking proficiency (“LEP” or “LES”) (*Lau v. Nichols*, 414 U.S. 563 (1974)).

Title VI regulations and guidance requires recipients of federal funding to take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are (LEP), to facilitate engagement by LEP groups in recipients’ public participation efforts, to establish complaint procedures, and to develop Language Assistance Plans.

California Government Code § 11135 prohibits discrimination by agencies that receive state funds and requires them to provide equal access without regard to race, color, national origin or ethnic group and the Bilingual Services Act, Ca. Gov. Code §7290 et seq., requires that every local public agency provide language access services to persons who are LEP.

City of Oakland Ordinance No. 12324 and City of Oakland Municipal Code Chapter 2.30 establish equal access to City services and programs to promote meaningful participation of persons with limited English proficiency.

The City of Oakland (“City”) believes that the public safety, health, convenience, comfort, property, and general welfare will be furthered by the provisions of this Language Access Plan, which establishes standards and procedures with respect to access to City programs and activities by LEP Persons (defined below).

II. Purpose.

It is of paramount importance that all people accessing or engaging in City programs, including LEP/LES persons, have the opportunity to participate meaningfully in such City programs and activities.

This Language Access Plan establishes standards and procedures for promoting meaningful access to City programs and activities to persons, including LEP Persons. This Language Access Plan supplements, but does not supersede, Ordinance No. 12324, Municipal Code Chapter 2.30, or the requirements of the City’s Settlement Agreement in *Family Bridges et al. v. Lindheim*, Case No. RG 08049445 and *Echo, et al. v. City of Oakland, et al.*, Case No. RG 08409443, which provide additional obligations by the City to employ bilingual individuals in the languages of Threshold Language Groups for certain Public Contact Positions in Tier 1 and Tier 2 Departments and Super PCP Departments, as defined by the Equal Access Office, and which

provide for translation of specified Vital Documents, recorded telephonic messages, and access complaint procedures in Threshold Languages.

This Language Access Plan provides for language access services to be provided as needed for language groups in addition to those determined to be Threshold Language Groups or Substantial Number of Limited-English-Speaking Persons Groups. This Language Access Plan also updates the definition of Vital Document to include a broader range of documents.

III. Definitions.

- (a) “LEP Language Group” means at least 1,000 limited English speaking residents of the City who speak a shared language other than English. The City will base its determination of whether at least 1,000 LEP Persons speak a shared language other than English by referring to the most recent U.S. Census data or other reliable data. The City Administrator will annually issue guidance identifying the LEP Language Groups.
- (b) “Threshold Language Group” (also known as “Substantial Number of Limited-English-Speaking Persons Group”) means a group of at least 10,000 LEP residents of the City who speak a shared language other than English. The City Administrator will annually issue guidance identifying the Threshold LEP Language Groups.
- (c) “Limited English Proficient Person” (“LEP Person”) means an individual who does not speak English as his or her primary language and has a limited ability to read, speak, write, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.
- (d) “Language Access Services” include interpretation of oral communications and translation of written communications by Bilingual Employees (defined in Ordinance 12324), Qualified Interpreters (defined below), and Qualified Translators (defined below); telephone, internet or video interpretation; and translated materials, as appropriate to, and effective for, the information being communicated and the context of the communication. Which type of Language Access Service to offer in a particular situation will depend on:
 - (1) The number and proportion of LEP Persons served or encountered in the service area;
 - (2) The frequency with which LEP Persons come into contact with the City’s programs and activities;
 - (3) The nature and importance of the program or activity provided by the City; and
 - (4) The resources available and costs to the City.

The City Administrator or her designee will make the final decision as to what type of Language Access Service is required.

- (e) “City Department” means a department or agency of the City of Oakland.

- (f) “Qualified Interpreter” or “Qualified Translator” is a person employed or hired by the City (whether paid or unpaid) to provide interpretation or translation of communication to and from English and another language in a manner that preserves the intent and meaning of the original message, and who meets the qualifications for proficiency and competency established by the City. Qualified Interpreters and Qualified Translators must be impartial and able to communicate using any necessary specialized vocabulary. A Qualified Interpreter or Qualified Translator may be a qualified bilingual employee pursuant to Municipal Code Chapter 2.30. Translators of Vital Documents into Threshold Languages must be certified.
- (g) “Bilingual” or “Multilingual” employees are City employees who are proficient in the English language and a language other than English that is spoken by not less than 10,000 Limited English Speaking persons who are Oakland residents, as specified in Ordinance 12324.
- (h) “Vital Document” means written information, regardless of format (e.g., print, electronic, and audio recording) that contains information that is critical for obtaining City services and/or benefits, or is required by law. A document is a Vital Document if it affects access to, retention in, or termination or exclusion from a City Department’s programs or activities. Vital Documents include: (1) applications, consent forms, intake forms or other forms to participate in a City program or activity; (2) written letters or notices pertaining to rights and the reduction, denial or termination of services or benefits or that require a response, including information about the right to appeal any City Department’s decision; (3) written tests that do not assess English language competency, but test competency for a particular license or skill for which knowledge of written English is not required; (4) notices advising LEP Persons of free language assistance; (5) materials explaining the City’s programs or activities; (6) complaint forms; and (7) any other written documents that have the potential for determining eligibility for, or access to, services from, or participating in, a program or activity of the City Department.

IV. Meaningful Participation in City Programs, Activities, and Planning Processes.

- (a) Using Qualified Bilingual Employees, Qualified Interpreters, Qualified Translators; telephone, internet or video interpretation; and translated materials, the City shall provide meaningful access to information and services related to City programs and activities to members of the public who are LEP Persons. Language Access Services shall be offered timely and at no cost to LEP Persons.
- (b) The City will not rely on family members or companions of LEP Persons to provide Language Access Services unless the LEP Person so desires, after being informed of the availability of free Language Access Services, or in exigent circumstances that are not foreseeable and in which qualified Language Access Services cannot be timely arranged. The City will not rely on family members or companions of LEP Persons to provide Language Access Services if use of such individuals is inappropriate under the circumstances, including where issues of confidentiality, objectivity, privacy, or conflict of interest may arise.

