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# CITY OF OAKLAND

## AGENDA REPORT

TO: Office of the City Administrator  
ATTN: Dan Lindheim  
FROM: Office of the City Administrator – Equal Access Division  
DATE: December 16, 2008

RE: **Status Report on the Implementation of the Equal Access to Services Ordinance and Recommendations for Improving Language Access to City Services for Oakland's Limited English Speaking Population for the Period July 1, 2007 Through June 30, 2008**

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### SUMMARY

This report provides the City Council with the annual compliance report for implementation of the Equal Access to Services Ordinance (Ordinance No. 12324 C.M.S.) for the period July 1, 2007 through June 30, 2008.

### FISCAL IMPACT

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

### BACKGROUND

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

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

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

## KEY ISSUES AND IMPACTS

All City Agencies completed a compliance report for FY2007-08 and submitted it to the Equal Access Office. In addition, the Equal Access Office Director and a representative from the City Administrator's Office met with each Agency Director, key Agency staff and each Agency's

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language access coordinator to discuss Agency compliance in detail, review every budgeted position in the Agency to determine PCP and bilingual status and to make updates to the list of translated materials and multilingual phone lines for the Agency. The results of these compliance efforts are presented in the tables below.

*Number and Languages of the Limited English Speaking Group*

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

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

The Ordinance defines a PCP as “a position, whether of a clerical, service, professional or sworn nature, that emphasizes greeting, meeting, contact, or provision of information and/or services to the public in the performance of the duties of that position.” In each of the meetings with the City Agency Directors and the language access staff, every funded position in the Agency was discussed in detail to determine whether or not it is a PCP based on the definition provided in the Ordinance. Going forward, this process will be completed every March to ensure accurate information is presented in each annual compliance report in June.

The tables below show every position budgeted in FY2007-08 in the City that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public.

**City Administrator's Office & Divisions**

<b>Job Title (Classification)</b>	<b>FTE</b>	<b>Function</b>
Admin Asst to City Administrator	1.5	CAO Admin front desk reception
Admin Analyst II & Exec Assistant	2.0	CPRB front desk reception
Admin Asst II	1.0	EOPD front desk reception
Asst to the City Administrator	1.0	Measure Y Oversight Committee
Asst to the City Administrator	1.0	Nuisance Abatement
Asst to the City Administrator	1.0	Equal Access Director
City Administrator Analyst	1.0	Equal Access staff

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Complaint Investigator II & III	3.0	CPRB complaint investigation
Exec Asst to City Administrator	1.0	City Administrator's reception desk
Program Analyst I & III	2.0	NSD City-County Neighborhood Initiative
Program Analyst I & II	2.0	Marketing, Public Art & Cultural Funding

**City Attorney's Office**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>
Claims Investigator II & III	3.0	Investigation of claims with includes responding to a variety of questions from claimants either by phone or walk-in.
Deputy City Attorney II	3.0	Misdemeanor Prosecution Attorneys meet with community members, business leaders to support efforts to criminally prosecute misdemeanors and infractions. Also, interacts with defendants in these actions.
Exec Asst to City Attorney	1.0	City Attorney's reception desk and liaison to community for John Russo
Exempt Limited Duration Employee	3.0	Neighborhood Law Corps Attorneys meets with community members and business leaders to support civil actions filed that address quality of life issues facing the City of Oakland. Also, interacts with defendants in these actions.
Legal Communications Officer	1.0	City Attorney's PIO
Agency Administrative Manager	1.0	Neighborhood Law Corp Program Manager (see above)
Public Service Representative	3.0	City Attorney's reception desk
Receptionist to the City Attorney	1.0	City Attorney's Office reception desk

**City Clerk's Office**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>
Public Service Rep.	2.0	Front desk reception areas

**City Council Office**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>
City Council Admin Asst	4.5	Council District & front desk reception
City Councilmember's Asst	12.0	Council District constituent affairs
Council Member	8.0	Council Member
Exec Asst to the City Council	1.0	Front desk reception

**Community & Economic Development Agency**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>
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Account Clerk II	2.0	Provides customer services and performs cashiering functions
Administrative Analyst I and II	2.0	Provides customer services and participates in public information projects.
Administrative Asst I and II	20.0	Receives and screens visitors and telephone calls. Provides information and refers callers to appropriate persons. Responds to customer service inquiries.
Community Dev Prgm Coordinator	3.0	Assists with the management and coordination of Community Development Block Grant funded activities; provides technical assistance to CD Boards at the monthly meetings; completes monitoring site visits on contracted project; examines supporting documents submitted with payment requests to establish proper authorization and conformance with agreements, contracts and grant regulations.
Construction Inspector Sup (Field & Office)	4.0	Performs inspection of major public works construction projects and associated tasks. Responds to and resolves complaints from the public relating to assigned projects.
Employment Services Supervisor	1.0	Provides Enterprise Zone Program information to Businesses and the general public.
Engineer, Assistant II (Office)	6.0	Interprets codes and regulations in the performance of plan check activities. Investigates routine complaints regarding existing conditions of buildings and public works facilities.
Engineer, Civil (Office)	9.0	Plans and design streets, storm, sewer and other public works facilities. Reviews and approves subdivision and land development proposals for compliance with engineering standards.
Engineer, Civil Supv (Office)	1.0	Plans, assigns, and supervises the Civil Engineers in designing streets, storm, sewer, and other public works facilities.
Engineer, Transportation (TSD)	3.0	Responds to citizens' complaints about traffic safety.
Engineer, Transportation Supv (TSD)	1.0	Represents the Transportation Services Division in public meetings.
Engineering Intern, PT	0.5	Assists in monitoring contractor's work in the filed for compliance with the project plans and specifications.

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Engineering Technician II (Office) (2FTEs/TSD)	4.0	Responds to citizens' complaints about traffic safety.
Hearing Officer	2.0	Plans, organizes and conducts arbitration hearings and renders written decisions regarding tenant and landlord petitions; conducts mediation sessions and prepares written mediation agreements.
Home Management Counselor III	1.0	Monitors defaults and delinquencies in mortgage payments; provides counseling to home owners, landlords, and tenants.
Housing Development Coordinator III & IV	7.0	(III) Coordinates the development and implementation of housing development and emergency housing projects and programs. (IV) Organizes, facilitates and supervises City participation in major housing development, emergency housing, and financing programs and projects.
Loan Servicing Administrator	1.0	Develops and maintains loan accounting and servicing systems, prepares and presents a broad range of informative accounting and loan portfolio management reports for loans.
Loan Servicing Specialist	2.0	Provides loan servicing services on residential and rental property mortgages and home repair loans held by the City of Oakland.
Manager, Zoning	1.0	Supervises project planners
Monitoring & Evaluation Supervisor	1.0	Coordinates, monitors, and evaluates Community Development Block Grant and redevelopment programs. Develops and implements monitoring and evaluation systems to ensure contract compliance on housing projects.
Mortgage Advisor	2.0	Processes and approves housing rehabilitation loans; reviews legislation of new programs. Assembles loan packages for submission to lenders; interprets federal housing laws for the public; writes applications for rehabilitation programs.
Mortgage Loan Supervisor	1.0	Processes and approves housing rehabilitation loans; reviews legislation of new programs. Processes and approves housing rehabilitation loans; reviews legislation of new programs.
Office Assistant II	7.0	Front desk reception; sets appointments and

		answers telephones
Permit Technician II	2.0	Primary public contact at building counter.
Planner I, II, III and IV	32.0	Daily public contact in reviewing development projects.
Principal Inspection.Supv	4.0	First line supervision of building inspectors.
Process Coordinator II & III	5.0	Daily public contact in helping projects get built
Program Analyst II	2.0	Manages Rent Adjustment cases. Writes administrative decisions in Rent Adjustment cases. Answers public inquiries in person and by phone. Processes applications to remove units from rental housing market. Drafts program forms.
Public Service Representative & PPT	14.0	Front desk reception; answers telephones
Rehabilitation Advisor III	4.0	Inspects buildings offered for rehabilitation; prepares a list of deficiencies; assist home owners in the planning for rehabilitation and provide assistance in the planning stage; selection of contractor, and construction phase.
Rehabilitation Paint Technician	1.0	Provides technical support for the paint program; inspects residential properties, analyzes needs, determines amount of material and supplies required; advises homeowners and conducts training classes.
Specialty Combination Inspector Senior	6.0	Provides supervision to the Specialty Combo Inspector.
Specialty Combination Inspector	48.0	Reviews plans, issues permits, and makes field inspections on new and existing residential buildings and on minor commercial buildings.

