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AGENDA REPORT

TO: Sabrina B. Landreth
City Administrator

FROM: Ian Appleyard
Director of Human
Resources Management

SUBJECT: Equal Access to Services Ordinance
Annual Compliance Report

DATE: August 26, 2019

City Administrator Approval:

Date:

9/11/19

RECOMMENDATION

Staff Recommends That the City Council Receive an Informational Report Regarding the Annual Equal Access to Services Ordinance Compliance Report for Fiscal Year 2018-19.

EXECUTIVE SUMMARY

This report serves as the City Administrator's Annual Compliance Plan and Report on the implementation of the Equal Access to Services Ordinance (EAO) for the period July 1, 2018 through June 30, 2019 with detailed reporting of the City's compliance activities.

BACKGROUND/ LEGISLATIVE HISTORY

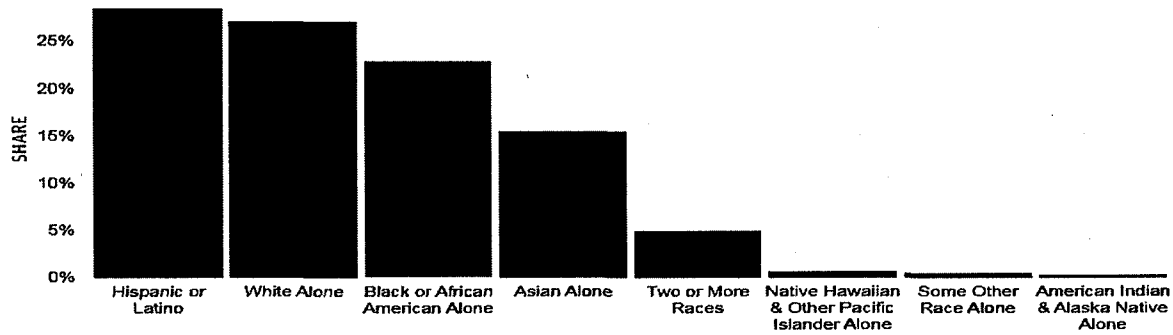
In 2001, Oakland became the first city in the nation to pass an Equal Access to Services Ordinance to remove language barriers that limited-English speakers encounter when using City services. The Equal Access to Services Ordinance (City Ordinance No. 12324 C.M.S.) was passed on May 8, 2001 to provide equal language access to City services for all Oakland residents by way of translation services to those with limited proficiency in English. The City Administrator's Office issued an Administrative Instruction (A.I.) 145 on November 9, 2011 to provide direction on the implementation of the EAO. The Administrative Instruction specifies that each City department must provide the City Administrator and the Equal Access Office an annual Agency Compliance Plan with specific data regarding the status of oral and written language services and assessment of EAO implementation by City departments. The City issued a Language Access Plan in 2019 (**Attachment G**) to further establish standards and procedures for promoting meaningful access to City programs and activities by limited English speaking persons. The new Language Access Plan discusses language access for language groups in addition to the threshold language groups as defined in the EAO.

Oakland is home to a population of 425,195 people. As of 2017¹, 27% of Oakland residents were born outside of the country. The City has a diverse ethnic composition of 28% Hispanic or Latino residents, 27% White residents, 23% Black or African American residents, 15% Asian

¹ <https://datausa.io/profile/geo/oakland-ca/#demographics>
(Data source: US Census Bureau, ACS 1 Year Estimate)

residents, and five percent identify as two or more races. The most common foreign languages spoken are Spanish or Spanish Creole, Chinese, and Vietnamese. 40% of Oakland residents are speakers of a non-English language, which is higher than the national average of 21.5%, as seen in Chart I.

Chart 1: Ethnic Diversity in Oakland



ANALYSIS/ POLICY ALTERNATIVES

Citywide compliance status for Fiscal Year (FY) 2018-19 is summarized below for quick reference.

2018-19 Citywide Compliance Snapshot

• Total City population	425,195
• % of residents speaking non-English language at home	40%
• #1 most common non-English language	Spanish
• #2 most common non-English language	Chinese
• Total public contact staff	2454
• Bilingual public contact staff	590
• Non-bilingual public contact staff	1864
• Departments required to file report	23
• Departments filed report	22
• Departments displayed language access posters & I-speak cards	22
• Number of complaints received	0
• Vital documents translated	450
• Multilingual telephone recordings available	96
• Professional interpreter provided on-site (# of hours)	323

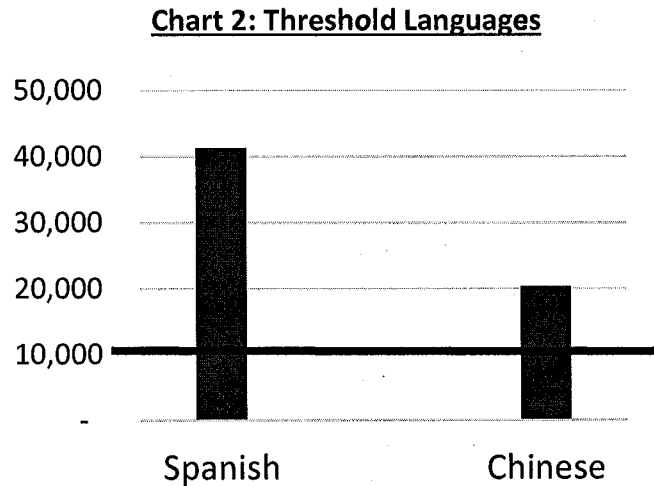
1. Definition of Threshold Languages

Threshold Languages is defined as: "at least ten thousand (10,000) limited English-speaking City residents who speak a shared language other than English," EAO 2.30.020(d) stated population data shall be determined "by referring to the best available data from the United States Census Bureau or another reliable source".

Limited English-speaking (LES) refers to individuals who do not speak English well or is otherwise unable to communicate effectively in English because English is not the individual's primary language. Interpretation is spoken, whereas translation is written.

The City relies on United States Census Bureau American Community Survey as the population data source for Oakland demographics as specified in the EAO.

Chart 2 shows the two languages that meet the threshold requirement are Spanish and Chinese. Based on the United States Census Bureau's American Community Survey (**Attachment A**), the rate of eleven percent is used in the Annual Compliance Report for the Spanish limited-English-speaking (LES) population in Oakland, and the rate of five percent is used for the Chinese LES population. LES population data is used as a guideline for the measure of minimal compliance.



Unless otherwise noted, "bilingual employees" mentioned in this report refer to those who are bilingual in English/Spanish languages or English/Chinese languages; this report does not include an account of employees who may be bilingual in other languages.

2. Analyzing Whether there are Sufficient Bilingual Public Contact Positions

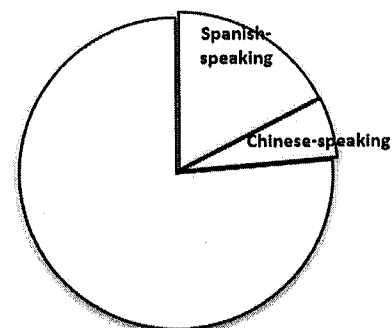
Public Contact Position (PCP) is defined as "a position, whether of a clerical, service, professional or sworn nature, that emphasizes greeting, meeting, contact, or provision of information and/or services to the public in the performance of the duties of that position."

