

ATTACHMENT A

COVER PAGE

CONTENTS:

- Translation Record
- Interpretation Record
- US Census American Community Survey
- City of Oakland Departmental Compliance Reports

Translation Service Record FY 2022-23

Dep	Name of Document	Type	SP	CH	VI	TA	M-K,C	A	Other	Other2
AUDITOR	Citywide survey	Review	1	1	1					
AUDITOR	Survey	Text	1	1	1					
CAO	Rock Card	Signs	1	1	1					
CAO	Oakland OIG	Flyer	1	1						
CAO	250 Front Door Notices (4)	Flyer	1	1						
CAO	Voice message	Text	1							
CAO	Wood Street Encampment Q&A	Flyer	1							
CAO	Affordable Housing Electrification Policy	Policy	1	1						
CAO	EICRC Closure letter	Letter	1							
CAO	BNSN meeting agenda	Text	1	1						
CAO	Merchant Watch	Boucher	1	1						
CAO	Building Electrification Tri-fold	Text	1	1						
CAO	MACRO Info	Text	1	1						
CAO	Renters check list	Text	1	1						
CAO	BNSN Stakeholder Materials	Info sheets	1							
CAO	Induction Cooktop Lending Agreement	Text	1	1						
CAO	English Captions/Options Sugar Freedom Project	Video	1							
CAO	BNSN Stakeholder Materials	Text	1							
CAO	Sugar beverages	Text	1							
CAO	NNO National Night Out	Flyer		1						
CAO	Merchant Watch Safety Info	Text			1					
CAO	311 Recording Paper Script	Text	1	1						
CAO	311 Recording Voice Recording	Voice file	1	1						
CAO	311 Recording Voice Recording	Voice file		1						
CAO	311 Recording Voice Recording	Voice file		1						
CAO	Agenda CSC meeting	Agenda	1							
CLERK	Meeting transcript	Text	1	1						
COUNCIL	Townhall meeting	Text	1	1	1					
COUNCIL	D2 Public Safety Flyer	Flyer	1	1	1					

Dep	Name of Document	Type	SP	CH	VI	TA	M-K,C	A	Other	Other2
COUNCIL	Wilma Chan Park	Text		1	1		1			
COUNCIL	Survey - coffee & conversation	Survey	1							
COUNCIL	Memorial	Text		1						
COUNCIL	D6 March Newsletter	Newsletter	1							
COUNCIL	Beat33 34 NC- review	Flyer	1							
CPRA	CPRA outreach	Flyer					1			
CPRA	Outreach flyer	Review	1	1						
CPRA	Interview transcript	Video	1							
DOT	Grand Avenue survey	Survey	1	1						
DOT	MLK Jr Way Survey #2 & intro	Survey	1	1						
DOT	Grand Avenue survey	Survey	1	1						
DOT	Summer 2022 Bike Newsletter	Newsletter	1	1	1					
DOT	Truck poster	Flyer	1	1						
DOT	Truck poster.2	Flyer	1	1						
DOT	E-bike Lending Library	Flyer	1	1	1		1			
DOT	West Oakland UBM Pilot	Flyer	1	1						
DOT	HIN business card	Card	1	1						
DOT	WO UBM intake survey	Survey	1	1						
DOT	WO UBM postcard	Text		1						
DOT	Flyer	Flyer	1	1	1					
DOT	Video transcript	Text		1						
DOT	Broadway & MLK way projects	Survey	1	1						
DOT	Oak DOT - MLK Jr Way and Broadway	Fact sheet	1	1						
DOT	Oakland streets letters	Letter		1						
DOT	Oakland streets letters- B	Flyer		1						
DOT	Sign up Text	Text		1						
DOT	Grand Ave postcards	Text	1	1						
DVP	Mini grant application	Text	1	1						
DVP	Out off the office message	Text		1						
DVP	Data & Evaluation Participant Consent Form - Juveniles	Flyer	1	1						

Dep	Name of Document	Type	SP	CH	VI	TA	M-K,C	A	Other	Other2
DVP	Data & Evaluation Participant Consent Form - Juveniles	Text	1							
DVP	Town Night flyer	Text	1	1	1			1		
DVP	DVP Family matter	Form	1							
DVP	Town Night postcard	Text	1	1	1			1		
DWES	Minimum Wage Flyer	Flyer		1	1					
EWD	Measure Z 2023 poster set	Poster	1	1	1					
EWD	Measure FF Minimum Wage	Poster	1	1	1					
EWD	FTIP flyer	Text	1	1	1		1	1		
EWD	Small business webinar flyer	Flyer		1						
EWD	Compliance Plan	Letter	1							
EWD	Facade and Tenant Improvement Program	Text	1	1	1			1		
EWD	TCC center	Text	1	1	1		1	1		
EWD	Small Business Week	Postcard	1	1						
EWD	Jack London Bid	Form	1	1						
EWD	Business email update	Text	1	1	1			1		
EWD	Business email update	Text	1	1	1			1		
EWD	Business email update	Text	1	1	1			1		
EWD	Business email update	Text	1	1	1			1		
EWD	Business email update	Text	1	1	1			1		
EWD	Business email update	Text	1	1	1			1		
FINANCE	12 vital forms	Form	1	1						
FINANCE	Business Tax Letter	Letter	1	1	1	1	1	1	1	Farsi
FINANCE	Vacant Property Tax Letters (3)	Letter	1	1	1					
FINANCE	Business Tax Letter	Letter							1	Farsi
FINANCE	Business Tax Brochure	Text			1					
FINANCE	Business Tax Brochure	Text		1						
FINANCE	Business Tax Brochure-update	Boucher	1	1	1					
FINANCE	Business Tax info- update	Text	1	1	1					
FINANCE	2023 Renewal instructions for rental property	Text	1	1	1					
FINANCE	Instruction Sheet for Taxis, Ambulances, Limos & Trucking	Flyer	1	1	1					

Dep	Name of Document	Type	SP	CH	VI	TA	M-K,C	A	Other	Other2
FINANCE	Instruction Sheet for Taxis, Ambulances, Limos & Trucking	Doc	1	1						
FINANCE	Business Tax Letters (3)	Letter	1	1						
FINANCE	SPARE Forms	Form	1	1						
HCD	Housing ADULP program forms (3)	Form	1	1						
HCD	Canva Flyers (ADULP)	Flyer	1	1						
HCD	Surveys (ADULP)	Flyer	1	1						
HCD	Flyer - Rent registration workshop	Flyer	1	1						
HCD	ELLIS Act Ordinance	FAQ /text	1	1						
HCD	RAP letter -document	Letter	1							
HCD	Info Sheet Tenant Repayment	Letter	1	1						
HCD	HCD services	Flyer	1	1						
HCD	Tenant notice -update	Notification	1	1						
HCD	Disaster Assistance Program	Flyer	1	1						
HCD	District 2 Measure U	Text	1	1	1					
HCD	District 2 Measure U	Flyer	1	1						
HCD	Rent Registry Forms	Form	1	1						
HCD	Moratorium Phase-Out Materials	Flyer	1	1	1		1	1	1	Korean
HCD	Eviction Moratorium Digital Ad Campaign	Text	1	1						
HCD	HCD workshop	Flyer	1	1						
HCD	HCD workshop flyer	Text	1	1						
HCD	HCD workshop	Flyer		1						
HRM	Public record request	Text	1							
HRM	Job fare 3DOCS	Text	1							
HRM	Doctor's note	Letter	1							
HRM	Arabic text	Text						1		
HRM	Arabic review	Text						1		
HRM	2 level II test	Flyer			1			1		
HSD	Dance text	Text		1						
HSD	Volunteer Timesheet	Text		1	1					

Dep	Name of Document	Type	SP	CH	VI	TA	M-K,C	A	Other	Other2
HSD	Thanksgiving flyer	Flyer	1	1	1					
HSD	Thanksgiving flyer	Flyer							1	Korean
HSD	FGP 11.30.22 Meeting announcement	Flyer		1	1					
HSD	Care plan	Form		1	1					
HSD	Senior Companion and Foster Grandparent Volunteers	Text		1	1					
HSD	Care Plan Letter	Letter		1	1					
HSD	Tips to Cool	Text	1	1						
HSD	Head start Menu Items	Text	1	1						
HSD	UCSF Brain Health Presentation	Text		1						
HSD	Senior center workshop	Flyer		1	1					
HSD	Volunteer meeting	Flyer		1	1					
HSD	Head start Parent Handbook	Book	1	1						
HSD	Lunch menu update	Text		1						
HSD	Family outcome worksheet	Worksheet	1	1						
HSD	Grant participant consent-sugar sweetened beverage	Form			1			1		
HSD	SCP survey	Survey		1	1					
HSD	Spectrum services flyer	Flyer		1	1					
HSD	Monthly volunteer meeting	Flyer		1	1					
HSD	ERSA documents (4)	Form	1	1	1			1		
HSD	Volunteer Live scan	Flyer		1						
HSD	Referral Form (proofread)	Form		1						
HSD	Referral Form (proofread)	Form	1							
HSD	Warning letter	Letter			1					
HSD	Senior Companion Brochure	Text		1						
KTOP	Interview transcript	Video	1							
KTOP	Interview transcript.2	Video	1							
MAYOR	Mayor at the Mic	Flyer		1	1					
OCA	Video transcript	Video	1							
OCA	Claim	Claim	1							
OCA	Claim	Claim	1							
OCA	Claim	Form	1							

Dep	Name of Document	Type	SP	CH	VI	TA	M-K,C	A	Other	Other2
OCA	Claim	Text	1							
OCA	Video and claim form	Text	1							
OCA	Claim	Form	1							
OCA	Claim	Text	1							
OCA	Video	Video		1						
OCA	Press Release	Text	1	1						
OFD	Oakland LHMP progress report	Report	1	1	1					
OFD	Poster series	Text	1	1						
OFD	PEP PPT	Flyer	1							
OFD	The Great Shakeout	Text	1	1						
OPD	Family Resources guide	Flyer	1	1						
OPD	OPD brochures	Boucher	1	1	1					
OPD	TF-3202 Tow Resource Guide	Form	1	1						
OPD	Victim Service -safety tips	Flyer			1					
OPD	TF-3354 Mental Health Resource Card	Card	1	1						
OPD	Missing Persons brochure	Boucher			1					
OPD	Mental Health Resource Card	Card			1					
OPD	TF-3202 Tow Resource Guide	Boucher			1					
OPD	Sexual Assault/Domestic Violence Victim Non-Disclosure	Form			1					
OPL	Bingo card	Text			1			1		
OPL	2022 Calendar November	Text		1						
OPL	OPL Elm Learning Circles Flyer 2023 EW	Flyer	1	1						
OPL	Seed library	Text			1			1		
OPL	Seed library	Text			1			1		
OPL	Gardening Zone	Text			1			1		
OPL	Job bulletin	Text			1			1		
OPL	Job bulletin	Flyer						1		
OPL	Summer calendar	Text			1			1		
OPL	A's and Zoo	Flyer			1			1		

Dep	Name of Document	Type	SP	CH	VI	TA	M-K,C	A	Other	Other2
OPL	Review	Text			1			1		
OPL	Summer lunch flyer	Text			1			1		
OPL	June calendar	Text		1						
OPL	July Calendar	Text		1						
OPL	Help Desk Signage	Text			1					
OPRYD	Youth Flag Football Translation	Text	1	1						
OPRYD	OPRYD fall/Winter 22-23 catalog	Text	1	1						
OPRYD	Titles	Text		1						
OPRYD	Basketball league	Text	1	1						
OPRYD	Community Gardening rules	Text	1	1						
OPRYD	Community Gardening rules	Text					1			
OPRYD	Rotary Nature Center Winter Open House & 2022 winter	Text	1	1						
OPRYD	Winter Camp ADA	Text	1							
OPRYD	ADA Accommodation request from	Form	1	1						
OPRYD	Community Adventure Pre-K Playgroups	Text	1	1						
OPRYD	Day camp for teens	Text	1	1						
OPRYD	Town Camp Translation	Text	1	1						
OPRYD	OPRYD Inclusive Services	Text	1	1						
OPRYD	Easter info	Text	1	1						
OPRYD	2323 Spring/Summer catalog	Flyer	1	1						
OPRYD	Youth Camps	Flyer	1	1						
OPRYD	Summer hires 2023	Flyer	1	1						
OPRYD	Community Garden Renewal	Form	1	1			1			
OPRYD	OPRD Registration	Form					1			
OPRYD	Atheism fields - fixing	Text	1							
OPRYD	Earth day -compost soil	Text	1							
OPRYD	Garden plot	Text	1	1						
OPRYD	EBAYS Flyer Summer 2023	Text	1	1						
OPRYD	Discovery Summer program 2023	Text	1	1						
OPW	Fruitvale alive	Letter	1	1				1		

Dep	Name of Document	Type	SP	CH	VI	TA	M-K,C	A	Other	Other2
OPW	Doorhanger- bulky pickup	Text		1	1					
OPW	Sanitary Sewer, rehabilitation letter	Letter	1	1				1		
OPW	Business stormwater inspection -UPDATE	Letter	1	1						
OPW	Meeting date updated	Text		1						
OPW	Fire Station 10 Construction Flyer Notification	Notification	1							
OPW	Matrix Graphic General 10 docs	Form	1	1	1					
OPW	PR Letter	Letter	1	1						
OPW	PR Letter	Letter		1						
OPW	PR Letter	Letter	1							
OPW	PR Letter	Letter	1							
OPW	E12th Bikeway (2 flyers)	Flyer	1	1						
OPW	Compliant form	Form		1						
OPW	Melrose Bulky Block Party	Text	1							
OPW	Project Letter Paving	Letter	1	1						
OPW	Project Letter Sidewalk	Letter	1	1						
OPW	PR Letter Translation Request - Project Number	Letter	1	1						
OPW	Holiday Notices All	Flyer	1	1						
OPW	RV water outreach postcard (proofread)	Flyer	1	1						
OPW	Firehouse29 survey & flyer - new	Text	1	1						
OPW	Stormwater inspection brochure-update	Boucher	1	1						
OPW	BSIP enforcement letter	Letter	1	1						
OPW	Cyanobacteria sign review	Flyer	1	1						
OPW	Cyanobacteria Sign	Signs	1	1						
OPW	Website title review	Signs	1	1	1					
OPW	Dead fish warning sign review	Signs	1	1	1					
OPW	Survey translation	Text	1	1	1	1	1	1	1	Farsi
OPW	FS29 Save the Date	Text	1	1						
OPW	PR Letter Translation Request - Project Number	Letter	1	1						
OPW	Earth Day Flyer and post card Translation	Flyer		1						
OPW	PR Letter Project Number 1005512 - Citywide Paving	Letter	1	1	1			1		

Dep	Name of Document	Type	SP	CH	VI	TA	M-K,C	A	Other	Other2
OPW	PR Letter 1000977 85th & 105th Ave RR Crossings	Letter	1	1						
OPW	- Project Number 1001169 - PR Letter	Letter	1							
OPW	Project Number 1004866	Letter	1	1						
OPW	Project Number 1003469	Letter	1	1						
OPW	FOG Enforcement Letter	Letter					1			
OPW	Project Number 1003211	Letter	1	1						
OPW	Project Number 1005340	Letter	1	1						
OPW	Project Number 1005033	Letter	1	1	1					
OPW	Project Numbers 1006104 -	Letter	1	1	1			1		
OPW	BSIP enforcement letter	Letter	1	1						
OPW	Adopt-A-Spot Program Flyer	Flyer			1					
PBD	DOSP flyer	Text		1						
PBD	GPU EJ Focus Group 3 Fact Sheet	Fact sheet	1	1						
PBD	Social Media Post	Text		1						
PBD	DOSP -Chinatown PPT	Flyer		1						
PBD	Chinatown Signing Sheet & Survey	Text		1						
PBD	EJ Element Factsheet	Fact sheet	1	1						
PBD	DOSP Survey	Survey		1						
PBD	Code violation letters	Letter		1						
PBD	EJ Element Factsheet PF PA	Fact sheet	1	1						
PBD	EJ Element Factsheet Focus Group	Fact sheet					1	1		
PBD	Safety Element Factsheets	Fact sheet	1	1			1	1		
PBD	EJ Safety Workshop	Text	1	1						
PCOM	Public Forum flyer	Flyer	1	1						
POC	Strategic Plan OIG	Text	1	1						
POC	Strategic Plan OIG -update	Text		1						
R&E	Demographic card	Card		1						
R&E	Demographic card long	Card	1							
			185	195	75	2	14	35	5	

Total translation produced = 511

SP=Spanish, CH= Chinese, VT= Vietnamese TA= Tagalog, M-K-C= Mam-Khmer, Cambodian, A= Arabic

36.20% 38.16% 14.68% 0.39% 2.74% 6.85% 0.98%

Dept	Service Date	Event	Hrs. SP	Hrs. CA	Hrs. VI	Hrs. MA	Hrs. TA	Hrs. M-K,C	Hrs. A	Other	Other Language	Type of Meeting
HSD	9/21/2022	HSD Board meeting	2	2								web meeting
HSD	9/28/2022	Volunteer meeting		2	2							web meeting
HSD	10/20/2022	HSD Board meeting	5.5	5.5								web meeting
HSD	10/26/2022	Volunteer meeting		2								web meeting
HSD	11/17/2022	HSD Board meeting	2	2								web meeting
HSD	11/30/2022	Volunteer meeting		2								web meeting
HSD	12/15/2022	Advisory Board Meeting	2	2								web meeting
HSD	1/11/2023	RAP hearing								5	French	web meeting
HSD	1/12/2023	RAP hearing								5	French	web meeting
HSD	1/13/2023	RAP hearing								5	French	web meeting
HSD	1/19/2023	Advisory Board Meeting	2	2								web meeting
HSD	1/19/2023	RAP hearing								2	French	web meeting
HSD	1/25/2023	Senior Companion/Foster Grandparents Monthly Volunteer Meeting		2								in person
HSD	2/23/2023	Advisory Board Meeting	2	2								web meeting
HSD	4/20/2023	Advisory Board Meeting	2	2								web meeting
HSD	4/26/2023	Senior Companion/Foster Grandparents Monthly Volunteer Meeting		2	2							in person
HSD	5/25/2023	Advisory Board Meeting	2	2								web meeting
HSD	6/15/2023	Advisory Board Meeting	2	2								web meeting
MAYOR	10/19/2022	2022 state of the City	2									in person
OIG	5/18/2023	OIG	2									in person
OPW	7/23/2022	Firehouse relocation	2	2		2						in person
OPW	7/26/2022	Firehouse relocation	2	2		2						web meeting
OPW	10/26/2022	Community meeting	2	2		2						web meeting
OPW	10/27/2022	Community meeting	2	2		2						in person
PBD	10/10/2022	Property Maintenance				2						web meeting
PBD	10/27/2022	DOSP Community Meeting		2								in person
PBD	6/6/2023	Workshop rent registration	2									Web meeting
PCom	3/16/2023	Police Forum	2									web meeting
PCom	3/30/2023	Public Forum	2									in person
POC	4/4/2023	POC interview				2						web meeting
POC	4/20/2023	POC interview				5						Web meeting

344 239 23 80 0 4 0 29.5

719.5

SP=Spanish, CH= Chinese, VT= Vietnamese TA= Tagalog, M-K-C= Mam-Khmer, Cambodian, A= Arabic

47.81% 33.22% 3.20% 11.12% 0.00% 0.56% 0.00% 4.10%

All **Tables** Maps Pages

Filters
Results

1 Result

View: 10 | 25 | 50

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B16001 | LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

American Community Survey | Universe: Population 5 years and over | 2017- ACS 1-Year Estimates De...

Notes Geos Topics Codes 123

American Community Survey
B16001 | LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER
View All 10 Products

	Oakland city, California
Label	Estimate
▼ Total:	398,551
Speak only English:	234,788
▼ Spanish:	89,603
Speak English "very well"	43,928
Speak English less than "very well"	45,675
▼ French (incl. Cajun):	3,534
Speak English "very well"	3,201
Speak English less than "very well"	333
▼ Haitian:	328
Speak English "very well"	328
Speak English less than "very well"	0
▼ Italian:	296
Speak English "very well"	265
Speak English less than "very well"	31
▼ Portuguese:	1,298
Speak English "very well"	880
Speak English less than "very well"	418
▼ German:	1,525
Speak English "very well"	1,228
Speak English less than "very well"	297
▼ Yiddish, Pennsylvania Dutch or other West Germanic languages:	540
Speak English "very well"	540
Speak English less than "very well"	0
▼ Greek:	711
Speak English "very well"	490
Speak English less than "very well"	221
▼ Russian:	1,085
Speak English "very well"	713
Speak English less than "very well"	352
▼ Polish:	0
Speak English "very well"	0
Speak English less than "very well"	0
▼ Serbo-Croatian:	0
Speak English "very well"	0
Speak English less than "very well"	0

US Census Bureau American Community Survey B16001

United States*
Census
Bureau

B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLI: X [7] [Microphone] [Search] Advanced Search

All **Tables** Maps Pages

Filters 1 Result
View: 10 | 25 | 50
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B16001 | LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

American Community Survey | Universe: Population 5 years and over | 2017: ACS 1-Year Estimates De... | Notes | Geos | Topics | Codes 123

American Community Survey
B16001 | LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER
View All 10 Products

Label	Estimate
Oakland city, California	
Ukrainian or other Slavic languages:	182
Speak English "very well"	182
Speak English less than "very well"	0
Armenian:	304
Speak English "very well"	43
Speak English less than "very well"	261
Persian (incl. Farsi, Dari):	954
Speak English "very well"	768
Speak English less than "very well"	186
Gujarati:	954
Speak English "very well"	613
Speak English less than "very well"	341
Hindi:	291
Speak English "very well"	291
Speak English less than "very well"	0
Urdu:	266
Speak English "very well"	266
Speak English less than "very well"	0
Punjabi:	307
Speak English "very well"	167
Speak English less than "very well"	140
Bengali:	0
Speak English "very well"	0
Speak English less than "very well"	0
Nepali, Marathi, or other Indic languages:	844
Speak English "very well"	438
Speak English less than "very well"	406
Other Indo-European languages:	463
Speak English "very well"	463
Speak English less than "very well"	0
Telugu:	0
Speak English "very well"	0
Speak English less than "very well"	0
Tamil:	216
Speak English "very well"	90
Speak English less than "very well"	126

All **Tables** Maps Pages

Filters
25
Results

1 Result

View: 10 | 25 | 50

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B16001 | LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

American Community Survey | Universe: Population 5 years and over | 2017: ACS 1-Year Estimates De...

Notes | Geos | Topics | 123 Codes

American Community Survey
B16001 | LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER
View All 10 Products

		Oakland city, California
Label		Estimate
▼ Chinese (incl. Mandarin, Cantonese):		28,104
Speak English "very well"		8,382
Speak English less than "very well"		19,722
▼ Japanese:		1,048
Speak English "very well"		528
Speak English less than "very well"		520
▼ Korean:		1,855
Speak English "very well"		815
Speak English less than "very well"		1,040
▼ Hmong:		0
Speak English "very well"		0
Speak English less than "very well"		0
▼ Vietnamese:		7,117
Speak English "very well"		1,856
Speak English less than "very well"		5,261
▼ Khmer:		2,278
Speak English "very well"		1,217
Speak English less than "very well"		1,061
▼ Thai, Lao, or other Tai-Kadai languages:		215
Speak English "very well"		184
Speak English less than "very well"		31
▼ Other languages of Asia:		3,462
Speak English "very well"		1,777
Speak English less than "very well"		1,685
▼ Tagalog (incl. Filipino):		3,295
Speak English "very well"		1,821
Speak English less than "very well"		1,474
▼ Ilocano, Samoan, Hawaiian, or other Austronesian languages:		912
Speak English "very well"		733
Speak English less than "very well"		179
▼ Arabic:		4,024
Speak English "very well"		1,851
Speak English less than "very well"		2,173
▼ Hebrew:		288
Speak English "very well"		288
Speak English less than "very well"		0

The screenshot shows the U.S. Census Bureau website interface. At the top, the search bar contains the table ID 'B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER'. The page title is 'B16001 | LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER'. The location is 'Oakland city, California'. The table data is as follows:

Label	Estimate
Yoruba, Twi, Igbo, or other languages of Western Africa:	705
Speak English "very well"	603
Speak English less than "very well"	102
Swahili or other languages of Central, Eastern, and Southern Africa:	443
Speak English "very well"	293
Speak English less than "very well"	150
Navajo:	65
Speak English "very well"	43
Speak English less than "very well"	22
Other Native languages of North America:	0
Speak English "very well"	0
Speak English less than "very well"	0
Other and unspecified languages:	2,184
Speak English "very well"	232
Speak English less than "very well"	1,952

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

Survey/Program: American Community Survey

Universe: Population 5 years and over

Year: 2017

Estimates: 1-Year

Table ID: B16001

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

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

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

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

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

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

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

Department Name: Oakland Animal Services
Fiscal Year: FY2022-2023



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, Ann Dunn, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Animal Services was submitted on July 14, 2023.

Ann Dunn

Ann Dunn, Director

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Oakland Animal Services

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Ann Dunn	Position currently vacant	Position currently vacant
Title	Director of Oakland Animal Services		
Address	1101 29 th Ave Oakland, CA 94601		
Phone#	510-535-5604		
Email	adunn@oaklandca.gov		

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	21		New Hires	3	
Public Contact Positions (PCP)	15	100%	New PCP Hires	2	100%
PCP With Spanish Language Skill	3	20%	New PCP Hires with SP Skill	2	50%
PCP With Chinese Language Skill	1	6%	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title	Outcome
Public Service Representative (Hired in FY, now vacant, to be filled Aug 5, 2023)	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
Public Service Representative (Aug 5, 2023 start date)	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes: Oakland Animal Services hired one PSR who spoke Spanish, however the candidate is no longer with the department.	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Director of Animal Services	
Assistant to the Director	
Executive Assistant to the Agency Director	
Animal Control Supervisor	
Animal Care Services Supervisor	
Animal Control Officer	
Animal Care Attendant	
Public Service Representative	
Veterinarian	
Registered Veterinary Technician	
Volunteer Program Specialist II	

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

Table 4A Vital Documents List

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

Department Name: OAS
 Fiscal Year: FY2022-2023

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
About Oakland Animal Services	Yes	Yes	
Cat Adoption Questionnaire	Yes	Yes	
Cats and Scratching – No Declaw	Yes	Yes	
Children and Dogs	Yes	Yes	
CIRDC Client Information Handout: Kennel Cough	Yes	Yes	
Compliance Notice/Common Animal Related Laws	Yes	Yes	
Conditions for Keeping a Potentially Dangerous Dog	Yes	Yes	
Conditions for Keeping a Vicious Dog	Yes	Yes	
Did You Know that Rabbits	Yes	Yes	
Dog Adoption Questionnaire	Yes	Yes	
Dog License Fee Waiver Application for Service Dogs	Yes	Yes	
Dog Tips	Yes	Yes	
Estimate of Fees	Yes	Yes	
Foster Agreement	Yes	Yes	
Found Animal Report	Yes	Yes	
Fowl in Oakland	Yes	Yes	
H3NZ Canine Flue	Yes	Yes	
Hearing Waiver – Potentially Dangerous Dog	Yes	Yes	
Hearing Waiver – Vicious Dog	Yes	Yes	
Home Quarantine Agreement	Yes	Yes	
Impound Notice/Request for Extension of Hold Period	Yes	Yes	
Introducing Cat to Cat	Yes	Yes	
Introducing Cat to Dog	Yes	Yes	
Introducing Dog to Dog	Yes	Yes	
Lost Animal Report	Yes	Yes	
Notice – Selling Animals	Yes	Yes	
Notice of Seizure of Animal(s)/Post Seizure Hearing Request	Yes	Yes	
Notice to Quarantine Biting Animals	Yes	Yes	
Oakland Animal Control Regulation	Yes	Yes	
OAS Public Sign-In	Yes	Yes	
Owner Surrender Agreement	Yes	Yes	
PDD Hearing Result Letter	Yes	Yes	
Potentially Dangerous Dogs Permit	Yes	Yes	
Pre-Seizure Hearing Request	Yes	Yes	
Preventing Cat Litter Box Problems	Yes	Yes	
Proof of Service VDD	Yes	Yes	
Property Inspection Requirements Prior to Release of Any Dog	Yes	Yes	
Property Inspection Requirements Prior to Release of Potentially Dangerous or	Yes	Yes	
Puppy House Training	Yes	Yes	
Rabbit Adoption Questionnaire	Yes	Yes	
Refusal to Quarantine Biting Animal	Yes	Yes	
Request for Extension of Hold Period	Yes	Yes	
Request for Hearing	Yes	Yes	
Request for Post Seizure Hearing	Yes	Yes	
Sorry We Missed You	Yes	Yes	
Spay/Neuter Appointment	Yes	Yes	
Title 6 – Animals	Yes	Yes	
To Adopt You Must	Yes	Yes	
Vet Clinics in Oakland	Yes	Yes	

Department Name: OAS
 Fiscal Year: FY2022-2023

Vicious Dog Permit	Yes	Yes	
Volunteer Application	Yes	Yes	
Total # of vital documents reported =	52	52	

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

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Oakland Animal Services Main Line	510-535-5602	Due to Ransomware incident, this did not occur. To be done in FY 2023/2024.

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Oakland Animal Services	1101 29 th Avenue	94601	535-5602	15	3	20	1	6

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

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

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

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: OAS

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
21	15	2	3	Yes	1	1	Yes

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

This report covers fiscal year 2022-2023 and data is reported as of June 2023.

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

OAS exceeds the goals for bilingual PCPs, meets the goals for translation of written documents, but falls short on the outgoing telephone message for the main line.

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

During the fiscal year, OAS the two PCP hires were Spanish speakers (one Public Service Representative [PSR] and one Registered Veterinary Technician). The PSR has since left the Department. Following a PSR recruitment during the fiscal year, OAS will bring on two Spanish Speaking PSRs in August 2023. OAS works with the Human Resources Department to hire qualified bilingual candidates.

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

OAS has expanded community services to include outreach events for access to veterinary care for owned animals and free spay/neuter. Flyers for all events are translated into Spanish and Chinese. Additionally, OAS posts lost animals on NextDoor, also translated into Spanish and Chinese. Through a position funded through Friends of Oakland Animal Service, OAS has full-time staff to assist Spanish speakers with adoption and is actively recruiting bilingual volunteers to assist with adoptions and community outreach events.

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

Notices are posted regarding interpretation services available to various LES populations at visible locations in our lobby. This provides awareness of the services available to the LES communities within the department. In addition to three staff members in PCP roles, OAS has two Spanish speaking staff who are always willing to provide support if necessary. Animal Control Officers and Public Service Representatives utilize verbal translation services whenever necessary.

B. Translation of Written Vital Documents Assessment

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

Language translation notices are posted in the lobby areas of OAS (1101 29th Ave, Oakland, CA 94601)

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

OAS has 52 of 52 of its vital documents translated into Spanish and Chinese. All new documents for public consumption will be translated into Spanish and Chinese within 30 days of creation.

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

OAS has expanded community services to include outreach events for access to veterinary care for owned animals and free spay/neuter. Flyers for all events are translated into Spanish and Chinese. Additionally, OAS posts lost animals on NextDoor, also translated into Spanish and Chinese.

C. Multilingual Telephone Messages Assessment

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

While OAS revised its outgoing telephone message and submitted a request for a translated voice message, that did not occur. That is a top priority for the new fiscal year.

D. Assessment of Department Communication with LES Populations

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

Oakland Animal Services has bilingual staff to provide translation services in Spanish during business hours. In the event we need any interpretation services, staff uses the City of Oakland Language Line.

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

Oakland Animal Services received no language access complaints during this fiscal year.

E. Action Plan

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

Goals for the coming 12 months include finalizing the translation of the outgoing telephone message and filling an Animal Control Officer vacancy, should one occur, with an individual who speaks Chinese.

OAKLAND ANIMAL SERVICES JUNE 2023

DEPARTMENT	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_PC	LANG
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant	07-JUL-14	NO	NO	Spanish
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant	03-JAN-17	NO	NO	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant	25-AUG-18	NO	NO	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant	03-NOV-18	NO	NO	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant	02-APR-22	NO	NO	Spanish
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant	23-JUL-22	NO	NO	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	02-JAN-97	NO	NO	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	09-OCT-06	NO	NO	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	24-MAR-18	NO	NO	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	18-MAY-19	NO	NO	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	21-JAN-23	NO	NO	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	21-JAN-23	NO	NO	Spanish
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Care Services Supervisor	17-JUN-14	NO	NO	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	28-JAN-08	NO	YES	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	19-JAN-15	NO	YES	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	30-MAR-15	NO	YES	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	20-OCT-18	NO	YES	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	06-APR-19	NO	YES	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	27-JUL-19	NO	YES	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	30-NOV-19	NO	YES	Spanish
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	09-JAN-21	NO	YES	Spanish
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer, PPT	18-MAR-13	NO	YES	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Assistant to the Director	25-JAN-20	NO	YES	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Director of Animal Services	15-FEB-20	NO	YES	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Registered Veterinary Technician	11-DEC-21	YES	YES	Spanish
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Registered Veterinary Technician	15-APR-23	YES	YES	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Veterinarian	11-JUN-22	NO	YES	
ANIMAL SERVS	62111 - Animal Services	1101 29TH AVENUE	Volunteer Program Specialist II	09-MAR-19	NO	YES	Chinese

Department Name: CAO
Fiscal Year: FY2022-2023



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, Angela Robinson Piñon, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for City Administrator's Office was submitted on July 18, 2023.

Angela Robinson Piñon

Angela Robinson Piñon, Deputy City Administrator

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: City Administrator’s Office

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

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	59		New Hires	11	
Public Contact Positions (PCP)	27	100%	New PCP Hires		100%
PCP With Spanish Language Skill	4	15%	New PCP Hires with SP Skill		0%
PCP With Chinese Language Skill	3	12%	New PCP Hires with CH Skill		0%

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

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

Department Name: CAO
 Fiscal Year: FY2022-2023

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: The ADA was transferred over to the City Administrator’s Office during FY 22-23.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Oak311 Call Center	SP=2 CH = 1	SP=2 CH =1
Neighborhood Services Division	SP=2 CH = 1	SP=3 CH =1
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Vaccination Poster	Yes	Yes	AVK
Total # of vital documents reported = 1			

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

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

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

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

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

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

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: CAO

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
58	27	11%=2	4	Yes	5%=1	3	Yes

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

This report covers fiscal year 2022-2023 and data is reported as of June 2023.

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

The City Administrator's Office and its divisions are comprised of a total of 57 Full-Time Employees (FTE). There are currently 27 Public Contact Positions (PCP). The Spanish speaking PCP goal for the City Administrator's Office is 11%, which equates to about 2 FTEs. And the Chinese speaking PCP goal is 5%, which equates to about 1 FTEs. Currently the City Administrator's Office has met the goal for FY 2022-23 as the office currently has 4 FTEs that are Spanish speaking PCP and 3 FTEs that are Chinese speaking PCP. In addition, we have 4 FTEs that are non-PCP that are bilingual (3 Spanish speakers and 1 Chinese speaker).

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

During this fiscal year, the City Administrator's Office has hired a total of 11 FTEs, which 4 are PCP. Unfortunately these 4 candidates are not bilingual. But of the new hires overall two of the new FTEs that are not PCP designated, are bilingual and one speaks Chinese and the other Spanish. The City Administrator's Office has made an effort to hire candidates that are bilingual in various positions to ensure that the office is well supported with bilingual speakers.

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

The City Administrator's Office and it's divisions have continued to work with Equal Access to ensure that all documents that are made available to the public are translated into Spanish, Chinese, and whenever possible in Vietnamese, Arabic, and Korean.

During this fiscal year, the City Administrator's Office and it's divisions will continue to work with Equal Access to ensure that all documents that are made available to the public are translated into Spanish, Chinese and Vietnamese. And will also continue to work with Equal Access to identify candidates that are bilingual.

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

The City Administrator's office continues to work with Equal Access to ensure that when new documents are created that they are translated in a timely manner and distributed to the LES community.

B. Translation of Written Vital Documents Assessment

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

Language translation notices are posted in the lobby and in public areas of the City Administrator's Office and its divisions.

1 Frank H. Ogawa Plaza, Oakland, CA 94612, City Administrator's Office.

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

All vital documents have been translated.

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

- Vaccination Poster

C. Multilingual Telephone Messages Assessment

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

Completed.

D. Assessment of Department Communication with LES Populations

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

During this fiscal year, the City Administrator's Office continues to work with Equal Access to ensure that any information that is provided to the public is translated into Spanish, Chinese and Vietnamese. And the office has also made additional efforts to hire bilingual candidates in positions that are not designated as PCP to help ensure that we have staff in help with engaging the LES populations.

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

During this fiscal year, the City Administrator's Office continues to work with Equal Access to ensure that any information that is provided to the public is translated into Spanish, Chinese and Vietnamese.

E. Action Plan

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

The City Administrator's Office will continue to focus on translating public documents into Spanish, Chinese, Vietnamese, Arabic and Korean. to ensure that the LES community is informed on City programs and services that are available.