**Contracting & Purchasing**

<b>Job Title (Classification)</b>	<b>FTE</b>	<b>Function</b>
Administrative Asst II	1.0	Front desk reception
Contract Compliance Field Tech	2.0	Project site visits and interviews workers
Contract Compliance Office Asst	1.0	Supports efforts to conduct site visits and interview when investigating non-compliance in prevailing wage and living wage
Contract Compliance Officer & Sr.	4.0	Conduct interviews when investigating non-compliance in prevailing wage and living wage
Employment Services Supervisor	1.0	Works with Oakland residents employed on construction jobs or seeking employment

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		opportunities and pre-apprenticeship training.
Job Developer	1.0	Works with businesses and potential workers
Office Asst II	1.0	Works with vendors to complete applications
Urban Economic Analyst IV, Projects	1.0	Prompt Payment requires work with businesses

**Finance & Management Agency**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>
Collections Officer	7.0	Pursue collection of City receivables, i.e. outstanding fees owed, unpaid balances, etc.
Office Asst II	1.0	Provides customer service to Parking Citation Center customers.
Public Service Representative	18.0	Provides customer service to prospective employees or Parking Citation Center customers.
Receptionist	2.0	Front desk reception for Business License Tax and Revenue Collections
Revenue Asst	13.0	Provides tax information to City residents and businesses who are obligated to pay City taxes.
Tax Auditor II	7.0	Performs field audits to determine liability for business licenses and other taxes.
Tax Enforcement Officer II	13.0	Collects taxes and fees owed to the City; provides taxpayer assistance; and conducts compliance investigations.
Tax Representative II	8.0	Collects taxes and fees owed to the City; provides taxpayer assistance; and conducts compliance investigations.

**Fire Department**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>
Admin Analyst I	1.0	Front desk reception (this position has been eliminated)
Admin Asst I and II	6.0	Communicate with walk-in "customers", who seek for services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.
Captain of Fire Dept.	55.0	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Emergency Planning Coordinator & Sr.	6.0	Provide emergency training and planning within the city and to the public (e.g., Citizens of Oakland Response to Emergency – CORE)

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Engineer of Fire Dept.	83.0	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Exec Asst to Agency Director	1.0	Respond to phone calls, walk-in "customers" regarding fire services and fire department administration, public relations, etc.
Fire Communications Dispatcher & Sr.	22.0	Answer all 9-1-1 calls regarding the emergency service from the public
Fire Communications Supervisor	1.0	Answer all 9-1-1 calls regarding the emergency service from the public
Fire Fighter	186.0	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Fire Fighter Paramedic	93.0	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Fire Investigator	3.0	Provide investigation in identifying the cause of fire; they may have to interview witnesses
Assistant Fire Marshall	1.0	Provide investigation in identifying the cause of fire; they may have to interview witnesses; occasionally discuss issues about Fire Codes with the citizens
Fire Prevention Bureau Inspector	8.0	Inspect buildings per the Fire Code; work with building owners/tenants to resolve complications
Fire Protection Engineer	2.0	Review and approve fire plans and discuss with the customers regarding the plan
Fire Safety Education Coordinator	2.0	Provide planning and training to the public, especially to the school age children; they conduct fire prevention activities and education
Fire Suppression District Inspector	6.0	Inspect properties and mitigation non-compliance vegetation problems
Hazardous Materials Inspector II and Sr.	3.0	Inspect businesses and mitigate haz mat non-compliance problems
Lieutenant of Fire Dept.	67.0	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Management Assistant	1.0	Communicate with walk-in "customers", who seek for services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.
Management Intern	1.0	Mainly providing CORE services to the public

		and outreach for public education
Manager, Emergency Services	1.0	Planning for emergency service, manage and direct Emergency Operating Center (EOC) activities during the major disasters
Office Asst II	3.0	Mainly in-take phone calls from the public regarding fire services

**Human Services**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>
Admin Asst I	3.0	Senior Center reception staff
Case Manager I and II	11.0	Linkages and Multipurpose Senior Services staff – serves Oakland clients to live independently
Early Childhood Instructor	60.8	Head Start Instructors
Family Advocate	11.7	Head Start advocates for Head Start families
Food Program Monitor	5.0	Year round lunch program staff provide free lunch to children and youth
Headstart Program Coordinator	8.0	Supervises Headstart Center Directors and oversees interaction with Head Start families
Info & Referral Specialist	.53	Provides information and referral via Telephone and walk-in to the public
Nurse Case Manager	3.0	Multipurpose Senior Services staff – serves Oakland clients to live independently
Office Asst I & II	1.6	Admin reception & Senior Center staff
Outreach Worker	1.07	Provides information and referral via Telephone and walk-in to the public
Senior Aide	1.59	Admin reception or assigned job training in private business/CBOs
Senior Center Director	4.0	Interacts with Senior Center members to ensure comprehensive programs for Seniors
Senior Services Prgm Asst	1.0	Provides support to the Senior Aide Employment program and its participants
Senior Services Supervisor	2.0	Coordinates volunteers and works with Senior Aides
Temp Contract Services Employee, PT	9.0	Safe Walk to School monitors ensure children's safe travels to and from school.

**Library**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>
Chief Curator of History	1.0	AAMLO Curator; Plans, organizes, manages and directs the work of the Oakland Public Library's Historical Archives and reference collections;

		manages the Museum's history collection; Participates in developing and implementing all aspects of history exhibitions, programs and publications; Coordinates special projects;
Deputy Director, Housing	1.0	Provides information and services to general public on behalf of Library Director
Associate Director, Library	1.0	Provides support to, acts on behalf of the Library Director. Provides direction re policies, operations, facilities and system-wide issues.
Director of Library Services	1.0	Library Director
Executive Asst	1.0	Frontline reception and assistance to Director
Librarian I & II, including PT and PPT	59.54	Librarians at Main, Branches and Technical Services. Performs specialized and general reference, readers advisory, materials selection, program planning, and cataloging;
Administrative Librarian	1.0	Plans, organizes, directs, and reviews the operations and activities of a division in the Department of Library Services; Develops new programs and concepts; to interact with library patrons and the public;
Senior Librarian & PT	8.38	Performs specialized reference, readers' advisory, library needs assessment, coordination of material selection; and to perform as working supervisor to professional, paraprofessional and clerical staff.
Supervising Librarian & PPT	5.8	Directs the operations of the Main Library, Branch libraries, Technical Services, and special services; trains, and supervises library staff; maintains close liaison with the public; researches problems and make recommendations; implements new library procedures.
Library Aide & PT & PPT	52.09	Performs a wide variety of general library and clerical tasks in support of library operations and services. Provides directional assistance and circulation assistance to patrons.
Library Assistant & PPT	37.9	Performs a variety of library duties including assisting in the operation of a branch library or specialized program or service within a library department. Provides directional assistance, general reference assistance, and circulation assistance to patrons.