City departments utilize sufficient bilingual employees in public contact positions to provide information and services to the public in each language spoken by the substantial number of limited-English-speaking group(s). Analysis is performed using (a) City Wide and (b) Community Based Services methods.

There are 2,454 PCP in the City, of which 436 positions are filled with bilingual English/Spanish speaking employees, and 154 positions are filled with bilingual English/Chinese speaking employees.

Chart 3 shows among the 2,454 PCPs, bilingual PCPs accounted for 24%.

Chart 3: Public Contact Positions



Consistent with the City's practice for the past several years, data in this report was analyzed based on the Full Time Equivalent (FTE) for all positions. The City follows a practice where all personnel hiring requests are submitted to Equal Access Office for review and approval.

A City department that does not have sufficient bilingual employees assigned to public contact positions (BPCP) is required to use selective certification for language skills in the hiring process. **Chart 4** presents bilingual staffing assessment for FY 2018-19:

2.1 Citywide Assessment:

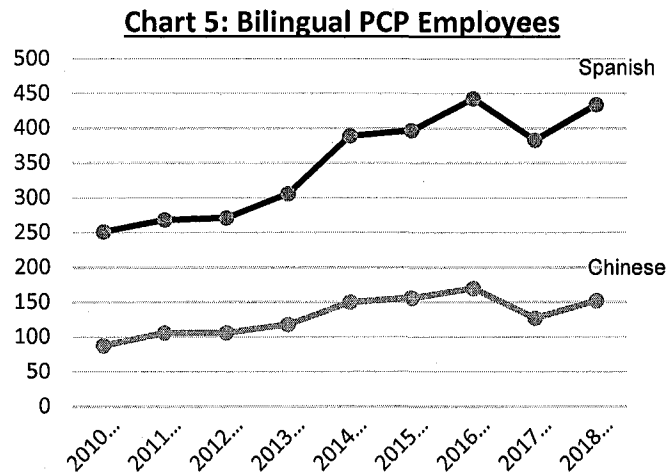
Chart 4: City-Wide Assessment FY2018-19			SPANISH-SPEAKING		CHINESE-SPEAKING	
DEPARTMENTS	FTE	PCP	BPCP	%	BPCP	%
THRESHOLD GOAL				11%		5%
CITY ADMINISTRATOR	70	35	5	14%	2	6%
CITY ATTORNEY	72	10	3	30%	2	20%
CITY AUDITOR	10	3	1	33%	0	0%
CITY CLERK	16	2	1	50%	0	0%
CITY COUNCIL						
COMMUNITY POLICE REVIEW AGENCY	11	8	2	25%	1	13%
ECONOMIC WORKFORCE	42	9	2	22%	1	11%
FINANCE	160	45	5	11%	4	9%
FIRE	525	471	78	17%	15	3%
HOUSING	53	34	7	21%	2	6%
HUMAN RESOURCES	44	5	1	20%	2	40%
HUMAN SERVICES	237	155	24	15%	11	7%
INFORMATION TECH	81	0	0	0%	0	0%
MAYOR	14	14	3	21%	1	7%
OAKLAND PUBLIC LIBRARY	221	164	37	23%	18	11%
OAKLAND PARKS RECREATION	228	204	39	19%	22	11%
PLANNING & BUILDING	136	103	20	19%	12	12%
OAKLAND POLICE	1,196	1,083	193	18%	55	5%
OAKLAND PUBLIC WORKS	634	25	2	8%	2	8%
PUBLIC ETHICS COMMISSION	6	1	1	100%	0	0%
RACE & EQUITY	3	0	0	0%	0	0%
TRANSPORTATION	256	83	12	14%	4	5%
VIOLENCE PREVENTION	1	0	0	0%	0	0%
TOTAL	4,015	2,454	436	18%	154	6%

FTE = Full Time Equivalent BPCP = Bilingual Public Contact Position PCP = Public Contact Position

Department falls short of minimum goal.

^ Statistically insignificant. (Due to low/no PCP, when rounding method applies (Al 145 Sec.III. D.1), goal is 0.)

The City is committed to providing equal language access to services to Oakland residents and strives for continuous improvements over the years. **Chart 5** shows the number of bilingual employees working at PCP positions. The number changes from year to year, but overall remains on an upward trend. As part of required orientation to the City, all new employees receive training and resources on how to provide language assistance services to the public as they are oriented to the City.



2.2 Community Based Services

For those services provided at geographically dispersed locations, the quantitative assessment of the sufficiency of BPCPs will be made at each location.

Each City department provides Community Based Assessments in its respective Departmental Reports in **Attachment F**. Summaries are provided below for easy reference. **Attachment A** provides US Census population data by zip code, which departments use as a guide to assess neighborhood language needs. Oakland Public Library serves the City through 18 neighborhood locations as shown in **Chart 6**. “SP” means Spanish-speaking, and “CH” means Chinese-speaking Bilingual employees are assigned to service location with consideration of neighborhood language needs. For instance, 60% of employees can speak Spanish at Cesar Chavez branch, and 72% can speak Chinese at the Asian branch.

Chart 6: Oakland Public Library Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#	#	%	#	%
Main Library	125 14th Street	CITYWIDE	VARIOUS	61.87	13.13	21%	6.42	10%
Cesar Chavez	3301 East 12th	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	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	94605	615-5726	6.76	2.00	30%	0.00	0%
African American	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	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	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	94621	615-5728	4.25	3.25	76%	0.00	0%

Chart 7 captures the senior centers and Headstart/Early Headstart centers operated under the Department of Human Services. Headstart/Early Headstart centers are Federally funded and are required to provide bilingual services based on language diversity of actual enrollment at the center. The department also contracted with agencies to support Senior Centers with language access (Family Bridges, Unity Council, Vietnamese American Community Center of the East Bay, and Vietnamese Community Development Inc).

Chart 7: Senior Centers & Headstart Centers				PCP			SP		CH	
Facility Name	Address	Zip	Phone #	#FTE	#FTE	%	#FTE	%		
DOWNTOWN SENIOR	200 Grand Avenue	94612	238-3284	2	0	0%	0	0%		
E.OAKLAND SENIOR	9255 Edes Avenue	94621	615-5731	2	1	50%	0	0%		
N.OAKLAND SENIOR	5714 Martin Luther	94618	597-5085	2	1	50%	0	0%		
W.OAKLAND SENIOR	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	6818 Lion Way, Ste	94621	615-5585	6	0	0%	1	17%		
SUNGATE	2563 International	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	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%		

Chart 8 shows service locations operated by Oakland Parks, Recreation & Youth Development Department. Recreation facilities offered many seasonal programs, such as Spring break day camps, summer boating programs, and swimming lessons. The number of people employed at each locations changes throughout the year.