CITY ADMINISTRATOR'S OFFICE JUNE 2023

DEPARTMENT	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW FY	PCP_PC	PCP_LANG_1
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Assistant to the City Administrator	10-OCT-00	NO	NO	
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Assistant City Administrator	19-MAY-03	NO	NO	Spanish
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Deputy City Administrator	13-DEC-05	NO	NO	
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	City Administrator Analyst	07-FEB-11	NO	YES	Chinese
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Deputy City Administrator	04-APR-16	NO	NO	
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Assistant to the City Administrator	06-MAY-17	NO	NO	
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	City Administrator Analyst	11-SEP-17	NO	NO	
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Assistant City Administrator	05-MAR-18	NO	NO	
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Assistant to the City Administrator	21-MAY-18	NO	NO	
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Project Manager III	02-MAR-19	NO	NO	
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Executive Asst to the City Administrator	19-OCT-19	NO	NO	Spanish
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	City Administrator Analyst	29-MAY-21	NO	NO	
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Student Trainee, PT	07-AUG-21	NO	NO	
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Receptionist, PT	22-JAN-22	NO	YES	
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Exec Asst to Asst City Administrator	25-JUN-22	NO	NO	
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	20-AUG-22	YES	NO	
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	Office Assistant II	29-OCT-22	YES	NO	
CITY ADMIN	02111 - City Administrator: Administration Unit	1 Frank Ogawa Plaza	City Administrator	13-MAR-23	YES	NO	
CITY ADMIN	02112 - Communications & Media	1 Frank Ogawa Plaza	Project Manager III	21-MAR-20	NO	NO	
CITY ADMIN	02112 - Communications & Media	1 Frank Ogawa Plaza	City Administrator Analyst	19-FEB-22	NO	NO	
CITY ADMIN	02112 - Communications & Media	1 Frank Ogawa Plaza	Public Information Officer II	11-JUN-22	NO	YES	
CITY ADMIN	02112 - Communications & Media	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	21-JAN-23	YES	NO	
CITY ADMIN	02112 - Communications & Media	1 Frank Ogawa Plaza	City Administrator Analyst	04-FEB-23	YES	NO	
CITY ADMIN	02311 - Equal Opportunity Programs	1 FRANK OGAWA PLAZA, 3RD FLO	Equal Opportunity Specialist	25-JAN-16	NO	NO	
CITY ADMIN	02119 - Neighborhood ServicesOLD	250 Frank Ogawa Plaza	Police Services Technician II	06-JAN-14	NO	YES	Spanish
CITY ADMIN	02141 - Homelessness	250 Frank Ogawa Plaza	Administrative Analyst II	28-JUL-18	NO	NO	
CITY ADMIN	02141 - Homelessness	250 Frank Ogawa Plaza	Administrative Assistant II	02-NOV-19	NO	NO	
CITY ADMIN	02191 - Neighborhood Services	250 Frank Ogawa Plaza	Program Analyst III	01-MAY-89	NO	YES	
CITY ADMIN	02171 - ADA Programs	250 Frank Ogawa Plaza-- Proj Mg	Disability Access Coordinator	07-OCT-17	NO	YES	
CITY ADMIN	02161 - Sustainability and Energy Group	250 Frank Ogawa Plaza-ENVIRON	Program Analyst III	31-MAR-14	NO	NO	
CITY ADMIN	02161 - Sustainability and Energy Group	250 Frank Ogawa Plaza-ENVIRON	Manager, Sustainability Program	22-DEC-14	NO	NO	
CITY ADMIN	02161 - Sustainability and Energy Group	250 Frank Ogawa Plaza-ENVIRON	Program Analyst I	26-JUN-21	NO	NO	
CITY ADMIN	02161 - Sustainability and Energy Group	250 Frank Ogawa Plaza-ENVIRON	Program Analyst III	27-NOV-21	NO	NO	
CITY ADMIN	02191 - Neighborhood Services	455 7TH STREET, 1ST FLOOR- BFC	Neighborhood Services Coordinator	22-NOV-76	NO	YES	
CITY ADMIN	02191 - Neighborhood Services	455 7TH STREET, 1ST FLOOR- BFC	Neighborhood Services Coordinator	19-OCT-19	NO	YES	
CITY ADMIN	02191 - Neighborhood Services	455 7TH STREET, 1ST FLOOR- BFC	Neighborhood Services Coordinator	03-OCT-20	NO	YES	Chinese
CITY ADMIN	02191 - Neighborhood Services	455 7TH STREET, 1ST FLOOR- BFC	Neighborhood Services Coordinator	05-FEB-22	NO	YES	Spanish
CITY ADMIN	02191 - Neighborhood Services	455 7TH STREET, 1ST FLOOR-BFO	Neighborhood Services Coordinator	13-JAN-18	NO	YES	
CITY ADMIN	02191 - Neighborhood Services	455 7th Street-POLICE SERVICES	Police Services Technician II	06-JAN-14	NO	YES	
CITY ADMIN	02191 - Neighborhood Services	455 7th Street-POLICE SERVICES	Office Assistant I, PT	19-JUN-17	NO	YES	
CITY ADMIN	02191 - Neighborhood Services	455 7th Street-POLICE SERVICES	Program Analyst III	02-NOV-19	NO	YES	
CITY ADMIN	02151 - City Administrator Call Center	7101 Edgewater Drive	Assistant to the City Administrator	13-AUG-90	NO	YES	
CITY ADMIN	02151 - City Administrator Call Center	7101 Edgewater Drive	Public Service Representative	15-MAY-00	NO	YES	
CITY ADMIN	02151 - City Administrator Call Center	7101 Edgewater Drive	City Administrator Analyst	11-JAN-10	NO	YES	Spanish
CITY ADMIN	02151 - City Administrator Call Center	7101 Edgewater Drive	Public Service Representative	19-SEP-20	NO	YES	
CITY ADMIN	02141 - Homelessness	One Frank Ogawa Plaza	Administrative Assistant I	25-JUN-22	NO	YES	
CITY ADMIN	02141 - Homelessness	One Frank Ogawa Plaza	Exempt Limited Duration Employee	17-OCT-22	YES	YES	
CITY ADMIN	02141 - Homelessness	One Frank Ogawa Plaza	Program Analyst II	21-JAN-23	YES	YES	
CITY ADMIN	02151 - City Administrator Call Center	One Frank Ogawa Plaza	Exempt Limited Duration Employee	27-NOV-21	NO	YES	Spanish

CITY ADMIN	02151 - City Administrator Call Center	One Frank Ogawa Plaza	Exempt Limited Duration Employee	10-DEC-22	YES	YES	
CITY ADMIN	02151 - City Administrator Call Center	One Frank Ogawa Plaza	Exempt Limited Duration Employee	21-JAN-23	YES	YES	
CITY ADMIN	02171 - ADA Programs	One Frank Ogawa Plaza	Program Analyst III	17-SEP-22	YES	YES	
CITY ADMIN	02311 - Equal Opportunity Programs	One Frank Ogawa Plaza	EEO & Civil Rights Director	03-OCT-11	NO	NO	
CITY ADMIN	02311 - Equal Opportunity Programs	One Frank Ogawa Plaza	Equal Opportunity Specialist	06-NOV-17	NO	NO	
CITY ADMIN	02311 - Equal Opportunity Programs	One Frank Ogawa Plaza	Administrative Assistant II (CONF)	23-FEB-19	NO	NO	
CITY ADMIN	02151 - City Administrator Call Center	PWA FISCAL-250 FRANK OGAWA	Public Service Representative, Senior	16-AUG-10	NO	YES	Chinese
CITY ADMIN	02151 - City Administrator Call Center	PWA FISCAL-250 FRANK OGAWA	Public Service Representative	29-OCT-12	NO	YES	
CITY ADMIN	02311 - Equal Opportunity Programs	1 FRANK OGAWA PLAZA, 3RD FLO	Equal Opportunity Specialist				Chinese
	02191 - Neighborhood Services		Assistant to the City Administrator				Spanish

Department Name: Office of the City Attorney.
Fiscal Year: FY2022-2023



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, Barbara J. Parker, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Office of the City Attorney was submitted on July 24, 2023.

A handwritten signature in black ink that reads "Barbara J. Parker". The signature is written in a cursive style with a large, looped initial "B".

Barbara J. Parker, City Attorney

Department Name: Office of the City Attorney.
Fiscal Year: FY2022-2023

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: CITY ATTORNEY

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Barbara J. Parker	Mark Forte	Mark Forte
Title	City Attorney	Legal Services Coordinator	Legal Services Coordinator
Address	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza
Phone#	510-238-3815	510-238-3815	510-238-2960
Email	bparker@oaklandcityattorney.org	mforte@oaklandcityattorney.org	mforte@oaklandcityattorney.org

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	80		New Hires		
Public Contact Positions (PCP)	9	100%	New PCP Hires	1	100%
PCP With Spanish Language Skill	1	11 %	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	1	11 %	New PCP Hires with CH Skill	0	0%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
General & Complex Litigation Division	
Advisory Division	
Labor & Employment Division	
Operation Division	

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

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

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

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

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

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

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

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

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

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
76	9	1	1	Yes	1	1	Yes

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

This report covers fiscal year 2022-2023 and data is reported as of June 2023.

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

The City Attorney's Office remains compliant with the City's Equal Access Ordinance.

During FY 2022-2023, the City Attorney's Office had eighty-four authorized FTE's. As of June 2023, seventy-six of these positions were filled with FTEs. The total number of positions identified as Public Contact Positions (PCPs) decreased by one during this fiscal year, as one Public Service Representative was upgraded to a non-public contact, Administrative Analyst position. The Department's current PCP positions are as follows: Five NLC Attorneys, one Public Service Representative, one Claims Investigator, one Open Government Coordinator and one Agency Administrative Manager - Frozen).

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

During the fiscal year, three PCP positions became vacant (NLC Attorney's) and one vacant PCP position remained frozen (Agency Administrative Manager). The City Attorney filled one of the three PCP vacancies with a non-bilingual employee (NLC Attorney). The Office is process of filling the other two vacant PCP positions.

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

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

In preparation for the recruitment of the NLC Attorney vacancies, the job announcements were prepared with a specific call for Spanish and/or Chinese speaking applicants. The department posts job announcements on various recruitment platforms, including sites intended to recruit Spanish and Chinese speaking applicants. These efforts consistently produce a pool of qualified candidates for consideration. The department's efforts continue to provide a ratio of bilingual employees that exceeds the City's standards.

Our efforts have proven adequate as both PCP's hired during this fiscal year were bilingual and our department continues to exceed our goal for bilingual PCP's.

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

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

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

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

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

B. Translation of Written Vital Documents Assessment

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

The required notices continue to be posted in the City Attorney 6th floor reception area, 1 Frank H. Ogawa Plaza on the wall and on the counter. Notice is also posted on the City Attorney's website (www.oaklandcityattorney.org)

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

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

No corrective action plan is necessary as the Department is in compliance.

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

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

- a. FAQs: Regarding Oakland's Travel and Hospitality Worker Right to Recall Ordinance, (Effective May 26, 2021)
- b. FAQs: Protecting Workers and Communities During a Pandemic – COVID-19 Emergency Paid Sick Leave Ordinance (Effective May 12, 2020)
- c. FAQs: Regarding Civil Rights with Regard to Harassment and Discrimination Against Oaklanders During Shelter in Place

- d. FAQ: Protecting Survivors of Domestic and Other Interpersonal Violence or Abuse During Shelter in Place
- e. FAQ: Oakland's Hotel Workers Protection & Employment Standards Ordinance (Effective Dec. 23, 2018)

C. Multilingual Telephone Messages Assessment

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

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

City Attorney staff members recorded these messages.

D. Assessment of Department Communication with LES Populations

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

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

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

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

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

E. Action Plan

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

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

Department Name: Office of the City Attorney
Fiscal Year: FY2022-2023

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

CITY ATTORNEY'S OFFICE JUNE 2023

DEPARTMENT	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW F	PCP_P	LANGUAGE
CITY ATTORNEY	04111 - City Attorney Administrative	One Frank Ogawa Plaza	Accountant II	22-JAN-22	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administrative	One Frank Ogawa Plaza	Administrative Analyst I	05-MAR-22	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administrative	One Frank Ogawa Plaza	City Attorney	29-APR-91	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	One Frank Ogawa Plaza	City Attorney, Assistant	02-JUN-14	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	City Attorney, Assistant	15-APR-13	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	One Frank Ogawa Plaza	Claims Investigator III	22-JUN-15	NO	YES	Chinese - Cantonese
CITY ATTORNEY	04111 - City Attorney Administrative	One Frank Ogawa Plaza	Deputy City Attorney II	05-JUL-16	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administrative	One Frank Ogawa Plaza	Deputy City Attorney II	01-AUG-18	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney II	17-JAN-13	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney II	11-JAN-20	NO	NO	
CITY ATTORNEY	04411 - Affirmative Litigation	One Frank Ogawa Plaza	Deputy City Attorney II	28-NOV-20	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administrative	One Frank Ogawa Plaza	Deputy City Attorney III	16-AUG-21	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney III	18-SEP-06	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney III	28-MAY-19	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney III	20-SEP-21	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney III	14-MAY-22	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney III	07-JAN-23	YES	NO	
CITY ATTORNEY	04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney III	21-JAN-23	YES	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	09-JAN-17	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	09-APR-18	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	24-SEP-18	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	30-NOV-19	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	05-FEB-22	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	19-FEB-22	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	05-MAR-22	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	11-JUN-22	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	20-AUG-22	YES	NO	
CITY ATTORNEY	04511 - Labor/Employment	One Frank Ogawa Plaza	Deputy City Attorney III	06-AUG-12	NO	NO	
CITY ATTORNEY	04511 - Labor/Employment	One Frank Ogawa Plaza	Deputy City Attorney III	04-JAN-21	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administrative	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	01-AUG-20	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	04-FEB-14	NO	NO	Chinese-Cantonese
CITY ATTORNEY	04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	22-AUG-22	YES	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	06-AUG-01	NO	NO	Spanish
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	02-SEP-08	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	07-JAN-19	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	06-APR-19	NO	NO	
CITY ATTORNEY	04511 - Labor/Employment	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	21-AUG-06	NO	NO	
CITY ATTORNEY	04511 - Labor/Employment	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	14-JUN-10	NO	NO	Spanish
CITY ATTORNEY	04511 - Labor/Employment	One Frank Ogawa Plaza	Deputy City Attorney IV, Senior	22-JAN-22	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney V	14-MAY-12	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney V	24-FEB-18	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney V	28-NOV-22	YES	NO	

CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney V	08-JUN-15	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney V	11-DEC-17	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney V	04-JUN-18	NO	NO	
CITY ATTORNEY	04411 - Affirmative Litigation	One Frank Ogawa Plaza	Deputy City Attorney V	14-OCT-19	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Executive Assistant to the City Attorney	28-SEP-12	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	One Frank Ogawa Plaza	Executive Asst to the Asst City Attorney	29-SEP-14	NO	NO	
CITY ATTORNEY	04411 - Affirmative Litigation	One Frank Ogawa Plaza	Exempt Limited Duration Employee	18-MAR-23	YES	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Information System Administrator	24-OCT-16	NO	NO	Chinese-Mandarin
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Information Systems Specialist II	14-AUG-04	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Legal Administrative Assistant	10-JUN-91	NO	NO	Vietnamese
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Legal Administrative Assistant	11-SEP-01	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Legal Administrative Assistant	05-NOV-01	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Legal Administrative Assistant	26-AUG-13	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Legal Administrative Assistant	27-FEB-17	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Legal Administrative Assistant	05-NOV-18	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Legal Administrative Assistant, Sup	11-DEC-95	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Legal Support Supervisor	03-JAN-17	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Manager, Legal Administrative Services	07-JUL-97	NO	NO	
CITY ATTORNEY	04411 - Affirmative Litigation	One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	28-NOV-20	NO	YES	
CITY ATTORNEY	04411 - Affirmative Litigation	One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	23-AUG-21	NO	YES	
CITY ATTORNEY	04411 - Affirmative Litigation	One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	05-FEB-22	NO	YES	
CITY ATTORNEY	04411 - Affirmative Litigation	One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	19-MAR-22	NO	YES	Spanish
CITY ATTORNEY	04411 - Affirmative Litigation	One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	18-FEB-23	YES	YES	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Open Government & Legal Services Coord	24-NOV-14	NO	YES	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Paralegal	28-SEP-15	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Paralegal	13-NOV-17	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Paralegal	11-DEC-17	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Paralegal	30-NOV-19	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Paralegal	18-APR-20	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Paralegal	31-OCT-20	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Paralegal	20-SEP-21	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Paralegal	22-JAN-22	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Paralegal	09-JUL-22	YES	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Paralegal	20-AUG-22	YES	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Public Service Representative	25-JUN-22	NO	YES	
CITY ATTORNEY	04511 - Labor/Employment	One Frank Ogawa Plaza	Special Counsel	28-DEC-19	NO	NO	
CITY ATTORNEY	04511 - Labor/Employment	One Frank Ogawa Plaza	Special Counsel - Labor & Employment	10-NOV-14	NO	NO	
CITY ATTORNEY	04111 - City Attorney Administration	One Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	08-SEP-20	NO	NO	

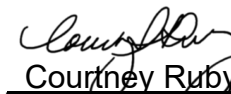


EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, COURTNEY RUBY, CITY AUDITOR, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for THE OFFICE OF THE CITY AUDITOR was submitted on June 23, 2023.


Courtney Ruby, City Auditor
Type Name & Title

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: OFFICE OF THE CITY AUDITOR

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

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	8		New Hires	0	
Public Contact Positions (PCP)	4	50%	New PCP Hires		100%
*PCP With Spanish Language Skill	0	0	New PCP Hires with SP Skill		%
PCP With Chinese Language Skill	0	0	New PCP Hires with CH Skill		%

*Two employees can speak and understand Spanish but are not considered fluent.

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Courtney Ruby, City Auditor	Mike Edmonds, (TCSE) Performance Auditor
Michael Houston, Assistant City Auditor	
Dena Shupe, Executive Assistant to the City Auditor	
Orsolya Kovesdi, Performance Audit Manager	(See attached organization chart in the Appendix)
Jennifer Lim, Senior Performance Auditor	
Mark Carnes, Senior Performance Auditor	
Daniel Williams, Senior Performance Auditor	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	No <input checked="" type="checkbox"/> Yes – Please describe below
Description: We were funded 1 additional Senior Performance Auditor position. See attached org Chart.	

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

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Performance Audit Reports	Yes	Yes	
Annual Reports	Yes	Yes	
Annual Whistleblower Reports	Yes	Yes	
Whistleblower Frequently Asked Questions Page	Yes	Yes	
Whistleblower Complaint Form	Yes	Yes	
Whistleblower Posters	Yes	Yes	
Total # of vital documents reported = 6			

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

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Reception	(510) 238-3378	Current

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

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

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

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

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
8	4	0.44	0	NO	0.15	0	NA

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

This report covers fiscal year 2022-2023 and data is reported as of June 2023.

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

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

Ongoing efforts to achieve compliance:

SEC. 2.30.030 Equal Access to Services: We strive to provide the same level of service to limited English-speaking persons as we provide to English speakers by: **(1)** recording our telephonic outgoing messages in English, Spanish, Mandarin, and Cantonese, **(2)** posting notices immediately outside the elevators, leading to the Office reception area, indicating we provide Spanish-speaking staff for assistance and interpreters by telephone, to help translate several different languages at no charge (all staff members have the updated over the phone interpreting language guide at their desks), and **(3)** providing instructions in **26 different languages** on our website on how to submit a Whistleblower complaint in person, online or over-the-phone. **(4)** To assist Oakland's Limited English Speaking (LES) residents, the Hotline provides over-the-phone interpretation services in over 150 languages, with access to more than 5000 interpreters for non-English callers, who are available 24/7, 365 days a year. LES residents may also request a meeting with the City Auditor to file a complaint in person. Our website informs residents that interpreters are provided, free of charge.

SEC. 2.30.040 Bilingual Staffing: Our goal is to hire staff that represent our diverse Oakland community. Currently, our Office is understaffed with only 8 full time employees: 2 employees speak some **Spanish**, 1 PCP employee is fluent in **Hungarian and Romanian** and 1 speaks **Korean**.

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

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

In the **HEADER** of our website, we placed a Google™ Translate button providing machine translation in **26 different languages** ranging from Afrikaans to Vietnamese, ensuring many Limited English Speaking

(LES) populations can read, in their native language, about our Office, and how to submit a Whistleblower complaint, learn about our Whistleblower Program, and read frequently asked questions about the Program.

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

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

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

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

The Office of the City Auditor carefully evaluates all applicants for PCP positions with a critical eye towards bilingual abilities. However, a lack of bilingual skills is not a disqualifying factor as the Office has no BPCP requirement nor does the position description require them. Nonetheless, the Office is committed to hiring individuals from diverse backgrounds and different ethnicities. We are a small office, with only 11 FTEs. We are also constrained by the rules and procedures of Civil Service, MOU agreements and City procedures in our hiring selection process. Still, many of our staff members have bi- and tri-lingual capabilities.

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

Positive Changes:

This year we consulted with the Equal Access Office to help us translate our Audit Risk Survey that is being circulated Citywide.

The Office of the City Auditor is conducting an annual risk assessment to develop our annual audit workplan and would like input from all Oaklanders. This process includes obtaining input from City leadership, City employees, community organizations, and Oakland residents on the issues, departments, and/or City activities they are most concerned about and want to see audited. The survey was translated into Spanish, Vietnamese, and Chinese and was included in our most recent Newsletter and was sent to various Chambers throughout Oakland and posted on social media.

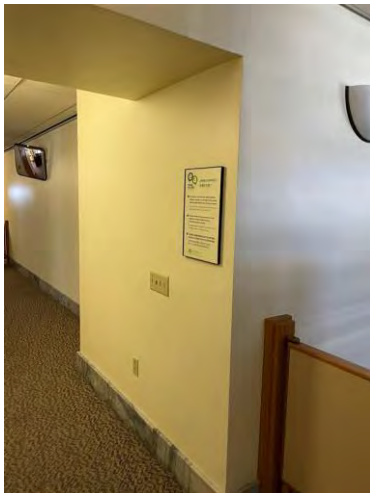
4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.

None this year.

B. Translation of Written Vital Documents Assessment

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

Located on the secured 4th floor of Oakland City Hall, the Office rarely receives foot traffic from Oakland residents. However, we have posted notices, located immediately outside the elevators leading to the reception area, indicating our Office can provide Spanish-speaking staff for assistance. There is also a notice on the receptionist's front desk informing visitors that interpreters are available, by telephone to provide assistance in several different languages, at no charge, and a brochure indicating the various service counters located throughout the City of Oakland. Our receptionist has used the translation guide a few times to help constituents.



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

The Office of the City Auditor has a total of 6 vital documents: (1) performance audit reports, (2) Annual reports, (3) Whistleblower Annual Reports, (4) Whistleblower Program FAQ page, (5) Whistleblower Complaint Form and 6) whistleblower poster. Our website indicates we will translate all these documents for our LES residents.



SUBMIT A COMPLAINT

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

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

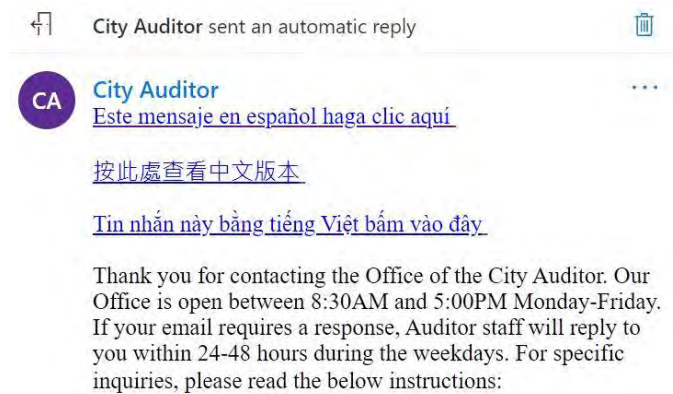
There is a [City Ordinance](#) protecting City employees that submit complaints from retaliatory acts.

HOW TO SUBMIT A COMPLAINT

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

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

1. The Office's general automatic reply email is translated into Spanish, Chinese, and Vietnamese



C. Multilingual Telephone Messages Assessment

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

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

The Whistleblower confidential hotline is for reporting fraud, waste, and abuse in City government, and is available to City employees, contractors, vendors, and residents. To ensure the LES population has full access to this service, directions for submitting a whistleblower complaint, an explanation of the Whistleblower Protection Ordinance and Frequently Asked Questions, are available on our website in **26 different languages** and our website indicates that if a LES person wants to file a complaint through our hotline or submit a report online, [interpretation services are available at no cost to them](#).

D. Assessment of Department Communication with LES Populations

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

As mentioned above, in June 2023 we worked with the Equal Access Office to translate our Audit Risk Survey into Spanish, Vietnamese, and Chinese.

The Office of the City Auditor will continue to implement recommendations and requirements of the Equal Access Office. The Office will strive to provide timely and efficient service to the LES community. Our primary outreach to the public is through meetings in City Hall and throughout Oakland neighborhoods, and virtually, through our website and other electronic mediums. Over the next 12 months, the Office of the City Auditor will continue to implement recommendations and requirements of the Equal Access Office. We would also like to work with the Equal Access Office to obtain interpreters and implement the tools to allow limited English-speaking persons access to online meetings.

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

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

E. Action Plan

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

- Update, when possible, our outgoing phone message to mirror our automatic email reply message implemented in 2021 – we have not accomplished this task yet. We would also like to record our telephonic outgoing message in Vietnamese.

Department Name: Office of the City Auditor
Fiscal Year: FY 2022-2023
June 2023

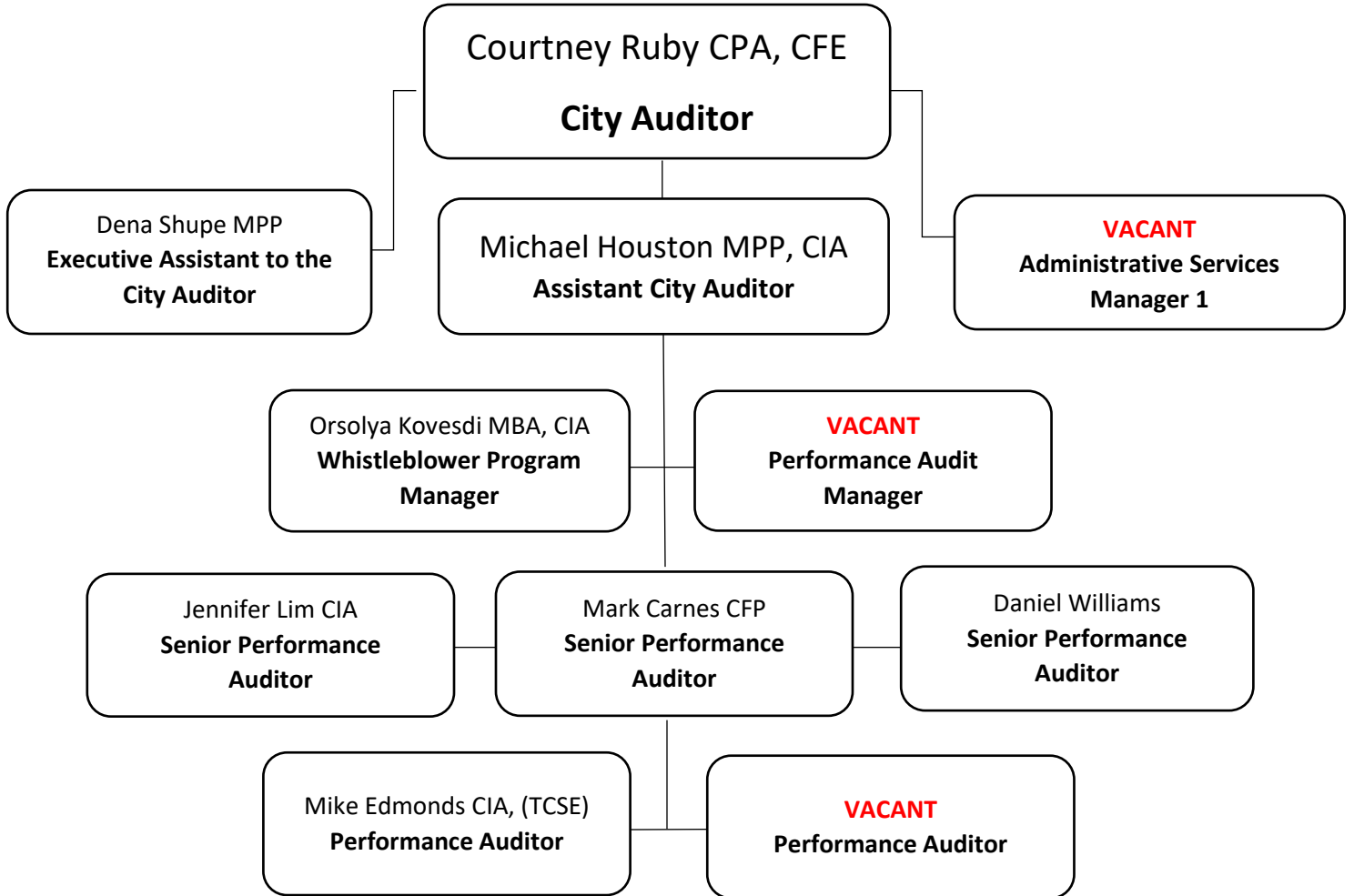
- Translate the executive summaries of all our audits and upload them to our website.
- Reach out to public organizations working on behalf of Spanish and Chinese communities and make certain they are aware of released reports and the translation services we offer should a resident desire to read our reports in their native language. We would like to receive a request for a translated report, which would indicate our outreach efforts were successful.
- Work with the Equal Access Office to obtain interpreters and implement the tools to allow limited English-speaking persons access to online meetings.



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Appendix

Office of the City Auditor Organization Chart



CITY AUDITOR'S OFFICE June 2023

DEPARTMENT	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_	LANG
CITY AUDITOR	One Frank Ogawa Plaza	Performance Auditor, Sr.	07-DEC-15	NO	NO	
CITY AUDITOR	One Frank Ogawa Plaza	Performance Auditor, Sr.	07-DEC-15	NO	NO	Korean/ Able to speak some Spanish
CITY AUDITOR	One Frank Ogawa Plaza	Performance Audit Manager	25-APR-16	NO	YES	Hungarian/ Romanian/ Understands Spanish
CITY AUDITOR	One Frank Ogawa Plaza	Executive Assistant to the City Auditor	10-APR-17	NO	YES	Able to speak some Spanish
CITY AUDITOR	One Frank Ogawa Plaza	Performance Auditor, Sr.	16-JUL-18	NO	NO	
CITY AUDITOR	One Frank Ogawa Plaza	City Auditor	07-JAN-19	NO	YES	N/A
CITY AUDITOR	One Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	12-JAN-19	NO	NO	
CITY AUDITOR	One Frank Ogawa Plaza	City Auditor, Assistant	03-JUN-19	NO	YES	N/A

Department Name: City Clerk
Fiscal Year: FY2022-2023



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, Asha Reed, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for City Clerk's Office was submitted on June 2023.

A handwritten signature in black ink, appearing to read "Asha Reed".

Asha Reed City Clerk

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Office of the City Clerk

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Asha Reed	Krystal Sams	Krystal Sams
Title	City Clerk	Legislative Recorder	Legislative Recorder
Address	1 Frank Ogawa Plaza Rm 201	1 Frank Ogawa Plaza Rm 201	1 Frank Ogawa Plaza Rm 201
Phone#	510-238-7370	510-238-6405	510-238-6405
Email	areed@oaklandca.gov	ksams@oaklandca.gov	ksams@oaklandca.gov

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

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

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

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

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

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Domestic Partnership	YES	YES	
City of Oakland provided Election materials	NO	NO	
Public Records Information: The website will translate directions on how to request public records			YES
Agenda Materials	No	No	Meetings have simultaneous translation
Speaker Card	Yes	Yes	
Total # of vital documents reported = 5			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – Please describe below
Action Plan & Timeline: The equal access ordinance does not require agenda materials to be translated. The Office of the City	

Department Name: City Clerk
 Fiscal Year: FY2022-2023

Clerk works to ensure non-English speaking citizens have access to participate in meetings usingt multilingual speaker cards and provide simultaneous translation at meetings.

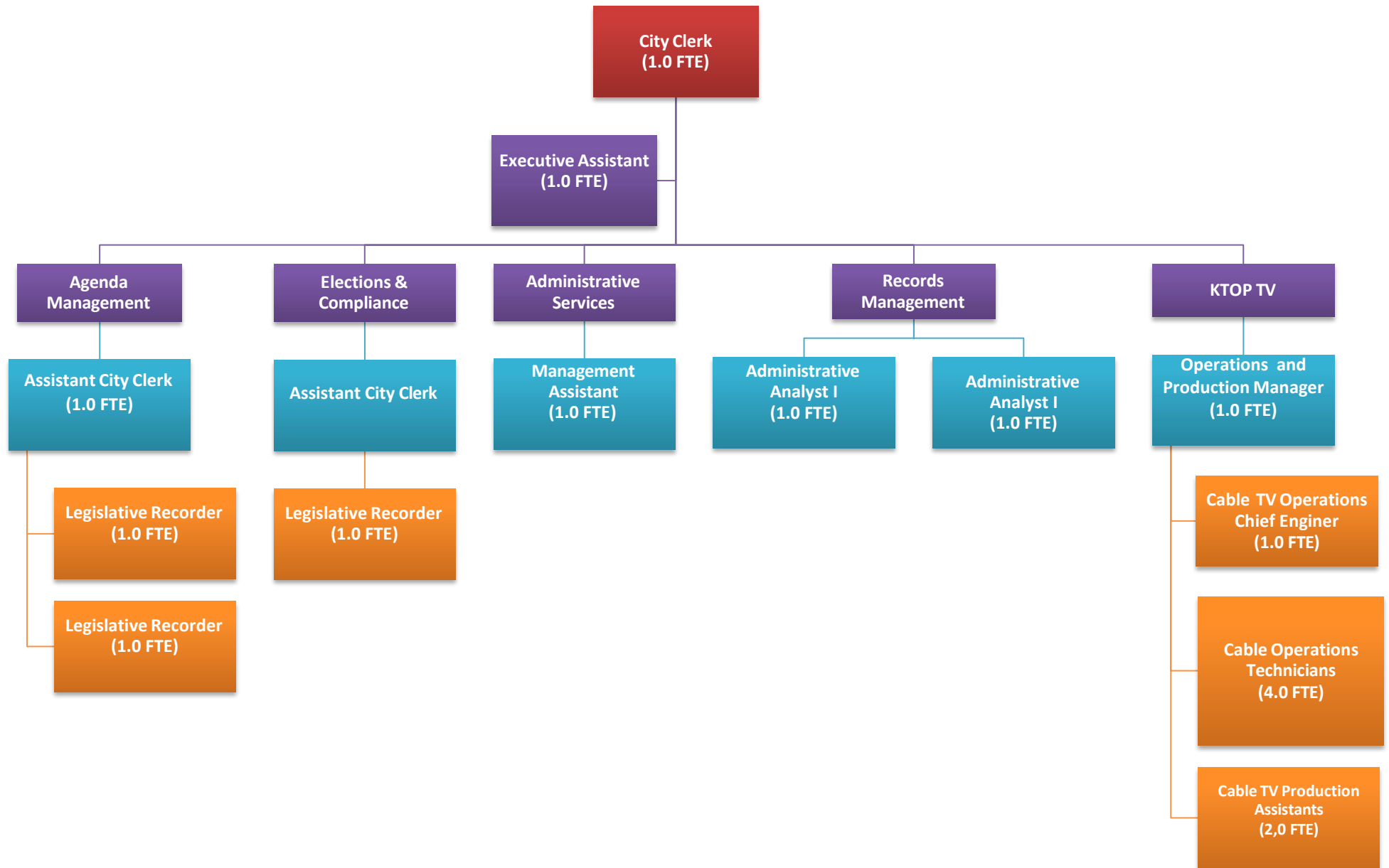
Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
The main phone line	510-238-3226	

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

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

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

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



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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Office of the City Clerk

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
17	4	1	1	Yes	1	1	Yws

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

This report covers fiscal year 2022-2023 and data is reported as of June 2023.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).
 The Office of the City Clerk has maintained compliance with the EAO. While agenda materials are not required to be multilingual, the Office has maintained meeting translation over the last 2 years

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.
 The Office of the City Clerk does not do any direct recruitment for hiring, as that is done through Human Resources, we always consider multilingual candidates who meet hiring requirements

3. Highlight positive changes, successes, and best practices.
 The office of the City Clerk has secured funding to provide translation for all City Council meetings

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.
 Staff within the office utilize telephone based language translation services when needed for clients with translation needs

B. Translation of Written Vital Documents Assessment

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

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
 The office of the City Clerk does not have vital documents that require translation

*1 Frank H Ogawa Plaza, 1st and 2nd Floors, Oakland, CA 94612

3. Describe other materials the Department has provided in multiple languages?
The Office of the City Clerk has documents related to Domestic Partnerships available in multiple languages.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.
The Office of the City Clerk has recorded messages in Spanish and Chinese

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.
When customers contact the Office of the City Clerk needing translation services for meetings we ensure that the customers needs are met. Directions on how to request language services are provided on agenda materials
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).
No complaints related to language access

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
The Office of the City Clerk will continue with its' current support format, utilizing staff and other citywide translation services available. The Office hopes that funding can be permanently set aside to provide meeting translation and possibly a recorded agenda line in the future.