Senior Library Assistant	7.0	Implements library programs and directs paraprofessionals and other support staff; Assists in the operation of a branch library or library department or be in charge of the daily operations of a library unit. Provides directional assistance, general reference assistance, and circulation assistance to patrons.
Literacy Asst & PT	1.5	Performs a variety of duties in the library's literacy programs for adult students and children; teaches students and volunteers; and provides support in the training and directing of volunteer tutors;
Senior Literacy Asst	2.0	Assists in the daily operation of the Library's literacy program; performs a variety of duties in the library's literacy programs for adult students and children; teaches students and volunteers; and provides support in the training and directing of volunteer tutors;
Management Asst	1.0	Provides employment assistance and direction to the general public
Museum Collections Coordinator	1.0	Provides collection management and archival processing for the African American Museum & Library; coordinates collection management functions, including curatorial, registration and conservation; responsible for special projects
Museum Guard, PT	4.0	Provides assistance toward ensuring that the Library is a safe and accommodating place for the public and staff. Guards are not expected to do this alone. Instead they are expected to work cooperatively with all library staff to maintain the security of the building and the safety of those using it.
Museum Project Coordinator	1.0	Plans, produces and evaluates a variety of special projects including program development, contract administration and budget development and administration;
Program Analyst I, PT	.20	Assists in program planning, research, analysis and development; drafts grant proposals and reports; assists in the implementation of programs; provides assistance to community organizations, district boards and citizen advisory

		bodies;
Student Trainee, PT	1.1	Supports the education and physical enrichment of the after-school students. This includes assistance with arts and crafts, interactive games, computer programming, physical activities and distribution of snacks.

**Mayor**

<b>Job Title (Classification)</b>	<b>FTE</b>	<b>Function</b>
Admin Asst to the Mayor	2.0	Provide information and services to general public
Deputy Director, Prg Planning & Dev	4.0	Provide information and services to general public
Mayor	1.0	Provide information and services to general public
Mayor's PSE 14	12.0	Provide information and services to general public
Mayor's PSE 51	2.0	Provide information and services to general public
Project Manager III	2.0	Provide information and services to general public

**Museum**

<b>Job Title (Classification)</b>	<b>FTE</b>	<b>Function</b>
Museum Docent Coordinator	1.0	Direct docent programs and provide exhibition/tour information to school groups and public.
Museum Guard & PPT	11.98	Provide the full range of duties to secure the safety of the Museum building, collections, and public visitors. Provide information to visitors, respond to questions and inquiries.
Museum Security Guard IV	1.0	Supervises Museum Guards who provide protection to staff, visitors and the museum collections and secure the building and grounds; respond to inquiries or concerns from the public.

**Parks and Recreation**

<b>Job Title (Classification)</b>	<b>FTE</b>	<b>Function</b>
Admin Asst I	2.0	Front Desk Receptionist
Aquatics Program Coordinator	1.0	Works with the public while coordinating

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		recreational aquatic programs and events.
Asst to the Director	1.0	Works with the public in the course of managing recreation administrative operations.
Cultural Arts Specialist	1.0	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Data Entry Operator & Sr.	2.0	Troubleshoots customer online registration issues.
Director of Rec Services	1.0	Works with the public in the course of managing recreation administrative operations.
Executive Asst	1.0	Communicates with public seeking information from the Director's Unit.
Facility Security Asst, PPT	1.98	Works at enterprise facilities to assist customers hosting events, ensuring facility and participants remain safe.
Gardener Crew Leader	1.0	Site visits to ball fields. Communicates with field users regarding setup, conditions and scheduling.
Lifeguard, PT	32.58	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Manager, Rec Services	1.0	Works with the public in the course of managing recreation administrative operations.
Marine & Aquatics Pgrm Supervisor	1.0	Works with the public in the course of supervising marine and aquatic program sites, staff and operations.
Naturalist, Supervising	1.0	Works with the public in the course of supervising naturalist programs, staff and operations.
Office Asst II	1.0	Front desk receptionist and program registration contact.
Office Manager	1.0	Provides public with enterprise facility rental information via, phone, email and in person.
Park Attendant, PT & PPT	8.10	Supports recreation activities at facilities and parks. Informs public of operational hours, use rule and regulations.
Payroll Personnel Clerk II & III	2.0	Assists job applicants with screening and hiring process.
Pool Manager, PT	3.83	Frontline customer service interaction in the field at recreation sites while providing programs and services.

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Program Analyst II & PT & PPT	0.68	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.
Public Service Employee 51		Classification deleted from Departments use.
Public Service Rep & PPT	4.0	Provides public with enterprise facility rental information via, phone, email and in person.
Rec Aide, PT	17.72	Frontline customer service interaction in the field at recreation sites while assisting to provide programs and services.
Rec Attendant I & II, PT	11.98	Frontline customer service interaction in the field at recreation sites and parks while supporting program activities. Provides the public with operational hours, program information and collects fees.
Rec Center Director	4.5	Frontline customer service interaction in the field at recreation sites while developing and overseeing multiple site programs and services provided to the public.
Rec General Supervisor	2.0	Works with the public in the course of supervising recreation program sites, staff and operations.
Rec Leader I & II, PT	132.92	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Rec Program Director	13.0	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.
Rec Specialist I & II, PT	25.78	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Rec Supervisor	13.0	Works with the public in the course of supervising recreation sites, staff and operations.
Special Events Coordinator	1.0	Interacts with vendor, professional service providers and media to coordinate and promote recreation events.
Sports Official, PT	4.68	Frontline customer service interaction in the field at recreation sites while providing programs and services
Stagehand, PT	0.72	Interviews artists and coordinates production with service vendors.

Student Trainee, PT	1.98	Frontline customer service interaction in the field at recreation sites while assisting to provide programs and services.
Temp. Contract Svcs. Employee, PT	7.52	Frontline customer service interaction in the field at recreation sites while providing programs and services to the public.
Temp. Rec Aide, PT	4.14	Frontline customer service interaction in the field at recreation sites while assisting to provide programs and services.
Temp Rec Spec II, Sr, PT	0.04	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Temp Rec Leader I & II, PT	11.68	Frontline customer service interaction in the field at recreation sites while providing programs and services
Temp Rec Spec I, Sr, PT	1.23	Frontline customer service interaction in the field at recreation sites while providing programs and services
Water Safety Instructor, PT	7.37	Frontline customer service interaction in the field at recreation sites while providing programs and services
Youth Sports Program Coordinator	2.0	Works with the public while coordinating recreational sporting programs and events.
Zoo Keeper	1.0	Works with the public in the course of managing zoo operations.

**Police Department**

<b>Job Title (Classification)</b>	<b>FTE</b>	<b>Function</b>
Admin Analyst II	4.0	Respond to citizen requests for crime statistics
Admin Asst I	4.0	Front desk reception and phone responsibilities
Admin Services Manager II	2.0	Crime report inquiries, Public Records requests, sex and drug offender registration inquiries.
Animal Care Attendant, PT	6.0	Place animals with citizens' through adoption program.
Animal Control Officer	14.0	Responds to citizens' calls for service.
Animal Control Supervisor	1.0	Responds to customer service issues, caller complaints
Captain of Police	9.0	Attends community service meetings, handles egregious service issues, emergency response
Crossing Guard, PT & PPT	29.13	Assists public across streets.