Chart 8: Recreation Facilities				SP	CH
Facility Name	Address	Zip Code	Phone #	Headcount	
Administrative Offices	250 Frank H. Ogawa	94612	238-7275	1	1
Aquatics (Pools & Boating):					
Lake Merritt Boating Center	568 Bellevue Avenue	94610	238-2196	3	3
DeFremery Pool	1651 Adeline Street	94607	238-7739	1	3
Dimond (Lions) Pool	3860 Hanly Road	94602	482-7831	6	1
Fremont Pool	4550 Foothill Boulevard	94601	535-5614	7	1
East Oakland Sports (Aquatics)	6161 Edes Avenue	94605	615-5755	5	1
Temescal Pool	371 45 th Street	94609	597-5013	4	4
Cultural Arts:					
Malonga Casquelourd	1428 Alice Street	94612	535-5625	0	0
Rainbow Teen Center	5818 International Blvd.	94621	615-5807	0	0
Studio Once Art Center	365 45 th Street	94609	597-5027	3	6
Citywide Arts	365 45 th Street	94609	597-5027	1	1
Recreation Centers:					
Allendale	3711 Suter Street	94619	535-5635	2	0
Arroyo Viejo	7701 Krause Avenue	94603	615-5838	2	0
Brookdale	2535 High Street	94601	535-5632	0	0
Bushrod	560 59 th Street	94609	597-5031	1	0
Carmen Flores	1637 Fruitvale Avenue	94601	535-5631	13	1
DeFremery	1651 Adeline Street	94607	238-7739	0	0
Dimond	3860 Hanly Road	94602	482-7831	5	1

Chart 8: Recreation Facilities				SP	CH	
Facility Name	Address	Zip Code	Phone#	Headcount		
FM Smith	1969 Park Boulevard	94606	238-7742	1	3	
Franklin	1010 East 15 th Street	94606	238-7741	2	3	
Golden Gate	1075 62 nd Street	94608	567-5032	3	2	
Ira Jinkins	9175 Edes Avenue	94603	615-5959	3	0	
Lincoln Square	250 10 th Street	94607	238-7738	0	11	
Manzanita	2701 22 nd Avenue	94606	535-5625	4	0	
Montclair	6300 Moraga Avenue	94611	482-7812	2	0	
Mosswood	365 45 th Street	94609	597-5027	1	0	
Rainbow	5800 International Boulevard	94621	615-5751	0	0	
Redwood Heights	3883 Aliso Avenue	94619	428-7827	1	1	
Sheffield Village	247 Marlow Drive	94605	638-7190	0	0	
Tassafaronga	975 85 th Avenue	94621	615-5764	0	0	
Willie Keyes (Poplar)	3131 Union Street	94608	597-5042	1	0	
Sports (City Wide)						
City Wide Youth Sports	250 Frank H. Ogawa Plaza	94612	238-3491	5	0	
Youth & Adult Sports	250 Frank H. Ogawa Plaza,	94612	238-3494	0	0	
Davie Tennis Stadium	198 Oak Road	94610	444-5663	2	0	
Girls' Sports	250 Frank H. Ogawa Plaza,	94612	238-3494	1	0	
Other:						
ADA Inclusion Programs	666 Bellevue Avenue	94610	238-2197	N/A	N/A	
Central Reservations	250 Frank H. Ogawa Plaza,	94612	238-3187	3	3	
Community Gardens	666 Bellevue Avenue	94610	238-2197	N/A	N/A	
Discovery Center East	2521 High Street	94601	535-5657	0	0	
Discovery Center West	935 Union Street	94607	238-7127	N/A	N/A	
Dunsmuir Hellman Historic Estate	2960 Peralta Oaks Court	94605	615-5555	4	0	
East Oakland Sports Center	6161 Edes Avenue	94605	615-5755	8	0	
Rotary Nature Center	600 Bellevue Avenue	94610	238-3739	1	0	
				TOTAL:	84	35

The Oakland Fire Department (OFD) and the Oakland Police Department (OPD) have different facilities within City boundaries. Public safety services are centrally dispatched. **Chart 9-11** below provides OFD and OPD data using the community-based methodology.

Chart 9: Police Facilities				SP			CH	
Facility Name	Address	Zip	Phone #	#FTE	#FTE	%	#FTE	%
Police Administration	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	250 Frank H. Ogawa .	94612	238-3339	27	3	11%	3	11%
Domestic Violence Unit	470 27 th Street	94612	587-2505	13	6	46%	0	0

Chart 10: Police Patrol Area	Total # Police	SP	CH	Other languages
Area 1 (94607, 94612)	116	20	7	6
Area 2 (94608, 94609, 94611, 94618)	80	5	3	7
Area 3 (94602, 94606, 94610)	82	21	2	9
Area 4 (94601, 94611)	74	18	2	4
Area 5 (94603, 94605, 94621)	80	12	2	3
Other Divisions (CID, IAD, Training, etc.)	152	31	6	10
Totals	584	107	22	39
Percentages		18%	4%	7%

Chart 11: Fire Stations				PCP	SPANISH		CHINESE	
Facility	Address	Zip	Phone #	# FTE	# FTE	%	# FTE	%
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 Amato 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	19%	13	3%
Dispatch		Central		17	2	12%	0	0%

3. Qualitative Assessment

In addition to the quantitative assessment, each department must perform a qualitative assessment at least biennially to determine whether it is providing the same quality of service to LES persons as it provides to English speakers.

Language Access Coordinators are asked to conduct on-site self-assessment during the year and ensure that language accessibility posters and i-speak language list cards are displayed at main reception areas. A new checklist was added to the departmental annual compliance report this year and all 23 City departments complied. In addition, the City has added a new page to the Civil Rights Policies and Procedures website, which includes information on Civil rights procedures, language access services and American Disability Act programs. This is another effort to deliver equitable services in a manner that ensures access to all City's programs and activities.

Language assistance service information is provided at the City's website, OakNet (Intranet for internal City employees), monthly new employee orientation, quarterly supervisory academy, race & equity training modules, personnel coordinators meetings and language access coordinator meetings. The City is committed to engage in a continued effort to promote language assistance services.