CITY CLERK'S OFFICE JUNE 2023

DEPARTMENT	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_F	LANGUAGE
CITY CLERK	03121 - City Clerk Unit	One Frank Ogawa Plaza	Administrative Analyst I	14-JUN-96	NO	YES	
CITY CLERK	03121 - City Clerk Unit	One Frank Ogawa Plaza	City Clerk	22-APR-13	NO	YES	Spanish
CITY CLERK	03121 - City Clerk Unit	One Frank Ogawa Plaza	City Clerk, Assistant	02-APR-22	NO	YES	
CITY CLERK	03121 - City Clerk Unit	One Frank Ogawa Plaza	Executive Assistant to the Director	26-OCT-15	NO	YES	
CITY CLERK	03121 - City Clerk Unit	One Frank Ogawa Plaza	Legislative Recorder	23-OCT-06	NO	YES	
CITY CLERK	03121 - City Clerk Unit	One Frank Ogawa Plaza	Legislative Recorder	10-AUG-16	NO	NO	
CITY CLERK	03121 - City Clerk Unit	One Frank Ogawa Plaza	Legislative Recorder	22-AUG-16	NO	NO	
CITY CLERK	03211 - KTOP Operations	One Frank Ogawa Plaza	Cable Operations Technician	03-JUL-95	NO	NO	
CITY CLERK	03211 - KTOP Operations	One Frank Ogawa Plaza	Cable Operations Technician	31-MAR-00	NO	NO	
CITY CLERK	03211 - KTOP Operations	One Frank Ogawa Plaza	Cable Operations Technician	01-APR-00	NO	NO	
CITY CLERK	03211 - KTOP Operations	One Frank Ogawa Plaza	Cable Operations Technician	10-SEP-02	NO	NO	
CITY CLERK	03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Operations Chief Engineer	08-JAN-18	NO	NO	
CITY CLERK	03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Production & Operations Manager	12-JUN-89	NO	NO	
CITY CLERK	03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Production Assistant	12-MAR-01	NO	NO	
CITY CLERK	03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Production Assistant	09-APR-12	NO	NO	Chinese

Department Name: City Council
Fiscal Year: FY2022-2023



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, Nikki Fortunato Bas, Council President, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for City Council was submitted on 7/25/23


Nikki Fortunato Bas, Council President

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Nikki Fortunato Bas	Susan A. Sanchez	Susan A. Sanchez
Title	Council President	Executive to City Council	Executive to City Council
Address	1 Frank H. Ogawa Plaza Ste 226 Oakland, Ca 94612	1 Frank H. Ogawa Plaza Ste 226 Oakland, Ca 94612	1 Frank H. Ogawa Plaza Ste 226 Oakland, Ca 94612
Phone#	510 238-7002	510 238-6917	510 238-6917
Email	NFortunatoBas@Oaklandca.gov	Sasanchez@Oaklandca.gov	Sasanchez@Oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	41		New Hires	20	
Public Contact Positions (PCP)	39	100%	New PCP Hires	20	100%
PCP With Spanish Language Skill	4	4%	New PCP Hires with SP Skill		%
PCP With Chinese Language Skill	0	%	New PCP Hires with CH Skill	0	%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Council Administration	
District Unit 1	
District Unit 2	
District Unit 3	
District Unit 4	
District Unit 5	
District Unit 6	
District Unit 7	
District Unit At Large	

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

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

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
41	41	6	4	NO	2	0	NO

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

This report covers fiscal year 2022-2023 and data is reported as of June 2023.

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

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

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

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

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

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

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

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

B. Translation of Written Vital Documents Assessment

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

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

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

Each Councilmember determines which documents need to be translated for distribution to monolingual constituents. The Council Office does not have a tally of all documents disseminated from council offices nor a tally of those that have been translated into Chinese or Spanish languages.

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

As a practical matter, when Councilmembers have a constituent population with a large number of Spanish or Chinese speakers, meeting announcements are printed in that language as well as English

C. Multilingual Telephone Messages Assessment

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

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

D. Assessment of Department Communication with LES Populations

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

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

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

None received.

E. Action Plan

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

Councilmembers will be advised by the Executive Assistant that they should do targeted outreach for hiring Council staff so that the job announcements are seen in places where bilingual candidates are likely to see them and that the job announcements specifically mention that bilingual candidates are encouraged to apply.

CITY COUNCIL JUNE 2023

DEPARTMENT	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_P	LANGUAGE
COUNCIL	00011 - Council Administration Unit	1 Frank Ogawa Plaza	City Council PSE 14	05-MAR-18	NO	YES	
COUNCIL	00011 - Council Administration Unit	1 Frank Ogawa Plaza	City Council PSE-51	03-AUG-98	NO	YES	
COUNCIL	00011 - Council Administration Unit	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	04-OCT-16	NO	YES	
COUNCIL	00111 - District One Unit	1 Frank Ogawa Plaza	City Council PSE 14	23-JAN-21	NO	YES	
COUNCIL	00111 - District One Unit	1 Frank Ogawa Plaza	City Council PSE 14	20-FEB-23	YES	YES	
COUNCIL	00111 - District One Unit	1 Frank Ogawa Plaza	City Council PSE-51	16-NOV-19	NO	YES	
COUNCIL	00111 - District One Unit	1 Frank Ogawa Plaza	Council Member	07-JAN-13	NO	YES	
COUNCIL	00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE 14	28-NOV-22	YES	YES	
COUNCIL	00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE-51	18-OCT-21	NO	YES	Spanish
COUNCIL	00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE-51	01-MAR-23	YES	YES	
COUNCIL	00211 - District Two Unit	1 Frank Ogawa Plaza	Council Member	07-JAN-19	NO	YES	
COUNCIL	00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE 14	19-JUL-22	YES	YES	
COUNCIL	00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	03-JAN-22	NO	YES	
COUNCIL	00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE-51	04-JAN-21	NO	YES	
COUNCIL	00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE-51	18-JAN-21	NO	YES	
COUNCIL	00311 - District Three Unit	1 Frank Ogawa Plaza	Council Member	04-JAN-21	NO	YES	
COUNCIL	00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE 14	05-JUN-23	Yes	Yes	
COUNCIL	00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE 14	09-JAN-23	YES	YES	Separated
COUNCIL	00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	09-JAN-23	YES	YES	
COUNCIL	00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	06-FEB-23	YES	YES	Separated
COUNCIL	00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE-51	09-JAN-23	YES	YES	
COUNCIL	00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE-51	09-JAN-23	YES	YES	
COUNCIL	00411 - District Four Unit	1 Frank Ogawa Plaza	Council Member	09-JAN-23	YES	YES	
COUNCIL	00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14	30-AUG-21	NO	YES	
COUNCIL	00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14	04-OCT-21	NO	YES	
COUNCIL	00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14	03-APR-23	YES	YES	
COUNCIL	00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	11-JAN-20	NO	YES	
COUNCIL	00511 - District Five Unit	1 Frank Ogawa Plaza	Council Member	07-JAN-13	NO	YES	Spanish
COUNCIL	00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14	07-FEB-23	YES	YES	Spanish
COUNCIL	00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	13-JAN-20	NO	YES	Separated
COUNCIL	00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	10- JUL-23	YES	Yes	
COUNCIL	00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	30-JAN-23	YES	YES	
COUNCIL	00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	27-MAR-23	YES	YES	
COUNCIL	00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE-51	09-JAN-23	YES	YES	
COUNCIL	00611 - District Six Unit	1 Frank Ogawa Plaza	Council Member	09-JAN-23	YES	YES	
COUNCIL	00711 - District Seven Unit	1 Frank Ogawa Plaza	City Council PSE 14	04-JAN-21	NO	YES	
COUNCIL	00711 - District Seven Unit	1 Frank Ogawa Plaza	City Council PSE 14	24-JAN-22	NO	YES	Separated
COUNCIL	00711 - District Seven Unit	1 Frank Ogawa Plaza	City Council PSE 14	24-JUL-23	YES	YES	
COUNCIL	00711 - District Seven Unit	1 Frank Ogawa Plaza	City Council PSE 14	24-JAN-22	NO	YES	
COUNCIL	00711 - District Seven Unit	1 Frank Ogawa Plaza	Council Member	04-JAN-21	NO	YES	
COUNCIL	00911 - Council At Large Unit	1 Frank Ogawa Plaza	City Council PSE 14	19-MAR-18	NO	YES	Spanish
COUNCIL	00911 - Council At Large Unit	1 Frank Ogawa Plaza	City Council PSE 14	15-NOV-21	NO	YES	Separated
COUNCIL	00911 - Council At Large Unit	1 Frank Ogawa Plaza	City Council PSE-51	18-APR-20	NO	YES	
COUNCIL	00911 - Council At Large Unit	1 Frank Ogawa Plaza	City Council PSE 14	24-JUL-23	YES	YES	
COUNCIL	00911 - Council At Large Unit	1 Frank Ogawa Plaza	Council Member	05-JAN-09	NO	YES	

Department Name:
Fiscal Year: FY2022-2023



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, Sofia Navarro, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Economic and Workforce Development Department was submitted on June 16, 2023.

A handwritten signature in blue ink, appearing to be "SN" or similar initials.

Sofia Navarro, Interim Director of EWDD
Type Name & Title

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: **EWD**

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Sofia Navarro	Gladys Flores	Gladys Flores
Title	Interim Director	Management Assistant	Management Assistant
Address	250 Frank H Ogawa Plaza, 3 rd Floor Oakland, CA 94612	250 Frank H Ogawa Plaza, Suite 5313 Oakland, CA 94612	250 Frank H Ogawa Plaza, Suite 5313 Oakland, CA 94612
Phone#	(510) 238-3474	(510) 238-3852	(510) 238-3852
Email	SNavarro@oaklandca.gov	GFlores@oaklandca.gov	GFlores@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	66.50		New Hires	7	
Public Contact Positions (PCP)	13	100%	New PCP Hires	2	28.57%
PCP With Spanish Language Skill	5	38.5%	New PCP Hires with SP Skill	1	50%
PCP With Chinese Language Skill	1	7.7%	New PCP Hires with CH Skill	1	50%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title	Outcome
Urban Economic Analyst II – currently conducting job announcement review with HR; hiring dependent upon the approval to UNFREEZE the position in the next FY	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes:	

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

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

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

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Small Business Week postcard	Yes	Yes	
FTIP flyer (text)	Yes	Yes	Arabic, Korean, Vietnamese
Small business webinar flyer		Yes	
Compliance Plan (letter)	Yes		
Facade and Tenant Improvement Program	Yes	Yes	Arabic, Korean, Vietnamese
TCC center text	Yes	Yes	Arabic, Korean, Vietnamese
Total # of vital documents reported = 7			

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

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

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

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

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

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

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: EWD

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
66.50	13	2	5	Yes	1	1	Yes

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

This report covers fiscal year 2022-2023 and data is reported as of June 2023.

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

The Economic & Workforce Development Department (EWDD) strives to inform the public of all the rapid changing events that affects the Oakland community and business.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.
 In order to encourage a pool of qualified bilingual applicants, all job postings are advertised to LES communities to increase participation of bilingual applicants in competitive recruitments.

EWDD continues to update internal list of bilingual staff, both City-certified and self-identified bilingual employees. In the middle of this fiscal year, EWDD hired two new employees who were certified (Level I) in Chinese.

EWDD is working with HRM to recruit for a bilingual Urban Economic Analyst II in Business Development Division, with hopes that the position will not be frozen in FY23-24.

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

To better reach communities that are traditionally underserved, EWDD engaged community partners capable of providing culturally and linguistically appropriate support to non-English speakers.

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

In addition to the City's new website offering information in multiple languages via an embedded Google Translate, the City has proactively pushed out information on the latest support and grant programs through business update emails to 8,500 recipients. The content of these emails is provided in Arabic, Chinese, Spanish and Vietnamese, in addition to English.

B. Translation of Written Vital Documents Assessment

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

EWD posts public notices in public areas and submits printing requests to Equal Access to review for outreach materials. EWD programs include Business Development, Army Base,

Cultural Affairs, Public/Private Development, Real Estate Asset Management, and Workforce. EWD continues to work closely with the Equal Access Program to better provide online translation of materials. EWD's locations where these notices are posted are almost all shared with other departments and include:

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

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

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

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

Not applicable.

C. Multilingual Telephone Messages Assessment

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

The Business Development's main line offers multilingual interpretation: 510-238-7952.

D. Assessment of Department Communication with LES Populations

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

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

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

The Department did not receive any complaints.

E. Action Plan

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

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

ECONOMIC AND WORKFORCE DEPARTMENT (EWD) JUNE 2023

DEPARTMENT	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	BILINGUAL
EWD	85111 - Admin: Economic & Wo	250 Frank Ogawa Plaza	Accountant II	03-SEP-22	YES	NO	Chinese
EWD	85111 - Admin: Economic & Wo	250 Frank Ogawa Plaza	Administrative Services Manager II	07-NOV-05	NO	NO	Chinese
EWD	85111 - Admin: Economic & Wo	250 Frank Ogawa Plaza	Director of Economic & Workforce Dev	19-FEB-22	NO	NO	Spanish
EWD	85111 - Admin: Economic & Wo	250 Frank Ogawa Plaza	Executive Assistant to the Director	26-FEB-18	NO	NO	
EWD	85111 - Admin: Economic & Wo	250 Frank Ogawa Plaza	Management Assistant	10-APR-06	NO	NO	Tagalog
EWD	85221 - Project Implementation	250 Frank Ogawa Plaza	Administrative Analyst II	20-APR-19	NO	YES	Spanish
EWD	85221 - Project Implementation	250 Frank Ogawa Plaza	Administrative Assistant I	09-APR-01	NO	NO	
EWD	85221 - Project Implementation	250 Frank Ogawa Plaza	Manager, Real Property Asset	24-APR-89	NO	NO	German
EWD	85221 - Project Implementation	250 Frank Ogawa Plaza	Project Manager III	04-MAR-13	NO	NO	
EWD	85221 - Project Implementation	250 Frank Ogawa Plaza	Urban Economic Analyst II	23-SEP-17	NO	NO	
EWD	85221 - Project Implementation	250 Frank Ogawa Plaza	Urban Economic Analyst III	15-OCT-22	YES	NO	
EWD	85221 - Project Implementation	250 Frank Ogawa Plaza	Urban Economic Analyst III (PPT)	10-APR-17	NO	NO	
EWD	85221 - Project Implementation	250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects	27-OCT-88	NO	NO	
EWD	85221 - Project Implementation	250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects	01-MAR-05	NO	NO	
EWD	85221 - Project Implementation	250 Frank Ogawa Plaza	Urban Economic Coordinator	11-FEB-08	NO	NO	
EWD	85221 - Project Implementation	250 Frank Ogawa Plaza	Urban Economic Coordinator	24-NOV-14	NO	NO	Spanish
EWD	85231 - Real Estate	250 Frank Ogawa Plaza	Account Clerk III	30-APR-22	YES	NO	Chinese
EWD	85231 - Real Estate	250 Frank Ogawa Plaza	Manager, Real Property Asset	11-JAN-20	NO	NO	
EWD	85231 - Real Estate	250 Frank Ogawa Plaza	Real Estate Agent	10-OCT-16	NO	YES	Spanish,Chinese
EWD	85231 - Real Estate	250 Frank Ogawa Plaza	Real Estate Agent	15-JUN-19	NO	YES	
EWD	85231 - Real Estate	250 Frank Ogawa Plaza	Real Estate Agent	18-MAR-23	YES	YES	Chinese
EWD	85244 - Oakland Army Base Rec	250 Frank Ogawa Plaza	Project Manager II	27-JUL-98	NO	NO	
EWD	85311 - Workforce Developmen	250 Frank Ogawa Plaza	Administrative Services Manager II	30-JUL-12	NO	NO	
EWD	85311 - Workforce Developmen	250 Frank Ogawa Plaza	Program Analyst II	21-AUG-21	NO	NO	
EWD	85311 - Workforce Developmen	250 Frank Ogawa Plaza	Program Analyst III	15-MAR-10	NO	NO	
EWD	85411 - Economic Development	250 Frank Ogawa Plaza	Urban Economic Analyst II	05-SEP-20	NO	NO	
EWD	85411 - Economic Development	250 Frank Ogawa Plaza	Urban Economic Analyst III	01-MAY-06	NO	NO	
EWD	85411 - Economic Development	250 Frank Ogawa Plaza	Urban Economic Analyst III	02-OCT-21	NO	NO	
EWD	85411 - Economic Development	250 Frank Ogawa Plaza	Urban Economic Analyst III	07-JAN-23	YES	NO	
EWD	85411 - Economic Development	250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects	15-JUL-17	NO	NO	
EWD	85511 - Cultural Arts & Marketi	250 Frank Ogawa Plaza	Program Analyst II	17-NOV-18	NO	YES	Hindi
EWD	85511 - Cultural Arts & Marketi	250 Frank Ogawa Plaza	Program Analyst III	14-NOV-20	YES	YES	Spanish
EWD	85511 - Cultural Arts & Marketi	250 Frank Ogawa Plaza	Special Events Coordinator	13-NOV-01	NO	YES	
EWD	85511 - Cultural Arts & Marketi	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	22-JAN-22	NO	NO	
EWD	85521 - Public Art	250 Frank Ogawa Plaza	Manager, Cultural Affairs	12-SEP-16	NO	YES	Spanish
EWD	85521 - Public Art	250 Frank Ogawa Plaza	Program Analyst III	27-JUN-05	NO	YES	
EWD	85611 - Special Activities	250 Frank Ogawa Plaza	City Administrator Analyst	02-DEC-08	NO	YES	
EWD	85611 - Special Activities	250 Frank Ogawa Plaza	City Administrator Analyst	17-OCT-20	NO	YES	
EWD	85611 - Special Activities	250 Frank Ogawa Plaza	Deputy Director, Econ/Workforce Dev	07-JAN-13	NO	YES	Portuguese
EWD	85611 - Special Activities	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	12-NOV-22	YES	NO	
EWD	85611 - Special Activities	250 Frank Ogawa Plaza	Special Activity Permit Inspector	21-MAR-11	NO	YES	Spanish
EWD	85611 - Special Activities	250 Frank Ogawa Plaza	Special Activity Permit Inspector	21-MAY-18	NO	YES	Spanish

Department Name: Finance
Fiscal Year: FY2022-2023



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, Erin Roseman, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Finance was submitted on Jun 9, 2023.

A handwritten signature in black ink, appearing to read "Erin Roseman", positioned above a blue horizontal line.

Erin Roseman (Jun 9, 2023 13:34 PDT)

Erin Roseman, Director of Finance






PART I Certification Page 2023

Final Audit Report

2023-06-09

Created:	2023-06-09
By:	Sarah Herbelin (seherbelin@oaklandca.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAAWbxhtku0hSPk9Z3V-B9jYNBLI7oRQW3o

"PART I Certification Page 2023" History

-  Document created by Sarah Herbelin (seherbelin@oaklandca.gov)
2023-06-09 - 6:04:17 PM GMT- IP address: 8.44.165.140
-  Document emailed to Erin Roseman (eroseman@oaklandca.gov) for signature
2023-06-09 - 6:04:45 PM GMT
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City of
Oakland

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Finance

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

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	146.8		New Hires	25	
Public Contact Positions (PCP)	52	100 %	New PCP Hires	6	100%
PCP With Spanish Language Skill	8	15.4 %	New PCP Hires with SP Skill	1	16 %
PCP With Chinese Language Skill	4	7.7 %	New PCP Hires with CH Skill	0	0 %

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Bureaus	Revenue Management, Controller, Budget, Treasury, Finance Administration (with Payroll)
Revenue Management Units	Audit, Admin, Business Tax, Citywide Collections, Citywide Liens, Tax Compliance

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: Contracts staff from DWES moved to Finance Controller's Bureau. Effective date was 7/1/2022, but the move took some time.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Business Tax	SP= 1 CH = 1	SP= 5 CH = 1
Revenue Collections	SP= 1 CH = 1	SP= 1 CH = 0
Citywide Liens	SP= 1 CH = 1	SP= 0 CH = 0

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Property Tax Special Assessment Exemption Forms	Yes	Yes	
Request for Ability to Pay Determination for Parking Payment Plans	Yes	Yes	
Revenue Administration Sign-In Sheet	Yes	Yes	
Rental Renewal Instructions	Yes	Yes	
Business Tax Renewal Instructions	Yes	Yes	
Citywide Liens Brochure	Yes	Yes	Vietnamese
Lien Demand Request Form	Yes	Yes	Vietnamese
Vacant Property Tax Petition of Vacancy	Yes	Yes	Vietnamese
Vacant Property Tax Request for Refund Application	Yes	Yes	Vietnamese
Request for Business Tax Refund	Yes	Yes	
Refund Request: Real Property Transfer Tax (RPTT)	Yes	Yes	
Rent Adjustment Program (RAP) Refund Request Form	Yes	Yes	
Residential Landlord Business Tax Refund Form	Yes	Yes	
Front door notice of walk-in hours for building 150	Yes	Yes	
Business Tax Requirements Brochure	Yes	Yes	
Rent Control in Oakland Brochure	Yes	Yes	Vietnamese
Contractor Renewal Instructions	Yes	Yes	
Vacant Property Tax Exemption Applications A-J	Sent for translation	Sent for translation	
Cannabis Tax Rebate Application	Sent for translation	Sent for translation	
Mandatory Garbage Administrative Hearing Questionnaire	Sent for translation	Sent for translation	
Total # of vital documents reported = 20			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – Please describe below
Action Plan & Timeline: Newly identified vital documents have been sent for translation 6/9/23 and will be posted on the website once they are received.	

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

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

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

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

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

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Finance

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
146.8	52	5.7 (11%)	8 (15.4%)	Yes	2.6 (5%)	4 (7.7%)	Yes

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

This report covers fiscal year 2022-2023 and data is reported as of June 2023.

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

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

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

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

The Finance Department uses Human Resources Management (HRM) Department data to determine if there is to be a selective certification recruitment for positions with bilingual requirements. Currently the Finance Department has two recruitment requisitions in process with language hiring requirements- Tax Enforcement Officer II and Collections Officer to meet the Super PCP requirements in Revenue Collections and Citywide Liens.

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

No major changes from last year.

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

Notices are posted regarding interpretation services available to various LES populations at visible locations in our offices. This provides awareness of the services available to the LES communities within the department. In addition, phone calls are routed to appropriate bilingual staff for assistance.

B. Translation of Written Vital Documents Assessment

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

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

- Customer service lobby in 150 Frank H. Ogawa Plaza, Suite 5342.
- Business Tax lobby at 250 Frank H. Ogawa Plaza, Suite 1320.
- Finance Director's office 150 Frank H. Ogawa Plaza, Suite 5215.
- Controller's Purchasing Unit in 150 Frank H. Ogawa Plaza, Suite 6223.

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

The Revenue Management Bureau has translated about 85% of its vital documents into threshold languages (Chinese and Spanish). Some forms are additionally translated into Vietnamese. The final vital documents have been sent for translation and will be posted on the website soon. Webpages, including the City's tax registration and payment page, <https://tss.oaklandnet.com/>, can be translated using Google Translate.

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

The front door notices on the 150 building are translated.

C. Multilingual Telephone Messages Assessment

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

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

D. Assessment of Department Communication with LES Populations

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

The Finance Department has sufficient certified bilingual staff to provide translation services to the LES community during business hours. In the event we need any interpretation services, staff uses the City of Oakland Language Line.

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

Department Name: Finance
Fiscal Year: FY2022-2023

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

E. Action Plan

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

Recruitments for Spanish and Chinese speaking Collections Officer and Tax Enforcement Office II positions.

Translate final vital documents into threshold languages and post on the website to enhance our services to the LES community.

FINANCE DEPARTMENT JUNE 2023

DEPARTMENT	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW F	PCP_P	LANGUAGE
FINANCE	08111 - Finance and Management: Ad	150 Frank H. Ogawa Plaza	Executive Assistant to the Director	24-JUL-21	NO	NO	
FINANCE	08111 - Finance and Management: Ad	150 Frank H. Ogawa Plaza	Manager, Finance	21-AUG-21	NO	NO	
FINANCE	08111 - Finance and Management: Ad	150 Frank H. Ogawa Plaza	Assistant to the Director	03-JAN-05	NO	NO	Spanish
FINANCE	08111 - Finance and Management: Ad	150 Frank H. Ogawa Plaza	Assistant to the Director	20-JUN-16	NO	NO	
FINANCE	08111 - Finance and Management: Ad	150 Frank H. Ogawa Plaza	Accountant II	14-MAY-22	NO	NO	
FINANCE	08111 - Finance and Management: Ad	150 Frank H. Ogawa Plaza	Account Clerk III	12-NOV-22	YES	NO	
FINANCE	08111 - Finance and Management: Ad	150 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	01-FEB-20	NO	NO	
FINANCE	08111 - Finance and Management: Ad	150 Frank H. Ogawa Plaza	Executive Assistant to the Director	28-JUL-08	NO	NO	
FINANCE	08111 - Finance and Management: Ad	150 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	03-SEP-22	YES	NO	
FINANCE	08111 - Finance and Management: Ad	150 Frank H. Ogawa Plaza	Director of Finance	17-APR-21	NO	NO	
FINANCE	08121 - Finance and Management: Pay	150 Frank H. Ogawa Plaza	Human Resource Systems Analyst, Senior	14-JUN-10	NO	NO	
FINANCE	08121 - Finance and Management: Pay	150 Frank H. Ogawa Plaza	Accountant II	28-DEC-19	NO	NO	
FINANCE	08121 - Finance and Management: Pay	150 Frank H. Ogawa Plaza	Human Resource Systems Analyst, Supv	20-NOV-06	NO	NO	
FINANCE	08121 - Finance and Management: Pay	150 Frank H. Ogawa Plaza	Human Resource Operations Tech, Senior	10-DEC-22	YES	NO	
FINANCE	08121 - Finance and Management: Pay	150 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PT	04-FEB-23	YES	NO	
FINANCE	08121 - Finance and Management: Pay	150 Frank H. Ogawa Plaza	Human Resource Systems Analyst, Senior	13-AUG-90	NO	NO	
FINANCE	08121 - Finance and Management: Pay	150 Frank H. Ogawa Plaza	Retirement Systems Accountant	15-APR-23	YES	NO	
FINANCE	08121 - Finance and Management: Pay	150 Frank H. Ogawa Plaza	Human Resource Operations Tech, Senior	22-MAY-89	NO	NO	
FINANCE	08121 - Finance and Management: Pay	150 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PT	03-OCT-22	YES	NO	
FINANCE	08121 - Finance and Management: Pay	150 Frank H. Ogawa Plaza	Human Resource Operations Tech, Senior	06-MAR-21	NO	NO	
FINANCE	08121 - Finance and Management: Pay	150 Frank H. Ogawa Plaza	Manager, Payroll	06-AUG-22	YES	NO	
FINANCE	08121 - Finance and Management: Pay	150 Frank H. Ogawa Plaza	Human Resource Operations Supervisor	29-APR-23	YES	NO	
FINANCE	08121 - Finance and Management: Pay	150 Frank H. Ogawa Plaza	Human Resource Operations Technician	30-OCT-21	NO	NO	
FINANCE	08211 - Accounting Administration Ur	150 Frank H. Ogawa Plaza	Project Manager II	24-APR-17	NO	NO	
FINANCE	08211 - Accounting Administration Ur	150 Frank H. Ogawa Plaza	Accounting Analyst, Principal	16-MAY-20	NO	NO	
FINANCE	08211 - Accounting Administration Ur	150 Frank H. Ogawa Plaza	Administrative Analyst I	02-DEC-13	NO	NO	
FINANCE	08211 - Accounting Administration Ur	150 Frank H. Ogawa Plaza	Systems Accountant III	04-DEC-06	NO	NO	
FINANCE	08211 - Accounting Administration Ur	150 Frank H. Ogawa Plaza	Controller, Assistant	25-JUL-20	NO	NO	
FINANCE	08211 - Accounting Administration Ur	150 Frank H. Ogawa Plaza	Controller	22-SEP-18	NO	NO	
FINANCE	08211 - Accounting Administration Ur	150 Frank H. Ogawa Plaza	Accounting Supervisor	04-DEC-06	NO	NO	Chinese
FINANCE	08222 - General Ledger	150 Frank H. Ogawa Plaza	Accounting Supervisor	01-AUG-05	NO	NO	
FINANCE	08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	30-MAY-06	NO	NO	
FINANCE	08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	22-SEP-01	NO	NO	Chinese
FINANCE	08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant II	15-SEP-86	NO	NO	
FINANCE	08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	01-DEC-09	NO	NO	
FINANCE	08222 - General Ledger	150 Frank H. Ogawa Plaza	Accounting Supervisor	25-APR-16	NO	NO	
FINANCE	08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	11-JAN-20	NO	NO	
FINANCE	08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	29-JUN-19	NO	NO	
FINANCE	08222 - General Ledger	150 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PT	18-JUN-18	NO	NO	
FINANCE	08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant II	10-OCT-05	NO	NO	
FINANCE	08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	10-APR-06	NO	NO	Spanish
FINANCE	08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	06-FEB-21	NO	NO	
FINANCE	08241 - Payables	150 Frank H. Ogawa Plaza	Administrative Analyst II	22-JAN-11	NO	NO	
FINANCE	08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	04-SEP-90	NO	NO	
FINANCE	08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	11-AUG-18	NO	NO	

FINANCE	08241 - Payables	150 Frank H. Ogawa Plaza	Business Analyst I	11-JUL-18	NO	NO	
FINANCE	08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	16-NOV-09	NO	NO	Chinese
FINANCE	08241 - Payables	150 Frank H. Ogawa Plaza	Administrative Analyst II	17-DEC-07	NO	NO	
FINANCE	08242 - Stores Operations	150 Frank H. Ogawa Plaza	Storekeeper II	30-MAR-91	NO	NO	
FINANCE	08242 - Stores Operations	150 Frank H. Ogawa Plaza	Storekeeper III	20-MAR-89	NO	NO	
FINANCE	08243 - Purchasing	150 Frank H. Ogawa Plaza	Administrative Assistant I	08-FEB-20	NO	NO	
FINANCE	08243 - Purchasing	150 Frank H. Ogawa Plaza	Purchasing Supervisor	05-SEP-01	NO	NO	
FINANCE	08243 - Purchasing	150 Frank H. Ogawa Plaza	Office Assistant II, PPT	07-JAN-23	YES	NO	
FINANCE	08243 - Purchasing	150 Frank H. Ogawa Plaza	Buyer, Senior	05-JUN-17	NO	NO	
FINANCE	08243 - Purchasing	150 Frank H. Ogawa Plaza	Buyer	17-JUN-19	NO	NO	
FINANCE	08243 - Purchasing	150 Frank H. Ogawa Plaza	Buyer	10-APR-17	NO	NO	
FINANCE	08243 - Purchasing	150 Frank H. Ogawa Plaza	Buyer	10-DEC-12	NO	NO	
FINANCE	08243 - Purchasing	150 Frank H. Ogawa Plaza	Buyer	12-JAN-19	NO	NO	
FINANCE	08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Revenue & Tax Administrator, Assistant	10-AUG-19	NO	NO	
FINANCE	08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Business Analyst II	05-OCT-19	NO	NO	
FINANCE	08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Account Clerk II	11-JUN-22	NO	NO	
FINANCE	08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Account Clerk III	22-FEB-20	NO	YES	
FINANCE	08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Revenue Analyst, Principal	22-DEC-14	NO	NO	
FINANCE	08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Revenue & Tax Administrator	29-OCT-22	YES	NO	
FINANCE	08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Business Analyst II	15-JUN-19	NO	NO	
FINANCE	08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Accountant II	18-FEB-23	YES	NO	
FINANCE	08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Business Analyst I	20-NOV-17	NO	NO	
FINANCE	08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Revenue & Tax Administrator, Assistant	04-FEB-23	YES	NO	
FINANCE	08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Account Clerk II	13-OCT-14	NO	YES	
FINANCE	08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Account Clerk II	13-NOV-21	NO	YES	
FINANCE	08411 - Revenue Administration Unit	150 Frank H. Ogawa Plaza	Revenue Analyst, Principal	31-MAY-11	NO	NO	
FINANCE	08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Auditor II	27-AUG-18	NO	YES	
FINANCE	08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	04-DEC-06	NO	YES	
FINANCE	08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Auditor II	09-APR-18	NO	YES	Chinese-Mandarin
FINANCE	08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Revenue Assistant	02-APR-12	NO	YES	
FINANCE	08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Auditor I	04-DEC-06	NO	YES	
FINANCE	08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	18-OCT-99	NO	YES	
FINANCE	08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Auditor II	13-JUN-11	NO	YES	
FINANCE	08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Revenue Operations Supervisor	05-NOV-07	NO	YES	Chinese
FINANCE	08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Auditor II	16-NOV-19	NO	YES	
FINANCE	08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	22-NOV-99	NO	YES	Spanish
FINANCE	08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Auditor II	27-SEP-04	NO	YES	
FINANCE	08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	30-DEC-02	NO	YES	
FINANCE	08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	28-JAN-02	NO	YES	Korean
FINANCE	08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Auditor I	20-APR-19	NO	YES	
FINANCE	08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Auditor II	06-JUN-16	NO	YES	
FINANCE	08421 - Revenue Audit Unit	150 Frank H. Ogawa Plaza	Tax Auditor I	31-OCT-20	NO	YES	Spanish
FINANCE	08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Revenue Assistant	29-SEP-97	NO	YES	Spanish
FINANCE	08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Exempt Limited Duration Employee	04-FEB-23	YES	YES	
FINANCE	08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	28-JAN-02	NO	YES	
FINANCE	08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	02-JUN-97	NO	YES	
FINANCE	08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	05-JUL-16	NO	YES	Spanish

FINANCE	08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	11-FEB-02	NO	YES	
FINANCE	08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Revenue Assistant	29-JUN-19	NO	YES	
FINANCE	08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Revenue Assistant	12-NOV-22	YES	YES	
FINANCE	08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	09-OCT-17	NO	YES	Spanish
FINANCE	08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Exempt Limited Duration Employee	04-FEB-23	YES	YES	
FINANCE	08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Exempt Limited Duration Employee	04-FEB-23	YES	YES	
FINANCE	08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Cashier	12-NOV-22	YES	YES	Spanish
FINANCE	08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Revenue Assistant	07-JAN-19	NO	YES	Chinese
FINANCE	08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Revenue Operations Supervisor	04-DEC-06	NO	YES	Spanish
FINANCE	08431 - Business License Tax Unit	150 Frank H. Ogawa Plaza	Cashier	02-APR-22	NO	YES	Chinese
FINANCE	08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Collections Officer	05-NOV-94	NO	YES	Spanish
FINANCE	08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Revenue Assistant	06-AUG-22	YES	YES	
FINANCE	08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Revenue Assistant	09-OCT-17	NO	YES	
FINANCE	08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	24-JUL-95	NO	YES	
FINANCE	08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Revenue Assistant	23-MAR-83	NO	YES	
FINANCE	08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Collections Officer	30-DEC-02	NO	YES	
FINANCE	08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	10-JUL-06	NO	YES	
FINANCE	08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Revenue Assistant	09-OCT-17	NO	YES	
FINANCE	08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Revenue Assistant	09-JUN-89	NO	YES	
FINANCE	08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Revenue Operations Supervisor	28-JUN-93	NO	YES	
FINANCE	08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Collections Officer	29-SEP-97	NO	YES	
FINANCE	08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Collections Officer	06-DEC-04	NO	YES	
FINANCE	08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Collections Officer	25-APR-05	NO	YES	
FINANCE	08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Tax Enforcement Officer II	12-OCT-15	NO	YES	
FINANCE	08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Cashier	05-MAR-22	NO	YES	
FINANCE	08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Revenue Operations Supervisor	28-JAN-02	NO	YES	
FINANCE	08441 - Revenue Collections Unit	150 Frank H. Ogawa Plaza	Collections Officer	26-OCT-15	NO	YES	
FINANCE	08711 - Treasury Administration Unit	150 Frank H. Ogawa Plaza	Treasury Administrator	05-OCT-98	NO	NO	
FINANCE	08711 - Treasury Administration Unit	150 Frank H. Ogawa Plaza	Administrative Assistant II	11-JUL-20	NO	NO	
FINANCE	08721 - Treasury Operations Unit	150 Frank H. Ogawa Plaza	Business Analyst IV	29-AUG-05	NO	NO	
FINANCE	08721 - Treasury Operations Unit	150 Frank H. Ogawa Plaza	Exempt Limited Duration Employee	24-DEC-22	YES	NO	
FINANCE	08721 - Treasury Operations Unit	150 Frank H. Ogawa Plaza	Treasury Administrator, Asst	19-FEB-08	NO	NO	
FINANCE	08721 - Treasury Operations Unit	150 Frank H. Ogawa Plaza	Investment & Operations Manager	10-OCT-05	NO	NO	
FINANCE	08721 - Treasury Operations Unit	150 Frank H. Ogawa Plaza	Exempt Limited Duration Employee	24-DEC-22	YES	NO	
FINANCE	08721 - Treasury Operations Unit	150 Frank H. Ogawa Plaza	Exempt Limited Duration Employee	10-DEC-22	YES	NO	
FINANCE	08721 - Treasury Operations Unit	150 Frank H. Ogawa Plaza	Treasury Analyst II	07-DEC-15	NO	NO	
FINANCE	08731 - Treasury Cashiering Unit	150 Frank H. Ogawa Plaza	Cashier	21-MAR-20	NO	YES	
FINANCE	08751 - Retirement	150 Frank H. Ogawa Plaza	Accountant III	19-JAN-16	NO	NO	
FINANCE	08751 - Retirement	150 Frank H. Ogawa Plaza	Benefits Representative	23-JUL-22	YES	NO	
FINANCE	08751 - Retirement	150 Frank H. Ogawa Plaza	Benefits Representative	08-FEB-11	NO	NO	
FINANCE	08751 - Retirement	150 Frank H. Ogawa Plaza	Investment & Operations Manager	25-APR-05	NO	NO	
FINANCE	08751 - Retirement	150 Frank H. Ogawa Plaza	Retirement Systems Accountant	27-JAN-06	NO	NO	Spanish
FINANCE	08751 - Retirement	150 Frank H. Ogawa Plaza	Administrative Assistant II	31-AUG-13	NO	NO	
FINANCE	08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget & Management Analyst, Senior	25-JUL-20	NO	NO	
FINANCE	08811 - Budget Unit	150 Frank H. Ogawa Plaza	Management Intern, PT	23-JUL-22	YES	NO	
FINANCE	08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget & Management Analyst	12-NOV-22	YES	NO	
FINANCE	08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget Administrator	15-SEP-10	NO	NO	

FINANCE	08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget & Management Analyst	02-FEB-13	NO	NO	
FINANCE	08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget & Management Analyst	29-OCT-22	YES	NO	
FINANCE	08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget & Management Analyst, Senior	26-JUL-10	NO	NO	Spanish
FINANCE	08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget & Management Analyst	14-APR-14	NO	NO	
FINANCE	08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget & Management Analyst, Senior	06-APR-09	NO	NO	
FINANCE	08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget Administrator, Assistant	30-OCT-06	NO	NO	
FINANCE	08811 - Budget Unit	150 Frank H. Ogawa Plaza	Budget & Management Analyst, Senior	26-NOV-12	NO	NO	
FINANCE	08811 - Budget Unit	150 Frank H. Ogawa Plaza	Business Analyst IV	10-MAR-14	NO	NO	

0.15384615
0.05769231

Department Name:
Fiscal Year: FY2022-2023

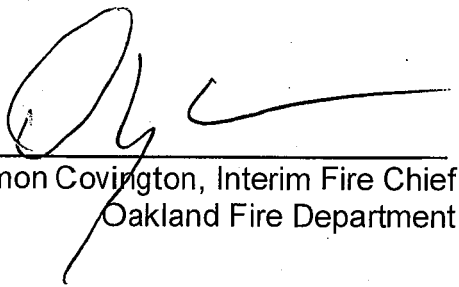


EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, Interim Fire Chief Damon Covington, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Oakland Fire Department was submitted on August 8, 2023.