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Director of Animal Services	1.0	Responds to public records requests, service issues, and requests for information.
Exec Asst to Agency Director	1.0	Front desk reception and phone responsibilities for the Chief's Office.
Facility Manager	1.0	Interfaces with vendors and contractors.
Lieutenant of Police	25.0	Attends community service meetings, handles escalated calls for service, point of contact for community leaders.
Management Asst	1.0	Responds to public inquiry regarding annual report, police interaction with City Council
Neighborhood Services Coordinator	15.0	Coordinates and attends community meetings, provides public with information, recruits civilian volunteers
Police Communications Dispatcher	76.0	Manage all emergency calls from public
Police Evidence Technician	14.0	Interacts with citizens at crime scenes.
Police Officer	609.0	Respond to civilian calls for police service, maintain peace in City of Oakland
Police Personnel Oper Specialist	1.0	Interacts with potential Police Officer Trainee candidates. Handles requests from outside agencies pertaining to backgrounds.
Police Property Specialist	8.0	Return seized property to members of public when appropriate.
Police Property Supervisor	1.0	Handles any problems or discrepancies from citizens regarding property.
Police Records Specialist	58.0	Counter and phone services in response to request for Crime Reports
Police Services Tech II	51.0	Take police reports from citizens.
Program Analyst III	2.0	Works with community to coordinate citizen cooperation with policing.
Ranger	8.0	Responds to all park related service calls from public.
Sergeant of Police	129.0	Respond to police calls, take reports, handle service complaints.
Veterinarian	1.0	Responds to animal emergencies from the public.
Veterinary Technician	2.0	Assists in responding to animal emergencies from the public
Volunteer Program Specialist II	1.0	Supervises and responds to citizen inquiries,

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		questions, complaints associated with the Animal Shelter.
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**Public Works**

<b>Job Title (Classification)</b>	<b>FTE</b>	<b>Function</b>
Admin Asst I	2.0	Two of four service call takers in the PWA Call Center (615-5566). Located at 7101 Edgewater Drive.
Clean City Specialist, Sr.	1.0	Coordinates and supports volunteer events for Keep Oakland Clean and Beautiful. Based from 750 – 50 <sup>th</sup> Avenue.
Clean Community Supervisor	1.0	Supervises illegal dumping reduction education and investigation. Supervises volunteer program for Keep Oakland Clean and Beautiful. Located at 750 – 50 <sup>th</sup> Avenue.
Environmental Services Intern	1.0	Responds and supports Recycling Hotline
Litter/Nuisance Enforcement Officer	6.0	Investigates illegal dumping incidents. Conducts community outreach to reduce incidents of illegal dumping. Based from 750 – 50 <sup>th</sup> Avenue.
Office Asst I & II	2.0	Two of four service call takers in the PWA Call Center (615-5566). Located at 7101 Edgewater Drive.
Public Service Representative	1.0	Public Works front desk reception (250 Frank H. Ogawa Plaza, 4 <sup>th</sup> Floor).

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

**City Administrator's Office & Divisions**

<b>Job Title (Classification)</b>	<b>FTE</b>	<b>Function</b>	<b>Location</b>	<b># Bilingual/ Language</b>
Admin Analyst II	1.0	CPRB front desk reception	City Hall, CPRB, 11 <sup>th</sup> floor	1.0/Cantonese & Mandarin
Asst to the City Administrator	1.0	Nuisance Abatement	City Hall, Nuisance Abatement, 11 <sup>th</sup> floor	1.0/Spanish
Asst to the City	1.0	Equal Access	City Hall, Equal	1.0/Cantonese

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Administrator		Director	Access, 9 <sup>th</sup> floor	& Mandarin
City Administrator Analyst	1.0	Equal Access staff	City Hall, Equal Access, 9 <sup>th</sup> floor	1.0/Spanish
Program Analyst I	1.0	Equal Access staff	City Hall, Equal Access, 9 <sup>th</sup> floor	1.0/Spanish

**City Attorney's Office**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>	<b><u>Location</u></b>	<b><u># Bilingual/ Language</u></b>
Claims Investigator III	1.0	Investigation of claims with includes responding to a variety of questions from claimants either by phone or walk-in.	City Hall, OCA, 6 <sup>th</sup> floor	1.0/Spanish
Deputy City Attorney II	3.0	Misdemeanor Prosecution Attorneys meet with community members, business leaders to support efforts to criminally prosecute misdemeanors and infractions. Also, interacts with defendants in these actions.	City Hall, OCA, 6 <sup>th</sup> floor	1.0/Spanish
Exempt Limited Duration Employee	3.0	Neighborhood Law Corps Attorneys meets with community members and business leaders to support civil actions filed that address quality of life issues facing the City of Oakland. Also, interacts with defendants in these actions.	City Hall, OCA, 6 <sup>th</sup> floor	1.0/Spanish
Legal Communications Officer	1.0	City Attorney's PIO	City Hall, OCA, 6 <sup>th</sup> floor	1.0/Spanish

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**City Clerk's Office**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>	<b><u>Location</u></b>	<b><u># Bilingual/ Language</u></b>
Public Service Rep.	2.0	Front desk reception areas	City Hall, 1 <sup>st</sup> and 2 <sup>nd</sup> floor	2.0/Spanish

**City Council Office**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>	<b><u>Location</u></b>	<b><u># Bilingual/ Language</u></b>
City Council Admin Asst	4.5	Council District & front desk reception	City Hall, 2 <sup>nd</sup> floor	.75/Spanish
City Councilmember's Asst	12.0	Council District constituent affairs	City Hall, 2 <sup>nd</sup> floor	1.0/Cantonese; 1.0/Mandarin; 2.0/Spanish
Council Member	8.0	Council Member	City Hall, 2 <sup>nd</sup> floor	2.0/Cantonese; 1.0/Spanish
Exec Asst to the City Council	1.0	Front desk reception	City Hall, 2 <sup>nd</sup> floor	1.0/Spanish

**Community & Economic Development Agency**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>	<b><u>Location</u></b>	<b><u># Bilingual/ Language</u></b>
Account Clerk II	2.0	Provides customer services and performs cashiering functions	Dalziel Bldg., 2 <sup>nd</sup> floor	1.0/Mandarin
Administrative Asst II	9.0	Receives and screens visitors and telephone calls. Provides information and refers callers to appropriate persons. Responds to customer service inquiries.	Dalziel Bldg., 4 <sup>th</sup> floor	1.0/Spanish
Construction Inspector Sr (Office)	3.0	Performs inspection of major public works construction projects and associated tasks. Responds to and resolves complaints from the public	Dalziel Bldg., 2 <sup>nd</sup> floor	1.0/Spanish

		relating to assigned projects.		
Employment Services Supervisor	1.0	Provides Enterprise Zone Program information to Businesses and the general public.	Dalziel Bldg., 3 <sup>rd</sup> floor	1.0/Spanish
Engineer, Assistant II (Office)	6.0	Interprets codes and regulations in the performance of plan check activities. Investigates routine complaints regarding existing conditions of buildings and public works facilities.	Dalziel Bldg., 2 <sup>nd</sup> floor	1.0/Cantonese
Engineer, Civil (Office)	9.0	Plans and design streets, storm, sewer and other public works facilities. Reviews and approves subdivision and land development proposals for compliance with engineering standards.	Dalziel Bldg., 2 <sup>nd</sup> floor	3.0/Cantonese; 1.0/Mandarin
Engineer, Civil Supv (Office)	1.0	Plans, assigns, and supervises the Civil Engineers in designing streets, storm, sewer, and other public works facilities.	Dalziel Bldg., 2 <sup>nd</sup> floor	1.0/Cantonese
Engineer, Transportation	3.0	Responds to citizens' complaints about traffic safety.	Dalziel Bldg., 4 <sup>th</sup> floor	1.0/Mandarin
Engineering Technician II (Office)	4.0	Responds to citizens' complaints about traffic safety.	Dalziel Bldg., 2 <sup>nd</sup> floor	1.0/Spanish
Hearing Officer	2.0	Plans, organizes and conducts arbitration hearings and renders	Dalziel Bldg., 5 <sup>th</sup> floor	1.0/Cantonese