The City conduct surveys biennially in 2011, 2013, 2015, 2017, and 2019 and results were presented in the respective annual compliance report. A total of 1,401 surveys were collected in 2019. A copy of the trilingual survey and detailed survey results are provided in **Attachment E**. As part of the survey effort, a language assessment was conducted at the same time. City employees also conducted a language assessment by simply asking visitors to voluntarily identify their primary language. The Charts below provide a side-by-side comparison between two survey years on language assessment data:

Chart 12: 2019 Language Assessment

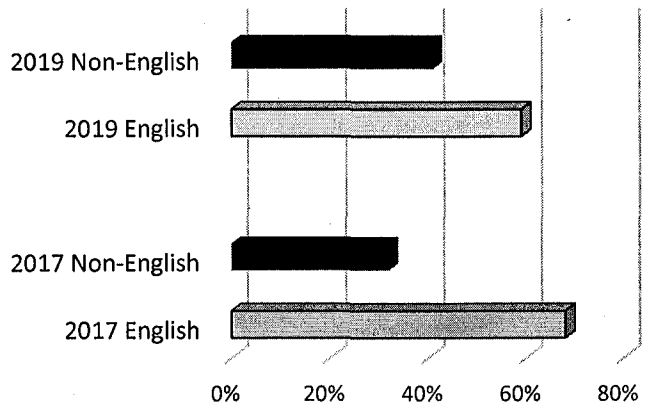
DEPT	Contacts Recorded	59%	Other Language Groups 41%					
		ENGLISH	SPANISH	CANTONESE	MANDARIN	VIETNAMESE	ARABIC	OTHER
Animal Services	12	92%	0%	8%	0%	0%	0%	0%
City Administrator	680	94%	3%	3%	0%	0%	0%	0%
City Attorney	46	98%	2%	0%	0%	0%	0%	0%
City Auditor	13	100%	0%	0%	0%	0%	0%	0%
Economic Workforce	160	89%	10%	0%	0%	0%	0%	0%
Fire	87	85%	0%	15%	0%	0%	0%	0%
Finance	863	78%	17%	2%	1%	0%	0%	2%
Housing	18	89%	6%	6%	0%	0%	0%	0%
Human Resources	8	88%	13%	0%	0%	0%	0%	0%
Human Services	1,937	60%	24%	2%	0%	0%	5%	8%
Mayor	258	98%	0%	2%	0%	0%	0%	0%
Public Library	10,840	44%	15%	29%	4%	1%	2%	5%
Parks, Recreation & Youth	1,673	80%	15%	1%	1%	0%	0%	2%
Public Works	359	97%	0%	3%	0%	0%	0%	0%
Planning & Building	1,142	73%	13%	4%	2%	1%	1%	6%
Police	1,608	74%	21%	3%	0%	0%	0%	0%
Public Ethics Commission	6	83%	17%	0%	0%	0%	0%	0%
Transportation	205	93%	3%	3%	0%	1%	0%	0%
Contacts Recorded	19,915	59%	15%	17%	2%	1%	2%	4%

Chart 13: 2017 Language Assessment

DEPT	Contacts Recorded	68%	Other Language Groups 32%					
		ENGLISH	SPANISH	CANTONESE	MANDARIN	VIETNAMESE	ARABIC	OTHER
Animal Services	780	84%	12%	2%	1%	0%	0%	1%
City Administrator	70	86%	10%	1%	0%	0%	0%	3%
City Attorney	68	88%	10%	2%	0%	0%	0%	0%
City Clerk	63	100%	0%	0%	0%	0%	0%	0%
Finance	28	54%	36%	10%	0%	0%	0%	0%
Human Resources	140	69%	23%	2%	2%	2%	0%	2%
Human Services	543	80%	11%	7%	2%	0%	0%	0%
Public Library	14,656	63%	14%	13%	3%	1%	2%	4%
Parks & Recreation	4,034	75%	16%	4%	1%	1%	0%	3%
Public Works	118	98%	0%	1%	0%	0%	0%	1%
Planning & Building	643	83%	8%	3%	1%	1%	0%	4%
Police	1,010	81%	17%	2%	0%	0%	0%	0%
Contacts Recorded	21,373	68%	14%	11%	3%	1%	1%	2%

The 2017 assessment suggested that much of the City business was conducted with primarily English speakers (68%). In that year, 32% of visitors identified a non-English language as primary language.

Chart 14: Primary Language Use



Data from 2019 suggests an increase in non-English speakers visiting City facilities and accessing City services. **Chart 14** suggests the ratio increased from 32% (2017) to 41% (2019). Many factors may have contributed to this positive change. For instance, the increase in bilingual employees and outreach materials, and thus, creating a more welcoming environment for LES groups.

Chart 15 below provides a qualitative analysis of 2019 Language Assessment Survey data (**Chart 12**) in comparison of actual bilingual employee data (**Chart 4**). The City's threshold goal, based on US Census population statistics, is eleven percent for Spanish speaking PCP, and five percent for Chinese speaking PCP. While the minimum threshold serves as a guideline based on population data, actual customer contact varies from month-to-month depending on a variety of contributing factors. Survey percentage suggests that certain City departments generate high contact with LEP population. Staff recommends selective certification hiring to ensure sufficient bilingual employees for departments with statistics highlighted below. Survey percentage is compared to Actual BPCP percentage below in **Chart 15**.

Chart 15: Qualitative Analysis	Survey %		Actual BPCP %	
	Spanish	Chinese	Spanish	Chinese
Animal Services	0%	8%	7%	7%
City Administrator	3%	3%	14%	6%
City Attorney	2%	0%	30%	20%
City Auditor	0%	0%	33%	0%
Economic Workforce	10%	0%	22%	11%
Fire	0%	15%	17%	3%
Finance	17%	3%	11%	9%
Housing	6%	6%	21%	6%
Human Resources	13%	0%	20%	40%
Human Services	24%	2%	15%	7%
Mayor	0%	2%	21%	7%
Public Library	15%	33%	23%	11%
Parks, Recreation & Youth	15%	2%	19%	11%
Public Works	0%	3%	8%	8%
Planning & Building	13%	6%	19%	12%
Police	21%	3%	18%	5%
Public Ethics Commission	17%	0%	100%	0%
Transportation	3%	3%	14%	5%

☐ = Lower than threshold% and survey %.

4. Translation of Vital Documents

Vital documents provide vital information to the public about the Department's services or programs. All vital documents provided to or made available to the public shall be translated into threshold languages.

Chart 16 shows 450 vital documents translated in the City. Vital documents include information such as eligibility requirements, income guidelines, etc. Department provides vital document list with details such as the name of the documents in its departmental report (**Attachment F**). Nowadays, services are increasingly becoming digitalized and paperless. When compared to the 372 vital documents reported last reporting year, 78 additional documents are added this year. This table is an attempt to capture identified vital documents. These are active documents that are currently being circulated, and could be revised, edited, or taken out of circulation, while new ones may be added at any time. The City also translates other documents that may not be categorized as a vital document. A comprehensive record of all documents translated this year is provided in **Attachment C**.