Damon Covington, Interim Fire Chief
Oakland Fire Department

Department Name:
Fiscal Year: FY2022-2023

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Fire Department

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Damon Covington	Michael Hunt	Sonia Lara
Title	Interim Fire Chief	Assistant to the Director	Fire Department, Personnel Officer
Address	150 FOP, Suite 3354	150 FOP, Suite 3354	150 FOP, Suite 3455
Phone#	510-238-4052	510-238-6353	
Email	Dlcovington@oaklandca.gov	mhunt@oaklandca.gov	Slara@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	567		New Hires	40	
Public Contact Positions (PCP)	476	100%	New PCP Hires	35	100%
PCP With Spanish Language Skill	52	11 %	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	9	1.8 %	New PCP Hires with CH Skill	0	%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Office of the Fire Chief	Emergency Management Services Division
Field Operations Division	Medical Services Division
Support Services Division	
Fire Prevention Bureau	
Fiscal and Administrative Services Division	

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

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

Department Name:
 Fiscal Year: FY2022-2023

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
SEE ATTACHMENT 1			
Total # of vital documents reported =			

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

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

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Station 1	1603 M. L. King Jr. Way	94612	839-5140	26	1	.03	0	0
Station 2	47 Clay Street	94607	238-6957	12	2	16	1	8
Station 3	1445 14th Street	94607	444-6042	26	4	15	0	0
Station 4	1235 International Blvd	94606	500-3995	26	5	19	2	10
Station 5	934 34th Street	94608	654-6122	11	0	0	0	0
Station 6	7080 Colton Blvd	94611	735-9052	10	0	0	0	0
Station 7	1006 Amito Avenue	94605	649-7925	10	0	0	0	0
Station 8	463 51st Street	94609	547-8878	26	2	7	0	0
Station 12	822 Alice Street	94610	601-7170	11	1	9	0	0
Station 13	1225 Derby Avenue	94601	533-8480	12	3	25	0	0
Station 15	455 27th Street	94612	451-4789	29	1	3	0	0
Station 16	3600 13th Avenue	94610	531-0785	12	3	25	0	0
Station 17	3344 High Street	94619	532-5173	12	3	25	0	0
Station 18	5008 Bancroft Avenue	94601	479-7598	24	4	16	0	0
Station 19	5776 Miles Avenue	94618	658-2756	12	0	0	0	0
Station 20	1401 98th Avenue	94603	569-2568	24	3	12	1	8
Station 21	13150 Skyline Boulevard	94619	635-7390	11	2	18	0	0
Station 22	751 Air Cargo Way	94621	635-8629	11	1	9	0	0
Station 23	7100 Foothill Blvd	94605	382-0763	12	0	0	0	0
Station 24	5900 Shepherd Canyon	94611	482-8133	11	1	9	0	0

Department Name:
 Fiscal Year: FY2022-2023

	Road							
Station 25	2795 Butters Drive	94602	531-1927	11	1	9	0	0
Station 26	2611 98th Avenue	94603	553-9118	12	1	8	0	2
Station 27	8501 Pardee Drive	94621	635-6792	10	0	0	1	10
Station 28	4615 Grass Valley Road	94621	569-3445	11	0	0	1	9
Station 29	1016 66th Avenue	94621	562-2852	12	1	8	0	0
Route							0	
Dispatch Center	1603 M. L. King Jr. Way	94612	238-4038	26	6	23	1	3
Total				410	45	9	7	1

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

Oakland Fire Dispatch FY2022-23	Total	SP	CH
Communications Dispatchers	20	6	1
Communications Supervisor	5	0	0
Communications Manager	1		
Total	26	3	0
Percentage of Total		23%	3%

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

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

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

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
576	476	11%	52	Yes	5%	9	No

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

This report covers fiscal year 2022-2023 and data is reported as of June 2023.

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

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

In Fiscal Year (FY) 2022-23, the Oakland Fire Department (OFD) had a total of 567 authorized Full Time Equivalent (FTE) positions. As of June 1, 2023, of the filled positions, 476 positions were Public Contact Positions (PCP).

The Equal Access Ordinance (EAO) goal for OFD Bilingual PCP (BPCP) for Spanish speaking was 11% or 52 positions; and for Chinese speaking was 5% or 24 positions. OFD had a total of 52 Spanish speaking and 9 Chinese speaking employees in BPCP during the fiscal year. OFD continued to exceed the goal for Spanish public contact positions but is falling short in Chinese speaking personnel. OFD provides bilingual language access to services through both PCP and non-PCP positions. OFD has nearly seventy-five city-certified and self-identified employees who speak the threshold languages: 60 speak Spanish and 11 speak Chinese. Additionally, OFD bilingual employees speak Cambodian, Farsi, German, Italian, Korean, Laotian, Russian, Sign Language, Tagalog, and Vietnamese.

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

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

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

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

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

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

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

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

In 2022, a feature length documentary film celebrating the 100th year anniversary of African Americans in The Oakland Fire Department, and the 40th year of women was released. The film tells the story of the men and women who fought for equal rights *Behind The Station Door*. It also shows why firefighters love protecting the City of Oakland and pays homage to some of its leaders in the department. The film is currently on the circuit of film festivals nationwide.

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

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

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

B. Translation of Written Vital Documents Assessment

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

- Fire Administration, 150 Frank H. Ogawa Plaza Oakland, CA 94612 – buildings opened in hybrid schedule due to COVID-19
- Fire Prevention Bureau, 250 Frank H. Ogawa Plaza Oakland, CA 94612

The translated documents for the 9-1-1 Registry are posted on the City website under the Oakland Fire Department and at the Emergency Management Services Division.

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

100% of the vital documents translated is likely less than 30%.

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

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

C. Multilingual Telephone Messages Assessment

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

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

D. Assessment of Department Communication with LES Populations

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

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

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

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

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

E. Action Plan

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

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

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

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

Department Name: Fire Department
Fiscal Year: FY2022-2023

- Identify any pre-recorded message content that could be used strategically to disseminate messages to broad audiences in multiple languages.

OAKLAND FIRE DEPARTMENT JUNE 2023

DEPART	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW #	PCP_PC	LANGUAGE
FIRE	20511 - Budget and Planning Administration	150 Frank H Ogawa Plaza	Accountant II	30-NOV-19	NO	NO	
FIRE	20511 - Budget and Planning Administration	150 Frank H Ogawa Plaza	Accountant II	02-FEB-01	NO	NO	
FIRE	20511 - Budget and Planning Administration	150 Frank H Ogawa Plaza	Administrative Analyst I	08-OCT-18	NO	NO	
FIRE	20511 - Budget and Planning Administration	150 Frank H Ogawa Plaza	Administrative Analyst II	23-FEB-19	NO	NO	
FIRE	20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Administrative Analyst II	01-DEC-87	NO	NO	
FIRE	20311 - Fire Marshals Office Unit	PWA FISCAL-250 FRANK OGAWA PLAZA, SUITE	Administrative Assistant I	26-DEC-20	NO	NO	Spanish
FIRE	20816 - Fire - Support & Services Unit	250 Victory Court	Administrative Assistant I	02-APR-22	NO	NO	
FIRE	20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Administrative Assistant I	05-OCT-19	NO	NO	
FIRE	20815 - U.S.A.R	150 Frank Ogawa Plaza	Administrative Assistant I	08-OCT-18	NO	NO	
FIRE	20511 - Budget and Planning Administration	150 Frank H Ogawa Plaza	Administrative Assistant II	17-OCT-20	NO	NO	Chinese-Cantonese
FIRE	20912 - Measure N - Paramedic	250 Victory Court	Administrative Assistant II	03-OCT-20	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Administrative Assistant II	09-OCT-17	NO	NO	
FIRE	20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Administrative Services Manager I	06-MAR-89	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Assistant Chief of Fire Department	17-NOV-97	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Assistant Chief of Fire Department	17-NOV-97	NO	NO	
FIRE	20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Assistant to the Director	02-MAR-15	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	17-NOV-97	NO	NO	Spanish
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	08-JUL-02	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	19-MAR-01	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	30-NOV-98	NO	NO	
FIRE	20631 - In-Service Training Unit	250 Victory Court	Battalion Chief	01-APR-96	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	14-JAN-02	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	17-NOV-97	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	29-JUN-00	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	10-SEP-07	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	19-MAR-01	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	29-JUN-00	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Battalion Chief	28-OCT-02	NO	NO	
FIRE	20511 - Budget and Planning Administration	150 Frank H Ogawa Plaza	Budget & Grants Administrator	27-JUL-15	NO	NO	
FIRE	20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Business Analyst II	23-AUG-21	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	05-FEB-07	NO	YES	Spanish
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	23-FEB-04	NO	YES	Spanish
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02	NO	YES	Spanish
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	27-SEP-04	NO	YES	Spanish
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97	NO	YES	
FIRE	20631 - In-Service Training Unit	250 Victory Court	Captain of Fire Department	08-JUL-02	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	27-SEP-04	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	08-JUL-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	29-JUN-00	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JUN-10	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	16-DEC-91	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	13-MAY-13	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	08-JUL-02	NO	YES	
FIRE	20814 - Airport	150 Frank H Ogawa Plaza	Captain of Fire Department	28-APR-03	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	12-SEP-05	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	02-OCT-00	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	28-FEB-05	NO	YES	

DEPARTM	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	PCLANGUAGE
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	13-MAY-13	NO	YES	
FIRE	20631 - In-Service Training Unit	250 Victory Court	Captain of Fire Department	20-SEP-99	NO	NO	
FIRE	20814 - Airport	150 Frank H Ogawa Plaza	Captain of Fire Department	05-FEB-07	NO	YES	
FIRE	20816 - Fire - Support & Services Unit	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	08-JUL-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-MAY-90	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	02-OCT-00	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	30-NOV-98	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	08-JUL-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	02-OCT-00	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	12-SEP-05	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	28-OCT-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	26-JAN-98	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	23-FEB-04	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	30-NOV-98	NO	YES	
FIRE	20631 - In-Service Training Unit	250 Victory Court	Captain of Fire Department	23-OCT-06	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JUN-10	NO	YES	
FIRE	20814 - Airport	150 Frank H Ogawa Plaza	Captain of Fire Department	08-JUL-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	10-SEP-07	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	26-JAN-98	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	23-FEB-04	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Captain of Fire Department	14-JAN-02	NO	YES	
FIRE	20814 - Airport	150 Frank H Ogawa Plaza	Captain of Fire Department	17-NOV-97	NO	YES	
FIRE	20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Chief of Fire	17-MAY-21	NO	NO	
FIRE	20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	18-APR-22	NO	YES	
FIRE	20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	11-JUN-22	NO	YES	
FIRE	20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	16-APR-22	NO	YES	
FIRE	20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	21-MAR-22	NO	YES	
FIRE	20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	21-MAR-22	NO	YES	
FIRE	20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	11-JUN-22	NO	YES	
FIRE	20816 - Fire - Support & Services Unit	150 Frank Ogawa Plaza	Deputy Chief of Fire Department	19-MAR-01	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Deputy Chief of Fire Department	20-SEP-99	NO	NO	
FIRE	20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Emergency Medical Services Coordinator	04-MAY-15	NO	NO	
FIRE	20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Emergency Medical Services Coordinator	18-JAN-16	NO	NO	
FIRE	20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Emergency Medical Services Coordinator	18-JAN-16	NO	NO	
FIRE	20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	21-MAR-22	NO	YES	
FIRE	20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	04-APR-22	NO	YES	
FIRE	20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	02-APR-22	NO	YES	
FIRE	20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	21-MAR-22	NO	YES	
FIRE	20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	21-MAR-22	NO	YES	
FIRE	20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	09-JUL-22	YES	YES	
FIRE	20711 - Emergency Services Program Unit	250 Victory Court	Emergency Planning Coordinator	07-OCT-17	NO	YES	
FIRE	20711 - Emergency Services Program Unit	250 Victory Court	Emergency Planning Coordinator, Sr	19-FEB-22	NO	YES	
FIRE	20711 - Emergency Services Program Unit	250 Victory Court	Emergency Planning Coordinator, Sr	19-FEB-22	NO	YES	
FIRE	20711 - Emergency Services Program Unit	250 Victory Court	Emergency Services Manager, Assistant	10-FEB-20	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	02-OCT-00	NO	YES	Chinese-Cantonese
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	09-JUL-12	NO	YES	Chinese-Cantonese
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	12-SEP-05	NO	YES	Spanish
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	24-MAR-14	NO	YES	Spanish
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	24-MAR-14	NO	YES	Spanish

DEPARTM	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	PCLANGUAGE
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	14-JAN-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	06-JUN-16	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	06-JUN-16	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	19-DEC-16	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	13-OCT-14	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	14-JAN-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	14-JAN-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	02-APR-90	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	19-DEC-16	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	19-AUG-13	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	27-SEP-04	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	08-JUL-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	19-DEC-16	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	06-JUN-16	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	12-SEP-05	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	28-OCT-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	24-MAR-14	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	24-MAR-14	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Engineer of Fire Department	14-JAN-02	NO	YES	
FIRE	20351 - Engineering Unit	1 Frank Ogawa Plaza	Engineer, Assistant I (Office)	04-OCT-21	NO	NO	
FIRE	20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Executive Assistant to the Director	25-JAN-21	NO	NO	
FIRE	20351 - Engineering Unit	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	05-MAR-22	NO	NO	
FIRE	20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	21-SEP-19	NO	YES	Chinese-Cantonese
FIRE	20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	14-JAN-02	NO	YES	Spanish
FIRE	20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	16-APR-22	NO	YES	Spanish
FIRE	20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	08-APR-06	NO	YES	Spanish
FIRE	20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	05-NOV-05	NO	YES	Spanish
FIRE	20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	18-APR-20	NO	YES	Spanish
FIRE	20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	06-APR-19	NO	YES	
FIRE	20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	02-APR-22	NO	YES	
FIRE	20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	20-SEP-21	NO	YES	
FIRE	20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	07-JAN-08	NO	YES	
FIRE	20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	20-AUG-22	YES	NO	
FIRE	20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	09-OCT-06	NO	YES	
FIRE	20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	17-JUL-06	NO	YES	
FIRE	20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	22-JAN-22	NO	YES	
FIRE	20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	02-MAY-20	NO	YES	
FIRE	20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	16-JUL-01	NO	YES	
FIRE	20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	26-MAR-18	NO	YES	
FIRE	20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Manager	05-FEB-22	NO	NO	
FIRE	20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	03-DEC-16	NO	NO	Spanish
FIRE	20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	17-JUL-06	NO	NO	
FIRE	20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	06-JUN-16	NO	NO	
FIRE	20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	07-JAN-08	NO	NO	
FIRE	20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	26-NOV-12	NO	NO	
FIRE	20811 - Human Resources	150 Frank Ogawa Plaza	Fire Department Personnel Officer	12-AUG-02	NO	NO	Spanish
FIRE	20912 - Measure N - Paramedic	250 Victory Court	Fire Division Manager	08-AUG-20	NO	NO	
FIRE	20511 - Budget and Planning Administration	150 Frank H Ogawa Plaza	Fire Division Manager	13-NOV-95	NO	NO	
FIRE	20816 - Fire - Support & Services Unit	150 Frank Ogawa Plaza	Fire Equipment Technician	03-SEP-96	NO	NO	Spanish
FIRE	20816 - Fire - Support & Services Unit	250 Victory Court	Fire Equipment Technician	02-MAY-20	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	13-OCT-14	NO	YES	Chinese-Cantonese
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	25-APR-16	NO	YES	Chinese-Cantonese
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	24-MAR-14	NO	YES	Chinese-Cantonese
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter	19-DEC-16	NO	YES	Chinese-Cantonese

DEPARTM	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	PCLANGUAGE
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	08-JUL-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	24-MAR-14	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	28-OCT-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-JUL-15	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	26-FEB-22	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	08-JUL-19	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	26-FEB-22	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-MAR-23	YES	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	28-DEC-15	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-MAR-23	YES	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	06-JUN-16	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	29-NOV-21	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-APR-21	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	29-NOV-21	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-DEC-16	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-JUL-15	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	29-NOV-21	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-JUL-15	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	26-FEB-22	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	26-FEB-22	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-APR-21	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-SEP-99	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	29-NOV-10	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	29-NOV-21	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-MAR-23	YES	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	31-OCT-20	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-APR-21	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	28-DEC-15	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-APR-21	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	23-OCT-06	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	23-FEB-04	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	08-JUL-19	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	19-DEC-16	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-MAR-23	YES	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	29-NOV-21	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Fire Fighter Paramedic	20-MAR-23	YES	YES	
FIRE	20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Fire Inspection Supervisor	09-JUL-12	NO	NO	Spanish
FIRE	20371 - Vegetation Management Unit	1 Frank Ogawa Plaza	Fire Inspection Supervisor	09-MAY-16	NO	NO	
FIRE	20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspection Supervisor	20-JUL-15	NO	NO	
FIRE	20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspection Supervisor	24-JAN-98	NO	NO	
FIRE	20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	24-NOV-14	NO	YES	Chinese-Cantonese
FIRE	20371 - Vegetation Management Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	03-NOV-09	NO	YES	Spanish
FIRE	20371 - Vegetation Management Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	31-JUL-17	NO	YES	Spanish
FIRE	20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	17-NOV-17	NO	YES	Spanish
FIRE	20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	12-AUG-17	NO	YES	Spanish
FIRE	20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	12-MAR-18	NO	YES	Spanish
FIRE	20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-APR-22	NO	YES	Spanish
FIRE	20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-APR-22	NO	YES	
FIRE	20371 - Vegetation Management Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-APR-22	NO	YES	
FIRE	20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-JUN-06	NO	YES	
FIRE	20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	01-MAY-10	NO	YES	
FIRE	20371 - Vegetation Management Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	21-DEC-14	NO	YES	
FIRE	20331 - Inspectional Services Unit	PWA FISCAL-250 FRANK OGAWA PLAZA, SUITE	Fire Inspector (Civilian)	16-APR-22	NO	YES	

DEPARTM	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	PCLANGUAGE
FIRE	20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	25-APR-05	NO	YES	
FIRE	20371 - Vegetation Management Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-APR-22	NO	YES	
FIRE	20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	17-DEC-18	NO	YES	
FIRE	20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-JAN-18	NO	YES	
FIRE	20341 - Arson Investigation Unit	PWA FISCAL-250 FRANK OGAWA PLAZA, SUITE	Fire Investigator	02-OCT-00	NO	YES	Spanish
FIRE	20341 - Arson Investigation Unit	PWA FISCAL-250 FRANK OGAWA PLAZA, SUITE	Fire Investigator	17-NOV-97	NO	YES	
FIRE	20341 - Arson Investigation Unit	PWA FISCAL-250 FRANK OGAWA PLAZA, SUITE	Fire Investigator	12-SEP-05	NO	YES	
FIRE	20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Fire Marshal (Sworn)	23-FEB-04	NO	NO	
FIRE	20351 - Engineering Unit	PWA FISCAL-250 FRANK OGAWA PLAZA, SUITE	Fire Protection Engineer	14-OCT-91	NO	NO	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	23-FEB-04	NO	YES	Chinese-Cantonese
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	09-JUL-12	NO	YES	Spanish
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	24-MAR-14	NO	YES	Spanish
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	23-OCT-06	NO	YES	Spanish
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	12-SEP-05	NO	YES	Spanish
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02	NO	YES	Spanish
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	09-JUL-12	NO	YES	Spanish
FIRE	20631 - In-Service Training Unit	250 Victory Court	Lieutenant of Fire Department	05-FEB-07	NO	NO	Spanish
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	30-NOV-98	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	13-MAY-13	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	10-SEP-07	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	02-OCT-00	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	23-FEB-04	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	02-OCT-00	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	26-JAN-98	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JUN-10	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	13-MAY-13	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	30-NOV-98	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	20-JUL-15	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	24-MAR-14	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	13-MAY-13	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	09-JUL-12	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	30-NOV-98	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	10-SEP-07	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	24-MAR-14	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	28-OCT-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	26-JAN-98	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	24-MAR-14	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	09-JUL-12	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	10-SEP-07	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	05-FEB-07	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	10-SEP-07	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	05-FEB-07	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	13-MAY-13	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	09-JUL-12	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	05-FEB-07	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	28-OCT-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	27-SEP-04	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97	NO	YES	

DEPARTM	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_PC	LANGUAGE
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	26-JAN-98	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	23-FEB-04	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	16-DEC-91	NO	YES	
FIRE	20411 - Emergency Service/Suppression	150 Frank Ogawa Plaza	Lieutenant of Fire Department	19-MAR-01	NO	YES	
FIRE	20914 - MACRO	150 Frank H Ogawa Plaza	MACRO Program Manager	01-NOV-21	NO	YES	
FIRE	20711 - Emergency Services Program Unit	250 Victory Court	Management Intern, PT	07-JAN-23	YES	YES	
FIRE	20711 - Emergency Services Program Unit	250 Victory Court	Manager, Emergency Services	08-FEB-20	NO	YES	
FIRE	20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Office Assistant II	05-FEB-22	NO	NO	Chinese-Cantonese
FIRE	20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Office Assistant II	05-FEB-22	NO	NO	
FIRE	20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Office Assistant II	17-OCT-20	NO	NO	
FIRE	20811 - Human Resources	150 Frank Ogawa Plaza	Office Assistant II	24-AUG-09	NO	NO	
FIRE	20541 - Payroll Unit	150 Frank H Ogawa Plaza	Office Manager	02-APR-01	NO	NO	
FIRE	20551 - Time and Attendance Unit	150 Frank H Ogawa Plaza	Payroll Personnel Clerk III	24-AUG-09	NO	NO	
FIRE	20913 - EMS Training	150 Frank Ogawa Plaza	Program Analyst I	23-AUG-21	NO	NO	
FIRE	20351 - Engineering Unit	1 Frank Ogawa Plaza	Program Analyst III	02-APR-12	NO	NO	
FIRE	20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	15-OCT-22	YES	NO	
FIRE	20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	11-JUN-22	NO	NO	
FIRE	20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	28-MAY-22	NO	NO	
FIRE	20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	01-JUN-21	NO	NO	
FIRE	20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	11-JUN-22	NO	NO	
FIRE	20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	15-APR-23	YES	NO	
FIRE	20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	15-APR-23	YES	NO	
FIRE	20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	15-APR-23	YES	NO	
FIRE	20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	24-FEB-20	NO	NO	
FIRE	20813 - Fire Boat	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	12-AUG-19	NO	NO	
FIRE	20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	28-MAY-22	NO	NO	
FIRE	20815 - U.S.A.R	150 Frank Ogawa Plaza	US&R Warehouse & Logistics Specialist	31-DEC-18	NO	NO	

Department Name:
Fiscal Year: FY2022-2023



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, Emily Weinstein, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Housing and Community Development Department was submitted on June 23, 2023.

Emily Weinstein

Emily Weinstein (Jun 27, 2023 11:30 PDT)

Emily Weinstein, Interim Director

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Emily Weinstein	Ellen Dillard	Ellen Dillard
Title	Interim Director	Management Assistant	Management Assistant
Address	250 Frank H. Ogawa, Suite 6301 Oakland, CA 94612	250 Frank H. Ogawa, Suite 5313 Oakland, CA 94612	250 Frank H. Ogawa, Suite 5313 Oakland, CA 94612
Phone#	(510) 238-3714	(510) 238-6514	(510) 238-6514
Email	eweinstein@oaklandca.gov	edillard@oaklandca.gov	edillard@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	60		New Hires	3	
Public Contact Positions (PCP)	36		New PCP Hires	3	100%
PCP With Spanish Language Skill	7	19.45%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	5	13.89%	New PCP Hires with CH Skill	0	0%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Admin. and Fiscal: Housing and Community Development	
Housing Development Services	
Residential Lending Services	
Community Development & Engagement	
Rent Adjustment Program	

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Municipal Lending (89939)	SP= 1 CH = 1	SP= 1 CH = 0
Rent Adjustment Program	SP= 1 CH = 1	SP= 4 CH = 4
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
ELLIS Act Ordinance	Yes	Yes	
RAP Letter - Document	Yes	No	
Info Sheet Tenant Repayment	Yes	Yes	
Housing ADULP Program Funds	Yes	Yes	
Canva Flyers (ADULP)	Yes	Yes	
Surveys (ADULP)	Yes	Yes	
HCD Services	Yes	Yes	
HCD Workshop	Yes	Yes	
HCD Workshop Flyer	Yes	Yes	
Tenant Notice – Update	Yes	Yes	
HCD Workshop		Yes	
Disaster Assistance Program	Yes	Yes	
District 2 Measure U (Text)	Yes	Yes	Vietnamese
District 2 Measure U (PowerPoint)	Yes	Yes	
Rent Registry Form	Yes	Yes	
Moratorium Phase-Out Materials	Yes	Yes	Vietnamese, Korean, Arabic
Eviction Moratorium Digital Ad Campaign	Yes	Yes	
Total # of vital documents reported = 17			

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

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Housing and Community Development	238-3015	Completed
Rent Adjustment Program	238-3721	Completed
Housing Resource Information Line	238-6182	Completed

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

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

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

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Housing and Community Development Department

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
60	36	4	7	YES	2	5	YES

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

This report covers fiscal year 2022-2023 and data is reported as of June 2023.

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

The Housing and Community Development (HCD) complied with the Equal Access Ordinance (EAO) during the reporting period. The written documents that we use to administer our housing programs have been updated into Chinese and Spanish; other documents were translated in Korean and Vietnamese. We continue to update our program websites to provide more information to the public. These programs effectively serve the Limited English Speaking (LES) population in the City of Oakland as required by the EAO.

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

HCD's recruitment and outreach efforts continue to include language and materials that encourage bilingual candidates to apply for all our vacancies. This include but is not limited to placing job announcements in bilingual newspapers and/or websites. We will continue to hire bilingual candidates who could assist with providing multilingual services to the public. Although most positions that were filled during the reporting period were not designated as PCP positions, we do have multiple bilingual staff members who can assist LES individuals as needed.

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

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

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

HCD updated, produced, and distributed written materials throughout the various outlets and events in the city. Occasionally, HCD provides bilingual public service announcements on KTOP with translations in Spanish, Cantonese, Mandarin, Vietnamese and other languages as needed. HCD's community outreach is designed to inform LES individuals in Oakland about available services that are offered and their rights under the various services that we provide. We take proactive measures to ensure that our client's language access needs are

immediately addressed. DHCD is following the City's Equal Access to Services Ordinance and Administrative Instruction (AI) 145.

B. Translation of Written Vital Documents Assessment

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

We inform the public of their right to language access services through our websites and by telephone during normal business hours. Additionally, we have notices that are posted in our lobby, and in each unit of the department.

Our main lobby is located at 250 Frank H. Ogawa Plaza, Suite 5313, Oakland, CA 94612. Our department website can be accessed at <https://www.oaklandca.gov/departments/department-of-housing-and-community-development>.

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

Vital documents for the various programs within HCD have been updated and translated into the threshold languages required by the City's Equal Access Ordinance. This includes updated materials that has been translate into Spanish, Cantonese, Mandarin, Korean, and Arabic. We will continue to translate vital documents in different languages when necessary and needed.

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

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

C. Multilingual Telephone Messages Assessment

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

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

D. Assessment of Department Communication with LES Populations

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

HCD have bilingual staff who can provide translations in Spanish and Chinese. When a bilingual employee unavailable, our staff seek assistance from the Equal Access office or utilize a third-party vendor for translation service(s). We will continue to take these steps to facilitate effective communication with the City's LES populations. Our departmental procedures are in compliant with the City's Equal Access to Service Ordinance and AI 145.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).
HCD did not receive oral or written complaints regarding our provision of bilingual services during the reporting period.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
HCD will continue to expand our community outreach efforts by reviewing and making improvements and adjustments to our program materials and websites. Our current practice includes maintaining a list of LES people served within the different divisions of the Department, such as the Rent Adjustment Program, Community Development and Engagement, as well as Administrative and Fiscal. Staff provide follow-ups in the necessary language as required and needed.

HOUSING AND COMMUNITY DEVELOPMENT (HCD) JUNE 2023

DEPART	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	LANGUAGE
HCD	89919 - Admin: Housing & Commu	250 Frank Ogawa Plaza	Account Clerk II	16-MAY-20	NO	NO	
HCD	89919 - Admin: Housing & Commu	250 Frank Ogawa Plaza	Accountant II	05-DEC-05	NO	YES	Chinese
HCD	89919 - Admin: Housing & Commu	250 Frank Ogawa Plaza	Accountant III	11-JAN-10	NO	NO	
HCD	89919 - Admin: Housing & Commu	250 Frank Ogawa Plaza	Administrative Assistant I	15-MAY-21	NO	YES	Spanish
HCD	89919 - Admin: Housing & Commu	250 Frank Ogawa Plaza	Administrative Services Manager II	30-MAR-15	NO	NO	
HCD	89919 - Admin: Housing & Commu	250 Frank Ogawa Plaza	Assistant to the Director	23-JUL-22	YES	NO	
HCD	89919 - Admin: Housing & Commu	250 Frank Ogawa Plaza	Business Analyst III	10-AUG-19	NO	NO	
HCD	89919 - Admin: Housing & Commu	250 Frank Ogawa Plaza	Deputy Director, Housing	30-APR-90	NO	NO	
HCD	89919 - Admin: Housing & Commu	250 Frank Ogawa Plaza	Director of Housing & Community Dev	23-MAR-22	NO	NO	
HCD	89919 - Admin: Housing & Commu	250 Frank Ogawa Plaza	Executive Assistant to the Director	15-OCT-90	NO	NO	
HCD	89919 - Admin: Housing & Commu	250 Frank Ogawa Plaza	Loan Servicing Administrator	14-JAN-14	NO	NO	
HCD	89919 - Admin: Housing & Commu	250 Frank H. Ogawa Plaza	Loan Servicing Specialist	16-APR-22	NO	YES	
HCD	89919 - Admin: Housing & Commu	250 Frank Ogawa Plaza	Management Assistant	25-JUN-08	NO	NO	Tagalog
HCD	89919 - Admin: Housing & Commu	250 Frank H. Ogawa Plaza	Office Assistant II	17-APR-21	NO	NO	
HCD	89919 - Admin: Housing & Commu	250 Frank Ogawa Plaza	Project Manager	01-APR-23	YES	NO	
HCD	89919 - Admin: Housing & Commu	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	26-NOV-22	YES	NO	
HCD	89929 - Housing Development	250 Frank Ogawa Bldg	Administrative Assistant I	11-JAN-20	NO	NO	
HCD	89929 - Housing Development	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	14-MAY-22	NO	NO	
HCD	89929 - Housing Development	250 Frank Ogawa Plaza	Home Management Specialist III	25-JUN-12	NO	YES	
HCD	89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator I	11-DEC-21	NO	NO	
HCD	89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator II	11-JUL-20	NO	NO	
HCD	89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator III	11-JAN-20	NO	NO	
HCD	89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator IV	08-DEC-05	NO	NO	
HCD	89929 - Housing Development	250 Frank Ogawa Bldg	Housing Development Coordinator IV	26-FEB-18	NO	NO	
HCD	89929 - Housing Development	250 Frank Ogawa Bldg	Housing Development Coordinator IV	07-MAY-18	NO	NO	
HCD	89929 - Housing Development	250 Frank Ogawa Bldg	Housing Development Coordinator IV	25-JAN-20	NO	NO	
HCD	89929 - Housing Development	250 Frank Ogawa Plaza	Manager, Housing Development	18-JUN-01	NO	NO	
HCD	89939 - Municipal Lending	250 Frank Ogawa Plaza	Administrative Analyst II	11-SEP-93	NO	NO	
HCD	89939 - Municipal Lending	250 Frank Ogawa Bldg	Administrative Assistant II	14-MAY-22	NO	YES	Spanish
HCD	89939 - Municipal Lending	250 Frank Ogawa Plaza	Mortgage Advisor	09-FEB-09	NO	YES	
HCD	89939 - Municipal Lending	250 Frank Ogawa Plaza	Mortgage Advisor	10-AUG-09	NO	YES	
HCD	89939 - Municipal Lending	250 Frank Ogawa Plaza	Program Analyst III	13-NOV-21	NO	NO	
HCD	89939 - Municipal Lending	250 Frank Ogawa Plaza	Project Manager	31-OCT-11	NO	NO	
HCD	89939 - Municipal Lending	250 Frank Ogawa Plaza	Rehabilitation Advisor III	22-MAY-17	NO	YES	
HCD	89939 - Municipal Lending	250 Frank H. Ogawa Plaza	Rehabilitation Advisor III	08-JAN-22	NO	YES	
HCD	89949 - CDBG Coordination	250 Frank Ogawa Plaza	Administrative Assistant I	17-DEC-16	NO	NO	
HCD	89949 - CDBG Coordination	250 Frank Ogawa Plaza	Community Development Program Coord	27-NOV-06	NO	YES	
HCD	89949 - CDBG Coordination	250 Frank H. Ogawa Plaza	Community Development Program Coord	08-JAN-07	NO	YES	
HCD	89949 - CDBG Coordination	250 Frank Ogawa Plaza	Development/Redevelop. Program Manager	14-JUN-94	NO	YES	
HCD	89949 - CDBG Coordination	250 Frank Ogawa Plaza	Employment Services Supervisor	27-FEB-95	NO	YES	Spanish
HCD	89949 - CDBG Coordination	250 Frank Ogawa Plaza	Home Management Specialist II	16-MAY-20	NO	YES	
HCD	89949 - CDBG Coordination	250 Frank Ogawa Plaza	Home Management Specialist III	27-MAY-14	NO	YES	
HCD	89969 - Residential Rent Arbitratio	250 Frank Ogawa Plaza	Administrative Analyst I	20-DEC-99	NO	YES	
HCD	89969 - Residential Rent Arbitratio	250 Frank Ogawa Plaza	Administrative Analyst I	02-FEB-15	NO	YES	Chinese
HCD	89969 - Residential Rent Arbitratio	250 Frank Ogawa Plaza	Administrative Analyst I	10-AUG-19	NO	YES	Chinese

HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Analyst II	08-SEP-18	NO	YES	
HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Administrative Assistant I	27-MAY-00	NO	YES	
HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Administrative Assistant I	06-AUG-01	NO	YES	
HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Assistant I	17-OCT-20	NO	YES	Chinese
HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	17-OCT-20	NO	YES	
HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	25-FEB-08	NO	YES	
HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	27-OCT-14	NO	YES	Chinese
HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	14-FEB-17	NO	YES	
HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	09-APR-18	NO	YES	
HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Hearing Officer	09-JUL-22	YES	YES	
HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Home Management Specialist II	11-JUL-20	NO	YES	
HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Manager, Rent Adjustment Program	08-JAN-22	NO	YES	Spanish
HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Program Analyst II	13-MAR-12	NO	YES	Spanish
HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Program Analyst II	30-DEC-17	NO	YES	Spanish
HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Program Analyst III	07-MAR-05	NO	YES	Spanish
HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Project Manager	10-JUL-21	NO	YES	
HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Project Manager	11-DEC-21	NO	YES	
HCD	89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Senior Hearing Officer	14-DEC-19	NO	YES	

Department Name: HUMAN RESOURCES MANAGEMENT
Fiscal Year: FY2022-23



CITY OF OAKLAND

EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, Mark Love, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Human Resources Management Department covers July 1st, 2022 to June 30th, 2023

Signature: Mark Love
Mark Love
Interim Human Resources Director

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: HUMAN RESOURCES MANAGEMENT

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Mark Love	May Tam	Denise Aaron*
Title	Interim Director of Human Resources	Program Analyst III	Executive Assistant
Address	150 Frank H Ogawa Plaza	150 Frank H Ogawa Plaza	150 Frank H Ogawa Plaza
Phone#	510-238-3112	510-238-3112	510-238-3112
Email	MLove@oaklandca.gov	Mtam@oaklandca.gov	Daaron@oaklandca.gov

no longer working in this capacity in new fiscal year, starting July 2023

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	49		New Hires	10	
Public Contact Positions (PCP)	2		New PCP Hires	0	
PCP With Spanish Language Skill	1	50%	New PCP Hires with SP Skill	0	
PCP With Chinese Language Skill	1	50%	New PCP Hires with CH Skill	0	

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

Table 3A. Department Organization Structure
Personnel Admin/Human Resource Info Services Unit
Employment and Classification Unit
Equal Access
Employee Labor Relations
Citywide Training
Employee Benefits Services
Risk Management

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

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

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

Table 4A Vital Documents List (Continue)			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Interpretation Equipment Usage Guideline	Yes	Yes	
Interpretation Equipment Poster	Yes	Yes	
Interpretation Equipment Signage and Forms	Yes	Yes	Vietnamese
Language Access Coordinator List	Yes	Yes	
Accessibility Info Template	Yes	Yes	
Citywide Glossary	Yes	Yes	Vietnamese
Foreign Language Test	Yes	Yes	Multiple
How to Apply for City Jobs	Yes	Yes	
Job Interest Card	Yes	Yes	
Outreach Flyer (Job Fair)	Yes	Yes	
Front Counter Notice (Social Distance)	Yes	Yes	
Zoom Simultaneous Interpretation Introduction	Yes	Yes	
Total:	21	21	

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

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

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

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

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

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Human Resources Management

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
49	2	11%	1 (50%)	Yes	5%	1 (50%)	Yes

Goal = PCP X %

This report covers fiscal year 2022-2023 and data is reported as of June 2023.