		written decisions regarding tenant and landlord petitions; conducts mediation sessions and prepares written mediation agreements.		
Home Management Counselor III	1.0	Monitors defaults and delinquencies in mortgage payments; provides counseling to home owners, landlords, and tenants.	Dalziel Bldg., 5 <sup>th</sup> floor	1.0/Spanish
Office Assistant II	7.0	Front desk reception; sets appointments and answers telephones	Dalziel Bldg., 2 <sup>nd</sup> floor	1.0/Cantonese
Planner I, II, III and IV	32.0	Daily public contact in reviewing development projects.	Dalziel Bldg., 2 <sup>nd</sup> & 3 <sup>rd</sup> floor	6.0/Spanish
Process Coordinator II & III	5.0	Daily public contact in helping projects get built	Dalziel Bldg., 2 <sup>nd</sup> floor	1.0/Spanish
Program Analyst II	2.0	Manages Rent Adjustment cases. Writes administrative decisions in Rent Adjustment cases. Answers public inquiries in person and by phone. Processes applications to remove units from rental housing market. Drafts program forms.	Dalziel Bldg., 5 <sup>th</sup> floor	1.0/Spanish
Public Service Representative & PPT	14.0	Front desk reception; answers telephones	Dalziel Bldg., 2 <sup>nd</sup> floor	1.0/Spanish
Specialty Combination Inspector Senior	6.0	Provides supervision to the Specialty Combo Inspector.	Dalziel Bldg., 2 <sup>nd</sup> floor	1.0/Spanish
Specialty Combination Inspector	48.0	Reviews plans, issues permits, and makes	Dalziel Bldg., 2 <sup>nd</sup> floor	8.0/Spanish

		field inspections on new and existing residential buildings and on minor commercial buildings.		
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**Contracting & Purchasing**

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Office Asst II	1.0	Works with vendors to complete applications	Dalziel Bldg., 3 <sup>rd</sup> floor	1.0/Spanish

**Finance & Management Agency**

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>		
Public Service Representative	18.0	Provides customer service to prospective employees or Parking Citation Center customers.	Wilson Bldg., 2 <sup>nd</sup> floor; Dalziel Bldg., 6 <sup>th</sup> floor	1.0/Cantonese; 5.0/Spanish
Revenue Asst	13.0	Provides tax information to City residents and businesses who are obligated to pay City taxes.	Wilson Bldg., 5 <sup>th</sup> floor	1.0/Spanish
Tax Auditor II	7.0	Performs field audits to determine liability for business licenses and other taxes.	Wilson Bldg., 5 <sup>th</sup> floor	1.0/Cantonese
Tax Representative II	8.0	Collects taxes and fees owed to the City; provides taxpayer assistance; and conducts compliance investigations.	Wilson Bldg., 5 <sup>th</sup> floor & Dalziel Bldg., 1 <sup>st</sup> floor	2.0/Cantonese; 1.0/Spanish

**Fire Department**

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Admin Asst I and II	6.0	Communicate with walk-	EMS, 47 Clay	1.0/Spanish

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		in "customers", who seek for services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.	Street	
Captain of Fire Dept.	55.0	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 18A	1.0/Spanish
Engineer of Fire Dept.	83.0	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 12B	1.0/Spanish
Fire Communications Dispatcher & Sr.	22.0	Answer all 9-1-1 calls regarding the emergency service from the public	OES	1.0/Spanish
Fire Fighter	186.0	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Batt 03A; Station 03A, 03B, 03C, 04A, 04B, 04C, 08A, 08C, 13A, 13C, 15A, 17A, 18A, 18B, 18C, 21A, 22B, 23B	2.0/Mandarin; 23.0/Spanish
Fire Fighter Paramedic	93.0	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 01A, 08C, 13A, 13B, 17A, 18A, 19A, 24B, 24C, 29A Batt 04A	2.0 Cantonese; 11.0 Spanish
Fire Prevention Bureau Inspector	8.0	Inspect buildings per the Fire Code; work with building owners/tenants to resolve complications	Dalziel Bldg., 3 <sup>rd</sup> floor	2.0/Spanish
Lieutenant of Fire Dept.	67.0	Provide emergency and rescue services to	Station 04C, 10B, 18A, 18C,	5.0/Spanish



		residents, community service, public education, vegetation management inspection, etc.	28B,	
Management Assistant	1.0	Communicate with walk-in "customers", who seek for services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.	Dalziel Bldg., 3 <sup>rd</sup> floor	1.0/Spanish
Management Intern	1.0	Mainly providing CORE services to the public and outreach for public education	OES, 1605 MLK Jr. Way	1.0/Cantonese
Manager, Emergency Services	1.0	Planning for emergency service, manage and direct Emergency Operating Center (EOC) activities during the major disasters	OES, 1605 MLK Jr. Way	1.0/Spanish

**Human Services**

<b><u>Job Title</u></b> <b><u>(Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>	<b><u>Location</u></b>	<b><u># Bilingual/</u></b> <b><u>Language</u></b>
Case Manager I and II	11.0	Linkages and Multipurpose Senior Services staff – serves Oakland clients to live independently	Wilson Bldg., 4 <sup>th</sup> floor	1.0/Cantonese
Early Childhood Instructor	60.8	Head Start Instructors	1010 E. 15 <sup>th</sup> St., 274 12 <sup>th</sup> St., 6818 Lion Way, 1050 7 <sup>th</sup> St., 1058 W. Grand Ave., 1266 26 <sup>th</sup> Ave., 1701 E. 19 <sup>th</sup> St., 2228 E. 15 <sup>th</sup> St., 2563 International	4.0/Cantonese; 6.0/Chinese; 18.0/Spanish

			Blvd., 2701 22 <sup>nd</sup> Ave., 4335 Virginia Ave., 7200 Bancroft Ave., 7701 Krause Ave., 8501 International Blvd., 9202 International Blvd., 9600 Edes Ave.	
Family Advocate	11.7	Head Start advocates for Head Start families	2228 E. 15 <sup>th</sup> St., 2701 22 <sup>nd</sup> Ave., 6818 Lion Way, 7200 Bancroft, 8501 International	4.4/Spanish
Nurse Case Manager	3.0	Multipurpose Senior Services staff – serves Oakland clients to live independently	Wilson Bldg., 4 <sup>th</sup> floor	1.0/Cantonese

**Library**

<b><u>Job Title</u></b> <b><u>(Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>	<b><u>Location</u></b>	<b><u># Bilingual/ Language</u></b>
Deputy Director, Housing	1.0	Provides information and services to general public on behalf of Library Director	Main	1.0/Spanish
Director of Library Services	1.0	Library Director	Main	1.0/Spanish
Executive Asst	1.0	Frontline reception for Director	Main	1.0/Spanish
Librarian I & II, including PT and PPT	59.54	Librarians at Main, Branches and Technical Services. Performs specialized and general reference, readers advisory, materials	Various, Asian Branch; Main; MLK Jr. Branch; W. Oakland Branch;	1.44/Cantonese; 1.04/Mandarin; 8.64/Spanish

		selection, program planning, and cataloging;	Temescal Branch; Latin American Branch; Melrose Branch	
Senior Librarian & PT	8.38	Performs specialized reference, readers' advisory, library needs assessment, coordination of material selection; and to perform as working supervisor to professional, paraprofessional and clerical staff.	Asian; Main	1.0/Mandarin; 1.0/Spanish
Supervising Librarian & PPT	5.8	Directs the operations of the Main Library, Branch libraries, Technical Services, and special services; trains, and supervises library staff; maintains close liaison with the public; researches problems and make recommendations; implements new library procedures.	Main	1.0/Mandarin; 1.0/Spanish
Library Aide & PT & PPT	52.09	Performs a wide variety of general library and clerical tasks in support of library operations and services. Provides directional assistance and circulation assistance to patrons.	Various; Asian Branch; Main; Melrose Branch; Latin American Branch; West Oakland Branch	1.08/Cantonese; 1.0/Mandarin; 4.36/Spanish
Library Assistant & PPT	37.9	Performs a variety of library duties including assisting in the operation of a branch library or specialized program or	Various; Main; Asian; Brookfield Village; Elmhurst	2.42/Cantonese; .10/Mandarin; 6.54/Spanish

		service within a library department. Provides directional assistance, general reference assistance, and circulation assistance to patrons.	Branch; Latin American Branch; Melrose Branch	
Senior Library Assistant	7.0	Implements library programs and directs paraprofessionals and other support staff; Assists in the operation of a branch library or library department or be in charge of the daily operations of a library unit. Provides directional assistance, general reference assistance, and circulation assistance to patrons.	Asian	1.0/Cantonese
Program Analyst I, PT	.20	Assists in program planning, research, analysis and development; drafts grant proposals and reports; assists in the implementation of programs; provides assistance to community organizations, district boards and citizen advisory bodies;	Main	.20/Spanish