Chart 16: Vital Documents	Total	SP	CH
CITY ADMINISTRATOR	71	71	71
CITY ATTORNEY	2	2	2
CITY AUDITOR	5	5	5
CITY CLERK	4	4	4
CITY COUNCIL			
COMM.POLICE REVIEW AGENCY	3	3	3
ECONOMIC WORKFORCE	15	15	15
FINANCE	12	12	12
FIRE	44	44	44
HOUSING	7	7	7
HUMAN RESOURCES	13	13	13
HUMAN SERVICES	58	58	58
INFORMATION TECH	0	0	0
MAYOR	53	53	53
OAKLAND PUBLIC LIBRARY	11	11	11
OAKLAND PARKS RECREATION	34	34	34
PLANNING & BUILDING	24	24	24
OAKLAND POLICE	39	39	39
OAKLAND PUBLIC WORKS	34	34	34
PUBLIC ETHICS COMMISSION	3	3	3
RACE & EQUITY	0	0	0
TRANSPORTATION	18	18	18
VIOLENCE PREVENTION	0	0	0
TOTAL	450	450	450

5. Multilingual Telephonic Recordings

All departments shall maintain recorded telephone messages in threshold languages, and provide basic information about the department's operation, such as business hours, locations, services offered.

As of June 2019, 96 customer service lines addressing public inquiries on regular basis and offer multi-lingual voice recording as shown in **Chart 17**. Decryption of phone lines are included in **Attachment F** in the departmental reports. Nowadays, instead of providing a hotline or voice recording, businesses increasingly use social media and videos to relay information. Over the last two years, our office has seen an increase in request for translation of social media content or transcription of promotional videos, such as Oakland Recycles education video. In the next fiscal year, our office will look to include the availability of this service as part of our training material.

Chart 17: Multilingual Recordings	
CITY ADMINISTRATOR	6
CITY ATTORNEY	1
CITY AUDITOR	1
CITY CLERK	3
CITY COUNCIL	
COMM POLICE REVIEW AGENCY	1
ECONOMIC WORKFORCE	2
FINANCE	4
FIRE	6
HOUSING	2
HUMAN RESOURCES	3
HUMAN SERVICES	2
INFORMATION TECH	0
MAYOR	8
OAKLAND PUBLIC LIBRARY	9
OAKLAND PARKS RECREATION	15
PLANNING & BUILDING	8
OAKLAND POLICE	13
OAKLAND PUBLIC WORKS	7
PUBLIC ETHICS COMMISSION	1
RACE & EQUITY	1
TRANSPORTATION	2
VIOLENCE PREVENTION	1
TOTAL	96

7. Agency Compliance Plans

The City prepares and submits the Annual Equal Access Compliance Plan to the Finance and Management Committee. The Annual Compliance Plan is available to the public via the City Clerk's online record management system, the City of Oakland website, the City Administrator's Office (1 Frank Ogawa Plaza), and the Equal Access Office (150 Frank Ogawa Plaza). A copy of the Departmental Annual Report is also accessible upon request via departmental service locations. The City's Language Access Plan is provided in **Attachment G**.

8. Other Language Access Activities

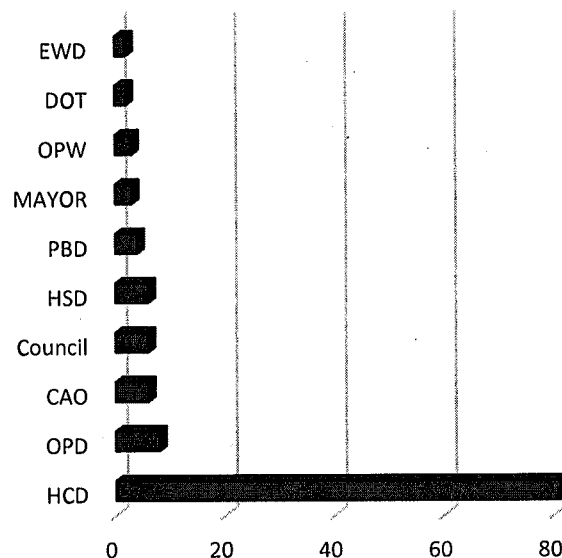
This section reports other activities conducted by the City, that although not specifically mandated, improve the City's ability to provide equal access to City services as required by the EAO.

8.1 Over-the-Phone and Professional On-site Interpretation

In addition to employing bilingual employees, the City also provides on-site interpretation, over-the-phone interpretation and simultaneous interpretation equipment.

The City contracts with professional interpretation and translation companies to provide high-quality language services. Interpreters are certified by the American Translation Association or the State of California Courts. When a request is submitted, professional interpreter service is coordinated and an interpreter is dispatched to the service location at the requested time. Highest volume user is the Renter's Assistance Program (RAP) in the Housing & Community Development Department (HCD) with 81 requests (See **Chart 18**).

Chart 18: On-Site Interpretation Requests



This reporting year, 323 hours of professional on-site interpretation was provided at City service locations. **Attachment B** provides details of on-site interpretation requests by department.

Equal Access office also assessed internal language services structure and expenditures. As of June 1, 2019, 488 bilingual employees are recipients of bilingual pay. Citywide expense data is provided below in **Chart 19**. This chart summarizes expense records by various City departments.

Chart 19: Language Access Expenditures FY 2018-19	
Citywide Professional Translation	\$52,781.52
Citywide Professional Interpretation	\$28,282.56
Citywide Over-the-Phone Interpretation	\$88,362.42
Citywide Bilingual Pay Stipend	\$562,421.00
Citywide Bilingual Test Fee	\$6,140.00
Interpretation Equipment Purchase	\$5,977.14
Total Citywide Expense	\$743,964.64

8.2 Bilingual Skill Test

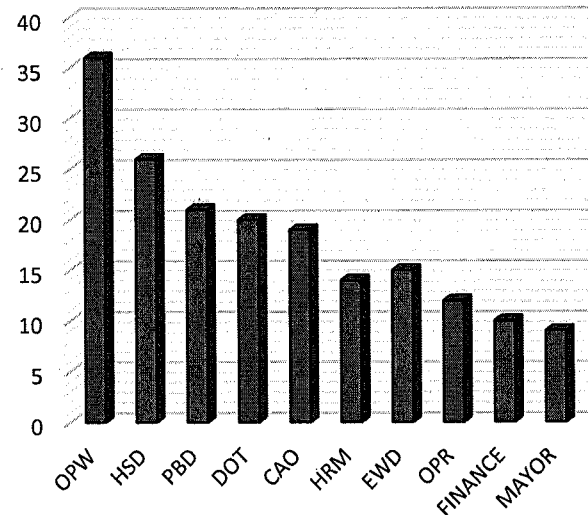
To ensure the quality of bilingual services provided to the public is satisfactory, the City offers bilingual skills testing through the Equal Access Office. During the reporting year, 81 individuals working in (or applying for) Public Contact Positions took the bilingual skills test. Among the test administered, 58 were level I (verbal) tests, and 23 were level II (written) tests.

8.3 Translation

In delivering services to the public, the City disseminates various types of information to the community. The EAO calls for the translation of vital documents and the City provides Spanish and Chinese translations as previously mentioned in this report. There are many other types of documents being provided to the public or posted at community service locations. City employees work with their clients to identify and meet the language need. This year, our office produced 418 translated documents.

Attachment C provides details of translation requests by department. **Chart 20** shows the top ten frequent users of our translation services, by department name. The top requestor is Oakland Public Works (OPW) with 36 requests this year. Eleven (11) other departments also worked with us on translations. This table only shows the top ten.