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

Human Resources (HR) department is fully committed to providing language access to its program and services. Among its 49 FTE employees as of June 2023, there are 2 public contact positions (PCP), both of which are filled with bilingual employees. In addition, among non-PCP positions, the department includes 3 Spanish speaking, 3 Chinese speaking, 1 Tagalog speaking and 1 Vietnamese speaking employee(s). HR department also houses the Equal Access Office, which is responsible for administering language access policies, investigating complaints and monitoring compliance activities among City of Oakland’s program and services. Details of Equal Access Office accomplishment are presented in the agenda report which includes the coordination of live interpretations for public meetings, production of translated documents, and more.

HR’s Citywide Training unit, together with the Equal Access Office have offered an increased number of inclusion, and community engagement trainings to City employees. Language access is a standard training topic included in all new employee orientation and supervisor training module. Exciting development includes collaborating with expert linguists, Americans with Disabilities Act (ADA) office, City Attorney’s Office, Title VI Coordinator, and the Race & Equity team on providing more comprehensive training to City employees. Some of these trainings offered this reporting year are shown below:

Citywide Trainings Related to Inclusion, Equity and Equal Access FY 2022-23
A Guide for Healthy Communications
ADA in a Nutshell: The TAKEAWAY for Managers
Administrative Instruction #580 City Race and Equity
Administrative Instruction #71 Equal Employment Opportunity/Anti-Discrimination/Non-Harassment Policy and Complaint Procedure
Bilingual Certification - Administrative Instruction 558 (AI - 558)
Engaging with an ADA / Language Access Lens - (Inclusive Accessibility Training)
Gender Inclusion Policy AI #73 and Inclusive Language Training
HRM Equity Lab: Immigration and Race
HRM Equity Lab: LGBTQ+ Community, Equity, and Inclusion
Racial Equity Impact Analysis Training (REIA)
Reducing Bias and Cultivating Inclusion in the Workplace
Results Based Accountability Workshop/ Racial Equity Impact Analysis Worksheet
Title VI Civil Rights Act Training - City of Oakland
Working with People with Access and Functional Needs (PAFN)

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

Outreach is conducted through print advertisements, social media postings, other web-based channels, and employment events. HR department recently hosted a table at Fruitvale Transit Village Job & Resource Fair in May 2023 and presented bilingual information.

City employment application asks applicant to identify their bilingual language skills. During the reporting year, 22% of applicants indicate ability to speak Spanish, while 4% indicate ability to speak Chinese.

City of Oakland Jobs Applicant Data FY 2022-23	
Applicants stated bilingual proficiency in Spanish	22%
Applicants stated bilingual proficiency in Chinese	4%
Applicants stated no bilingual proficiency in Spanish or Chinese	74%
Total Responses	100%

HRM continues to support bilingual employees by administrating bilingual tests and certifying language skills. Bilingual pay premium is available to certified employees according to labor agreement provisions. A total of 111 bilingual tests are administered this year. With the use of newer technologies, we are able to offer City of Oakland bilingual test at multiple locations, providing City employees and job applicants with better access to the test. Starting this reporting year, bilingual test is offered at HR office and at other City office locations.

City of Oakland Bilingual Test Data FY 2022-23	
Level 1 (Verbal Test)	89
Level 2 (Written Test)	22
Total Test Administered	111

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

Live simultaneous interpretation is now routinely offered at City Council meetings to encourage civic engagement. Audience can log in to virtual meeting platform (Zoom) and select to listen to the meetings in English, Spanish or Chinese. Audience has the option to switch language channels at any time during the live meeting. The success of this change is a result of a collaboration between the City Clerk’s Office, the City Council, the HR department, and the Equal Access Office. To enable this service, HR department promptly works with the Budget Office, and the Contracting Office to expand the capacity of an existing language service contract to launch this service. Limited English speaking individuals can now observe City Council meetings in their own language. This was a new and exciting change that kicked off this reporting year. A total of 419 hours of live simultaneous interpretation was provided at City Council and committee meetings during this reporting year.

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

HR continuously strive to enhance language resources available to support Citywide effort in improving access to services. HR introduced a resolution this year to increase the contract cap for translation and interpretation service agreement available to the City. Resolution No.89634 was passed on March 2023 to expand an existing on-call professional language service contract with \$900,000 dollars for a five year period.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.
 - a) 150 Frank Ogawa Plaza, 2nd Floor, Suite #2352: HR Reception Area
 - b) 150 Frank Ogawa Plaza, 2nd Floor, Downtown Conference Room/Equal Access Office

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
Twenty-one vital documents are available and translated into Spanish and Chinese. Outreach materials, including job interest cards, employment flyers, are updated this year in Spring.

3. Describe other materials the Department has provided in multiple languages?
Equal Access Office services as a central hub coordinating language services to meet Citywide needs. Record shows the office has produced 511 translations this year and coordinated 720 hours of live interpretations for the City of Oakland. Among the 511 translations, some consist of multiple documents. For example, one of the projects was to translate administrative review forms for the Finance department. This one project consists of five forms for translation. Full list of translations and interpretation record is provided as attachment to the agenda report.

Professional Translation & Interpretation Data FY 2022-23	
Written Translation (translations produced)	511
Live Verbal Interpretation (interpretation hours provided)	720

C. Multilingual Telephone Messages Assessment

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

HR's main recruitment line has outgoing messages available in English, Spanish and Chinese. Equal Access Office lines also provides outgoing messages in Spanish and Chinese.

D. Assessment of Department Communication with LES Populations

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

Posters are displayed prominently at our public counter letting constituents know language service is available at no cost. Much of the City's information are posted online on City website, which is equipped with Google translation function to instantly translate content into multiple languages. In addition, our Equal Access Office has provided technical assistance to update several hotline and email messages in multiple languages in efforts to engage LES populations. Some of these messages are for Covid-related grants, applications, food distribution program, and more. Multilingual messages help ensure information is communicated to LES population. HR department recently hosted a table at Fruitvale Transit Village Job & Resource Fair in May 2023 and presented bilingual information.

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

No language access complaints received related to services provided by HR.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
 - a. Monitor Citywide Translation and Interpretation Contracts. Identify service gaps and areas for improvement. New request for proposal will be launched in FY 2023-24.
 - b. Review and update the list for bilingual certification. Engage in discussions with language access coordinators and payroll unit. Project to kick off in FY 2023-24.
 - c. Continue to offer trainings through Citywide employee training classes, language access coordinators meeting, new employee orientation, and supervisor training academy.
 - d. Streamline process of service coordination, payment, and transfer of funds to improve efficiency in service delivery.
 - e. Engage in Citywide equity improvement effort, such as: Equity Tool Kit, Equity Change Team, Equity Lab, and GARE (Government Alliance on Race and Equity).

Human Resources Management (HRM) June 2023

DEPARTMENT	ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW F	PCP_P	LANG
HRMD	05111 - Personnel Admin/Human Resource Info S	150 Frank Ogawa Plaza	Administrative Analyst II	18-FEB-14	NO	NO	
HRMD	05111 - Personnel Admin/Human Resource Info S	150 Frank Ogawa Plaza	Director of Human Resources Management	26-SEP-16	NO	NO	
HRMD	05111 - Personnel Admin/Human Resource Info S	150 Frank Ogawa Plaza	Executive Assistant to the Director	03-JAN-17	NO	NO	
HRMD	05111 - Personnel Admin/Human Resource Info S	150 Frank Ogawa Plaza	Management Assistant	25-JAN-20	NO	NO	
HRMD	05111 - Personnel Admin/Human Resource Info S	150 Frank Ogawa Plaza	Human Resources Manager	03-OCT-22	YES	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Operations Supervisor	05-MAR-90	NO	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	31-JAN-00	NO	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Senior	11-APR-05	NO	NO	Chinese
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	31-MAR-14	NO	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	03-JUL-17	NO	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	23-APR-18	NO	NO	Chinese
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Senior	13-JUL-19	NO	NO	Spanish
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Assistant	14-DEC-19	NO	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician	08-FEB-20	NO	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Assistant	22-FEB-20	NO	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Assistant	26-DEC-20	NO	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician	10-JUL-21	NO	NO	Tagalog
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	13-DEC-21	NO	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Senior	19-FEB-22	NO	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resources Manager	22-FEB-22	NO	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resources Manager	11-JUL-22	YES	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	07-JAN-23	YES	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	21-JAN-23	YES	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	21-JAN-23	YES	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	21-JAN-23	YES	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Analyst, Assistant	18-FEB-23	YES	NO	Spanish
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician	04-MAR-23	YES	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician	04-MAR-23	YES	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician	04-MAR-23	YES	NO	
HRMD	05211 - Employment and Classification Unit	150 Frank Ogawa Plaza	Human Resource Technician	18-MAR-23	YES	NO	
HRMD	05221 - Equal Access	150 Frank Ogawa Plaza	Program Analyst III	08-SEP-08	NO	YES	Chinese
HRMD	05221 - Equal Access	150 Frank Ogawa Plaza	Program Analyst II	08-APR-13	NO	YES	Spanish
HRMD	05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Employee Relations Analyst, Principal	10-OCT-01	NO	NO	
HRMD	05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Employee Relations Analyst, Principal	17-JAN-17	NO	NO	
HRMD	05311 - Employee Labor Relations	150 Frank Ogawa Plaza	Employee Relations Analyst, Principal	16-OCT-21	NO	NO	
HRMD	05511 - Human Resource Development Unit	150 Frank Ogawa Plaza	Human Resource Technician	12-SEP-05	NO	NO	
HRMD	05511 - Human Resource Development Unit	150 Frank Ogawa Plaza	Human Resources Manager	04-MAY-15	NO	NO	Spanish

HRMD	05611 - Employee Benefits Services	150 Frank Ogawa Plaza	Benefits Analyst	05-NOV-07	NO	NO	
HRMD	05611 - Employee Benefits Services	150 Frank Ogawa Plaza	Benefits Supervisor	07-DEC-15	NO	NO	
HRMD	05611 - Employee Benefits Services	150 Frank Ogawa Plaza	Benefits Representative	07-SEP-19	NO	NO	
HRMD	05621 - Risk Management	150 Frank Ogawa Plaza	Employee Fleet & Safety Coordinator	12-JAN-99	NO	NO	
HRMD	05621 - Risk Management	150 Frank Ogawa Plaza	Benefits Representative	22-JUL-13	NO	NO	
HRMD	05621 - Risk Management	150 Frank Ogawa Plaza	Administrative Assistant II	09-DEC-13	NO	NO	
HRMD	05621 - Risk Management	150 Frank Ogawa Plaza	Benefits Representative	27-MAY-14	NO	NO	
HRMD	05621 - Risk Management	150 Frank Ogawa Plaza	Disability Benefits Coordinator	08-DEC-14	NO	NO	
HRMD	05621 - Risk Management	150 Frank Ogawa Plaza	Administrative Analyst II	22-DEC-14	NO	NO	
HRMD	05621 - Risk Management	150 Frank Ogawa Plaza	Safety & Loss Control Specialist	05-JUL-16	NO	NO	Chinese/Vietna
HRMD	05621 - Risk Management	150 Frank Ogawa Plaza	Human Resources Manager	25-JUN-18	NO	NO	
HRMD	05621 - Risk Management	150 Frank Ogawa Plaza	Benefits Technician	05-MAR-22	NO	NO	

Total = 49

Department Name:
Fiscal Year: FY2022-2023



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, Scott Means, hereby certify that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Human Services Dept. was submitted on June 16, 2023.

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

Scott Means, Interim HSD Director

II. QUANTITATIVE ASSESSMENT REPORT

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

Department Name: Human Services Dept.

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Scott Means	Melissa Francisco	Martina Bouey
Title	Interim Director of Human Services	Executive Assistant	Assistant to the Director
Address	150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612	150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612	150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612
Phone#	510-238-6137	510-238-2331	510-238-7242
Email	smeans@oaklandca.gov	mfrancisco@oaklandca.gov	mbouey@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	246.11		New Hires	43	
Public Contact Positions (PCP)	105	100%	New PCP Hires	7	100%
PCP With Spanish Language Skill	15	14%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	5	5%	New PCP Hires with CH Skill	0	0%

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

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

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

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

Table 4A Vital Documents List

Document Name	SP Translation Available?	CP Translation Available?	Other? Specify
HSD Brochure	Y	Y	
Community Housing Program Brochure	Y	Y	
Thanksgiving Flyer	Y	Y	
Community Action Partnership Brochure	Y	Y	
Oakland Fund for Children & Youth	Y	Y	
Summer Food Service Program Brochure	Y	Y	
Multipurpose Senior Services Program Brochure	Y	Y	
Senior Centers Brochure	N	N	
Senior Volunteers Program Brochure	Y	Y	
ASSETS Employment Program Brochure	Y	Y	
Oakland Paratransit Program Brochure	Y	Y	
Seniors Dance Event text	Y	Y	
Seniors Spectrum services flyer	Y	Y	
Seniors Volunteer Live Scan form	Y	Y	
Seniors Referral Form	Y	Y	
Warning Letter (seniors)	Y	Y	
Senior Companion Brochure	Y	N	
Senior Companion survey	Y	N	
Cooling Weather Tips Seniors	Y	N	
Senior Center Workshop	Y	N	
Volunteer Meeting Seniors	Y	N	
Head Start Program Brochure	Y	Y	
Head Start Application Status Letter	N	N	
Head Start Acceptance Letter	N	N	
Head Start Parent Survey (DRDP Parent Survey)	Y	Y	
Head Start Enrollment Form	Y	Y	
Head Start/Early Head Start Family Assessment	Y	Y	
Head Start Parent Policy Council Meeting Agenda	Y	Y	Vietnamese
Head Start Policy Council Induction Language for New Members	Y	Y	Vietnamese
Head Start Policy Council Bylaws	Y	Y	Vietnamese
Head Start Policy Council Seven Steps in Making a Motion	Y	Y	Vietnamese
Head Start Parents Handbook	Y	Y	Vietnamese
Head Start Parent Survey	Y	Y	
Head Start Menu Items	Y	Y	
Head Start - UCSF Brain Health Presentation	Y	Y	
Head Start Family Outcomes Worksheet	Y	Y	
Grant participant concentrated-Sugar Sweetened Beverage Tax Fund	Y	Y	

Table 4B. Vital Documents Status Summary

Department's known vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – Please describe below

Action Plan & Timeline:
 We will ensure that the three vital documents that need to be translated will occur by end of July 2023; we will also review and update documents (to reflect current information, e.g., address or telephone number changes, updating services provides on brochures, etc.), within 30-60 days of the fiscal year.

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
HSD Front Desk	510-238-3121	Completed
Head Start Front Desk	510-238-3165	Completed
Multi-Service Senior Program Main Office	510-238-3762	Pending IT
Senior Center - Downtown	510-238-3284	Pending IT
Senior Center – East Oakland	510-615-5731	Pending IT
Senior Center – West Oakland	510-238-7016	Pending IT
Senior Center – North Oakland	510-597-5085	Pending IT

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

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
DOWNTOWN OAKLAND SENIOR CENTER	200 Grand Avenue	94612	238-3284	2	0	0%	0	0%
EAST OAKLAND SENIOR CENTER	9255 Edes Avenue	94621	615-5731	1	0	0%	0	0%
NORTH OAKLAND SENIOR CENTER	5714 Martin Luther King Jr. Way	94618	597-5085	1	0	0%	0	0%
WEST OAKLAND SENIOR CENTER	1724 Adeline Street	94607	238-7017	1	0	0%	0	0%
FRANKLIN	1010 E. 15th Street	94606	238-1306	3	1	33%	0	0%
SAN ANTONIO CDC	2228 E. 15th Street	94606	535-5639	4	1	25%	1	25%
SAN ANTONIO PARK	1701 E. 19TH Street	94606	535-5609	5		0%	0	0%
ARROYO VIEJO	7701 Krause Avenue	94605	615-5757	3	2	67%	0	0%
MANZANITA	2701 22nd Avenue	94603		6	1	17%	0	0%
LION CREEK CROSSINGS	6818 Lion Way, Ste 110	94621	615-5585	7	2	29%	0	0%
SUNGATE	2563 International Blvd.	94601	535-5649	5	1	20%	1	20%
TASSAFARONGA	975-85TH Avenue	94621	639-0579	4	1	25%	0	0%
WEST GRAND	1068 West Grand Avenue	94607	238-2268	8		0%	0	0%
85th AVENUE	8501 International Blvd	94621	544-3821	10	1	10%	0	0%
BROADWAY EHS	2619 Broadway	94612	238-7091	8		0%	0	0%
BROOKFIELD HS	401 Jones Ave	94603	238-1306	3	2	67%	0	0%
HomeBased, Mobile Classroom	150 Frank Ogawa Plaza, 5th Fl.	94612	236-3165	7		0%	3	43%
Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza, 4th Fl.	94612	238-4216	11	1	9%	0	0%
Senior Companion Program	150 Frank Ogawa Plaza, 4th Fl.	94612	238-4216	1	0	0%	0	0%

Department Name: HSD
 Fiscal Year: FY2022-2023

Outreach Program (Aging)	150 Frank Ogawa Plaza, 4th Fl.	94612	238-4216	2	0	0%	0	0%
Oakland Paratransit for the Elderly	150 Frank Ogawa Plaza, 4th Fl.	94612	238-4216	1	0	0%	0	0%
Head Start Central Office Administration	150 Frank Ogawa Plaza, 5th Fl.	94612	236-3165	10	2	20%	0	0%
Community Homeless Services	150 Frank Ogawa Plaza, 4th Fl.	94612	238-4216	2	0	0%	0	0%

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

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

III. QUALITATIVE ASSESSMENT REPORT

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

A. Bilingual Public Contact Positions Assessment

Department Name: Human Services Dept.

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11%)	ACTUAL STAFF#	GOAL MET?	GOAL (5%)	ACTUAL STAFF #	GOAL MET?
246	105	8	15	Yes	4	5	Yes

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

This report covers fiscal year 2022-2023 and data is reported as of June 2023.

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

HSD is committed to serving the diverse population of the City and strives to achieve compliance with the EAO and have demonstrated successful efforts to recruit bilingual employees.

In particular, the department meets Federal grant mandates around language access in our Head Start Program which require the program to accommodate families whose first language is non-English, and that all documents be translated to accommodate the families we serve so they have clear understanding of the programs and the services offered to them as a family unit.

Additionally, the Aging & Adult Services division of HSD provides many services to the aging adults and Senior population of Oakland. As many Senior participants attend the multiple social activities and workshops at our Senior Centers, we work to accommodate the diverse Asian participants whose first language is Chinese, Vietnamese, and Korean.

Other HSD divisions offer brochures and flyers in at least Spanish and Chinese, describing program services offered for children & youth, homelessness, income tax preparation and trauma informed care.

Over the past year, we have increased our requests for Interpretation, i.e., live interpreter services, for Head Start Parent Meetings and Advisory Board Meetings, and Senior Companion Meetings. We have also increased requests to grant Samuel Merritt College Nursing Students with temporary access to interpretation lines to support Head Start families with health-related concerns.

As with many other departments within the City, HSD has experienced staffing shortages and vacancies, leaving some administrative tasks uncompleted. Our focus within the next months is to review the vital documents list and prioritize the translation of the documents that need to be translated and/or updated for current information.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates. Chinese and Spanish speakers are highly desirable for all recruitments in HSD.

We partner with HR and Equal Access when recruitment is for Public Contact Positions, especially for satellite locations that are targeted to serve limited English-speaking populations

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

The HSD administrative office has service information available in multiple languages at the front reception area. There is a list of bilingual staff contacts readily available for the receptionist to reference should incoming calls from the public require non-English language interpretation. Signs are posted in multiple languages to promote language access assistance in all reception areas.

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

HSD performs targeted outreach in LES geographical areas for Head Start open enrollment periods and all events. Accommodations are met as best as possible to provide translation to meeting attendees who require translation in languages other than Spanish, Cantonese, and Mandarin, e.g., Farsi, Chamorro, etc.

B. Translation of Written Vital Documents Assessment

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

- HSD Reception – 4th Floor, Areas 1 and 2
- Head Start Reception Area – 5th Floor
- Senior Center Unit
 - Senior Center (Downtown Oakland) – pending IT phone system upgrade
 - Senior Center (East Oakland) – pending IT phone system upgrade
 - Senior Center (North Oakland) – pending IT phone system upgrade
 - Senior Center (west Oakland) – pending IT phone system upgrade
- Head Start Unit
 - Head Start - Service Area I (West Grand)
 - Head Start - Service Area I (Franklin)
 - Early Head Start - Service Area I (San Antonio Park)
 - Early Head Start - Service Area II (Arroyo Viejo)
 - Head Start - Service Area II (Tassafaronga)
 - Head Start & Early Head Start - Service Area II (Lion Creek Crossing)
 - Head Start – Service Area II (Manzanita)
 - Head Start - Service Area II (Sun Gate)
 - Head Start - Service Area II (San Antonio CDC)
 - Head Start - Service Area II (Brookfield)
 - Head Start - Service Area II (85th Ave)
 - Early Head Start – (Broadway EHS)

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

87% have been translated into threshold languages. We will ensure that the three vital documents that need to be translated will occur by end of July 2023; we will also review and update documents (to reflect current information, e.g., address or telephone number changes, updating services provides on brochures, etc.), within 30-60 days of the fiscal year.

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

None

C. Multilingual Telephone Messages Assessment

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

The Department multilingual telephone messages are recorded on all main telephone lines and the messages have been successful in directing the public in their threshold language. The HSD Front Desk and Head Start Front desk have outgoing telephone recording in English and Chinese language; Senior Centers & Multi-Service Senior Program are currently pending IT upgrading their phone system.

D. Assessment of Department Communication with LES Populations

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

The department will continue to provide all bilingual services and frontline staff will be trained in customer service to ensure prompt service. Boards and Commission meetings encourage participation from the diverse community and are informed that most language accommodations can be met by utilizing the Equal Access Services provided by the City.

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

We have not received any language access complaints this past year.

E. Action Plan

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

We will ensure that any vital documents that need to be translated and updated (to reflect current information, e.g., address or telephone number changes, updating services provided on brochures, etc.), will be completed within 30-60 days of the fiscal year.

We will also schedule routine check-in's at least twice a year, around the months of November and May, with each division to check for any new vital documents or other materials that have been created to ensure they meet the LES requirements.

HUMAN SERVICES DEPARTMENT (HSD) JUNE 2023

DEPARTMENT	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW F	PCP_P	LANGUAGE
HSD	75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Administrative Assistant I, PT	18-SEP-21	NO	NO	
HSD	75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Case Manager I	02-JUN-14	NO	YES	
HSD	75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Case Manager I	18-SEP-21	NO	YES	
HSD	75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Case Manager I	12-NOV-22	YES	YES	
HSD	75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Case Manager II	11-APR-16	NO	YES	
HSD	75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Case Manager II	12-DEC-20	NO	YES	
HSD	75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Case Manager, Supervising	06-MAR-07	NO	YES	Spanish
HSD	75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Case Manager, Supervising	12-NOV-09	NO	YES	
HSD	75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Nurse Case Manager	03-NOV-14	NO	YES	
HSD	75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Nurse Case Manager	22-JAN-22	NO	YES	
HSD	75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Senior Services Program Assistant	09-APR-01	NO	YES	
HSD	75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Senior Services Supervisor	02-DEC-09	NO	YES	
HSD	75241 - Senior Companion Program Unit	150 Frank Ogawa Plaza	Senior Services Supervisor	12-SEP-85	NO	YES	
HSD	75251 - Outreach Program Unit	150 Frank Ogawa Plaza	Office Assistant I, PT	27-AUG-07	NO	NO	
HSD	75251 - Outreach Program Unit	150 Frank Ogawa Plaza	Office Assistant I, PT	02-NOV-19	NO	NO	
HSD	75621 - Oakland Paratransit for the Elderly and Disabl	150 Frank Ogawa Plaza	Accountant II	08-AUG-20	NO	NO	
HSD	75621 - Oakland Paratransit for the Elderly and Disabl	150 Frank Ogawa Plaza	Administrative Assistant II	23-JUL-22	YES	NO	
HSD	75621 - Oakland Paratransit for the Elderly and Disabl	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	14-MAY-22	NO	NO	
HSD	75621 - Oakland Paratransit for the Elderly and Disabl	150 Frank Ogawa Plaza	Office Assistant I, PT	17-JUN-02	NO	NO	
HSD	75621 - Oakland Paratransit for the Elderly and Disabl	150 Frank Ogawa Plaza	Office Assistant I, PT	17-FEB-05	NO	NO	
HSD	75621 - Oakland Paratransit for the Elderly and Disabl	150 Frank Ogawa Plaza	Office Assistant I, PT	15-DEC-18	NO	NO	
HSD	75621 - Oakland Paratransit for the Elderly and Disabl	150 Frank Ogawa Plaza	Office Assistant I, PT	19-FEB-22	NO	NO	
HSD	75621 - Oakland Paratransit for the Elderly and Disabl	150 Frank Ogawa Plaza	Office Assistant I, PT	03-SEP-22	YES	NO	
HSD	75621 - Oakland Paratransit for the Elderly and Disabl	150 Frank Ogawa Plaza	Office Assistant I, PT	12-NOV-22	YES	NO	
HSD	75621 - Oakland Paratransit for the Elderly and Disabl	150 Frank Ogawa Plaza	Senior Services Supervisor	02-FEB-09	NO	YES	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Administrative Assistant I	02-SEP-08	NO	YES	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian	18-AUG-01	NO	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian	22-MAY-04	NO	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian	05-OCT-07	NO	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian Supervisor	01-NOV-95	NO	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	31-MAR-14	NO	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	22-APR-17	NO	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	22-APR-17	NO	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	07-OCT-17	NO	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	07-OCT-17	NO	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	06-APR-19	NO	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	13-JUL-19	NO	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	02-NOV-19	NO	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	09-JUL-22	YES	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	23-JUL-22	YES	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	24-DEC-22	YES	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	14-MAR-11	NO	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	24-SEP-12	NO	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Program Analyst II, PPT	17-JUL-00	NO	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Recreation Specialist I, PT	24-DEC-22	YES	YES	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Senior Center Director	13-MAY-00	NO	YES	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Senior Center Director	19-NOV-16	NO	YES	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Senior Center Director	17-APR-21	NO	YES	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	08-FEB-20	NO	NO	
HSD	75631 - Senior Center Unit	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	15-APR-23	YES	NO	
HSD	75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	19-OCT-19	NO	NO	
HSD	75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	12-JUN-21	NO	NO	
HSD	75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	24-JUL-21	NO	NO	
HSD	75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	30-OCT-21	NO	NO	
HSD	75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	08-JAN-22	NO	NO	

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HSD	75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	05-FEB-22	NO	NO	
HSD	75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	16-APR-22	NO	NO	
HSD	75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	16-APR-22	NO	NO	
HSD	75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	25-JUN-22	NO	NO	
HSD	75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	09-JUL-22	YES	NO	
HSD	75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	29-OCT-22	YES	NO	
HSD	75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	12-NOV-22	YES	NO	
HSD	75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	12-NOV-22	YES	NO	
HSD	75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	10-DEC-22	YES	NO	
HSD	75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	10-DEC-22	YES	NO	
HSD	75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	21-JAN-23	YES	NO	
HSD	75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	18-MAR-23	YES	NO	
HSD	78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Administrative Assistant II	06-APR-19	NO	NO	
HSD	78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Assistant to the Director	27-JUL-19	NO	NO	
HSD	78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Director of Human Services	07-JUL-97	NO	NO	
HSD	78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Executive Assistant to the Director	14-JUL-18	NO	NO	
HSD	78111 - DHS Administration Unit	250 Frank Ogawa Plaza	Health & Human Services Program Planner	16-NOV-19	NO	NO	
HSD	78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Manager, Human Services	16-JUL-01	NO	NO	
HSD	78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Office Assistant I, PT	15-SEP-06	NO	NO	
HSD	78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Office Assistant I, PT	01-JUN-19	NO	NO	
HSD	78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Office Assistant I, PT	22-JAN-22	NO	NO	
HSD	78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Payroll Personnel Clerk III	02-JAN-01	NO	NO	
HSD	78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Project Manager	22-JAN-22	NO	NO	
HSD	78199 - DHS Fiscal Unit	150 Frank Ogawa Plaza	Accountant II	19-OCT-19	NO	NO	
HSD	78199 - DHS Fiscal Unit	150 Frank Ogawa Plaza	Budget & Grants Administrator	15-OCT-01	NO	NO	Spanish,Tagalog
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Administrative Assistant I, PT	19-MAR-22	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	City Administrator Analyst	28-NOV-20	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Custodian	16-MAY-98	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	01-DEC-90	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	06-MAR-98	NO	YES	Spanish
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	15-MAR-99	NO	YES	Vietnamese
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	11-OCT-99	NO	YES	Vietnamese
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	01-MAR-04	NO	YES	Spanish
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	18-JAN-05	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	26-MAR-07	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	27-OCT-08	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	04-SEP-03	NO	YES	Spanish
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	26-JAN-09	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	13-MAY-09	NO	YES	Chinese-Cantonese
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	03-MAY-10	NO	YES	Spanish
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	03-MAY-10	NO	YES	Spanish
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	26-JUL-10	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	13-DEC-10	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	24-JAN-11	NO	YES	Chinese
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	25-JUL-11	NO	YES	Chinese
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	24-OCT-11	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	29-AUG-12	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	26-NOV-12	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	25-MAR-13	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	22-MAY-13	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	28-MAY-13	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	27-JAN-14	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	27-OCT-14	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	21-DEC-15	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	31-JUL-17	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	04-DEC-17	NO	YES	

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HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	24-SEP-18	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	08-OCT-18	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	08-OCT-18	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	01-DEC-18	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	15-DEC-18	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	05-JAN-19	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	06-APR-19	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	11-DEC-21	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	14-MAY-22	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	07-AUG-01	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	07-DEC-19	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	27-NOV-21	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	06-AUG-22	YES	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	20-AUG-22	YES	NO	Chinese-Mandarin
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	26-NOV-22	YES	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	07-JAN-23	YES	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	04-MAR-23	YES	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	06-JUN-92	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	17-OCT-06	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Services Specialist	05-JUL-94	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Services Specialist	23-MAR-09	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Services Specialist	16-APR-22	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Services Specialist	30-APR-22	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Services Specialist	15-APR-23	YES	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Services Specialist	15-APR-23	YES	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Driver Courier	30-MAR-91	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Driver Courier	02-APR-22	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	07-DEC-98	NO	YES	Spanish
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	14-JAN-99	NO	YES	Spanish
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	11-OCT-99	NO	YES	Spanish
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	11-OCT-99	NO	YES	Spanish
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	24-FEB-00	NO	YES	Chinese-Cantonese
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	18-SEP-00	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	18-SEP-00	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	11-OCT-00	NO	YES	Spanish
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	19-FEB-02	NO	YES	Chinese
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	28-OCT-02	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	02-DEC-02	NO	YES	Spanish
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	06-MAR-03	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	13-SEP-03	NO	YES	Spanish
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	17-DEC-07	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	05-SEP-13	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	10-SEP-18	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	03-AUG-19	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Assistant Instructor, PT	20-JUN-15	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Assistant Instructor, PT	31-OCT-20	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Associate Instructor	09-FEB-19	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Associate Instructor	31-OCT-20	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Associate Instructor	07-AUG-21	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Associate Instructor	19-MAR-22	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Associate Instructor	16-APR-22	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Associate Instructor	30-APR-22	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Associate Instructor, PT	26-NOV-12	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Associate Instructor, PT	26-NOV-12	NO	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Associate Instructor, PT	10-DEC-22	YES	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Associate Instructor, PT	24-DEC-22	YES	YES	

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HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Associate Instructor, PT	21-JAN-23	YES	YES	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Health & Human Services Program Planner	08-JAN-22	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Maintenance Mechanic	27-JUL-00	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Management Intern, PT	18-MAR-23	YES	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Office Assistant II, PT	28-DEC-19	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Office Assistant II, PT	20-AUG-22	YES	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Park Attendant, PT	17-SEP-01	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Program Analyst I	19-FEB-22	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Program Analyst I	19-FEB-22	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Program Analyst I	24-DEC-22	YES	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Program Analyst I, PPT	11-JUL-20	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Program Analyst II	29-FEB-16	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Project Manager III, PT	08-FEB-20	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Student Trainee, PT	08-OCT-18	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	22-FEB-20	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	14-MAY-22	NO	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	01-OCT-22	YES	NO	
HSD	78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	15-OCT-22	YES	NO	
HSD	78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	Data Entry Operator	22-APR-02	NO	NO	
HSD	78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	Head Start Education Coordinator	15-AUG-92	NO	NO	
HSD	78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	Head Start ERSEA & Data Program Coord	01-MAR-05	NO	YES	Spanish
HSD	78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	Head Start ERSEA & Data Program Coord	08-MAY-17	NO	NO	
HSD	78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	Head Start Family & Comm Engage Coord	13-AUG-18	NO	YES	
HSD	78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	Head Start Program Coordinator	08-FEB-10	NO	YES	
HSD	78232 - Head Start - Central Office Program	150 Frank Ogawa Plaza	Office Assistant II	18-JUL-92	NO	NO	
HSD	78235 - HS Central Office Administration	250 Frank Ogawa Plaza	Accountant II	12-NOV-22	YES	NO	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Accountant III	11-MAY-15	NO	NO	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Administrative Analyst II	27-JUL-15	NO	NO	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Administrative Assistant II	12-DEC-20	NO	NO	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Cook Supervising	07-MAY-12	NO	NO	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Early Childhood Center Director	03-DEC-12	NO	YES	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Early Childhood Center Director	19-NOV-18	NO	YES	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Early Childhood Center Director	19-OCT-19	NO	YES	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	05-FEB-22	NO	NO	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Food Service Worker	25-SEP-02	NO	NO	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Food Service Worker	18-APR-11	NO	NO	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Food Service Worker, PT	13-MAY-09	NO	NO	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Head Start Facilities Coordinator	25-SEP-17	NO	NO	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Head Start School Readiness Coordinator	27-OCT-14	NO	YES	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Head Start Supervisor	25-AUG-03	NO	YES	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Head Start Supervisor	16-AUG-04	NO	YES	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Head Start Supervisor	23-JUN-08	NO	YES	Spanish
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Maintenance Mechanic, PT	20-OCT-97	NO	NO	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Manager, Human Services	12-MAR-18	NO	NO	
HSD	78235 - HS Central Office Administration	150 Frank Ogawa Plaza	Office Assistant I, PT	12-NOV-22	YES	NO	
HSD	78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Driver, PT	13-JUN-14	NO	NO	
HSD	78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	12-JUN-15	NO	NO	
HSD	78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	06-JUN-16	NO	NO	
HSD	78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	12-JUN-17	NO	NO	
HSD	78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	29-MAY-21	NO	NO	
HSD	78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	05-FEB-22	NO	NO	
HSD	78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	11-JUN-22	NO	NO	
HSD	78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Food Program Monitor, PT	25-JUN-22	NO	NO	
HSD	78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Student Trainee, PT	10-JUL-21	NO	NO	
HSD	78241 - Year Round Lunch Program Unit	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	23-MAY-16	NO	NO	
HSD	78251 - Youth Sevices	150 Frank Ogawa Plaza	Administrative Assistant II	25-DEC-21	NO	NO	

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HSD	78251 - Youth Sevices	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	06-AUG-22	YES	NO	
HSD	78251 - Youth Sevices	150 Frank Ogawa Plaza	Management Intern, PT	27-NOV-21	NO	NO	
HSD	78251 - Youth Sevices	150 Frank Ogawa Plaza	Manager, Human Services	18-MAR-23	YES	NO	
HSD	78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst I	12-JUL-21	NO	NO	
HSD	78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst II	07-JAN-08	NO	NO	
HSD	78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst II	18-FEB-08	NO	NO	
HSD	78361 - CSBG - Admin	150 Frank Ogawa Plaza	Administrative Assistant I	04-MAR-23	YES	NO	
HSD	78361 - CSBG - Admin	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	15-SEP-15	NO	NO	
HSD	78361 - CSBG - Admin	150 Frank Ogawa Plaza	Program Analyst I, PT	02-FEB-19	NO	NO	
HSD	78362 - CSBG - Programs	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	29-OCT-22	YES	NO	
HSD	78411 - Community Housing Services	150 Frank Ogawa Plaza	Accountant II	03-SEP-22	YES	NO	
HSD	78411 - Community Housing Services	250 Frank Ogawa Plaza	Administrative Assistant I, PT	06-AUG-22	YES	NO	
HSD	78411 - Community Housing Services	250 Frank Ogawa Plaza	Administrative Analyst I	20-JUL-15	NO	NO	
HSD	78411 - Community Housing Services	250 Frank Ogawa Plaza	Administrative Analyst I	15-APR-23	YES	NO	
HSD	78411 - Community Housing Services	250 Frank Ogawa Plaza	Administrative Analyst II	26-MAY-15	NO	NO	
HSD	78411 - Community Housing Services	250 Frank Ogawa Plaza	Administrative Analyst II	16-NOV-18	NO	NO	
HSD	78411 - Community Housing Services	150 Frank Ogawa Plaza	Administrative Assistant I	14-JAN-02	NO	NO	Spanish
HSD	78411 - Community Housing Services	250 Frank Ogawa Plaza	Case Manager I	17-OCT-20	NO	YES	
HSD	78411 - Community Housing Services	250 Frank Ogawa Plaza	Case Manager I	17-APR-21	NO	YES	
HSD	78411 - Community Housing Services	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	01-OCT-22	YES	NO	
HSD	78411 - Community Housing Services	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	01-OCT-22	YES	NO	
HSD	78411 - Community Housing Services	250 Frank Ogawa Plaza	Health & Human Services Program Planner	30-NOV-15	NO	NO	
HSD	78411 - Community Housing Services	250 Frank Ogawa Plaza	Health & Human Services Program Planner	17-OCT-20	NO	NO	
HSD	78411 - Community Housing Services	250 Frank Ogawa Plaza	Program Analyst I, PT	16-APR-22	NO	NO	
HSD	78411 - Community Housing Services	250 Frank Ogawa Plaza	Program Analyst II	23-NOV-15	NO	NO	
HSD	78411 - Community Housing Services	150 Frank Ogawa Plaza	Program Analyst II	06-JUN-16	NO	NO	
HSD	78411 - Community Housing Services	250 Frank Ogawa Plaza	Program Analyst II	02-APR-22	NO	NO	
HSD	78411 - Community Housing Services	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	11-SEP-17	NO	NO	

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Department Name: ITD
Fiscal Year: FY2022-2023



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, Tony Batalla, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Information Technology Department was submitted on May 15, 2023.