**Mayor**

<b><u>Job Title</u></b> <b>(Classification)</b>	<b><u>FTE</u></b>	<b><u>Function</u></b>	<b><u>Location</u></b>	<b><u># Bilingual/ Language</u></b>
Admin Asst to the Mayor	2.0	Provide information and services to general public	OAC, 1 <sup>st</sup> floor, City Hall	1.0/Cantonese
Deputy Director, Prg Planning & Dev	4.0	Provide information and services to general public	3 <sup>rd</sup> floor, City Hall	1.0/Spanish

Mayor's PSE 14	12.0	Provide information and services to general public	OAC, 1 <sup>st</sup> floor, City Hall	2.0/Spanish
Mayor's PSE 51	2.0	Provide information and services to general public	3 <sup>rd</sup> floor, City Hall	1.0/Spanish
Project Manager III	2.0	Provide information and services to general public	3 <sup>rd</sup> floor, City Hall	1.0/Spanish

**Museum**

<b><u>Job Title</u></b> <b><u>(Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>	<b><u>Location</u></b>	<b><u># Bilingual/</u></b> <b><u>Language</u></b>
Museum Guard & PPT	11.98	Provide the full range of duties to secure the safety of the Museum building, collections, and public visitors. Provide information to visitors, respond to questions and inquiries.	1000 Oak St.	1.0/Spanish

**Parks and Recreation**

<b><u>Job Title</u></b> <b><u>(Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>	<b><u>Location</u></b>	<b><u># Bilingual/</u></b> <b><u>Language</u></b>
Admin Asst I	2.0	Front Desk Receptionist	Dalziel Bldg., 3 <sup>rd</sup> floor	1.0/Spanish
Lifeguard, PT	32.58	Frontline customer service interaction in the field at recreation sites while providing programs and services.	Live Oak; Temescal; Fremont; Dimond	1.29/Cantonese; 1.02/Spanish
Manager, Rec Services	1.0	Works with the public in the course of managing recreation administrative operations.	Aquatics, 568 Bellevue	.14/Spanish
Program Analyst II & PT & PPT	.68	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.	Discovery, 2521 High St.	.50/Spanish
Public Service Rep & PPT	4.0	Provides public with enterprise facility rental	Dalziel Bldg., 3 <sup>rd</sup> floor	1.0/Spanish

		information via, phone, email and in person.		
Rec Aide, PT	17.72	Frontline customer service interaction in the field at recreation sites while assisting to provide programs and services.	Carmen Flores Rec. Center	1.08/Spanish
Rec Attendant I & II, PT	11.98	Frontline customer service interaction in the field at recreation sites and parks while supporting program activities. Provides the public with operational hours, program information and collects fees.	Dimond Aquatics	3.31/Spanish
Rec Leader I & II, PT	132.92	Frontline customer service interaction in the field at recreation sites while providing programs and services.	Lincoln Rec Center; Rotary Nature Center; Boating; FM Smith Rec Center; San Antonio Rec Center; Franklin Rec. Center; Manzanita Rec Ctr., Carmen Flores Rec Ctr., 800 Willow St.	4.9/Cantonese; 3.44/Spanish.
Rec Program Director	13.0	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.	Carmen Flores, San Antonio, Allendale Rec Centers; Boating	4.0/Spanish
Rec Specialist I & II, PT	25.78	Frontline customer service interaction in the field at recreation sites while providing	Carmen Flores Rec Center	.48/Spanish

		programs and services.		
Rec Supervisor	13.0	Works with the public in the course of supervising recreation sites, staff and operations.	Lincoln Rec Center	1.0/Cantonese; 1.0/Spanish
Temp Rec Leader I & II, PT	11.68	Frontline customer service interaction in the field at recreation sites while providing programs and services	FM Smith Rec Center	.03/Cantonese
Water Safety Instructor, PT	7.37	Frontline customer service interaction in the field at recreation sites while providing programs and services	Dalziel Bldg., 3 <sup>rd</sup> floor; Live Oak; Dimond; Defremery; Temescal Aquatics	1.51/Cantonese; .36/Spanish

**Police Department**

<b><u>Job Title</u> <u>(Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>	<b><u>Location</u></b>	<b><u># Bilingual/ Language</u></b>
Admin Analyst II	4.0	Respond to citizen requests for crime statistics	Dalziel Bldg., Suite D	1.0/Cantonese
Admin Asst I	4.0	Front desk reception and phone responsibilities		1.0/Spanish
Animal Control Officer	14.0	Responds to citizens' calls for service.	Animal Shelter	1.0/Cantonese
Captain of Police	9.0	Attends community service meetings, handles egregious service issues, emergency response	Eastmont Substation	1.0/Cantonese; 1.0/Spanish
Lieutenant of Police	25.0	Attends community service meetings, handles escalated calls for service, point of contact for community leaders.	Field	1.0/Cantonese
Neighborhood Services Coordinator	15.0	Coordinates and attends community meetings,	Dalziel Bldg., 6 <sup>th</sup> floor	3.0/Spanish

		provides public with information, recruits civilian volunteers		
Police Communications Dispatcher	76.0	Manage all emergency calls from public	7101 Edgewater	5.0/Spanish
Police Officer	609.0	Respond to civilian calls for police service, maintain peace in City of Oakland	Field	6.0/Cantonese; 2.0/Mandarin; 46.0/Spanish
Police Records Specialist	58.0	Counter and phone services in response to request for Crime Reports	Police Administration Bldg., Field	3.0/Cantonese; 2.0/Spanish
Police Services Tech II	51.0	Take police reports from citizens.		1.0/Cantonese
Sergeant of Police	129.0	Respond to police calls, take reports, handle service complaints.	PAB; Field; Ranger Station	3.0/Cantonese; 4.0/Spanish

**Public Works**

<b><u>Job Title</u></b> <b><u>(Classification)</u></b>	<b><u>FTE</u></b>	<b><u>Function</u></b>	<b><u>Location</u></b>	<b><u># Bilingual/</u></b> <b><u>Language</u></b>
Clean Community Supervisor	1.0	Supervises illegal dumping reduction education and investigation. Supervises volunteer program for Keep Oakland Clean and Beautiful. Located at 750 – 50 <sup>th</sup> Avenue.	MSC, 750 50 <sup>th</sup> Ave.	1.0/Spanish



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

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

- CAO, Citizens Police Review Board – One Spanish-speaking and one Cantonese/Mandarin-speaking PCP needed
- Public Works Agency – One Spanish-speaking and one Cantonese/Mandarin-speaking PCP as Public Works Call Center operators; Bilingual PCPs needed in Volunteer coordination and Litter Enforcement Officer program
- Office of Parks and Recreation – One Cantonese/Mandarin-speaking PCP needed at Allendale and Manzanita Recreation Centers and one Spanish-speaking PCP at Ira Jinkins, Arroyo Viejo and Rainbow Recreation Centers.
- CEDA – Rent Board – Need Cantonese/Mandarin-speaking PCP; Planning and Zoning needs at least one or two Cantonese/Mandarin-speaking PCPs
- Department of Contracting and Purchasing – One Cantonese/Mandarin-speaking PCP
- Fire Department – Additional bilingual Fire Fighters needed
- Police Department – Additional bilingual Police Officers needed
- Finance & Management Agency – One Cantonese/Mandarin-speaking Public Service Representative in the Parking Assistance Center; one Spanish-speaking Tax Auditor II or Tax Representative II in the Revenue Audit unit; one Cantonese/Mandarin-speaking Collections Officer in the Revenue Collections unit; one Spanish-speaking Collections Officer in the Revenue Collections unit; one Cantonese/Mandarin-speaking Tax Enforcement Officer II or Revenue Assistant in the Citywide Liens unit