Chart 20: Translation Requests



9. Other Information Provided in This Report

Individual City Departments' Compliance Reports are attached to this agenda report as **Attachment F**. The Language Access Coordinator (LAC) in consultation with the Department Director prepares the report. There are 4 parts in each Departmental Compliance Report:

Part I is the department director's certification page. By affirming a signature on the Certification Page, the department director is certifying that s/he has reviewed and approved the report.

Part II reports on specific data necessary to identify Departments' progress and gaps in compliance with EAO. It includes information such as contact information for department director and LAC; Super PCP units reporting; the organizational structure of the department, vital document list, and recorded telephonic messages list.

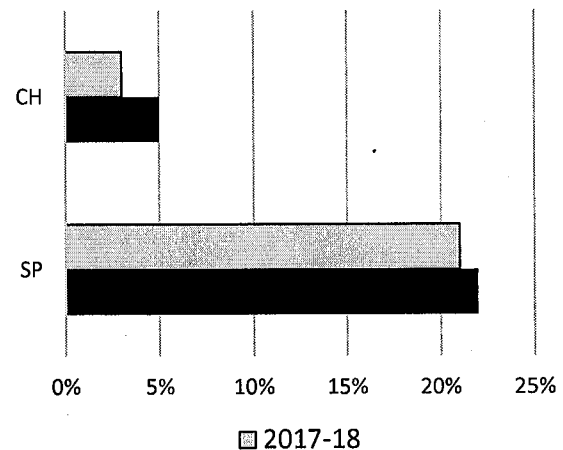
"Super PCP" units refer to units that provide particularly crucial public services and has been designated by the City Administrator as Super PCP units. The targeted minimum number of bilingual employees are specified for these units.

Part III is the narrative where departments assess and report on the successful implementation of language services and at the same time, identify possible gaps and action plans.

Part IV is a bilingual staffing report that provides the following details: the number of public contact positions by job title; the number of bilingual employees in public contact positions and their titles, office locations, and the language(s) they speak; and the list of public contact positions filled during the year (new hires) and which of those positions are filled by bilingual employees.

Public Contact Positions Recruitment Applicant Pool List is provided as **Attachment D**. The City makes a concerted effort to conduct outreach to potential bilingual applicants. Of the total number of applications for PCP vacancies, 22% of applicants indicated Spanish language proficiency and five percent indicated Chinese language proficiency. The numbers showed an increase from last year. **Chart 21** compares two year's data. With the creation of a Race & Equity Department in the City, there have been more discussions and work groups formed to work on diversity and inclusions. The effort to erase implicit bias and systemic discrimination may have contributed positively to encourage a more diverse workforce.

Chart 21: Bilingual Applicants



10. Departmental Assessment & Highlight

City Administrator's Office (CAO)

The City Administrator's Office (CAO) engages the community through different civic engagement activities and continuously strives to provide language assistance services. CAO appears on the top ten list for both translation and interpretation requests (See **Charts 17 & 19**). New materials translated into Spanish and Chinese this year included: Illegal Vending, Minimum Wage 2019, Police Commission Application, Budget Forum Flyer, Medical Cannabis handout, Measure Z (hotel workers) poster, Massage Parlor Handout, Homeless Encampment and more. A total of 71 vital documents have been translated and made available to the community. CAO leads the effort in the coordination of vital document translations and the provision of bilingual services. In addition to meeting Super PCP requirements, CAO exceeds the minimum goals for bilingual staffing by one percent. Several programs under CAO interacts heavily with the public, such as Animal Services, Compliance & Code Enforcement, and the Public Information Office. Our office recommends encouraging bilingual skills in future PCP job openings.

City Attorney's Office (OCA)

The City Attorney's office (OCA) houses 10 PCPs. Among them, 50% are proficient in either Spanish or Chinese. The survey shows positive results for OCA with 100% of survey respondents who claimed their wait time is less than five minutes. Moreover, 90% rated service as 'excellent' and ten percent rated service as 'good'. OCA provides legal consultation to the Equal Access Office on posters, language access plan, and contract reviews throughout the year.

City Auditor's Office (AUDITOR)

City Auditor's Office's online Whistleblower Reporting System (Ethic's Point) platform is available in Spanish and Chinese. The office updated its website to indicate that Whistleblower Hotline provides over-the-phone interpretation services in over 150 languages, with access to more than 5,000 interpreters for non-English callers, who are available 24 hours a day, 365 days a year to assist Oakland's LES. The website also informs the community that LES residents can meet with the City Auditor in person to file complaints and interpreters are available to them at no cost. Among the ten employees: three employees speak Spanish, one employee is fluent in French and Italian, one employee is fluent in Hungarian and Romanian and one speaks Korean.

The Auditor's office's success in bringing in vendors with multilingual platforms is encouraging. Our office recommends the Auditor's office share vendor information and technical advice at the next Language Access Coordinator meeting.

City Clerk's Office (CLERK)

The City's Clerk's Office is one of the offices listed as a Super PCP unit that requires one Spanish-speaking employee and one Chinese-speaking employee. The Chinese speaking employee retired in January 2019, leaving the position vacant. Thus, the City Clerk's office does

not meet required goal. Our office recommends selective certification (Chinese) when the position opens for recruitment.

City Council (COUNCIL)

The Office of the City Council is made up of one representative from each of the seven districts and one at-large representative. Council members work closely with community groups, neighborhood advisory committees, businesses and residents. With the 2018 election, there are changes within the council offices and the City welcomes new bilingual council aides. Equal Access to Services Annual Compliance Report for FY2018-19 is due June 21, 2019 this reporting year. As of August 20, 2019, no report has been filed by the City Council Administration Office. In addition, no language assessment was conducted by the City Council Office. Staff recommends Council Office administration staff (1) meets with Equal Access Staff in the next six months for a thorough review of compliance status, (2) administers language assessment by December 2019, and (3) report out analysis in the next compliance report.

Community Police Review Agency (CPRA)

The passage of Measure LL created a new Oakland Police Commission which was empaneled in December 2017, and took over the duties of the previous Oakland Citizen's Police Review Board. CPRA worked with the Equal Access Office this year to review and translate its complaint form. Other publications and materials will be reviewed in the next twelve months upon the appointment of a new Executive Director in FY2019-20.

Department of Transportation (DOT)

The City's transportation program was formally part of Public Works, and it became an independent department on July 1, 2017, and went through a transition period in the last 24 months. Upon review, DOT works closely with the Equal Access Office in arranging for professional interpreters for community meetings. In addition, DOT works with the Department of Race & Equity on downtown specific plans to ensure diverse interest groups are represented. DOT has engaged in many community outreach efforts on projects involving e-scooters, curbside design, bike lanes and bike & pedestrian planning, parking evaluation, and more. Among the Parking Control Technicians, six are proficient in Spanish, and one is proficient in Vietnamese. DOT is on the top ten list for both translation and interpretation requests (See Charts 17 & 19).