Tony Batalla, Director of Information Technology
Type Name & Title

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: **INFORMATION TECHNOLOGY DEPARTMENT**

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

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	70		New Hires	4	
Public Contact Positions (PCP)	0	100%	New PCP Hires		100%
PCP With Spanish Language Skill		%	New PCP Hires with SP Skill		%
PCP With Chinese Language Skill		%	New PCP Hires with CH Skill		%

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

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

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

Table 4A Vital Documents List
n/a

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

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
n/a		

Table 6. Analysis by Community Based Service Locations	N/A	PCP	SP	CH

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

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

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: INFORMATION TECHNOLOGY

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
70	0	0	0	Y	0	0	Y

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

This report covers fiscal year 2022-2023 and data is reported as of June 2023.

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

The Information Technology Department (ITD) is an Internal Service Agency and does not provide direct services to the general public; our customers are limited to City employees. However, ITD is committed to supporting the Equal Access Ordinance by providing the necessary technological infrastructure to assist the City in reaching its Equal Access goals. During this past year, ITD worked collaboratively with various agencies and departments to help implement new systems and projects. Some projects include but not limited to completed 3 year Strategic Plan, Data center infrastructure consolidation & modernization; UPS upgrade, Cloud hosting improvements & workload migration, Cybersecurity (remediations & multifactor authentication), Oracle Cloud Infrastructure, CAD/RMS Upgrade, Radio replacement, City Broadband & Digital Equity. Our Department continued its support on technological upgrades to the City all of which contributes to the City's overall goal of reaching 100% compliance with the Equal Access Ordinance

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.
As an Internal Service Agency, this is N/A.
3. Highlight positive changes, successes, and best practices.
As an Internal Service Agency, this is N/A.
4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.
As an Internal Service Agency, this is N/A.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.
8th floor, CIO office area.

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

n/a

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

n/a

C. Multilingual Telephone Messages Assessment

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

n/a

D. Assessment of Department Communication with LES Populations

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

n/a

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

n/a

E. Action Plan

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

We will work with the Equal Access division if any issues should arise.

information technology (IT) JUNE 2023

DEPART	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP	LANGUAGE
ITD	46111 - Administrative Services	150 Frank Ogawa Plaza	Account Clerk III	10-DEC-22	YES	NO	
ITD	46111 - Administrative Services	150 Frank Ogawa Plaza	Accountant III	22-MAY-00	NO	NO	
ITD	46111 - Administrative Services	150 Frank Ogawa Plaza	Administrative Analyst II	07-DEC-15	NO	NO	Chinese-Mandarin
ITD	46111 - Administrative Services	150 Frank Ogawa Plaza	Application Developer III	27-NOV-21	NO	NO	
ITD	46111 - Administrative Services	150 Frank Ogawa Plaza	Assistant to the Director	23-JUL-22	YES	NO	
ITD	46111 - Administrative Services	150 Frank Ogawa Plaza	Director of Information Technology	30-APR-22	NO	NO	
ITD	46111 - Administrative Services	150 Frank Ogawa Plaza	Executive Assistant to the Director	01-MAR-18	NO	NO	
ITD	46111 - Administrative Services	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	08-JAN-18	NO	NO	
ITD	46111 - Administrative Services	150 Frank Ogawa Plaza	Information Systems Specialist II	02-NOV-15	NO	NO	
ITD	46111 - Administrative Services	150 Frank Ogawa Plaza	Information Systems Specialist II	05-SEP-20	NO	NO	
ITD	46111 - Administrative Services	150 Frank Ogawa Plaza	Information Systems Specialist III	07-MAR-11	NO	NO	
ITD	46111 - Administrative Services	150 Frank Ogawa Plaza	Project Manager III	21-AUG-21	NO	NO	
ITD	46111 - Administrative Services	1 Frank Ogawa Plaza	Spatial Data Administrator	13-NOV-02	NO	NO	
ITD	46121 - Reprographic Services	150 Frank Ogawa Plaza	Reprographic Assistant	04-JUN-02	NO	NO	
ITD	46121 - Reprographic Services	150 Frank Ogawa Plaza	Reprographic Assistant	05-NOV-18	NO	NO	
ITD	46121 - Reprographic Services	150 Frank Ogawa Plaza	Reprographic Offset Operator	21-DEC-15	NO	NO	
ITD	46211 - Help Desk	150 Frank Ogawa Plaza	Help Desk Specialist	26-OCT-15	NO	NO	
ITD	46211 - Help Desk	150 Frank Ogawa Plaza	Help Desk Specialist	16-FEB-16	NO	NO	
ITD	46211 - Help Desk	150 Frank Ogawa Plaza	Help Desk Specialist	12-DEC-20	NO	NO	
ITD	46211 - Help Desk	150 Frank Ogawa Plaza	Help Desk Supervisor	09-FEB-04	NO	NO	
ITD	46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Manager I	06-OCT-03	NO	NO	
ITD	46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist I	14-SEP-15	NO	NO	
ITD	46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist I	18-FEB-23	YES	NO	
ITD	46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist II	01-FEB-99	NO	NO	
ITD	46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist II	14-NOV-11	NO	NO	
ITD	46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist II	09-JAN-12	NO	NO	
ITD	46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist II	05-JUN-17	NO	NO	
ITD	46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist III	27-MAR-06	NO	NO	
ITD	46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist III	09-OCT-06	NO	NO	
ITD	46251 - Desktop Support	150 Frank Ogawa Plaza	Information Systems Specialist III	10-OCT-16	NO	NO	
ITD	46271 - Telecommunications	150 Frank Ogawa Plaza	Information Systems Manager II	24-NOV-03	NO	NO	
ITD	46271 - Telecommunications	150 Frank Ogawa Plaza	Telephone Services Specialist	17-DEC-91	NO	NO	
ITD	46271 - Telecommunications	150 Frank Ogawa Plaza	Telephone Services Specialist	16-FEB-16	NO	NO	
ITD	46271 - Telecommunications	150 Frank Ogawa Plaza	Telephone Services Specialist	24-AUG-19	NO	NO	
ITD	46321 - Systems & Database Administr	150 Frank Ogawa Plaza	Application Developer III	05-NOV-07	NO	NO	
ITD	46321 - Systems & Database Administr	150 Frank Ogawa Plaza	Application Developer III	19-DEC-17	NO	NO	
ITD	46321 - Systems & Database Administr	150 Frank Ogawa Plaza	Application Developer III	26-AUG-19	NO	NO	
ITD	46321 - Systems & Database Administr	150 Frank Ogawa Plaza	Database Administrator	23-JUN-03	NO	NO	
ITD	46321 - Systems & Database Administr	150 Frank Ogawa Plaza	Database Administrator	14-SEP-15	NO	NO	
ITD	46321 - Systems & Database Administr	150 Frank Ogawa Plaza	Database Analyst III	26-APR-99	NO	NO	
ITD	46321 - Systems & Database Administr	150 Frank Ogawa Plaza	Information Systems Manager I	28-AUG-17	NO	NO	
ITD	46321 - Systems & Database Administr	150 Frank Ogawa Plaza	Information Systems Manager II	09-APR-18	NO	NO	
ITD	46331 - Systems Operations	150 Frank Ogawa Plaza	Information Systems Specialist III	31-AUG-15	NO	NO	
ITD	46331 - Systems Operations	150 Frank Ogawa Plaza	Information Systems Specialist III	31-AUG-15	NO	NO	
ITD	46341 - Application Development	150 Frank Ogawa Plaza	Application Developer II	12-JUN-21	NO	NO	
ITD	46341 - Application Development	150 Frank Ogawa Plaza	Application Developer III	05-JUN-93	NO	NO	
ITD	46341 - Application Development	150 Frank Ogawa Plaza	Application Developer III	23-APR-07	NO	NO	
ITD	46341 - Application Development	150 Frank Ogawa Plaza	Application Developer III	10-MAR-08	NO	NO	
ITD	46341 - Application Development	150 Frank Ogawa Plaza	Application Developer III	31-MAR-08	NO	NO	
ITD	46341 - Application Development	150 Frank Ogawa Plaza	Application Developer III	21-NOV-16	NO	NO	
ITD	46341 - Application Development	150 Frank Ogawa Plaza	Spatial Data Analyst III	18-MAR-13	NO	NO	
ITD	46341 - Application Development	150 Frank Ogawa Plaza	Spatial Data Analyst III	15-OCT-22	YES	NO	

ITD	46341 - Application Development	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	30-OCT-21	NO	NO	
ITD	46461 - Project Coordination	150 Frank Ogawa Plaza	Project Manager II	16-NOV-15	NO	NO	
ITD	46471 - Network Security & Maintenance	150 Frank Ogawa Plaza	Network Architect	31-MAR-03	NO	NO	
ITD	46471 - Network Security & Maintenance	150 Frank Ogawa Plaza	Network Architect	22-DEC-14	NO	NO	
ITD	46521 - Public Safety Maintenance & In	150 Frank Ogawa Plaza	Electronics Technician	24-SEP-07	NO	NO	
ITD	46521 - Public Safety Maintenance & In	150 Frank Ogawa Plaza	Electronics Technician	20-OCT-08	NO	NO	
ITD	46521 - Public Safety Maintenance & In	150 Frank Ogawa Plaza	Electronics Technician	17-AUG-15	NO	NO	
ITD	46521 - Public Safety Maintenance & In	150 Frank Ogawa Plaza	Information Systems Manager I	23-MAY-16	NO	NO	
ITD	46521 - Public Safety Maintenance & In	150 Frank Ogawa Plaza	Information Systems Manager II	15-AUG-05	NO	NO	
ITD	46521 - Public Safety Maintenance & In	150 Frank Ogawa Plaza	Telecommunication Systems Engineer	20-SEP-00	NO	NO	
ITD	46521 - Public Safety Maintenance & In	150 Frank Ogawa Plaza	Telecommunication Systems Engineer	23-FEB-16	NO	NO	
ITD	46531 - Public Safety Applications	150 Frank Ogawa Plaza	Information Systems Manager I	04-MAR-13	NO	NO	
ITD	46531 - Public Safety Applications	150 Frank Ogawa Plaza	Information Systems Specialist II	16-DEC-89	NO	NO	
ITD	46531 - Public Safety Applications	150 Frank Ogawa Plaza	Information Systems Specialist II	14-JUL-03	NO	NO	
ITD	46531 - Public Safety Applications	150 Frank Ogawa Plaza	Information Systems Specialist II	29-JUL-15	NO	NO	
ITD	46531 - Public Safety Applications	150 Frank Ogawa Plaza	Information Systems Specialist II	10-OCT-16	NO	NO	
ITD	46531 - Public Safety Applications	150 Frank Ogawa Plaza	Information Systems Specialist III	26-MAR-01	NO	NO	
ITD	46531 - Public Safety Applications	150 Frank Ogawa Plaza	Information Systems Specialist III	31-MAR-14	NO	NO	
ITD	46531 - Public Safety Applications	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	18-FEB-23	YES	NO	

Department Name:
Fiscal Year: FY2022-2023



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, Kimberly Mayfield, EdD, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Office of the Mayor was submitted on July 28, 2023.

Kimberly Mayfield Deputy Mayor
Type Name & Title

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: **Mayor's Office**

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Sheng Thao	Kimberly Mayfield , EdD	
Title	Mayor	Deputy Mayor	
Address	1 Frank Ogawa Plaza 3 rd Floor	1 Frank Ogawa Plaza 3 rd Floor	
Phone#	(510) 238-3141	(510) 238-3460	
Email	sthao@oaklandca.gov	kmayfield@oaklandca.gov	

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	11		New Hires		
Public Contact Positions (PCP)	10	100%	New PCP Hires		100%
PCP With Spanish Language Skill	1	10 %	New PCP Hires with SP Skill		%
PCP With Chinese Language Skill	1	10 %	New PCP Hires with CH Skill		%

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

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

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

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

Department Name: Mayor's Office
 Fiscal Year: FY2022-2023

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
This is a new mayoral administration as of January 2023. Staff is working on doing an inventory of vital documents and will work with the Language Access Office to get them translated by the end of the calendar year.			
Total # of vital documents reported = 0			

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

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Office of the Mayor Front Desk	(510) 238-3141	Pending
Mayra Chavez	(510) 238-7581	Pending
Jimmy Hoang	(510) 238- 7340	Pending

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
City Hall Mayor's Office	1 Frank H. Ogawa Plaza, 3 rd Floor	94612	(510) 238-3141	10	1	10	1	10

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

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

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

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Mayor's Office

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
11	10	1	1	Yes	1	1	Yes

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

This report covers fiscal year 2022-2023 and data is reported as of June 2023.

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

The Mayor's Office met the requirements of the Equal Access Ordinance. Multilingual staff are always present in the office to provide interpretation services to the greater public in Oakland. In this way, the general LES inquiries are well supported.

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

Since coming into office in January 2023, the Mayor's Office has hired two employees who are bilingual. One is Spanish-speaking and one is Chinese-speaking.

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

Since coming into office in January 2023, the Mayor's Office has hired two employees who are bilingual. One is Spanish-speaking and one is Chinese-speaking.

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

The mayor's office ensures multi-dimensional accommodation for LES persons. The office not only ensures accurate translation of public information but also carefully considers the cultural sensitivity of the content. A Language Access Coordinator (LAC) is present in the office to train appropriate office personnel on how to provide interpretation services to the public. The Mayor's Office voicemail message is recorded in Spanish and Chinese.

Additionally, the Mayor's office coordinates with the Equal Access Office. Implementing the Equal Access Language Line ensures successful accommodation for the LES public seeking assistance in other various languages.

B. Translation of Written Vital Documents Assessment

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

Language access services information and notices are posted at the front desk's in the mayors reception area on the 3rd floor of 1 Frank Ogawa Plaza in the Mayor's office. Upon service request, office receptionists will contact the Language Access Coordinator to provide interpretation services for the requester(s). The public can successfully notice the language access services and use the service when needed. The mayor's staff will be given language access resources by December 2023.

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

Our goal is to provide vital documents in threshold languages by the end of the 2023 calendar year.

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

Our goal is to determine what other materials need to be provided in other languages by the end of the 2023 calendar year.

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.
The Mayor's Office's mainline maintains recorded voice messages in English, Spanish, and Chinese, providing basic information about the office. All bilingual staff has a recorded message in either Spanish or Chinese on their work phone's voicemail as well. All calls and voicemails in languages other than English have successfully been directed to one of the office personnel with the corresponding language proficiency or by a language interpreter in the Equal Access Office.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.
The Mayor's Office actively engages with LES populations. All communication and outreach office policies are in conformity with the Equal Access Ordinance. All types of communication are conducted by trained personnel in the office to guarantee accuracy and appropriate cultural sensitivity.
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

There are no existing language-access complaints against the Mayor's Office on file. All complaints could be submitted to the mayor's office by email, in person, or by phone. The complaint forms are available at the front desk. If the office receives a complaint regarding language accessibility, the office will consider it seriously and resolve the issues as quickly as possible.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
The Mayor's Office will keep providing necessary multilingual services to all constituents in need. The Mayor's Office will continue to closely follow the Equal Access Ordinance and

Department Name: Mayor's Office
Fiscal Year: FY2022-2023

maximize the services that the office can provide to accommodate the LES public. The office will work to guarantee equal informational access for the LES communities. The Office will continue coordinating with the Equal Access Office and exercise the Equal Access Language Line. All necessary materials will be translated into threshold languages, and all translated vital information/notices will be accessible to the public through multiple channels. The office plans to develop more innovative ways to connect with LES communities through general media and social events. The Office will keep working to promote transparency about the process of requesting LES accommodations for attendees of the City Council Meetings. Lastly, the office plans to have more community engagement events with the LES communities.

Mayor's Office June 2023

DEPARTMENT	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW FY HIRE	PCP_F	LANGUAGE
MAYOR	01111 - Mayor	1 Frank Ogawa Plaza	Mayor	01-JUL-14	NO	YES	Hmong
MAYOR	01111 - Mayor	1 Frank Ogawa Plaza	Special Assistant to the Mayor I	21-SEP-19	NO	YES	
MAYOR	01111 - Mayor	1 Frank Ogawa Plaza	Special Assistant to the Mayor I	03-JAN-23	YES	YES	Spanish
MAYOR	01111 - Mayor	1 Frank Ogawa Plaza	Special Assistant to the Mayor I	03-JAN-23	YES	YES	
MAYOR	01111 - Mayor	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	03-JAN-23	YES	YES	
MAYOR	01111 - Mayor	1 Frank Ogawa Plaza	Special Assistant to the Mayor II	03-JAN-23	YES	YES	Chinese
MAYOR	01111 - Mayor	1 Frank Ogawa Plaza	Special Assistant to the Mayor II	07-JAN-23	YES	YES	
MAYOR	01111 - Mayor	1 Frank Ogawa Plaza	Special Assistant to the Mayor I	21-JAN-23	YES	YES	
MAYOR	01111 - Mayor	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	21-JAN-23	YES	YES	
MAYOR	01111 - Mayor	1 Frank Ogawa Plaza	Special Assistant to the Mayor I	04-FEB-23	YES	YES	
MAYOR	01111 - Mayor	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	18-FEB-23	YES	YES	
MAYOR	01111 - Mayor	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	08-APR-23	YES	NO	

Department Name:
Fiscal Year: FY2022-2023

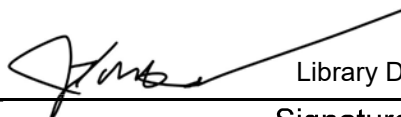


EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, Jamie Turbak, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Public Library was submitted on July 12, 2023.


Library Director
Signature & Title

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Oakland Public Library

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Jamie Turbak	Tabitha Pulliam	Tabitha Pulliam
Title	Director	Administrative Services Manager	Administrative Services Manager
Address	125 14 th Street Oakland, CA 94612	125 14 th Street Oakland, CA 94612	125 14 th Street Oakland, CA 9461
Phone#	510-238-6595	510-238-6595	510-238-6595
Email	JTurbak@oaklandlibrary.org	TPulliam@oaklandlibrary.org	TPulliam@oaklandlibrary.org

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	266.61		New Hires	31	
Public Contact Positions (PCP)	145	100%	New PCP Hires	28	100%
PCP With Spanish Language Skill	72	32.72%	New PCP Hires with SP Skill	3	10.71%
PCP With Chinese Language Skill	31	14.09%	New PCP Hires with CH Skill	0	0.00%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title:	Outcome
Librarian I (Cant/Man/Spanish) – Asian Branch	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
We are in the process of conducting this bilingual recruitment.	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Director Unit (61111)	Brookfield Branch Library (61331)
Departmental Operation Unit (Financial & Administrative Services Office) (61121)	Dimond Branch Library (61332)
Automation (Computer Services) (61131)	Eastmont Branch Library (61333)
Children Services/Youth Room (Cataloging/Processing) (61132)	Elmhurst Branch Library (61334)
Community Relations (61133)	M.L. King Jr. Branch Library (61335)
Acquisitions (61135)	Montclair Branch Library (61336)
Administrative Unit (61211)	Rockridge Branch Library (61337)
On-Call Public Services (61212)	Temescal Branch Library (61338)
Literacy (Second Start Adult Literacy (61213)	District I Administration (81 st Avenue Branch) Library (61339)
Main Library Administration (61221)	Asian Branch Library (61341)
Art/History/Literature (61231)	Bookmobile (61342)
Magazines & Newspaper (61235)	Golden Gate Branch Library (61343)
Science Business and Sociology (61236)	Lakeview Branch Library (61344)
Children's Room (61237)	Latin American (Cesar Chavez) Branch Library (61345)
Circulation/Automation (61243)	Melrose Branch Library (61346)
Branch Administration (61311)	Piedmont Branch Library (61347)
Children's Services/Youth (61313)	West Oakland Branch Library (61348)
Support Services (Teen Services) (61321)	African American Museum & Library (61511)

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
	Language Goal FTE	Actual FTE
Super PCP Unit: Main: <ul style="list-style-type: none"> • Administrative Unit (61211) • Main Library Administration (61221) • Art/History/Literature (61213) • Magazines & Newspapers (61235) • Science, Business & Technology (61236) • Children’s Room (61237) • Circulation/Automation (61243) 	SP = 10 CH = 5	SP = 17 CH = 14
Super PCP Unit: Asian Branch (61341):	SP= 0 CH = 3	SP= 0 CH = 8.2
Super PCP Unit: Latin American/C. Chavez Branch (61345):	SP= 5 CH = 0	SP= 14 CH = 1

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Adult Library Card Application	Yes	Yes	Vietnamese, Arabic
Children’s Library Card Application	Yes	Yes	Vietnamese, Arabic
Teen Library Card Application	Yes	Yes	Vietnamese, Arabic
OPL Extended Services Application	Yes	Yes	
Library Behavior Guidelines	Yes	Yes	Vietnamese
Comment Card	Yes	Yes	
Welcome to Your Library	Yes	Yes	
Library Privacy Statement	Yes	Yes	
Authorized User form	Yes	Yes	
Circulation Policy	Yes	Yes	
Translations for Mobile Print Text	Yes	Yes	Arabic, Tigrinya, & Vietnamese

Table 4B. Vital Documents Status Summary	
Department’s known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline: All docs are translated	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Asian Branch Library	510-238-3400	English/Chinese
Brookfield Branch Library	510-615-5725	English/Spanish
Eastmont Branch Library	510-615-5727	English/Spanish

Elmhurst Branch Library	510-615-5727	English/Spanish
Latin American (Cesar Chavez) Branch Library	510-535-5620	English/Spanish
Main Library – Information Line	510-238-3134	English/Spanish
Main Library – Reference Desk	510-238-3138	English/Spanish
Melrose Branch Library	510-535-5623	English/Spanish
81st Avenue Branch Library	510-615-5812	English/Spanish

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Main Library (includes On-Call, Teen & Children's Svc, Bookmobile, Branch Admin)	125 14th Street	CITIWIDE	VARIOUS	78.13	13.13	21%	6.42	10%
Cesar Chavez	3301 East 12 th Street #271	94601	535-5620	15.00	5.2	34.6%	1.00	6.6%
Melrose	4805 Foothill Blvd	94601	535-5623	6.00	4.80	80%	0.00	0%
Dimond	3565 Fruitvale Avenue	94602	482-7844	14.00	1.00	10%	0.40	4%
Brookfield	9255 Edes Avenue	94603	615-5725	4.17	1.79	43%	1.00	24%
Eastmont	7200 Bancroft Ave #211	94605	615-5726	6.76	2.00	30%	0.00	0%
African American Museum	659 14th Street	94607	637-0200	5.40	0.00	0%	0.00	0%
Asian	388 9th Street #190	94607	238-3400	10.35	0.00	0%	7.47	72%
West Oakland	1801 Adeline Street	94607	238-7352	4.87	0.40	8%	0.00	0%
Golden Gate	5606 San Pablo	94608	597-5023	4.86	1.00	21%	0.00	0%
Temescal	5208 Telegraph Avenue	94609	597-5049	7.36	0.00	0%	0.00	0%
Lakeview	550 El Embarcadero	94610	238-7344	5.34	1.28	24%	0.28	5%
Montclair	1687 Mountain Blvd	94611	482-7810	5.69	0.82	14%	0.00	0%
Piedmont	80 Echo Avenue	94611	597-5011	4.88	0.73	15%	1.00	21%
Rockridge	5366 College Avenue	94618	597-5017	10.33	1.00	10%	1.35	13%
81st Avenue	1021 81st Avenue	94621	615-5812	8.40	2.40	29%	0.00	0%
Elmhurst	1427 88th Avenue	94621	615-5869	4.00	1.60	40%	0.00	0%
Martin Luther King Jr.	6833 International Blvd	94621	615-5728	4.25	3.25	76%	0.00	0%

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

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

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

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: OAKLAND PUBLIC LIBRARY

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
266.61	145	16	72	Yes	8	31	Yes

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

This report covers fiscal year 2022-2023 and data is reported as of June 2023.

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

The Oakland Public Library continues (OPL) to deliver on its commitment to provide easily accessible materials and services to all residents of the diverse communities in which we serve, including in the areas of Oakland, Piedmont, and Emeryville. In line with our Mission and Values and our Strategic Plan and Objectives, OPL staff thoughtfully selects relevant materials; designs programs for children, youth, and adults, and offers a range of other services geared towards meeting the personal, professional, and leisurely needs of all patrons, including the Limited English Speaking (LES) population.

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

The Oakland Public Library works closely with the Human Resources Management and Equal Access Departments to determine the need for language selective certification for each respective classification we consider filling, as required. As we are approved to fill existing permanent vacancies or exempt part-time positions, we will continue to recruit for the most qualified candidates, and in instances where a successful candidate has bilingual skills, we will comply with the Bilingual Certification testing process to assess the skills of that candidate. We follow all civil service rules and regulations when it comes to hiring.

Many of our library recruitments were restricted to existing City of Oakland and Oakland Port employees in FY 2022-2023; however, any recruitment that is open to the general public is advertised in local Oakland newspapers which reach many of the diverse demographics within the City of Oakland, thus we reach more qualified bilingual applicants. Additionally, Oakland Public Library recruitments have specific language included in the job announcement which encourages bilingual applicants to apply.

For recruitments that are open to the general public, the Oakland Public Library sends job announcements to various library listservs and library schools, which have been established to provide information to library paraprofessionals and professionals from various cultural/ethnic populations, in order to assist with recruiting qualified candidates who may have worked in other public agencies. The library also posts a summary of City of Oakland job opportunities every week at the Main branch.

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

Over the 2022-2023 fiscal year the Oakland Public Library has had the following successes in the provision of services to our LES populations:

- *Currently maintaining 53 employees throughout the library system who are bilingual in Cambodian, Chinese (Cantonese and Mandarin), Japanese, Spanish, and Vietnamese.*
 - ***53 bilingual employees in public contact positions (including TPT staff)***
 - *1 is bilingual in Cambodian*
 - *30 are bilingual in Chinese (including TPT staff)*
 - *60 are bilingual in Spanish (including TPT staff)*
 - *3 are bilingual in Vietnamese*
- ***3 bilingual employees in non-public contact positions***
 - *3 are bilingual in Chinese*
- *Use of language ribbons to identify public contact staff who can offer assistance in a threshold or other (e.g., Vietnamese) language.*
- *Use of standardized city-approved oral interpretation language and disability accommodations language for programs, public meetings, and agenda communications.*
- *Dedicated Library employees to streamline and handle system-wide written translations such as system-wide program flyers for Adult, Teen, and Children's summer reading program, Teen passport program; holiday closure signs; worker's rights signage; computer issues (wi-fi down, internet out of service) notification for patrons in Spanish and Chinese languages.*
- *Translated documents and public announcements in Chinese and Spanish for library patrons. Expanded our Multi-Language Collection to make it more accessible with new signage and new books available in Arabic, Amharic, Farsi, French, Hindi, Hmong, Khmer, Lao, Punjabi, Spanish, Tagalog, Thai, and Tigrinya. Future plans to expand the collection include increasing Chinese materials.*
- *Offered Children's bilingual programs with various performers for Summer Reading programs.*
- *Maintain Voicemail Message translations in threshold languages at all our locations during holiday closures and closed hours, updated as needed.*
- *Offered Library staff several workshops put on by our own "Racial Equity Team"*
- *Implementation of a rapid response team to assess options such as surveying and changing/increasing our available programs to immigrant communities.*
- *System-wide and branch-specific notices posted on public website translated into threshold languages*

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

Second Start Adult Literacy

While Second Start is not an ESL program, we do serve students for whom English is a second language. Second Start has learning materials that support building English skills for speaking, reading, and writing. They also have teaching materials for ESOL instruction and volunteer tutors who are fluent in other languages including Spanish. Second Start is trying out a service called Cell-ed that provides instruction in Chinese to support a wider range of LES learners. Additionally, Second Start has subscriptions to learning platforms that provide instruction to Limited English-speaking populations in a variety of subjects, such as English for work and digital literacy.

Best Practices

The Oakland Public Library's "best practices" approach to implementing the Equal Access Office and providing bilingual services to library patrons stems from our existing values:

- *Reach more people where they are through our daily commitment to serving the diverse needs of our library patrons equally every day, at all library locations.*
- *Develop, retain, and attract quality staff, in part by proactively recruiting for qualified bilingual candidates for our exempt part-time at-will positions in addition to our permanent vacancies and also offering BLP to staff who qualify.*
- *To budget for bilingual services (collections, programs, printing of translated materials, bilingual premiums).*
- *To comply with the City of Oakland's Administrative Instruction #145*
- *Improve our physical spaces in order to ensure equal access to all members of our communities.*
- *Increase operational efficiencies, such as simplifying the existing circulation policy*
- *Overhaul our public website to utilize more easily comprehensible word structure and syntax to reach a wider audience of varying literacy skills*
- *Provide links to translated versions of our public site in the threshold languages*
- *Examine multi-lingual book bundles for cultural accuracy and sufficient diversity regarding characters, subjects, and themes.*

B. Translation of Written Vital Documents Assessment

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

All Oakland Public Library branches have department-determined vital documents (library applications, youth, teen, and adult services brochures, summer reading collateral, program fliers, library-connected resources such as Discover & Go and Libby) posted in the threshold languages at service points in each location. All locations were audited by FASO staff to ensure needed information was posted at service points. There has been an increase in reference phone calls and so staff working in the 'call center' send patrons collateral and information in requested languages or utilize over-the-phone interpretation services as needed. All locations with posted notices:

*81st Avenue Branch Library
Asian Branch Library
Brookfield Branch Library
Cesar Chavez Branch Library
Dimond Branch Library
Eastmont Branch Library
Elmhurst Branch Library
Golden Gate Branch Library
Lakeview Branch Library
Martin Luther King Jr. Branch Library
Melrose Branch Library
Montclair Branch Library*

*Piedmont Branch Library
Rockridge Branch Library
Temescal Branch Library
Temescal Tool Lending Library
West Oakland Branch Library
Main Library, Circulation Desk
Main Library, Computer Lab
Main Library, Children's Room
Main Library, Teen Zone
Main Library, Magazines & Newspaper Room
Main Library, Financial & Administrative Services Office
Main Library, Second Start Adult Literacy
Main Library, Oakland History Center
African American Museum & Library, library side*

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

All of the Oakland Public Library's vital documents are translated into Spanish and Chinese. If the department ever falls behind in translating, there are several bilingual employees and translation teams to rectify the issue.

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

The Oakland Public Library has had multi-lingual book displays at various branches, sidewalk service informative signs when libraries were still closed to the public, signs for our OPL Express experience last summer, translator options to use in our curbside chat communicator in both Spanish and Chinese, advertisements for our Free Summer Lunch Program into Arabic, Chinese, Spanish, and Vietnamese and posts in the threshold languages on OPL's social media sites. Other materials include summer job opportunity collateral, comment cards, and event fliers in threshold languages

C. Multilingual Telephone Messages Assessment

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

All calls to the Oakland Public Library branches after open hours are routed to the Main branch's voicemail where vital library information (e.g., hours, holiday closures) is played back in the three threshold languages. All library locations have received and posted interpretation services provided by the Equal Access Office available to all staff if needed. This has been effective in connecting our diverse population with library information and services.

D. Assessment of Department Communication with LES Populations

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

Oakland Public Library's outreach efforts to reach LES populations include:

- *rotating book displays in established multi-language areas*
- *bilingual staff engaging with LES patrons when they enter the branch or approach service points*
- *building bilingual book displays*
- *moving multi-language sections in prominent spaces*
- *providing popular magazines in Spanish*
- *put up multi-language fliers, events, etc. on branch bulletin boards*
- *advertise conversation clubs at branches where relevant*
- *utilize interpretation services when appropriate*
- *display interpretation services information at service points such as information and reference desk and post larger posters to advertise these services*
- *interfiling Spanish Children's books with English ones*
- *building bilingual displays on inter-cultural holidays such as Day of the Dead display alongside books in Spanish*
- *hold monthly Spanish translation meetings*
- *translating library wide materials into the threshold languages and making each translated version available at all locations (e.g., summer reading event calendar, summer lunch program, welcome to the library brochures, and more)*
- *Children's Services hosts multiple bilingual class visits at local elementary schools*
- *added translation print brochures and guides in Chinese and Spanish for our expanded seed library program*
- *OPL website now included a Google Translate button on the homepage footer to help patrons access information*
- *Updated our accessibility page and monthly calendars to include the most recent accessibility languages from the Equal Access Office*

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

No language access complaints this year

E. Action Plan

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

The Oakland Public Library will work on the following action steps and necessary plan of action for the next 12 months to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken:

- a. Proactively recruit and hire more qualified bilingual/bicultural candidates in the threshold languages by targeting our outreach efforts to more diverse populations for our temporary part-time at-will positions in addition to our permanent vacancies. Based on the, we need to continue assessing and identifying a plan for increasing our bilingual staff to serve the LES Chinese population.*

It should be noted that the Library assigns exempt part-time staff to work at various library locations based on staffing needs and that several of our On-Call staff are budgeted against specific positions although they may work at several library locations at any given time. As a result, there are instances where actual public contact positions on our staffing report may not reflect that we have qualified bilingual staff assigned to those positions to provide service to the LES Chinese and Spanish population. However, we have ample qualified bilingual staff at each of our library locations to provide service to our patrons, and in instances where we may not have a qualified bilingual employee, we utilize the City's Language Line Solutions resource.