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

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

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

#### **City Administrator's Office & Divisions**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u># Bilingual/Language</u></b>
City Administrator Analyst	1.00	1.0/Spanish

#### **City Attorney's Office**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u># Bilingual/Language</u></b>
Deputy City Attorney II	3.00	1/0/Spanish
Exec. Asst to City Attorney	1.00	
Exempt Limited Duration Employee	2.00	

#### **City Council's Office**

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

#### **Community & Economic Development Agency**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u># Bilingual/Language</u></b>
Account Clerk II	2.00	1.0/Mandarin
Administrative Assistant I	2.00	
Housing Development Coordinator III	3.00	
Planner II	3.00	1.0/Spanish
Public Service Rep, PPT	1.00	
Public Service Representative	3.00	
Rehabilitation Advisor III	1.00	

#### **Contracting & Purchasing**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u># Bilingual/Language</u></b>
Contract Compliance Field Tech	1.00	

#### **Finance & Management Agency**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u># Bilingual/Language</u></b>
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Public Service Representative	4.00	3.0/Spanish
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**Fire Department**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u># Bilingual/Language</u></b>
Fire Protection Engineer	1.00	
Management Intern, PT	1.00	1.0/Cantonese
Office Assistant II	1.00	

**Human Services**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u># Bilingual/Language</u></b>
Nurse Case Manager	1.00	
Outreach Worker, PT	0.27	
Senior Center Director	1.00	

**Library**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u># Bilingual/Language</u></b>
Librarian I	3.00	
Librarian I, PT	0.61	0.04/Cantonese; 0.04/Spanish
Librarian II	2.00	
Librarian II, PT	0.34	
Librarian, Senior	2.00	
Librarian, Supervising	2.00	1.0/Spanish
Library Aide	1.00	0.5/Mandarin
Library Aide, PPT	1.20	0.6/Spanish
Library Aide, PT	4.35	0.48/Spanish
Library Assistant	0.18	
Library Assistant, PT	0.28	0.17/Spanish
Library Asst, PPT	0.60	
Student Trainee, PT	0.55	

**Mayor**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u># Bilingual/Language</u></b>
Deputy Director, Prg Planning & Dev	4.00	1.0/Spanish
Mayor's PSE 14	1.00	
Project Manager III	1.00	

**Parks and Recreation**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u># Bilingual/Language</u></b>
Administrative Assistant I	1.00	1.0/Spanish
Rec. Aide, PT	0.60	
Rec. Attendant I, PT	1.67	
Rec. Attendant II, PT	0.40	
Rec. Leader I, PT	2.51	0.06/Cantonese
Rec. Leader II, PT	0.03	
Rec. Program Director	1.00	1.0/Spanish
Rec. Specialist I PT	0.35	
Rec. Specialist II PT	0.22	
Rec. Specialist II, PPT	1.00	
Rec. Supervisor	2.00	1.0/Spanish
Sports Official, PT	0.04	

**Police Department**

<b><u>Job Title (Classification)</u></b>	<b><u>FTE</u></b>	<b><u># Bilingual/Language</u></b>
Administrative Services Manager II	1.00	
Animal Control Officer	2.00	
Neighborhood Services Coordinator	4.00	2.0/Cantonese & Mandarin; 2.0/Spanish
Police Communications Dispatcher	11.00	
Police Evidence Technician	2.00	
Police Officer (PERS)	25.00	
Police Records Specialist	1.00	
Police Services Technician II	10.00	

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

Each Agency and Department has identified key bilingual staff to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s). If these positions are not PCPs, Agencies add this task to the job duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish upon demand.

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City employees are encouraged to get take the test required to receive bilingual pay as an incentive to provide these services to the public.

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

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

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

Not applicable.

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

Not applicable.

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

Not applicable.

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

The tables below show vital documents that each department is using to provide vital information to the Public about the Department's services or programs regularly. Departments such as Contacting and Purchasing has contacted Equal Access to assist in translating the documents showed not yet been translated.

#### City Administrator's Office & Divisions

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
<b>ADA</b>			
ADA Program Brochure	X	X	

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<b>Citizens' Police Review Board</b>			
CPRB Program Brochure	X	X	
<b>Cultural Arts &amp; Marketing</b>			
Artisan market Place Application	X	X	
Artisan Handbook	X	X	
<b>Equal Access</b>			
Equal Access Ordinance	X	X	
Equal Access Complaint Form	X	X	Vietnamese

**City Attorney's Office**

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

**City Clerk's Office**

<b><u>Vital Public Documents</u></b>	<b><u>Spanish</u></b>	<b><u>Chinese</u></b>	<b><u>Other Language(s)</u></b>
City Clerk Brochure	X	X	Vietnamese
City Council Meeting Speaker Card	X	X	Vietnamese
Customer Service Survey	X	X	Vietnamese
Domestic Partership Form	X	X	Vietnamese
Passport Service Flyer	X	X	Vietnamese

**Community & Economic Development Agency**

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

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

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

**Contracting & Purchasing**

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

**Finance & Management Agency**

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

**Fire Department**

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

**Human Services**

<b><u>Vital Public Documents</u></b>	<b><u>Spanish</u></b>	<b><u>Chinese</u></b>	<b><u>Other Language(s)</u></b>
ASSETS Program for Employees Brochure	X	X	Vietnamese
ASSETS Program for Employers Brochure	X	X	Vietnamese
Even Start Brochure	X	X	Vietnamese
Head Start Brochure	X	X	Vietnamese
Head Start Flyers	X	X	Vietnamese
Homeless Program Brochure	X	X	Vietnamese
Hunger Program Brochure	X	X	Vietnamese
Linkages Brochure	X	X	Vietnamese
Multipurpose Senior Services Program Brochure	X	X	Vietnamese
Oakland Fund for Children & Youth Brochure	X	X	Vietnamese
Oakland Para transit for Elderly and Disabled Brochure	X	X	Vietnamese
Safe Walk to School Brochure	X	X	Vietnamese
Senior Centers Brochure	X	X	Vietnamese
Sr. Companion Foster Grandparent Program Brochure	X	X	Vietnamese
Summer Food Service Program Brochure	X	X	Vietnamese

**Library**

<b><u>Vital Public Documents</u></b>	<b><u>Spanish</u></b>	<b><u>Chinese</u></b>	<b><u>Other Language(s)</u></b>
Library Card Registration Form	X	X	Korean, Vietnamese
Welcome to Oakland Public Library Brochure/DVD	X	X	Korean, Vietnamese
Guidelines for Library Behavior	X	X	
Your Library Card Handout (borrowing rules,	X	X	

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etc.)			
Web Pages	X	X	
Current Calendar Link (Web)	X		
Library Fines & Fees	X	X	
Library Services/Extended Library Services to Disabled	X	X	Vietnamese
Comment Forms	X	X	
Main Library Map	X	X	
Library Privacy Policy	X		

**Mayor**

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

**Museum**

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

**Parks and Recreation**

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Office of Parks and Recreation 2008 Brochure 64 pg. comprehensive annual program activity guide)	X	X	
OPR Activity/Program Registration Form	X	X	Vietnamese
Facility/Park Use Application	X	X	
OPR Summer Hiring Event Flyers	X	X	
Parks for Peace Project Flyers	X	X	
Multiple Recreation Center Program Flyers (Allendale, Arroyo Viejo, Carmen Flores, FM Smith, Lincoln Square, Manzanita, San Antonio, Citywide Sports, Girls Sports)	X	X	