Department of Race & Equity (DRE)

As a new department, DRE aims to develop and implement recommendations that will facilitate our access to current interpretation and translation practices. The work of the Department is focused internally to assess and support City departments towards developing racial equity programs. The department does not have any PCP positions but has a program analyst who is bilingual in Spanish and English and has experience translating legal and government publications from English to Spanish.

Economic & Workforce Development (EWD)

EWD does not have a lot of walk in traffic or direct daily contact with the public. Its main public inter-face program is the Business Assistance Center (BAC). This year, EWD collected five surveys, of which 13% indicated difficulty in getting services because of language barriers; 33% requested language assistance service but did not receive service; and 50% rated the knowledge of bilingual staff as unsatisfactory. Five surveys may be too small of a number for meaningful statistical analysis. EWD's Language Access Coordinator retired earlier this year, and thus, created a void in language service coordination. The new Language Access Coordinator shall receive training and meet with the Equal Access Office for a thorough evaluation of PCP/Non-PCP designations for all positions and provide department-wide training to all EWD employees on language access.

Finance Department (FINANCE)

The Finance Department actively participated in this year's language assessment and recorded 863 contacts this year (in comparison only 28 contacts were recorded in 2017). The department hired two PCP this year: One with Spanish language proficiency and one with Chinese language proficiency. The Revenue Unit routinely processes business tax applications and parking citation payments, and experiences heavy public contact on a regular basis. Many of its frequently used forms are translated into Spanish and Chinese. The Parking Citation Assistance Center has 12 staff, of which two are fluent in Spanish and one is fluent in Chinese. The Business Tax Unit has 13 staff, of which four are fluent in Spanish and one is fluent in Chinese.

In the Parking Citation Assistance Center, the Interactive Voice Response (IVR) system provides thorough instructions in English, Chinese, and Spanish over the phone for services such as how to make a payment, dispute a parking citation, information about meter check, information on towed/booted vehicles, etc. The city-wide liens section is currently working with our office on translating notices into threshold languages and ensuring accessibility statements are included on all notices. With the development of our new City website, many of the finance department's application forms and fact sheets are now online. While many of the other forms may have been translated, they may not be available online yet. It is staff's recommendation that translated forms be uploaded to webpages and be easily accessible to the public.

Fire Department (OFD)

While it is encouraging to see the percentage of Spanish-speaking employees raised from 14% (2016-17) to 16% (2017-18) to 17% (2018-19), the Fire Department continues to have a need to increase the number of bilingual employees with Chinese language proficiency. Looking at the language assessment, the department collected 87 contacts, of which 15% identified Cantonese as the primary spoken language. Among the PCP recruitment this year (Attachment D), Fire Department job opening applicants yielded 21% Spanish-speaking and six percent Chinese-speaking. Oakland is a diverse community; as Fire Prevention Inspectors go out to conduct inspections and explain regulations to the communities, it is vital that information is related to the communities in a language they can understand. Among our 19 Fire Prevention Bureau Inspectors, three can speak Spanish, two speak Chinese, and one is knowledgeable in American Sign Language. In terms of emergency dispatch, of the 17 dispatchers, two are

proficient in Spanish. Bilingual skills will continue to be highly encouraged in all OFD recruitments.

Housing & Community Development Department (HCD)

The HCD's Housing Assistance Center and Renter's Assistance Program assist many LES clients throughout the year and routinely request interpretation services to meet language needs. Language assessment recorded 6% of visitors identify Spanish as the primary language, and another six percent identified Cantonese as main language. **Chart 17** shows HCD as the most frequent user of on-site interpretation service in the City. Due to staff turnover, the Municipal Lending unit (a Super PCP unit) does not have any bilingual employees as of June 2019, and is recommended to conduct selective certification hiring in future.

Human Resources Management Department (HRM)

HRM Equal Access office worked along with DOT American Disability Act office, CAO, Equal Employment Opportunities Division (EOPD), and Office of City Attorney to develop a comprehensive Language Access Plan (**Attachment G**) as a guidance to City employees. Moreover, during this reporting year, HRM launched a Request for Qualification (RFQ) to solicit On-Demand Remote Interpreting vendors, and obtained City Council Resolution to renew and extend existing contracts with translation and interpretation vendors. In addition to three bilingual PCPs, HRM's workforce includes language capacities in Tagalog, Vietnamese, Chinese, Mandarin, Spanish, and Polish in non-PCP positions. HRM coordinates Citywide Training for City employees, new employee orientations, supervisor trainings, and other necessary or mandatory trainings. With commitment toward service access and inclusion in mind, multiple training sessions in these subject areas are offered. Over 2,000 employees receive training organized by HRM's L.E.A.D (Learn, Educate & Development) program.

Human Services Department (HSD)

HSD receives Federal and State funds to support many of its programs. Therefore, on top of meeting the Equal Access Goal, HSD is also governed by Federal guidelines on language accessibility for head start / early head start programs. It is mandated that staff can speak to the families served in their first language and that all documents be translated as such. HSD employs a diverse workforce in its head start and early head start centers. HSD also contracts with Family Bridges, Unity Council, Vietnamese American Community Center of the East Bay, and Vietnamese Community Development Inc. to provide linguistically and culturally appropriate senior services in the community. Among the 1,937 contacts collected by HSD's language assessment, 24% stated their main language is Spanish and two percent stated Cantonese. Contacts are often collected by assessing walk-ins and phone-in clients. Data may suggest fewer Chinese speaking clients visit or call service locations. Staff recommends HSD conduct an internal assessment, and work with contractors who service LES populations to identify potential service gaps.

Information Technology Department (ITD)

ITD provides internal technical support to City departments. ITD provides the necessary infrastructure needed to accomplish EAO compliance goals. Database management, voice

mailbox configuration, and other online platforms that interface with the public were all crucial to the successful implementation of EAO.

Office of the Mayor (MAYOR)

The Office of the Mayor recognizes the importance of recruiting bilingual staff. The Office made conscious efforts to increase its reach to LES persons by including captions in Spanish or Chinese in social media postings when applicable. The Office leads the effort in providing translating vital documents with 53 documents translated. It is our recommendation that translated forms be uploaded to webpages and be easily accessible to the public. Since there is not a lot of visitors to the Mayor's Office, staff survey community groups during visits. Therefore, survey results reflect a general feedback to City services. The Office collected 39 surveys, 58% of respondents indicated difficulty in getting City services because of language barriers; ten percent requested for language assistance service but did not receive service. These statistics appear to be important feedback to the City. Staff suggests exploring ways to evaluating survey methods and identify locations that capture community input in a neutral environment, not necessarily City service locations, in the next survey period.