- (c) This Language Access Plan shall be interpreted and applied so as to be consistent with Title VI of the Civil Rights Act of 1964, California Government Code § 11135, the Bilingual Services Act, the United States Environmental Protection Agency's LEP Guidance found at 69 FR 35602 (June 25, 2004), the United States Department of Transportation LEP Guidance found at 70 FR 239 (December 14, 2005), the Department of Justice's guidance documents, and any article of the Charter of the City of Oakland, and so as not to impede or impair the City's obligations to comply with any court order, consent decree, or agreement with a federal agency having jurisdiction over these matters.

V. Interpretation of Oral Communications.

- (a) Pursuant to Ordinance 12324 and Municipal Code Chapter 2.30, the City shall hire a sufficient number of Bilingual Employees in Public Contact Positions and/or contract with qualified vendors to timely and adequately serve members of the Threshold LEP Language Groups interacting with the City.
- (b) The City shall establish contracts with Qualified Interpreters and telephone, internet or video interpretation services sufficient to ensure:
- (1) all oral communications are available timely on request for members of Threshold LEP Language Groups, through Bilingual Employees and/or Qualified Interpreters;
 - (2) interpretation of oral communications in languages spoken by members of LEP Language Groups is provided as timely as reasonably possible; and
 - (3) for (A) languages not included within an LEP Language Group or Threshold LEP Language Group, (B) oral communications with members of LEP Language Groups or Threshold LEP Language Groups where sufficient notice is not provided, (C) telephone communications, or (D) in exigent circumstances, meaningful access to an identified LEP Person in his or her preferred language is provided in as timely and appropriate a manner as reasonably possible through Qualified Bilingual Employees, Qualified Interpreters, or telephone, internet or video interpretation.
- (c) Oral interpretation of any public meeting or hearing held by a City Commission or Department shall be provided for Threshold LEP Language Groups if requested at least 48 hours in advance of the meeting or hearing in question.
- (d) City Departments shall maintain telephonic messages in each Threshold LEP language. The message shall contain basic information about the Department's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance.

VI. Translation of Materials.

- (a) The City shall arrange for translation of written materials, regardless of format (e.g., print, electronic mail, online), by Qualified Translators sufficient to ensure timely translation of materials into languages spoken by Threshold LEP Language Groups and into LEP Language Groups upon request.
- (b) The City shall establish a system to:
 - (1) Identify existing Vital Documents published by the City;
 - (2) Determine whether each new document planned to be published by the City is a Vital Document;
 - (3) Translate Vital Documents into the languages of Threshold LEP Language Groups so that they are available timely upon publication of the documents in English, except that public meeting notices, agendas, or minutes will be translated upon advance request;
 - (4) Translate Vital Documents into the languages of LEP Language Groups upon request; and
 - (5) For languages not included within a Threshold LEP Language Group or LEP Language Group, for Vital Documents to be provided to members of LEP Language Groups where sufficient advance notice is not provided, or in exigent circumstances, translate Vital Documents in as timely and appropriate a manner as possible through translation and/or sight translation.
- (c) The City Title VI Compliance Coordinator and Equal Access Office shall develop systems, contracts, and standards for providing Language Access Services to ensure meaningful access for Threshold LEP Language Groups, LEP Language Groups, and other LEP individuals.

The City shall ensure that translations are made by Qualified Translators and that translated materials are accurate and appropriate for the target audience. The City will solicit feedback on the accuracy and appropriateness of translations from bilingual staff and community groups who engage in City programs or activities.

VII. City Department and Staff Responsibilities

- (a) City Departments shall inform LEP customers of the availability of language access services, free of charge, by providing written notice in the languages of the Threshold LEP Language Groups and LEP Language Groups conspicuously in areas of their facilities and on their websites. The notices shall be posted prominently and shall be readily visible to the public.
- (b) Departments shall have “I Speak” cards in at least the languages of all LEP Language Groups available to assist LEP individuals in identifying their language access needs at all locations where City residents are expected to interact with the Department on a regular basis. Departments shall also have pre-printed statements in all LEP Language Group languages to inform LEP customers that the staff member is arranging language access services.

- (c) Department staff must identify LEP customers, identify the preferred language of LEP customers, inform LEP customers of their right to free language access services, contact the Equal Access Office, and arrange and provide effective language access services to all LEP customers, as early as possible during initial contact.
- (d) Departments must periodically arrange training of all staff on Title VI of the Civil Rights Act, the City Language Access Plan, and Department and Staff responsibilities for identifying, documenting, and implementing language access services.
- (e) Departments must provide all staff annually updated lists and contact information for available language access resources, and provide any additional training or resources necessary for staff to perform their language access-related duties.
- (f) City Departments shall collect, review, and share data with the City Equal Access Office annually to determine the appropriate mix of Language Access Services to provide LEP Persons meaningful access to the City's programs and activities.
- (g) LEP Language Groups shall be included in Departments' overall public engagement strategies, including by (1) scheduling meetings at times and locations that are convenient and accessible for LEP communities; (2) using different meeting sizes and formats; (3) coordinating with community and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach LEP communities; and (4) using advertisements placed through radio, television, newspaper, online, and other forums that serve or reach LEP populations.

VIII. Complaint Procedures.

Complaints alleging violations of this Language Access Plan shall be handled as provided in the City's Discrimination Complaint and Compliance Review/Grievance Procedure.