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**Police Department**

<b><u>Vital Public Documents</u></b>	<b><u>Spanish</u></b>	<b><u>Chinese</u></b>	<b><u>Other Language(s)</u></b>
(DS 367M) DMV Under 21 Officer's Statement	X		
(TF-780) Receipt for Worthless Document			
(TF-862-2) Citizen Additional Report			
(TF-952) Parking Courtesy Warning	X	X	
(TF-1084) Property Record/Receipt and Release			
(TF-2065) Application for Emergency Protective Order	X		
(TF-2088) Notice of Release of Patient Form			
(TF-2096) Notification to Sex Crime Victim			
(TF-3053) Business Information Record Card			
(TF-3075) Noise Complaint Notice			
(TF-3098) Filing a Complaint	X	X	Vietnamese
(TF-3104) Vehicles "For Sale" Parking Warning	X	X	
(TF-3107) Annoyance Call Procedures	X	X	
(TF-3145) Alarm Activation Notice			
(TF-3168) Identity Theft	X	X	
(TF-3202) Tow Resource Guide	X	X	
(TF-3264) Citizen Notification Card			
(TF-3267) Identity Theft Summary Report			
ALCO Family Justice Center Brochure			
BAWAR Brochure	X	X	Vietnamese
Conciliation Forum of Oakland Brochure			
Equal Access Ordinance Form		X	Vietnamese
Family Violence Law Center Card			
Measure "Y" Brochure			
Shell Pipeline Brochure			
<b>Property Section</b>			
ALCO Sheriff Info. Form			
DOJLE Gun Release App. Info			
OPD Bicycle Unit Release Form			
OPD Property Section Release Form			

<b>YFSD</b>			
(TF-869) Resource Card for Vic. Of Violent Crimes	X		
(TF-3206) Domestic Violence Brochure		X	
<b>Records Division</b>			
(TF-2093) Vehicle Release Information Form with Map			
Form for Claim Against DMV/State			
Impound Fee Ordinance 12649			
Post Storage Tow Hearing Form	X		
Vehicle Release Authorization by Owner			
<b>Animal Services Section</b>			
Cat Adoption Questionnaire			
Cats and Scratching Form			
Children and Dogs Info. Form			
Dog Adoption Questionnaire			
Dog Bite Info. Form			
Estimate of Fees Form			
Fix Our Ferals Info. Form			
Holiday Pet Tips Info. Article			
Introducing Cats to Cats Info. Form			
Introducing Cats to Dogs Info. Form			
Introducing Dogs to Dogs Info. Form			
Kitten Proofing Your Home Info. Form			
List of Veterinary Clinics			
Living with Wildlife Tri-Fold			
Moving Tips for Dogs Owners Info. Form			
Multiplication Chart for Breeding Cats Info.	X		
Municipal Code Changes for Animals Info.			
Pet Adoption Form			
Pet Food Express New Pet Brochure			
Pit Bull Info. Form			
Potentially Dangerous Dog Permit			
Preventing Litter Box Problem Info. Form			
Property Inspection Requirement Form			

Puppy House Training Info. Form			
Rabbit Adoption Questionnaire			
Spaying/Neutering for Cats Information Form			
Spaying/Neutering for Impounded Dogs Form			
Spaying/Neutering Info. Form			
Spaying/Neutering post-Operative Care Info.			
SPCA Pit Bull Spaying/Neutering Info. Form			
Statement of Buyer Form			
Volunteer Application			

**Public Works**

<b><u>Vital Public Documents</u></b>	<b><u>Spanish</u></b>	<b><u>Chinese</u></b>	<b><u>Other Language(s)</u></b>
Battery Recycling: Safe and Legal in Oakland	X	X	Vietnamese
Environmentally Sensitive Vegetation Management	X	X	Vietnamese
Greenware Ordinance	X	X	Vietnamese
Guide for Oakland Food Vendors	X	X	Vietnamese
Public Works Agency Brochure/Services/Organizational Chart/Useful Telephone Number	X	X	Vietnamese
Recycling Guide	X	X	Vietnamese
Volunteer Safety Sheet	X	X	Vietnamese

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

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

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

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

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

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

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

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

Because it has not been included in any of the required sections of this compliance plan, but it is important to note, we have included in the tables below the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*. The recorded telephonic messages in Asian Brach Library and Chinatown Substation have been or will be recorded in English, Cantonese and Mandarin. The messages in Cesar Chavez Library and Melrose Library have been and will be recorded in English and Spanish. Police's Non-Emergency message has been recorded in English, Spanish and TDD for the deaf as now, but Cantonese and Mandarin messaged will be added into it. The OPD's drug hot line has been recorded in English, Spanish, Cantonese, Mandarin, Vietnamese and Cambodian. All the rest telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

**City Administrator's Office & Divisions**

<u><b>Function</b></u>	<u><b>Multilingual Lines</b></u>	<u><b>Status</b></u>
Cultural Arts Hotline	x2103	Complete
City Administrator's Office - Front Desk	x3031	Complete
CPRB	x3159	In Progress
Equal Access	x6813	Complete
Special Permits	x6914	In Progress

**City Attorney's Office**

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

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Claims Division	x6337	In Progress
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**City Auditor's Office**

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

**City Clerk's Office**

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

**City Council's Office**

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

**Community & Economic Development Agency**

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

**Contracting & Purchasing**

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

**Finance & Management Agency**

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

**Fire Department**

<b><u>Function</u></b>	<b><u>Multilingual Lines</u></b>	<b><u>Status</u></b>
Administration	x3856	In Progress
Arson	x4031	In Progress
CORE	x3938	In Progress
EMS Division	x6957	In Progress
Fire Prevention	x3851	In Progress
Fire Report / Complaint	x1955	In Progress
Office of Emergence Services	x6351	In Progress
Vegetation Management	x7388	In Progress

**Human Services**

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

**Library**

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

**Mayor**

<b><u>Function</u></b>	<b><u>Multilingual Lines</u></b>	<b><u>Status</u></b>
Mayor's Front Desk	x3141	Complete
Mayor's Toy Drive Hotline	777-8697	Complete

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Oaklanders' Assistance Center	444-2489	Complete
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**Museum**

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

**Parks and Recreation**

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

**Police Department**

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Animal Services	535-5603	In Progress
Chief of Police	x3365	In Progress
Chinatown Substation	x7930	In Progress (EN/CH)
Criminal Investigation Division	x3744	In Progress
Drug/Prostitution Hotline	x3784	Complete
Fireworks Hotline	x2373	Complete
Internal Affairs Division	x3161	In Progress
Neighborhood Services	986-2715	Complete
Non Emergency	777-3333	In Progress (Currently recorded in English, Spanish and TDD. Chinese will be added)
Patrol Desk (Information)	x3455	In Progress
Records Division	x3021	In Progress
Traffic Complaint	x3155	In Progress
Traffic Division	x3552	In Progress
Youth Intake Unit	x3641	In Progress

**Public Works**

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

Recycling Hotline	x7283	In Progress
Volunteer Opportunities	x7630	In Progress

**RECOMMENDATIONS**

Staff recommends that City Council accept this informational report on the status of implementation of the Equal Access to Services Ordinance. Staff will submit its next annual compliance report in June 2009.

Respectfully submitted,

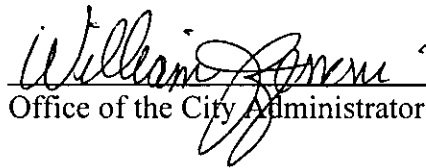


Monique Tsang  
Equal Access Director

Prepared by:

Anne Campbell Washington, Asst to the City Admin.

APPROVED AND FORWARDED TO THE  
FINANCE AND MANAGEMENT COMMITTEE:

  
Office of the City Administrator

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