Oakland Public Library (OPL)

The Oakland Public Library engages a diverse pool of both clients and employees at its 18 locations. Looking at language assessment, OPL serves more linguistically diverse clients than all other City departments. Forty-four percent (44%) of clients identified English as main language and 56% identified a non-English language as primary language. There were 10,840 contacts recorded and assessed. Among its bilingual employees, language capacity covers Arabic, American Sign Language, Cambodian, Chinese, Filipino, French, German, Japanese, Korean, Portuguese, Punjabi, Spanish, Thai, Urdu, and Vietnamese. On top of that, OPL also uses student volunteers and interns throughout library locations as permitted. The current library website sits on an external page with only basic information available in Spanish and Chinese. Staff recommends an internal review of the OPL website content with Citywide Communications/ Information Technology teams and consider enabling online translation function for the site.

Oakland Parks, Recreation & Youth Development (OPRYD)

OPRYD recognized the importance of providing language access to its services and made a conscientious effort in increasing its number of bilingual employees. 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 Spanish and Chinese. The Office disseminates information through multiple avenues. Staff publicizes the Equal Access posters at recreation center entrance for public viewing; and places footnotes on Public Notices and Advisory Board Meeting agendas to inform the public that translation services are available. To better serve LES communities, OPRYD works with external park committees and public organizations to translate additional materials, such as park surveys, to multiple languages. Much of the signage at recreation facilities were developed years ago. Our office recommends a review of signage to identify frequently used signs to redesign into multi-lingual signs.

Oakland Public Works (OPW)

A new OAK311 system is now in place in Oakland. This new service makes it easier for Oaklanders to report problems and request infrastructure maintenance. The bilingual OAK 311 Call Center staff continue to provide language translation services to Chinese and Spanish speaking callers daily to ensure that all service requests are logged, dispatched, tracked and followed-up. Out of 96,584 service requests, 444 calls were made by Spanish speaking callers, and 133 calls were made by Cantonese speaking callers. The numbers may appear to be low as the public may not be aware that there are bilingual staff available to answer calls. Staff recommends future 311 outreach materials state the availability of bilingual services. While most of the service calls are directed to Oak311 with bilingual PCP available, other units should reach out to bilingual candidates by advertising language requirements in future job openings. This year, the City has redesigned many of its recycling materials and launched bulky pick-up events in locations throughout Oakland. Materials were made available in threshold languages.

Planning & Building Department (PBD)

Among PBD staff, 32% are bilingual with fluency in either Spanish or Chinese. Many of PBD's units regularly interact with the public. The Inspection Unit sends out inspectors to work with homeowners and merchants on a regular basis. Its permit counter is one of the most visited service centers in the downtown City Plaza. The department actively brings in bilingual PCPs. This year, 16 PCPs were hired – six can speak Spanish and one speaks Chinese. Community engagement is of top priority for the department. Several sessions of community engagement discussions were held this year, such as: Capital Improvement Projects, Downtown Specific Plan, Estuary Park Community Forum, and East Oakland Neighborhood Initiative. Only four percent of PBD survey respondents stated difficulty in getting services because of language barrier, and only two percent claimed that translation wait time is longer than ten minutes. These are encouraging numbers, and possibly a result of the department's effort in providing bilingual services. At the same time, staff recommends re-locating accessibility posters to more visible areas.

Oakland Police Department (OPD)

The Oakland Police Department (OPD) believes providing services to limited English speakers (LES) is of great importance. In terms of emergency dispatch, among the 79 dispatchers & operators, ten are proficient in Spanish and three are proficient in Chinese. 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 three percent spoke Cantonese. Compared to 2017 (19%), it appears that OPD served more limited-English speaking visitors in 2019 (26%) (**Chart 12**). The Neighborhood Services Coordinator position for Chinatown has been vacant since Spring 2019. In addition, there are no Chinese speaking staff working in the Domestic Violence Unit. These positions serve as a vital bridge to connecting OPD with the community and sustaining a partnership relationship. Selective certification in Chinese language is recommended, and the Equal Access Office looks forward to working with OPD in identifying suitable candidates for the position.

Public Ethics Commission (PEC)

PEC is an independent commission made up of Oakland residents and charged with ensuring fairness, openness, honesty and integrity in Oakland City government. It became a stand-alone department in 2017. The department has diligently attended trainings and provided information to staff on language access, racial equity and inclusion. PEC only has one PCP and it is filled with an employee with Spanish language skill.

Violence Prevention (DVP)

The Department of Violence Prevention (DVP) was approved by City Council in 2017 and has been in a planning phase since that time. 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 has been no programming available. The Chief of Violence Prevention has been selected and is slated to begin in September 2019, at which point the department staff hiring, infrastructure development and programmatic elements will begin. During the recruitment and selection of the Chief position, language capacity and cultural competency were among the criteria considered. The candidate hired is bilingual in Spanish and English.

11. Looking Forward

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.

The intent of the EAO is to create a service environment where every customer receives the same quality of services regardless of English language proficiency. Continuous development of awareness, community partnership, and recruitment of linguistically competent bilingual staff is still needed to improve access to services. Not only do we need bilingual employees here at City service locations, we, as a City, shall strive to include LES communities in all outreach effort for City program and services. LEP Language Groups shall be included in the City's 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.

This annual review process continues to guide departments in developing practices required to meet the diverse LES population in Oakland and ensure that residents and visitors have full and equal access to City services. In the coming year, staff will engage in Citywide effort to renew and redesign language access materials; and launch trainings on the new 2019 Language Access Plan.

FISCAL IMPACT

This is an informational report intended to provide an update on the implementation of the Equal Access to Services Ordinance. Acceptance of this report and its recommendations has no fiscal impacts or cost implications.

PUBLIC OUTREACH

No outreach was deemed necessary for the presentation of the information contained in this report beyond the standard City Council agenda noticing procedures.

COORDINATION

The Equal Access Unit of the Human Resources Management Department (HRM) coordinated the collection, compilation, and reporting of data with the Language Access Coordinators in each City department. Budget & the City Attorney's Office were consulted in the preparation of this report.

SUSTAINABLE OPPORTUNITIES

Economic: There is no economic opportunity associated with this report.

Environmental: There is no environmental opportunity associated with this report.

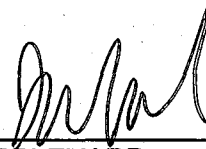
Social Equity: The Equal Access to Services Ordinance was enacted for providing equal access to City services to all Oakland residents, including those with limited proficiency in English. Providing this annual report supports the City's efforts to provide services to Oakland residents who have limited English speaking ability.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That the City Council Receive this Informational Report Regarding the Annual Equal Access to Services Ordinance Compliance Report for Fiscal Year 2018-2019.

For questions regarding this report, please contact May Tam, Program Analyst III, at (510) 238-3112.

Respectfully submitted,



IAN APPLEYARD
Director of Human Resources

Reviewed by:
Greg Preece, Human Resources Manager

Prepared by:
May Tam, Program Analyst III
Equal Access Program of Human Resources

Attachments (7):

- (A) US Census Data
- (B) Interpretation Request Record
- (C) Translation Request Record
- (D) Public Contact Position Applicant Data
- (E) Survey
- (F) Departmental Annual Compliance Report
- (G) Language Access Plan