- b. Budget for bilingual services (collections, programs, printing of translated materials, bilingual premiums).*
- c. Continue to perform more relevant outreach services to non-English speaking library user.*
- d. We will continue to use our BLP2 teams to provide additional translation of materials.*
- e. We will host Spanish-language programs and hold events that relate to our non-English speaking communities*
- f. We have migrated to a new public website that includes English and Chinese pages specifically geared for those patrons and folks we serve.*

OAKLAND PUBLIC LIBRARY (OPL) JUNE 2023

DEPARTMENT	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW FY	PCP_PC	PCP_LANG_1
LIBRARY	61111 - Director Unit	125 - 14th St	Capital Imp Proj Coord, Asst	17-AUG-15	NO	NO	
LIBRARY	61111 - Director Unit	125 - 14th St	Director of Library Services	15-APR-00	NO	NO	
LIBRARY	61111 - Director Unit	125 - 14th St	Executive Assistant to the Director	31-JUL-17	NO	NO	
LIBRARY	61111 - Director Unit	125 - 14th St	Project Manager	30-DEC-91	NO	NO	
LIBRARY	61121 - Departmental Operation Unit	125 - 14th St	Account Clerk III	25-AUG-07	NO	NO	
LIBRARY	61121 - Departmental Operation Unit	125 - 14th St	Accountant III	24-AUG-98	NO	NO	Vietnamese
LIBRARY	61121 - Departmental Operation Unit	125 - 14th St	Administrative Services Manager I	24-OCT-16	NO	NO	
LIBRARY	61121 - Departmental Operation Unit	125 - 14th St	Administrative Services Manager II	19-JAN-10	NO	NO	
LIBRARY	61121 - Departmental Operation Unit	125 - 14th St	Exempt Limited Duration Employee	15-SEP-12	NO	NO	
LIBRARY	61121 - Departmental Operation Unit	125 - 14th St	Library Aide	30-JUL-05	NO	YES	
LIBRARY	61121 - Departmental Operation Unit	1801 Adeline St	Library Aide	16-OCT-21	NO	YES	
LIBRARY	61121 - Departmental Operation Unit	125 - 14th St	Library Aide, PPT	26-MAR-16	NO	YES	
LIBRARY	61121 - Departmental Operation Unit	125 - 14th St	Library Aide, PPT	27-JAN-18	NO	YES	
LIBRARY	61121 - Departmental Operation Unit	125 - 14th St	Library Aide, PPT	16-OCT-21	NO	YES	
LIBRARY	61121 - Departmental Operation Unit	125 - 14th St	Library Assistant	01-DEC-18	NO	YES	
LIBRARY	61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUL-12	NO	YES	
LIBRARY	61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	05-MAY-18	NO	YES	
LIBRARY	61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	05-MAY-18	NO	YES	
LIBRARY	61121 - Departmental Operation Unit	125 - 14th St	Payroll Personnel Clerk III	22-JUN-13	NO	NO	Chinese
LIBRARY	61131 - Automation	125 - 14th St	Business Analyst II	11-AUG-07	NO	NO	Chinese
LIBRARY	61131 - Automation	125 - 14th St	Business Analyst IV	22-DEC-01	NO	NO	Chinese
LIBRARY	61131 - Automation	125 - 14th St	Library Assistant, Senior	07-FEB-09	NO	YES	Chinese
LIBRARY	61132 - Children Services/Youth Room	125 14th Street	Librarian I, PPT	18-AUG-12	NO	YES	
LIBRARY	61132 - Children Services/Youth Room	125 - 14th St	Librarian II, PT	21-JUN-82	NO	YES	Chinese
LIBRARY	61132 - Children Services/Youth Room	125 - 14th St	Librarian, Senior	03-JAN-04	NO	YES	
LIBRARY	61132 - Children Services/Youth Room	125 - 14th St	Library Aide	01-NOV-86	NO	YES	
LIBRARY	61132 - Children Services/Youth Room	125 - 14th St	Library Aide	06-MAY-95	NO	YES	
LIBRARY	61132 - Children Services/Youth Room	125 - 14th St	Library Aide	11-AUG-07	NO	YES	
LIBRARY	61132 - Children Services/Youth Room	125 - 14th St	Library Assistant	09-JAN-89	NO	YES	
LIBRARY	61132 - Children Services/Youth Room	125 - 14th St	Library Assistant	07-JUL-01	NO	YES	Spanish
LIBRARY	61132 - Children Services/Youth Room	125 - 14th St	Library Assistant, PPT	06-DEC-03	NO	YES	
LIBRARY	61132 - Children Services/Youth Room	125 - 14th St	Library Assistant, PT	02-SEP-00	NO	YES	
LIBRARY	61132 - Children Services/Youth Room	125 - 14th St	Office Assistant II	31-OCT-87	NO	NO	
LIBRARY	61133 - Community Relations	125 - 14th St	Graphic Design Specialist	10-DEC-22	YES	NO	
LIBRARY	61133 - Community Relations	125 - 14th St	Librarian II	11-APR-22	NO	YES	
LIBRARY	61133 - Community Relations	125 - 14th St	Library Assistant, PPT	28-NOV-20	NO	YES	
LIBRARY	61133 - Community Relations	125 - 14th St	Library Assistant, PPT	16-OCT-21	NO	YES	
LIBRARY	61133 - Community Relations	125 - 14th St	Program Analyst III	04-MAR-23	YES	NO	
LIBRARY	61133 - Community Relations	125 - 14th St	Web Specialist	10-MAY-14	NO	YES	Spanish
LIBRARY	61135 - Acquisitions	125 - 14th St	Librarian, Senior	21-SEP-96	NO	YES	
LIBRARY	61135 - Acquisitions	125 - 14th St	Library Aide	02-AUG-93	NO	YES	Spanish
LIBRARY	61135 - Acquisitions	125 - 14th St	Library Aide, PPT	16-OCT-21	NO	YES	
LIBRARY	61135 - Acquisitions	125 - 14th St	Library Assistant	20-APR-96	NO	YES	Chinese
LIBRARY	61135 - Acquisitions	125 - 14th St	Library Assistant, PPT	23-FEB-19	NO	YES	
LIBRARY	61135 - Acquisitions	125 - 14th St	Library Assistant, Senior	28-JUN-08	NO	YES	Spanish
LIBRARY	61135 - Acquisitions	125 - 14th St	Library Assistant, Senior	09-JAN-10	NO	YES	
LIBRARY	61135 - Acquisitions	125 - 14th St	Office Assistant I	15-SEP-80	NO	NO	
LIBRARY	61211 - Administrative Unit	125 - 14th St	Associate Director, Library Services	02-JAN-97	NO	NO	
LIBRARY	61211 - Administrative Unit	125 - 14th St	Librarian, Supervising	17-JAN-04	NO	YES	Spanish
LIBRARY	61211 - Administrative Unit	125 - 14th St	Librarian, Supervising	11-DEC-10	NO	YES	
LIBRARY	61211 - Administrative Unit	125 - 14th St	Librarian, Supervising	22-JUN-13	NO	YES	Japanese
LIBRARY	61211 - Administrative Unit	125 - 14th St	Library Assistant	06-MAY-06	NO	YES	

DEPARTMENT	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW FY	PCP_PC	PCP_LANG_1
LIBRARY	61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	26-MAR-16	NO	YES	
LIBRARY	61231 - Art/History/Literature	125 - 14th St	Office Assistant II	15-MAY-89	NO	NO	
LIBRARY	61235 - Magazines and Newspapers	125 - 14th St	Librarian I, PT	30-DEC-06	NO	YES	
LIBRARY	61235 - Magazines and Newspapers	125 - 14th St	Librarian I, PT	25-AUG-07	NO	YES	
LIBRARY	61235 - Magazines and Newspapers	125 - 14th St	Librarian II	18-JAN-14	NO	YES	
LIBRARY	61235 - Magazines and Newspapers	125 - 14th St	Library Assistant, PPT	24-OCT-83	NO	YES	
LIBRARY	61236 - Science Business and Sociology	125 - 14th St	Librarian I	29-OCT-11	NO	YES	
LIBRARY	61236 - Science Business and Sociology	125 - 14th St	Librarian I	20-JUN-15	NO	YES	
LIBRARY	61236 - Science Business and Sociology	125 - 14th St	Librarian II	09-NOV-02	NO	YES	Chinese
LIBRARY	61236 - Science Business and Sociology	125 - 14th St	Librarian II	19-JUL-14	NO	YES	
LIBRARY	61236 - Science Business and Sociology	125 - 14th St	Librarian II, PPT	22-APR-06	NO	YES	
LIBRARY	61236 - Science Business and Sociology	125 - 14th St	Librarian, Senior	27-MAY-00	NO	YES	
LIBRARY	61236 - Science Business and Sociology	125 - 14th St	Librarian, Senior	20-DEC-03	NO	YES	
LIBRARY	61236 - Science Business and Sociology	125 - 14th St	Librarian, Senior	21-NOV-15	NO	YES	Spanish
LIBRARY	61237 - Childrens Room	125 - 14th St	Librarian I	06-APR-15	NO	YES	
LIBRARY	61237 - Childrens Room	125 - 14th St	Librarian I, PPT	29-OCT-11	NO	YES	
LIBRARY	61237 - Childrens Room	125 - 14th St	Librarian I, PPT	22-FEB-20	NO	YES	
LIBRARY	61237 - Childrens Room	125 - 14th St	Library Aide	13-NOV-21	NO	YES	
LIBRARY	61237 - Childrens Room	125 - 14th St	Library Aide, PPT	13-NOV-21	NO	YES	
LIBRARY	61237 - Childrens Room	125 - 14th St	Library Aide, PT	27-JAN-18	NO	YES	Chinese
LIBRARY	61237 - Childrens Room	125 - 14th St	Library Assistant	30-OCT-89	NO	YES	Chinese
LIBRARY	61237 - Childrens Room	125 - 14th St	Library Assistant, PPT	03-NOV-07	NO	YES	Chinese
LIBRARY	61237 - Childrens Room	125 - 14th St	Library Assistant, PPT	15-SEP-12	NO	YES	
LIBRARY	61243 - Circulation/Automation	125 14th Street	Library Aide	27-APR-13	NO	YES	
LIBRARY	61243 - Circulation/Automation	125 - 14th St	Library Aide	26-MAR-16	NO	YES	
LIBRARY	61243 - Circulation/Automation	125 - 14th St	Library Aide, PPT	28-NOV-20	NO	YES	
LIBRARY	61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	09-NOV-91	NO	YES	
LIBRARY	61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	15-SEP-01	NO	YES	Chinese
LIBRARY	61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	26-MAR-16	NO	YES	Spanish
LIBRARY	61243 - Circulation/Automation	125 - 14th St	Library Assistant	16-MAY-09	NO	YES	Spanish
LIBRARY	61243 - Circulation/Automation	125 - 14th St	Library Assistant	26-MAR-16	NO	YES	
LIBRARY	61243 - Circulation/Automation	125 - 14th St	Library Assistant, PPT	05-AUG-00	NO	YES	Spanish
LIBRARY	61243 - Circulation/Automation	125 - 14th St	Library Assistant, Senior	26-FEB-94	NO	YES	Spanish
LIBRARY	61243 - Circulation/Automation	125 - 14th St	Library Assistant, Senior	04-NOV-06	NO	YES	Spanish
LIBRARY	61243 - Circulation/Automation	125 - 14th St	Library Assistant, Senior, PPT	25-DEC-99	NO	YES	
LIBRARY	61313 - Childrens Services/Youth	125 - 14th St	Librarian II	01-NOV-08	NO	YES	
LIBRARY	61313 - Childrens Services/Youth	125 - 14th St	Librarian II	29-OCT-11	NO	YES	
LIBRARY	61313 - Childrens Services/Youth	125 - 14th St	Librarian II	29-OCT-11	NO	YES	Spanish
LIBRARY	61313 - Childrens Services/Youth	125 - 14th St	Librarian II, PPT	23-OCT-04	NO	YES	
LIBRARY	61313 - Childrens Services/Youth	125 - 14th St	Librarian, Supervising	07-MAR-20	NO	YES	
LIBRARY	61313 - Childrens Services/Youth	125 - 14th St	Library Aide	23-FEB-19	NO	YES	
LIBRARY	61313 - Childrens Services/Youth	125 - 14th St	Library Assistant, PPT	23-FEB-19	NO	YES	
LIBRARY	61321 - Support Services Unit	125 - 14th St	Librarian I	03-JUN-17	NO	YES	
LIBRARY	61321 - Support Services Unit	125 - 14th St	Librarian II	06-DEC-14	NO	YES	
LIBRARY	61321 - Support Services Unit	125 - 14th St	Librarian II	28-FEB-15	NO	YES	
LIBRARY	61321 - Support Services Unit	125 - 14th St	Librarian, Supervising	02-OCT-10	NO	YES	
LIBRARY	61321 - Support Services Unit	125 - 14th St	Library Aide, PPT	16-OCT-21	NO	YES	
LIBRARY	61321 - Support Services Unit	125 - 14th St	Library Assistant	22-SEP-07	NO	YES	
LIBRARY	61321 - Support Services Unit	125 - 14th St	Library Assistant	22-SEP-07	NO	YES	
LIBRARY	61321 - Support Services Unit	125 - 14th St	Library Assistant, PPT	16-MAY-09	NO	YES	
LIBRARY	61331 - Brookfield Village Branch	9255 Edes Ave	Librarian I	03-JAN-04	NO	YES	
LIBRARY	61331 - Brookfield Village Branch	9255 Edes Ave	Librarian II	02-APR-22	NO	YES	
LIBRARY	61331 - Brookfield Village Branch	9255 Edes Ave	Library Aide, PPT	21-FEB-20	NO	YES	
LIBRARY	61331 - Brookfield Village Branch	9255 Edes Ave	Library Assistant	25-JUN-90	NO	YES	Chinese

DEPARTMENT	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW FY	PCP_PC	PCP_LANG_1
LIBRARY	61331 - Brookfield Village Branch	9255 Edes Ave	Library Assistant, PPT	31-AUG-13	NO	YES	
LIBRARY	61332 - Dimond Branch	125 14th Street	Librarian I	22-FEB-20	NO	YES	
LIBRARY	61332 - Dimond Branch	3565 Fruitvale Ave	Librarian I	13-NOV-21	NO	YES	
LIBRARY	61332 - Dimond Branch	3565 Fruitvale Ave	Librarian II	01-JUL-06	NO	YES	
LIBRARY	61332 - Dimond Branch	150 Frank H. Ogawa	Librarian II	18-SEP-21	NO	YES	
LIBRARY	61332 - Dimond Branch	3565 Fruitvale Ave	Librarian, Senior	01-SEP-01	NO	YES	
LIBRARY	61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide	16-OCT-21	NO	YES	
LIBRARY	61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PPT	13-NOV-21	NO	YES	
LIBRARY	61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PPT	08-JAN-22	NO	YES	
LIBRARY	61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	29-OCT-11	NO	YES	Cambodian
LIBRARY	61332 - Dimond Branch	3565 Fruitvale Ave	Library Assistant	08-NOV-14	NO	YES	
LIBRARY	61332 - Dimond Branch	3565 Fruitvale Ave	Library Assistant, PPT	23-FEB-19	NO	YES	
LIBRARY	61332 - Dimond Branch	3565 Fruitvale Ave	Library Assistant, Senior	27-FEB-93	NO	YES	Spanish
LIBRARY	61333 - Eastmont Branch	7200 Bancroft	Librarian I	18-APR-20	NO	YES	
LIBRARY	61333 - Eastmont Branch	1 Frank Ogawa Plaza	Librarian I, PPT	12-JUN-10	NO	YES	
LIBRARY	61333 - Eastmont Branch	7200 Bancroft	Librarian, Senior	29-AUG-15	NO	YES	
LIBRARY	61333 - Eastmont Branch	7200 Bancroft	Library Aide, PPT	07-AUG-21	NO	YES	
LIBRARY	61333 - Eastmont Branch	EASTMONT TOWN C	Library Assistant	30-AUG-03	NO	YES	Spanish
LIBRARY	61333 - Eastmont Branch	7200 Bancroft	Library Assistant, Senior	12-JUN-99	NO	YES	Spanish
LIBRARY	61334 - Elmhurst Branch	1427 88th Ave	Librarian I	03-JUN-17	NO	YES	
LIBRARY	61334 - Elmhurst Branch	1427 88th Ave	Librarian II	13-SEP-14	NO	YES	
LIBRARY	61334 - Elmhurst Branch	1427 88th Ave	Library Aide, PPT	08-JAN-22	NO	YES	
LIBRARY	61334 - Elmhurst Branch	1427 88th Ave	Library Assistant	20-JUN-15	NO	YES	Spanish
LIBRARY	61334 - Elmhurst Branch	1427 88th Ave	Library Assistant, PPT	01-DEC-18	NO	YES	
LIBRARY	61335 - M.L. King Jr. Branch	6833 International Bl	Librarian I	20-JUN-15	NO	YES	
LIBRARY	61335 - M.L. King Jr. Branch	6833 International Bl	Librarian II	08-JAN-22	NO	YES	
LIBRARY	61335 - M.L. King Jr. Branch	6833 International Bl	Library Aide, PPT	16-OCT-21	NO	YES	
LIBRARY	61335 - M.L. King Jr. Branch	6833 International Bl	Library Aide, PPT	13-NOV-21	NO	YES	
LIBRARY	61335 - M.L. King Jr. Branch	6833 International Bl	Library Assistant	03-JUN-17	NO	YES	
LIBRARY	61335 - M.L. King Jr. Branch	6833 International Bl	Library Assistant, PPT	23-NOV-02	NO	YES	
LIBRARY	61335 - M.L. King Jr. Branch	6833 International Bl	Library Assistant, PPT	16-OCT-21	NO	YES	
LIBRARY	61336 - Montclair Branch	1801 Adeline St	Librarian I	29-OCT-11	NO	YES	
LIBRARY	61336 - Montclair Branch	1687 Mountain Blvd	Librarian I, PPT	11-DEC-21	NO	YES	
LIBRARY	61336 - Montclair Branch	1687 Mountain Blvd	Librarian II	08-SEP-18	NO	YES	
LIBRARY	61336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PPT	26-MAR-16	NO	YES	
LIBRARY	61336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PPT	03-JUN-17	NO	YES	
LIBRARY	61336 - Montclair Branch	1687 Mountain Blvd	Library Assistant	01-NOV-86	NO	YES	
LIBRARY	61336 - Montclair Branch	1687 Mountain Blvd	Library Assistant, PPT	27-OCT-01	NO	YES	
LIBRARY	61336 - Montclair Branch	1687 Mountain Blvd	Library Assistant, PPT	26-APR-14	NO	YES	
LIBRARY	61337 - Rockridge Branch	5366 College Ave	Librarian I	26-MAR-16	NO	YES	
LIBRARY	61337 - Rockridge Branch	5366 College Ave	Librarian II	26-DEC-89	NO	YES	
LIBRARY	61337 - Rockridge Branch	5366 College Ave	Librarian II	18-DEC-04	NO	YES	
LIBRARY	61337 - Rockridge Branch	5366 College Ave	Librarian, Senior	16-MAR-13	NO	YES	
LIBRARY	61337 - Rockridge Branch	5366 College Ave	Library Aide	20-JUN-15	NO	YES	
LIBRARY	61337 - Rockridge Branch	5366 College Ave	Library Aide	16-OCT-21	NO	YES	
LIBRARY	61337 - Rockridge Branch	5366 College Ave	Library Aide, PPT	22-NOV-03	NO	YES	
LIBRARY	61337 - Rockridge Branch	5366 College Ave	Library Aide, PT	27-JAN-18	NO	YES	
LIBRARY	61337 - Rockridge Branch	5366 College Ave	Library Assistant	22-JAN-11	NO	YES	
LIBRARY	61337 - Rockridge Branch	5366 College Ave	Library Assistant	08-NOV-14	NO	YES	
LIBRARY	61337 - Rockridge Branch	5366 College Ave	Library Assistant, PPT	22-JUL-00	NO	YES	
LIBRARY	61337 - Rockridge Branch	5366 College Ave	Library Assistant, Senior	11-JUL-98	NO	YES	
LIBRARY	61338 - Temescal Branch	5205 TELEGRAPH AV	Librarian I	16-APR-11	NO	YES	
LIBRARY	61338 - Temescal Branch	5205 TELEGRAPH AV	Librarian II	13-DEC-08	NO	YES	
LIBRARY	61338 - Temescal Branch	5205 TELEGRAPH AV	Library Aide, PPT	23-JAN-99	NO	YES	

DEPARTMENT	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW FY	PCP_PC	PCP_LANG_1
LIBRARY	61338 - Temescal Branch	5205 TELEGRAPH AV	Library Aide, PPT	25-AUG-07	NO	YES	
LIBRARY	61338 - Temescal Branch	5205 TELEGRAPH AV	Library Aide, PPT	29-OCT-11	NO	YES	
LIBRARY	61338 - Temescal Branch	5205 TELEGRAPH AV	Library Aide, PPT	08-JAN-22	NO	YES	
LIBRARY	61338 - Temescal Branch	5205 TELEGRAPH AV	Library Assistant	10-OCT-06	NO	YES	
LIBRARY	61338 - Temescal Branch	5205 TELEGRAPH AV	Library Assistant	08-NOV-14	NO	YES	
LIBRARY	61338 - Temescal Branch	5205 TELEGRAPH AV	Library Assistant, PPT	21-FEB-09	NO	YES	
LIBRARY	61338 - Temescal Branch	5205 TELEGRAPH AV	Library Assistant, PPT	26-APR-14	NO	YES	
LIBRARY	61338 - Temescal Branch	5205 TELEGRAPH AV	Library Assistant, Senior	31-AUG-13	NO	YES	
LIBRARY	61339 - District I Administration	125 - 14th St	Librarian I	18-APR-20	NO	YES	
LIBRARY	61339 - District I Administration	125 - 14th St	Librarian II	26-APR-14	NO	YES	
LIBRARY	61339 - District I Administration	125 - 14th St	Librarian II, PPT	28-AUG-04	NO	YES	
LIBRARY	61339 - District I Administration	125 - 14th St	Library Aide	08-JAN-22	NO	YES	
LIBRARY	61339 - District I Administration	125 - 14th St	Library Aide, PPT	26-MAR-16	NO	YES	
LIBRARY	61339 - District I Administration	125 - 14th St	Library Aide, PPT	08-JAN-22	NO	YES	
LIBRARY	61339 - District I Administration	125 - 14th St	Library Assistant	22-SEP-07	NO	YES	Spanish
LIBRARY	61339 - District I Administration	125 - 14th St	Library Assistant, PPT	23-FEB-19	NO	YES	
LIBRARY	61339 - District I Administration	125 - 14th St	Library Assistant, Senior	26-APR-14	NO	YES	
LIBRARY	61341 - Asian Branch	388 9th Street	Librarian I	31-AUG-13	NO	YES	
LIBRARY	61341 - Asian Branch	388 9th Street	Librarian II	20-JAN-01	NO	YES	
LIBRARY	61341 - Asian Branch	388 9th Street	Librarian II	28-AUG-04	NO	YES	
LIBRARY	61341 - Asian Branch	388 9th Street	Librarian, Senior	19-FEB-11	NO	YES	Chinese-Cantonese
LIBRARY	61341 - Asian Branch	388 9th Street	Library Aide	31-AUG-13	NO	YES	
LIBRARY	61341 - Asian Branch	388 9th Street	Library Aide	20-JUN-15	NO	YES	Vietnamese
LIBRARY	61341 - Asian Branch	388 9th Street	Library Aide, PT	29-OCT-11	NO	YES	Chinese-Cantonese
LIBRARY	61341 - Asian Branch	388 9th Street	Library Aide, PT	29-OCT-11	NO	YES	Vietnamese
LIBRARY	61341 - Asian Branch	388 9th Street	Library Assistant	08-APR-95	NO	YES	Chinese-Cantonese
LIBRARY	61341 - Asian Branch	388 9th Street	Library Assistant	28-FEB-15	NO	YES	
LIBRARY	61341 - Asian Branch	388 9th Street	Library Assistant, Senior	13-JUN-88	NO	YES	Chinese-Cantonese
LIBRARY	61342 - Bookmobile	1801 Adeline St	Library Aide	08-NOV-14	NO	YES	
LIBRARY	61342 - Bookmobile	1801 Adeline St	Library Assistant	31-AUG-13	NO	YES	
LIBRARY	61342 - Bookmobile	1801 Adeline St	Library Assistant, Senior	26-MAR-05	NO	YES	Spanish
LIBRARY	61343 - Golden Gate Branch	5606 San Pablo Ave	Librarian II	30-APR-22	NO	YES	
LIBRARY	61343 - Golden Gate Branch	5606 San Pablo Ave	Library Aide, PPT	05-JUN-04	NO	YES	
LIBRARY	61343 - Golden Gate Branch	5606 San Pablo Ave	Library Assistant	26-JUL-08	NO	YES	
LIBRARY	61343 - Golden Gate Branch	5606 San Pablo Ave	Library Assistant	16-MAY-09	NO	YES	
LIBRARY	61344 - Lakeview Branch	550 - El Embarcadero	Librarian I	01-DEC-18	NO	YES	
LIBRARY	61344 - Lakeview Branch	550 - El Embarcadero	Librarian I, PPT	23-FEB-19	NO	YES	
LIBRARY	61344 - Lakeview Branch	550 - El Embarcadero	Librarian II	27-NOV-10	NO	YES	
LIBRARY	61344 - Lakeview Branch	550 - El Embarcadero	Library Aide	23-FEB-19	NO	YES	
LIBRARY	61344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PPT	22-NOV-14	NO	YES	Chinese-Cantonese
LIBRARY	61344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PPT	07-AUG-21	NO	YES	
LIBRARY	61344 - Lakeview Branch	550 - El Embarcadero	Library Assistant	09-JAN-10	NO	YES	Spanish
LIBRARY	61345 - Latin American Branch	125 14th Street	Librarian II	06-APR-15	NO	YES	
LIBRARY	61345 - Latin American Branch	150 Frank H. Ogawa	Librarian, Senior	06-JUN-05	NO	YES	Spanish
LIBRARY	61345 - Latin American Branch	125 14th Street	Librarian, Senior, PPT	16-DEC-95	NO	YES	Spanish
LIBRARY	61345 - Latin American Branch	125 14th Street	Library Aide	03-JUN-17	NO	YES	
LIBRARY	61345 - Latin American Branch	125 14th Street	Library Aide, PPT	08-NOV-14	NO	YES	
LIBRARY	61345 - Latin American Branch	125 14th Street	Library Assistant	09-JAN-10	NO	YES	Chinese-Cantonese
LIBRARY	61345 - Latin American Branch	125 14th Street	Library Assistant, PPT	03-JUN-17	NO	YES	Spanish
LIBRARY	61345 - Latin American Branch	125 14th Street	Library Assistant, PT	14-JAN-06	NO	YES	Spanish
LIBRARY	61345 - Latin American Branch	125 14th Street	Library Assistant, Senior	25-NOV-91	NO	YES	Spanish
LIBRARY	61346 - Melrose Branch	4805 Foothill Blvd	Librarian I	17-SEP-22	YES	YES	
LIBRARY	61346 - Melrose Branch	4805 Foothill Blvd	Librarian II	22-SEP-18	NO	YES	
LIBRARY	61346 - Melrose Branch	4805 Foothill Blvd	Library Aide	26-APR-14	NO	YES	

DEPARTMENT	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW FY	PCP_PC	PCP_LANG_1
LIBRARY	61346 - Melrose Branch	4805 Foothill Blvd	Library Aide, PPT	20-JUN-15	NO	YES	
LIBRARY	61346 - Melrose Branch	4805 Foothill Blvd	Library Aide, PT	06-MAR-99	NO	YES	Spanish
LIBRARY	61346 - Melrose Branch	4805 Foothill Blvd	Library Aide, PT	03-JUN-17	NO	YES	
LIBRARY	61346 - Melrose Branch	4805 Foothill Blvd	Library Assistant	09-NOV-02	NO	YES	Spanish
LIBRARY	61346 - Melrose Branch	4805 Foothill Blvd	Library Assistant	01-DEC-18	NO	YES	
LIBRARY	61347 - Piedmont Branch	80 ECHO AVENUE	Librarian I	07-AUG-21	NO	YES	
LIBRARY	61347 - Piedmont Branch	160 - 41st Street	Library Aide, PPT	09-SEP-06	NO	YES	
LIBRARY	61347 - Piedmont Branch	80 ECHO AVENUE	Library Aide, PPT	13-NOV-21	NO	YES	
LIBRARY	61347 - Piedmont Branch	160 - 41st Street	Library Aide, PT	03-JUN-17	NO	YES	
LIBRARY	61347 - Piedmont Branch	160 - 41st Street	Library Aide, PT	03-JUN-17	NO	YES	
LIBRARY	61347 - Piedmont Branch	125 - 14th St	Library Assistant, PPT	17-MAR-03	NO	YES	
LIBRARY	61348 - West Oakland Branch	1687 Mountain Blvd	Librarian I	20-JUN-15	NO	YES	
LIBRARY	61348 - West Oakland Branch	1801 Adeline St	Librarian I, PPT	08-SEP-18	NO	YES	
LIBRARY	61348 - West Oakland Branch	1801 Adeline St	Library Aide	16-OCT-21	NO	YES	
LIBRARY	61348 - West Oakland Branch	1801 Adeline St	Library Assistant	11-AUG-07	NO	YES	
LIBRARY	61348 - West Oakland Branch	1801 Adeline St	Library Assistant	07-MAR-09	NO	YES	
LIBRARY	61348 - West Oakland Branch	1801 Adeline St	Library Assistant, PPT	15-SEP-12	NO	YES	
LIBRARY	61511 - African-American Museum & Library	125 14th Street	Archivist	22-JAN-11	NO	NO	
LIBRARY	61511 - African-American Museum & Library	150 Frank H. Ogawa	Curator African Amer Museum Lib, Chief	18-MAY-19	NO	NO	
LIBRARY	61511 - African-American Museum & Library	125 14th Street	Librarian II	22-FEB-20	NO	YES	
LIBRARY	61511 - African-American Museum & Library	125 - 14th St	Library Aide, PPT	16-OCT-21	NO	YES	
LIBRARY	61511 - African-American Museum & Library	3565 Fruitvale Ave	Library Assistant	10-NOV-01	NO	YES	
LIBRARY	61511 - African-American Museum & Library	125 14th Street	Library Assistant	23-FEB-19	NO	YES	
LIBRARY	61511 - African-American Museum & Library	150 Frank H. Ogawa	Museum Project Coordinator	12-OCT-02	NO	NO	

Department Name:
Fiscal Year: FY2022-2023



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, Dana Riley, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Parks, Recreation & Youth Development was submitted on 8/23/2023.

Dana Riley
Dana Riley (Aug 23, 2023 16:18 PDT)

Dana Riley, Assistant Director

Department Name:
Fiscal Year: FY2022-2023

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: **Oakland Parks, Recreation & Youth Development**

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Dana Riley	Denise Aaron	Denise Aaron
Title	Interim Director	Administrative Services Manager I	Administrative Services Manager I
Address	250 FHOP	250 FHOP	250 FHOP
Phone#		510-238-3504	510-238-3504
Email	driley@oaklandca.gov	daaron@oaklandca.gov	daaron@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	231.60		New Hires	87	
Public Contact Positions (PCP)	212.60	%	New PCP Hires	84	100%
PCP With Spanish Language Skill	12	%	New PCP Hires with SP Skill	5	%
PCP With Chinese Language Skill	0	%	New PCP Hires with CH Skill	0	%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Administration	Facilities Rental
Arts, Nature & Science	
Sports	
Aquatics (Pools & Boating)	
Recreation Centers	

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Lincoln Square Recreation Center	SP= 2 CH = 15	SP= 0 CH =0
Arroyo Viejo Recreation Center	SP= 1 CH = 0	SP= 0 CH =0
Carmen Flores Recreation Center	SP= 4 CH = 1	SP= 0 CH =0
Manzanita Recreation Center	SP= 2 CH = 1	SP= 1 CH =0
FM Smith Recreation Center	SP= 1 CH=3	SP= 0 CH =0

Department Name:
Fiscal Year: FY2022-2023

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Youth Flag Football Translation	S	/C	Text
OPRYD fall/Winter 22-23 catalog	S	/C	Text
Titles		C	Text
Basketball league	S	/C	Text
Community Gardening rules	S	/C	Text
Community Gardening rules		K	Text
Rotary Nature Center Winter Open House & 2022 winter workshop	S	/C	Text
Winter Camp ADA		S	Text
ADA Accommodation request from		S/C	Form
Community Adventure Pre-K Playgroups		S/C	Text
Day camp for teens		S/C	Text
Town Camp Translation		S/C	Text
OPRYD Inclusive Services		S/C	Text
Easter info		S/C	Text
2323 Spring/Summer catalog		S/C	Flyer
Youth Camps		S/C	Flyer
Summer hires 2023		S/C	Flyer
Community Garden Renewal		S/C/K	Form
OPRD Registration		K	Form
Atheism fields - fixing		S	Text
Earth day -compost soil		S	Text
Garden plot		S/C	Text
EBAYS Flyer Summer 2023		S/C	Text
Discovery Summer program 2023		S/C	Text
Total # of vital documents reported =			

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

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Location Description	Telephone Number	Status
Administrative Offices/General Information	238-7275	EN/SP/CH
Arroyo Viejo Recreation	615-5755	EN/SP
Brookdale Recreation Center	535-5631	EN/SP
Carmen Flores Recreation Center	535-5631	EN/SP
Central Reservations	238-3187	EN/SP
Digital Arts & Culinary Academy	615-5807	EN/SP
East Oakland Sports Center	615-5838	EN/SP
Franklin Recreation Center	238-7741	EN/CH
Fremont Pool	535-5614	EN/SP
Ira Jinkins Recreation Center	615-5959	EN/SP
Lincoln Square Recreation Center	238-7738	EN/CH
Manzanita Recreation Center	535-5625	EN/SP

Department Name:
Fiscal Year: FY2022-2023

Rainbow Recreation Center	615-5751	EN/SP
San Antonio Recreation Center	535-5608	EN/SP
Tassafaronga Recreation Center	615-5764	EN/SP
Location Description	Telephone Number	Status
Administrative Offices/General Information	238-7275	EN/SP/CH
Arroyo Viejo Recreation	615-5755	EN/SP

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Administrative Offices	250 Frank H. Ogawa Plaza, 3330	94612	238-7275	N/A	2	N/A	0	N/A
Lake Merritt Boating Center	568 Bellevue Avenue	94610	238-2196	5.75	0.5	17%	1.41	15%
DeFremery Pool	1651 Adeline Street	94607	238-7739	10.48	1.31	0	1.31	0
Dimond (Lions) Pool	3860 Hanly Road	94602	482-7831	7.53	5.7	53%	0	0%
Fremont Pool	4550 Foothill Boulevard	94601	535-5614	2.59	1	39%	0	0%
East Oakland Sports Center (Aquatics)	6161 Edes Avenue	94605	615-5755	17.75	2	11%	0	0%
Temescal Pool & Live Oak	371 45 th Street	94609	597-5013	4.41	0	0%	1	23%
Cultural Arts:								
Malonga Casquelourd Center for the Arts	1428 Alice Street	94612	535-5625	4.75	0	0%	0	0%
Rainbow Teen Center	5818 International Blv	94621	615-5807	5.95	2	34%	0	0%
Studio Once Art Center	365 45 th Street	94609	597-5027	6.69	3	45%	1	15%
Citywide Arts (Citywide Program)	365 45 th Street	94609	597-5027	6.54	1	15%	0	0%
Recreation Centers:								
Allendale	3711 Suter Street	94619	535-5635	4.01	0	0%	0	0%
Arroyo Viejo	7701 Krause Avenue	94603	615-5838	1.78	1	56%	0	0%
Brookdale	2535 High Street	94601	535-5632	0.4	0	0%	0	0%
Bushrod	560 59 th Street	94609	597-5031	5.95	2	34%	0	0%
Carmen Flores	1637 Fruitvale Avenue	94601	535-5631	7.23	6	83%	1	14%
DeFremery	1651 Adeline Street	94607	238-7739	6.23	1	16%	1	16%
Dimond	3860 Hanly Road	94602	482-7831	7.33	1	14%	0	0%
FM Smith	1969 Park Boulevard	94606	238-7742	2.69	1	37%	4	139%
Franklin	1010 East 15 th Street	94606	238-7741	5.25	1	19%	3	57%
Golden Gate	1075 62 nd Street	94608	567-5032	3.43	1	29%	0	0%
Ira Jinkins	9175 Edes Avenue	94603	615-5959	5.65	5	88%	0	0%
Lincoln Square	250 10 th Street	94607	238-7738	4.76	1	21%	5	105%
Manzanita	2701 22 nd Avenue	94606	535-5625	4.45	2	45%	1	22%
Montclair	6300 Moraga Avenue	94611	482-7812	6.22	0	0%	0	0%
Mosswood	365 45 th Street	94609	597-5027	4.07	1	25%	0	0%
Rainbow	5800 International Boulevard	94621	615-5751	4.95	0	0%	0	0%
Redwood Heights	3883 Aliso Avenue	94619	428-7827	10.81	0	0%	0	0%
Tassafaronga	975 85 th Avenue	94621	615-5764	2.75	1	36%	0	0%
Willie Keyes (Poplar)	3131 Union Street	94608	597-5042	4.25	0	0%	1	24%
Sports (City Wide)								
City Wide Youth Sports	250 Frank H. Ogawa Plaza #3330	94612	238-3491	13.65	0	0%	0	0%
Youth & Adult Sports	250 Frank H. Ogawa Plaza, #3330	94612	238-3494	5.89	0	0%	0	0%
Davie Tennis Stadium	198 Oak Road	94610	444-5663	5.15	2		0	0%
Girls' Sports	250 Frank H. Ogawa Plaza, #3330	94612	238-3494	2.05	0	0%	0	0%
Area One Special Sport	11450 Golf Links	94605	351-0391	1.78	1	56%	1	56%
Other:								
ADA Inclusion Programs	666 Bellevue Avenue	94610	238-2197	1.78	1	56%	1	56%
Central Reservations	250 Frank H. Ogawa Plaza, #3330	94612	238-3187	12.35	4	32	0	0%
Community Gardens	666 Bellevue Avenue	94610	238-2197	N/A	N/A	N/A	N/A	N/A
Discovery Center East	2521 High Street	94601	535-5657	N/A	N/A	N/A	N/A	N/A

Department Name:
 Fiscal Year: FY2022-2023

Discovery Center West	935 Union Street	94607	238-7127	N/A	N/A	N/A	N/A	N/A
Dunsmuir Hellman Historic Estate	2960 Peralta Oaks Court	94605	615-5555	3	1	33%	0	0%
East Oakland Sports Center	6161 Edes Avenue	94605	615-5755	17.75	2	11%	0	0%
Rotary Nature Center	600 Bellevue Avenue	94610	238-3739	4	0	0%	4	0%
Area I & II Rec Center Supervision	250 Frank H. Ogawa Plaza, #3330	94612	238-3187	4.75	4	84%	0	0%

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

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

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

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
231.60	212.60	11%	13	No	5%	0	No

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

This report covers fiscal year 2022-2023 and data is reported as of June 2023.

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

 Language Access is a scheduled weekly topic for Oakland Parks, Recreation and Youth Development (OPRYD) meetings. There is a discussion about language access for signage, new developed material for community members and if the Equal Access Program Division needs to be contacted or if OPRYD staff is supporting programming and outreach.

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

 OPRYD is committed to staffing City sites with team members who have language capacity. The weekly NEOGOV job applicant report includes if the applicants have identified speaking other languages other than English.

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

OPRYD has verified that language services flyer and information is available and visible at each site.

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

 Recreation sites have an Equal Access flyer that shares language phone services and OPRYD site meet weekly to respond timely to language access request. In addition, OPRYD has assigned staff to support the Race & Equity forward movement and another team member to work on inclusion and ADA compliance.

B. Translation of Written Vital Documents Assessment

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

Facility Name	Address	Zip Code
Administrative Offices	250 Frank H. Ogawa Plaza, 3330	94612
Allendale	3711 Suter Street	94619
Arroyo Viejo	7701 Krause Avenue	94603
Brookdale	2535 High Street	94601
Bushrod	560 59 th Street	94609
Carmen Flores	1637 Fruitvale Avenue	94601
DeFremery	1651 Adeline Street	94607
Dimond	3860 Hanly Road	94602
FM Smith	1969 Park Boulevard	94606
Franklin	1010 East 15 th Street	94606
Golden Gate	1075 62 nd Street	94608
Ira Jinkins	9175 Edes Avenue	94603
Lincoln Square	250 10 th Street	94607
Manzanita	2701 22 nd Avenue	94606
Montclair	6300 Moraga Avenue	94611
Mosswood	365 45 th Street	94609
Rainbow	5800 International Boulevard	94621
Redwood Heights	3883 Aliso Avenue	94619
Sheffield Village	247 Marlow Drive	94605
Tassafaronga	975 85 th Avenue	94621
Willie Keyes (Poplar)	3131 Union Street	94608

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

OPRYD translated 100% of all vital and non-vital documents in the threshold languages Spanish and Chinese.

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

We continue to translate vital and non-vital information to better serve the LES population.

Fiscal Year 22-23 Documents List		
Document Name	SP	CH
Town Camp Survey	Y	Y
OPR Book Giveaway	Y	Y
Youth Basketball League	Y	Y
Fall Program Survey	Y	Y
Town Afterschool 2021	Y	Y
Lifeguard Certification Courses	Y	Y
Town Fall Flyer	Y	Y
OPR Trifold Summer Services	Y	Y
ADA Inclusion Statemen	Y	Y
CAPP Flyer Translation	Y	Y
OPR Town Camp	Y	Y
Future T-Ball Pop-Up Game	Y	Y
Girl Sport	Y	Y
Town Afterschool 2022	Y	Y
Spring & Summer Catalog	Y	Y
2022 Inclusion Intake Form	Y	Y
Summer Hire-Paragraph	Y	Y
OPRYD RET Survey	Y	Y
OPRYD Youth Programming Survey	Y	Y

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.
 OPRYD provides a total of 15 multilingual telephone messages in the threshold languages.

Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Administrative Offices/General Information	238-7275	EN/SP/CH
Arroyo Viejo Recreation	615-5755	EN/SP
Brookdale Recreation Center	535-5631	EN/SP
Carmen Flores Recreation Center	535-5631	EN/SP
Central Reservations	238-3187	EN/SP
Digital Arts & Culinary Academy	615-5807	EN/SP
East Oakland Sports Center	615-5838	EN/SP
Franklin Recreation Center	238-7741	EN/CH
Fremont Pool	535-5614	EN/SP
Ira Jinkins Recreation Center	615-5959	EN/SP
Lincoln Square Recreation Center	238-7738	EN/CH
Manzanita Recreation Center	535-5625	EN/SP
Rainbow Recreation Center	615-5751	EN/SP
San Antonio Recreation Center	535-5608	EN/SP
Tassafaronga Recreation Center	615-5764	EN/SP

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.
We publicize the availability of bilingual services at recreation centers and facilities in public gatherings, lobbies, and front counters.
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

The OPRYD Dept. has no complaints this reporting period.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
OPRYD plans to issue a department survey to all permanent employees to gather feedback on the way to improve the summer hiring program and to make the programs and services more accessible to the public. Language access, inclusion and public access will be included in the survey topics and the meeting debrief hosted in September 2023 will allow for continued discussion on how to better serve the Oakland community and for the hires to represent the population we serve.
Monthly email reminders will go out Department wide to remind team member of language services available to the community and to verify that information is posted and accessible at all sites. Monthly, Center Directors will be reminded that flyers and information for the public will need to be printed or disseminated in English, Spanish and Chinese.

OAKLAND PARKS AND RECREATION JUNE 2023								
DEPARTMENT	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW FY	PCP_PO	PCP_LANG_1	BILINGUAL
OPR&YD	501110 - Directors Unit	250 FRANK H. OGAWA PLAZA	Capital Imp Proj Coord, Asst	26-AUG-17	NO	NO		
OPR&YD	501110 - Directors Unit	250 FRANK H. OGAWA PLAZA	Director of Parks & Recreation	02-JUL-01	NO	YES		
OPR&YD	501110 - Directors Unit	1 Frank Ogawa Plaza	Executive Assistant to the Director	02-APR-22	NO	NO		
OPR&YD	501120 - OPR Administrative Services	250 FRANK H. OGAWA PLAZA	Office Assistant II	28-MAY-22	NO	NO		
OPR&YD	501120 - OPR Administrative Services	250 FRANK H. OGAWA PLAZA	Office Manager	21-MAR-88	NO	NO		
OPR&YD	501210 - Budget and Fiscal	250 FRANK H. OGAWA PLAZA	Administrative Services Manager II	07-DEC-02	NO	NO		
OPR&YD	501210 - Budget and Fiscal	250 FRANK H. OGAWA PLAZA	Recreation Attendant II, PT	09-JUL-08	NO	YES		
OPR&YD	501210 - Budget and Fiscal	250 FRANK H. OGAWA PLAZA	Temp Contract Svcs Employee, PT	10-DEC-22	YES	NO	Tagalog	
OPR&YD	501220 - Accounting Unit	250 FRANK H. OGAWA PLAZA	Accountant III	10-JUL-21	NO	NO		
OPR&YD	501220 - Accounting Unit	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	31-DEC-05	NO	NO		
OPR&YD	501230 - OPR Personnel Unit	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk II	05-MAY-07	NO	NO		
OPR&YD	501230 - OPR Personnel Unit	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	13-AUG-07	NO	NO		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Facility Security Assistant	04-SEP-10	NO	NO		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Facility Security Assistant	31-JAN-15	NO	NO		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Facility Security Assistant, PT	19-OCT-19	NO	NO		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Public Service Representative	29-SEP-97	NO	YES	Spanish	Spanish
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Public Service Representative	08-JUN-13	NO	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Public Service Representative	12-NOV-22	YES	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	09-JUL-11	NO	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	22-SEP-18	NO	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	01-JUN-19	NO	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	16-OCT-21	NO	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	16-OCT-21	NO	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	27-NOV-21	NO	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	09-JUL-22	YES	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	09-JUL-22	YES	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	06-AUG-22	YES	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	01-OCT-22	YES	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	29-OCT-22	YES	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	26-NOV-22	YES	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	26-NOV-22	YES	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	10-DEC-22	YES	YES		
OPR&YD	501240 - Central Reservations	250 Frank H. Ogawa Plaza	Recreation Attendant II, PT	12-JUN-10	NO	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Attendant II, PT	23-SEP-17	NO	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	21-JUL-12	NO	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	13-JUN-09	NO	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	04-SEP-10	NO	YES		
OPR&YD	501240 - Central Reservations	250 FRANK H. OGAWA PLAZA	Special Events Coordinator	29-SEP-97	NO	YES		
OPR&YD	501250 - Special Programs	3612 Webster Street	Recreation Aide, PT	11-JUN-22	NO	YES		
OPR&YD	501250 - Special Programs	3612 Webster Street	Recreation Aide, PT	25-JUN-22	NO	YES		
OPR&YD	501250 - Special Programs	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-16	NO	YES		
OPR&YD	501250 - Special Programs	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	14-MAY-22	NO	YES		
OPR&YD	501250 - Special Programs	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	25-JUN-22	NO	YES		
OPR&YD	501250 - Special Programs	3612 Webster Street	Recreation Leader II, PT	20-MAY-17	NO	YES		
OPR&YD	501250 - Special Programs	3612 Webster Street	Recreation Program Director	06-JUN-16	NO	YES		
OPR&YD	501250 - Special Programs	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	23-JUN-12	NO	YES		
OPR&YD	501250 - Special Programs	3612 Webster Street	Recreation Specialist II, PT	20-MAY-17	NO	YES		
OPR&YD	501270 - Dunsmuir Hellman Estate	250 Frank H. Ogawa Plaza, 3rrd fl., Su	Recreation Attendant I, PT	21-OCT-17	NO	YES		
OPR&YD	501270 - Dunsmuir Hellman Estate	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	07-JUL-01	NO	YES		
OPR&YD	501270 - Dunsmuir Hellman Estate	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	07-JUN-14	NO	YES		
OPR&YD	502110 - Area One Administration	250 Frank H. Ogawa Plaza, 3rrd fl., Su	Recreation Supervisor	28-JUL-07	NO	YES		
OPR&YD	502230 - Area 1 Rec Center Supervision	1 Frank Ogawa Plaza	Recreation Supervisor	03-JUN-95	NO	YES	Spanish	
OPR&YD	502231 - Bushrod Recreation Center	666 Bellvue Ave	Recreation Aide, PT	25-JUN-11	NO	YES		

OPR&YD	502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Aide, PT	09-JUL-22	YES	YES		
OPR&YD	502236 - Mosswood Recreation Center	3612 Webster Street	Recreation Center Director	08-JUN-13	NO	YES		
OPR&YD	502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	02-JUN-18	NO	YES		
OPR&YD	502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	02-JUN-18	NO	YES		
OPR&YD	502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	27-JUN-20	NO	YES		
OPR&YD	502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	27-JUN-20	NO	YES		
OPR&YD	502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	27-JUN-20	NO	YES		
OPR&YD	502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	26-JUN-21	NO	YES		
OPR&YD	502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	26-JUN-21	NO	YES		
OPR&YD	502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	05-MAR-22	NO	YES		
OPR&YD	502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	14-MAY-22	NO	YES		
OPR&YD	502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	11-JUN-22	NO	YES		
OPR&YD	502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	09-JUL-22	YES	YES		
OPR&YD	502236 - Mosswood Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	17-JUN-17	NO	YES		
OPR&YD	502236 - Mosswood Recreation Center	3612 Webster Street	Recreation Leader II, PT	03-AUG-13	NO	YES		
OPR&YD	502236 - Mosswood Recreation Center	3612 Webster Street	Recreation Specialist I, PT	14-MAY-22	NO	YES		
OPR&YD	502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT	19-MAY-18	NO	YES		
OPR&YD	502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT	27-JUN-20	NO	YES		
OPR&YD	502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES		
OPR&YD	502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES		
OPR&YD	502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT	12-JUN-21	NO	YES		
OPR&YD	502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT	14-MAY-22	NO	YES		
OPR&YD	502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT	25-JUN-22	NO	YES		
OPR&YD	502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Aide, PT	09-JUL-22	YES	YES		
OPR&YD	502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT	27-JUN-20	NO	YES		
OPR&YD	502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT	12-JUN-21	NO	YES		
OPR&YD	502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	17-DEC-94	NO	YES		
OPR&YD	502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	30-JUN-18	NO	YES		
OPR&YD	502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	27-JUN-20	NO	YES		
OPR&YD	502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	26-JUN-21	NO	YES		
OPR&YD	502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	25-JUN-22	NO	YES		
OPR&YD	502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	13-JAN-90	NO	YES		
OPR&YD	502237 - Poplar Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	05-JUL-14	NO	YES		
OPR&YD	502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	20-JUL-13	NO	YES		
OPR&YD	502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	02-AUG-14	NO	YES		
OPR&YD	502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	02-JUL-16	NO	YES		
OPR&YD	502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	09-SEP-17	NO	YES		
OPR&YD	502240 - Lakeside Park Operations	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	29-OCT-22	YES	YES		
OPR&YD	502240 - Lakeside Park Operations	666 Bellvue Ave	Recreation Leader I, PT	07-OCT-17	NO	YES		
OPR&YD	502240 - Lakeside Park Operations	666 Bellvue Ave	Recreation Specialist I, PT	15-JUL-17	NO	YES		
OPR&YD	502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Aide, PT	20-MAY-17	NO	YES		
OPR&YD	502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	19-MAY-18	NO	YES		
OPR&YD	502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	19-MAY-18	NO	YES		
OPR&YD	502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	19-MAY-18	NO	YES		
OPR&YD	502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	01-JUN-19	NO	YES		
OPR&YD	502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Attendant I, PT	20-APR-19	NO	YES		
OPR&YD	502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-13	NO	YES		
OPR&YD	502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	18-JUN-16	NO	YES		
OPR&YD	502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader I, PT	19-MAY-18	NO	YES		
OPR&YD	502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	01-JUN-19	NO	YES		
OPR&YD	502260 - Rotary Nature Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PT	20-JUN-15	NO	YES		
OPR&YD	502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader II, PT	06-JUN-16	NO	YES		
OPR&YD	502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Leader II, PT	12-NOV-22	YES	YES		
OPR&YD	502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Program Director	07-JUN-08	NO	YES		
OPR&YD	502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Specialist I, PT	04-MAY-19	NO	YES		

OPR&YD	502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Specialist I, PT	12-NOV-22	YES	YES		
OPR&YD	502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Specialist I, PT	12-NOV-22	YES	YES		
OPR&YD	502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Specialist II, PT	01-JUN-19	NO	YES		
OPR&YD	502260 - Rotary Nature Center	666 Bellvue Ave	Recreation Specialist II, PT	25-JUN-22	NO	YES		
OPR&YD	502310 - Aquatics Supervision	250 Frank H. Ogawa Plaza, 3rrd fl., Su	Recreation Supervisor	02-DEC-19	NO	YES		
OPR&YD	502311 - Live Oak Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	04-JUL-15	NO	YES		
OPR&YD	502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	07-JUN-08	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-MAY-10	NO	YES		
OPR&YD	502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	11-JUN-11	NO	YES		
OPR&YD	502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	03-AUG-13	NO	YES		
OPR&YD	502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	17-AUG-13	NO	YES		
OPR&YD	502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	20-JUN-15	NO	YES		
OPR&YD	502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	07-MAY-16	NO	YES		
OPR&YD	502312 - Dimond Aquatics	666 Bellvue Ave	Lifeguard, PT	04-JUN-16	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	20-MAY-17	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	15-JUL-17	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	21-APR-18	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	05-MAY-18	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	19-MAY-18	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	30-JUN-18	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	14-JUL-18	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	08-SEP-18	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	16-OCT-21	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	16-OCT-21	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	30-OCT-21	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	27-NOV-21	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	02-APR-22	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	14-MAY-22	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	28-MAY-22	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	28-MAY-22	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	11-JUN-22	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	11-JUN-22	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	25-JUN-22	NO	YES		
OPR&YD	502312 - Dimond Aquatics	666 Bellvue Ave	Pool Manager, PT	29-MAY-10	NO	YES		
OPR&YD	502312 - Dimond Aquatics	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES		
OPR&YD	502312 - Dimond Aquatics	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	11-JUN-22	NO	YES		
OPR&YD	502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	24-JUN-00	NO	YES		
OPR&YD	502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	10-MAY-03	NO	YES		
OPR&YD	502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	30-MAY-09	NO	YES		
OPR&YD	502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	17-AUG-13	NO	YES		
OPR&YD	502312 - Dimond Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	10-JUL-21	NO	YES		
OPR&YD	502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	07-JUN-08	NO	YES		Spanish
OPR&YD	502313 - Defremery Aquatics	666 Bellvue Ave	Lifeguard, PT	07-JUL-12	NO	YES		
OPR&YD	502313 - Defremery Aquatics	666 Bellvue Ave	Lifeguard, PT	08-JUN-13	NO	YES		
OPR&YD	502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	30-AUG-14	NO	YES		
OPR&YD	502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	07-MAY-16	NO	YES		
OPR&YD	502313 - Defremery Aquatics	666 Bellvue Ave	Lifeguard, PT	18-JUN-16	NO	YES		
OPR&YD	502313 - Defremery Aquatics	666 Bellvue Ave	Lifeguard, PT	16-JUL-16	NO	YES		
OPR&YD	502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	20-MAY-17	NO	YES		
OPR&YD	502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	03-JUN-17	NO	YES		
OPR&YD	502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-JUL-17	NO	YES		
OPR&YD	502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-JUL-17	NO	YES		
OPR&YD	502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	22-JAN-22	NO	YES		
OPR&YD	502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	25-JUN-22	NO	YES		
OPR&YD	502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	25-JUN-22	NO	YES		

OPR&YD	502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	09-JUL-22	YES	YES		
OPR&YD	502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	09-JUL-22	YES	YES		
OPR&YD	502313 - Defremery Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	18-FEB-23	YES	YES		
OPR&YD	502313 - Defremery Aquatics	568 Bellevue Ave	Pool Manager, PT	07-JUN-08	NO	YES		Spanish
OPR&YD	502313 - Defremery Aquatics	568 Bellevue Ave	Pool Manager, PT	03-DEC-16	NO	YES		
OPR&YD	502313 - Defremery Aquatics	568 Bellevue Ave	Pool Manager, PT	20-MAY-17	NO	YES		
OPR&YD	502313 - Defremery Aquatics	568 Bellevue Ave	Pool Manager, PT	28-MAY-22	NO	YES		
OPR&YD	502313 - Defremery Aquatics	568 Bellevue Ave	Pool Manager, PT	25-JUN-22	NO	YES		
OPR&YD	502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Aide, PT	11-JUN-22	NO	YES		
OPR&YD	502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Attendant I, PT	30-MAY-09	NO	YES		
OPR&YD	502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Attendant I, PT	19-MAY-18	NO	YES		
OPR&YD	502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Attendant I, PT	25-JUN-22	NO	YES		
OPR&YD	502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Specialist I, PT	09-JUN-12	NO	YES		
OPR&YD	502313 - Defremery Aquatics	666 Bellvue Ave	Recreation Specialist I, PT	03-DEC-16	NO	YES		
OPR&YD	502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	21-MAY-05	NO	YES		
OPR&YD	502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	07-JUN-08	NO	YES		Spanish
OPR&YD	502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	20-MAY-17	NO	YES		
OPR&YD	502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	19-MAY-18	NO	YES		
OPR&YD	502313 - Defremery Aquatics	666 Bellvue Ave	Water Safety Instructor, PT	22-JAN-22	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	11-JUN-11	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	23-JUL-11	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	03-MAR-12	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-AUG-15	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	13-AUG-16	NO	YES		
OPR&YD	502314 - Temescal Aquatics	666 Bellvue Ave	Lifeguard, PT	27-AUG-16	NO	YES		
OPR&YD	502314 - Temescal Aquatics	666 Bellvue Ave	Lifeguard, PT	08-APR-17	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	03-JUN-17	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	03-JUN-17	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	01-JUL-17	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	26-AUG-17	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	26-AUG-17	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	05-MAY-18	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	02-JUN-18	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	04-MAY-19	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	29-MAY-21	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	16-OCT-21	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	16-OCT-21	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	27-NOV-21	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	02-APR-22	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	28-MAY-22	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	28-MAY-22	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	28-MAY-22	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	28-MAY-22	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	28-MAY-22	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	11-JUN-22	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	11-JUN-22	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	03-SEP-22	YES	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	12-NOV-22	YES	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	04-FEB-23	YES	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Lifeguard, PT	18-FEB-23	YES	YES		
OPR&YD	502314 - Temescal Aquatics	666 Bellvue Ave	Pool Manager, PT	21-MAY-05	NO	YES		
OPR&YD	502314 - Temescal Aquatics	666 Bellvue Ave	Pool Manager, PT	20-MAY-06	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Pool Manager, PT	19-MAY-07	NO	YES		
OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Pool Manager, PT	11-JUN-11	NO	YES		

OPR&YD	502314 - Temescal Aquatics	250 FRANK H. OGAWA PLAZA	Pool Manager, PT	04-JUL-15	NO	YES		
OPR&YD	502314 - Temescal Aquatics	666 Bellvue Ave	Recreation Attendant I, PT	25-JUN-22	NO	YES		
OPR&YD	502314 - Temescal Aquatics	666 Bellvue Ave	Recreation Attendant I, PT	25-JUN-22	NO	YES		
OPR&YD	502314 - Temescal Aquatics	568 Bellevue Ave	Water Safety Instructor, PT	23-JUL-11	NO	YES		
OPR&YD	502314 - Temescal Aquatics	568 Bellevue Ave	Water Safety Instructor, PT	04-JUL-15	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	07-JUN-08	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	28-MAY-11	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	08-JUN-13	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	05-JUL-14	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	23-APR-16	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	02-JUL-16	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	13-AUG-16	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	27-AUG-16	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	17-JUN-17	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	18-NOV-17	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	30-JUN-18	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	14-JUL-18	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	14-MAY-22	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	28-MAY-22	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	28-MAY-22	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	25-JUN-22	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	23-JUL-22	YES	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Lifeguard, PT	18-FEB-23	YES	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Pool Manager, PT	08-JUN-13	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Pool Manager, PT	01-AUG-15	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Pool Manager, PT	29-AUG-15	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Recreation Aide, PT	14-MAY-22	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Recreation Attendant I, PT	14-MAY-22	NO	YES		
OPR&YD	502315 - Fremont Aquatics	666 Bellvue Ave	Recreation Attendant I, PT	25-JUN-22	NO	YES		
OPR&YD	502315 - Fremont Aquatics	568 Bellevue Ave	Water Safety Instructor, PT	27-MAY-00	NO	YES		
OPR&YD	502315 - Fremont Aquatics	568 Bellevue Ave	Water Safety Instructor, PT	17-JUN-17	NO	YES		
OPR&YD	502320 - Tennis	666 Bellvue Ave	Exempt Limited Duration Employee	05-FEB-22	NO	YES		
OPR&YD	502320 - Tennis	666 Bellvue Ave	Recreation Aide, PT	13-JUN-20	NO	YES		
OPR&YD	502320 - Tennis	666 Bellvue Ave	Recreation Aide, PT	27-JUN-20	NO	YES		
OPR&YD	502320 - Tennis	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES		
OPR&YD	502320 - Tennis	666 Bellvue Ave	Recreation Aide, PT	25-JUN-22	NO	YES		
OPR&YD	502320 - Tennis	666 Bellvue Ave	Recreation Leader I, PT	01-MAR-17	NO	YES		
OPR&YD	502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	NO	YES		
OPR&YD	502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	29-MAY-21	NO	YES		
OPR&YD	502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	10-JUL-21	NO	YES		
OPR&YD	502320 - Tennis	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	14-MAY-22	NO	YES		
OPR&YD	502320 - Tennis	666 Bellvue Ave	Recreation Specialist III, PT	07-MAR-16	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	26-JUN-10	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	20-MAY-17	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	16-JUN-18	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	25-JUN-22	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Recreation Attendant I, PT	23-JUL-11	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Recreation Attendant I, PT	16-JUN-18	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Recreation Center Director	03-JUN-17	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Recreation Center Director	30-DEC-17	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	01-JUN-89	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	08-NOV-03	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	21-JUN-14	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	15-JUL-17	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	15-JUL-17	NO	YES		

OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUN-18	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	30-JUN-18	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-MAY-19	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	20-MAY-17	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	03-MAR-01	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	06-NOV-04	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Recreation Leader II, PT	23-JUN-12	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	28-OCT-00	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Recreation Supervisor	19-JUN-93	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	01-JUN-89	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	01-JAN-94	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	17-DEC-94	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	28-OCT-00	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	03-MAR-01	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	08-NOV-03	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	06-NOV-04	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	20-MAY-06	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	26-JAN-08	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	21-FEB-09	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	21-FEB-09	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	27-JUN-09	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	26-JUN-10	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	14-MAY-11	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	25-JUN-11	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	23-JUL-11	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	24-DEC-11	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	09-JUN-12	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	23-JUN-12	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	21-JUL-12	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	06-JUL-13	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	17-AUG-13	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	21-JUN-14	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	21-JUN-14	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	05-JUL-14	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	21-MAY-16	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	04-JUN-16	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	02-JUL-16	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	30-JUL-16	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	20-MAY-17	NO	YES		
OPR&YD	502330 - City-Wide Sports	666 Bellvue Ave	Sports Official, PT	03-JUN-17	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	17-JUN-17	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	17-JUN-17	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	15-JUL-17	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	21-OCT-17	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	02-JUN-18	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	30-JUN-18	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	30-JUN-18	NO	YES		
OPR&YD	502330 - City-Wide Sports	250 FRANK H. OGAWA PLAZA	Sports Official, PT	15-JUN-19	NO	YES		
OPR&YD	502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Leader I, PT	08-MAR-08	NO	YES		
OPR&YD	502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Leader I, PT	23-JUN-12	NO	YES		
OPR&YD	502331 - Girls Sports	250 Frank H. Ogawa Plaza	Recreation Program Director	22-AUG-09	NO	YES		
OPR&YD	502331 - Girls Sports	250 Frank H. Ogawa Plaza	Sports Official, PT	04-MAY-19	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	08-JUN-13	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	22-JUN-13	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Lifeguard, PT	29-AUG-15	NO	YES		

OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	06-APR-19	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	08-JAN-22	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader I, PT	09-JUL-22	YES	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader II, PPT	23-OCT-75	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader II, PT	31-JAN-04	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Leader II, PT	19-MAY-18	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Program Director	31-MAY-97	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Program Director	06-JUN-16	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	17-MAR-12	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	21-JUN-14	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	04-JUN-16	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	27-JUN-20	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	27-JUN-20	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	07-AUG-21	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist I, PT	03-SEP-22	YES	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	12-JUN-10	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	08-JUN-13	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	21-JUN-14	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	09-MAY-15	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	21-MAY-16	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	04-JUN-16	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	29-MAY-21	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Recreation Specialist II, PT	09-JUL-22	YES	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Water Safety Instructor, PT	05-MAY-07	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Water Safety Instructor, PT	22-JUN-13	NO	YES		
OPR&YD	502332 - East Oakland Sports Center	7101 Edgewater Dr.	Water Safety Instructor, PT	21-MAR-20	NO	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Aide, PT	16-JUL-16	NO	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Aide, PT	26-JUN-21	NO	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Aide, PT	26-JUN-21	NO	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Aide, PT	09-JUL-22	YES	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Attendant I, PT	11-JUN-11	NO	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Attendant I, PT	02-JUL-16	NO	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	04-JUN-05	NO	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	30-MAY-09	NO	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	22-JUN-13	NO	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	27-JUL-19	NO	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Recreation Leader I, PT	22-JAN-22	NO	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Sports Official, PT	12-JUN-21	NO	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Sports Official, PT	11-JUN-22	NO	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Sports Official, PT	09-JUL-22	YES	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Sports Official, PT	09-JUL-22	YES	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Sports Official, PT	06-AUG-22	YES	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Sports Official, PT	06-AUG-22	YES	YES		
OPR&YD	502340 - Youth & Adult Sports	666 Bellvue Ave	Youth Sports Program Coordinator	17-MAY-85	NO	YES		
OPR&YD	502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	08-APR-17	NO	YES		
OPR&YD	502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	04-MAY-19	NO	YES		
OPR&YD	502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	13-JUN-20	NO	YES		
OPR&YD	502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	29-MAY-21	NO	YES		
OPR&YD	502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	14-MAY-22	NO	YES		
OPR&YD	502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	14-MAY-22	NO	YES		
OPR&YD	502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	11-JUN-22	NO	YES		
OPR&YD	502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	25-JUN-22	NO	YES		
OPR&YD	502350 - Boating	666 Bellvue Ave	Recreation Attendant I, PT	05-APR-08	NO	YES		
OPR&YD	502350 - Boating	666 Bellvue Ave	Recreation Attendant I, PT	05-JUL-14	NO	YES		
OPR&YD	502350 - Boating	666 Bellvue Ave	Recreation Attendant I, PT	14-MAR-15	NO	YES		

OPR&YD	502350 - Boating	568 Bellevue Ave	Recreation Attendant I, PT	06-APR-19	NO	YES		
OPR&YD	502350 - Boating	568 Bellevue Ave	Recreation Attendant I, PT	05-OCT-19	NO	YES		
OPR&YD	502350 - Boating	568 Bellevue Ave	Recreation Attendant I, PT	12-NOV-22	YES	YES		
OPR&YD	502350 - Boating	568 Bellevue Ave	Recreation Attendant II, PPT	23-MAY-15	NO	YES		
OPR&YD	502350 - Boating	666 Bellvue Ave	Recreation Leader I, PT	30-MAY-09	NO	YES		
OPR&YD	502350 - Boating	666 Bellvue Ave	Recreation Leader I, PT	07-JUN-14	NO	YES		
OPR&YD	502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-15	NO	YES		
OPR&YD	502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	06-JUN-16	NO	YES		
OPR&YD	502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	20-MAY-17	NO	YES		
OPR&YD	502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	02-JUN-18	NO	YES		
OPR&YD	502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	01-JUN-19	NO	YES		
OPR&YD	502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	01-JUN-19	NO	YES		
OPR&YD	502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	13-JUN-20	NO	YES		
OPR&YD	502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	29-MAY-21	NO	YES		
OPR&YD	502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	12-JUN-21	NO	YES		
OPR&YD	502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	27-NOV-21	NO	YES		
OPR&YD	502350 - Boating	666 Bellvue Ave	Recreation Leader II, PT	06-MAY-17	NO	YES		
OPR&YD	502350 - Boating	666 Bellvue Ave	Recreation Program Director	17-JUN-17	NO	YES		
OPR&YD	502350 - Boating	666 Bellvue Ave	Recreation Specialist I, PT	01-SEP-01	NO	YES		
OPR&YD	502350 - Boating	666 Bellvue Ave	Recreation Specialist I, PT	04-JUN-05	NO	YES		
OPR&YD	502350 - Boating	666 Bellvue Ave	Recreation Specialist I, PT	29-AUG-15	NO	YES		
OPR&YD	502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	17-JUN-17	NO	YES		
OPR&YD	502350 - Boating	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	14-AUG-17	NO	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Aide, PT	04-MAY-19	NO	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Aide, PT	26-JUN-21	NO	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Aide, PT	26-JUN-21	NO	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Aide, PT	25-JUN-22	NO	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Aide, PT	25-JUN-22	NO	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Aide, PT	23-JUL-22	YES	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Aide, PT	23-JUL-22	YES	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Leader I, PT	07-JUL-12	NO	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Leader I, PT	19-MAY-18	NO	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Leader I, PT	04-MAY-19	NO	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Leader I, PT	29-MAY-21	NO	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Leader I, PT	12-JUN-21	NO	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Leader I, PT	16-OCT-21	NO	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Leader I, PT	14-MAY-22	NO	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Program Director	04-MAR-00	NO	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Specialist I, PT	02-JUL-16	NO	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Specialist I, PT	04-MAY-19	NO	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Specialist I, PT	14-MAY-22	NO	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Specialist II, PT	09-JUL-22	YES	YES		
OPR&YD	502370 - Area One Special Sports Progr	666 Bellvue Ave	Recreation Specialist II, PT	03-SEP-22	YES	YES		
OPR&YD	503230 - Area Two Rec Center Supervis	1 Frank Ogawa Plaza	Recreation General Supervisor	09-MAR-19	NO	YES		
OPR&YD	503230 - Area Two Rec Center Supervis	1 Frank Ogawa Plaza	Recreation Program Director	08-JUN-13	NO	YES		
OPR&YD	503230 - Area Two Rec Center Supervis	1 Frank Ogawa Plaza	Recreation Supervisor	12-JAN-08	NO	YES	Spanish	
OPR&YD	503231 - Allendale Recreation Center	250 Frank H. Ogawa Plaza	Recreation Aide, PT	17-SEP-22	YES	YES		
OPR&YD	503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Center Director	08-JUN-13	NO	YES		
OPR&YD	503231 - Allendale Recreation Center	3711 SUTTER STREET	Recreation Leader I, PT	05-JUL-14	NO	YES		
OPR&YD	503231 - Allendale Recreation Center	3711 SUTTER STREET	Recreation Leader I, PT	04-MAY-19	NO	YES		
OPR&YD	503231 - Allendale Recreation Center	3711 SUTTER STREET	Recreation Leader I, PT	13-JUN-20	NO	YES		
OPR&YD	503231 - Allendale Recreation Center	3711 SUTTER STREET	Recreation Leader I, PT	27-JUN-20	NO	YES		
OPR&YD	503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	29-MAY-21	NO	YES		
OPR&YD	503231 - Allendale Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	14-MAY-11	NO	YES		
OPR&YD	503232 - Dimond Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	13-JUN-20	NO	YES		

OPR&YD	503236 - Redwood Heights Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-MAY-19	NO	YES		
OPR&YD	503236 - Redwood Heights Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	15-JUN-19	NO	YES		
OPR&YD	503236 - Redwood Heights Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	13-JUN-20	NO	YES		
OPR&YD	503236 - Redwood Heights Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	13-JUN-20	NO	YES		
OPR&YD	503236 - Redwood Heights Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	09-JUL-22	YES	YES		
OPR&YD	503236 - Redwood Heights Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	09-JUL-22	YES	YES		
OPR&YD	503236 - Redwood Heights Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	03-SEP-22	YES	YES		
OPR&YD	503236 - Redwood Heights Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	15-OCT-22	YES	YES		
OPR&YD	503236 - Redwood Heights Recreation C	666 Bellvue Ave	Recreation Leader II, PT	25-MAY-02	NO	YES		
OPR&YD	503236 - Redwood Heights Recreation C	666 Bellvue Ave	Recreation Leader II, PT	15-DEC-07	NO	YES		
OPR&YD	503236 - Redwood Heights Recreation C	666 Bellvue Ave	Recreation Leader II, PT	20-MAY-17	NO	YES		
OPR&YD	503236 - Redwood Heights Recreation C	666 Bellvue Ave	Recreation Specialist I, PT	13-JUN-98	NO	YES		
OPR&YD	503236 - Redwood Heights Recreation C	666 Bellvue Ave	Recreation Specialist II, PT	12-JUN-10	NO	YES		
OPR&YD	503236 - Redwood Heights Recreation C	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	20-MAY-17	NO	YES		
OPR&YD	503236 - Redwood Heights Recreation C	666 Bellvue Ave	Recreation Specialist III, PT	19-JUL-03	NO	YES		
OPR&YD	503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	07-JUN-14	NO	YES		
OPR&YD	503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	30-JUN-18	NO	YES		
OPR&YD	503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES		
OPR&YD	503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES		
OPR&YD	503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	14-MAY-22	NO	YES		
OPR&YD	503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	09-JUL-22	YES	YES		
OPR&YD	503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	21-JAN-23	YES	YES		
OPR&YD	503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Aide, PT	21-JAN-23	YES	YES		
OPR&YD	503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Attendant I, PT	19-MAY-18	NO	YES		
OPR&YD	503237 - FM Smith Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Center Director	27-MAY-00	NO	YES		
OPR&YD	503237 - FM Smith Recreation Center	666 Bellvue Ave	Recreation Leader I, PT	19-MAY-18	NO	YES		
OPR&YD	503237 - FM Smith Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader II, PPT	08-MAY-04	NO	YES		
OPR&YD	503238 - San Antonio Recreation Cente	666 Bellvue Ave	Recreation Center Director	09-JUN-12	NO	YES		
OPR&YD	503239 - Carmen Flores Recreation Cen	666 Bellvue Ave	Recreation Aide, PT	22-JUN-13	NO	YES		
OPR&YD	503239 - Carmen Flores Recreation Cen	666 Bellvue Ave	Recreation Aide, PT	30-JUN-18	NO	YES		
OPR&YD	503239 - Carmen Flores Recreation Cen	666 Bellvue Ave	Recreation Aide, PT	27-JUN-20	NO	YES		
OPR&YD	503239 - Carmen Flores Recreation Cen	666 Bellvue Ave	Recreation Aide, PT	29-MAY-21	NO	YES		
OPR&YD	503239 - Carmen Flores Recreation Cen	666 Bellvue Ave	Recreation Aide, PT	28-MAY-22	NO	YES		
OPR&YD	503239 - Carmen Flores Recreation Cen	666 Bellvue Ave	Recreation Aide, PT	11-JUN-22	NO	YES		
OPR&YD	503239 - Carmen Flores Recreation Cen	666 Bellvue Ave	Recreation Aide, PT	25-JUN-22	NO	YES		
OPR&YD	503239 - Carmen Flores Recreation Cen	666 Bellvue Ave	Recreation Aide, PT	03-SEP-22	YES	YES		
OPR&YD	503239 - Carmen Flores Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Center Director	12-JUN-10	NO	YES		
OPR&YD	503239 - Carmen Flores Recreation Cen	666 Bellvue Ave	Recreation Leader I, PT	08-JUN-13	NO	YES		
OPR&YD	503239 - Carmen Flores Recreation Cen	666 Bellvue Ave	Recreation Leader I, PT	20-JUL-13	NO	YES		
OPR&YD	503239 - Carmen Flores Recreation Cen	666 Bellvue Ave	Recreation Leader I, PT	06-JUN-16	NO	YES		
OPR&YD	503239 - Carmen Flores Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	29-MAY-21	NO	YES		
OPR&YD	503239 - Carmen Flores Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	25-JUN-22	NO	YES		
OPR&YD	503239 - Carmen Flores Recreation Cen	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	09-JUL-22	YES	YES		
OPR&YD	503239 - Carmen Flores Recreation Cen	666 Bellvue Ave	Recreation Leader II, PT	09-JUN-12	NO	YES		
OPR&YD	503239 - Carmen Flores Recreation Cen	666 Bellvue Ave	Recreation Specialist I, PT	16-JUL-05	NO	YES		
OPR&YD	504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Public Service Representative	29-SEP-97	NO	YES		Vietnamese
OPR&YD	504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	29-MAY-21	NO	YES		
OPR&YD	504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PPT	29-NOV-97	NO	YES		
OPR&YD	504320 - Malonga Casquelourd Center	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	09-JUN-12	NO	YES		
OPR&YD	504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	30-MAY-09	NO	YES		
OPR&YD	504330 - Studio One	150 Frank H. Ogawa Plaza	Recreation Aide, PT	20-JUN-15	NO	YES		
OPR&YD	504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	20-MAY-17	NO	YES		
OPR&YD	504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	01-JUN-19	NO	YES		
OPR&YD	504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	29-JUN-19	NO	YES		
OPR&YD	504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Aide, PT	27-JUN-20	NO	YES		

OPR&YD	504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Su	Recreation Specialist II, PT	26-JUN-10	NO	YES		
OPR&YD	504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Su	Recreation Specialist II, PT	14-MAY-11	NO	YES		
OPR&YD	504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Su	Recreation Specialist II, PT	25-JUN-11	NO	YES		
OPR&YD	504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Su	Recreation Specialist II, PT	08-JUN-13	NO	YES		
OPR&YD	504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Su	Recreation Specialist II, PT	16-AUG-14	NO	YES		
OPR&YD	504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	30-AUG-14	NO	YES		
OPR&YD	504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	11-OCT-14	NO	YES		
OPR&YD	504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	04-JUL-15	NO	YES		
OPR&YD	504330 - Studio One	250 Frank H. Ogawa Plaza, 3rrd fl., Su	Recreation Specialist II, PT	15-AUG-15	NO	YES		
OPR&YD	504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	06-JUN-17	NO	YES		
OPR&YD	504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	02-JUN-18	NO	YES		
OPR&YD	504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	02-JUN-18	NO	YES		
OPR&YD	504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	03-OCT-20	NO	YES		
OPR&YD	504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	14-MAY-22	NO	YES		
OPR&YD	504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	03-SEP-22	YES	YES		
OPR&YD	504330 - Studio One	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	03-SEP-22	YES	YES		
OPR&YD	504410 - City-Wide Programs Unit	250 Frank H. Ogawa Plaza	Recreation Aide, PT	20-JUN-15	NO	YES		
OPR&YD	504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Specialist II, PT	30-MAY-09	NO	YES		
OPR&YD	504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Specialist III, PT	22-JUN-02	NO	YES		
OPR&YD	504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Specialist III, PT	01-MAY-10	NO	YES		
OPR&YD	504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Specialist III, PT	29-MAY-10	NO	YES		
OPR&YD	504410 - City-Wide Programs Unit	250 FRANK H. OGAWA PLAZA	Recreation Supervisor	29-APR-00	NO	YES		
OPR&YD	507510 - OPR Transportation	250 FRANK H. OGAWA PLAZA	Van Driver, PT	23-MAY-15	NO	YES		
OPR&YD	507510 - OPR Transportation	250 FRANK H. OGAWA PLAZA	Van Driver, PT	16-APR-22	NO	YES		
OPR&YD	507510 - OPR Transportation	250 FRANK H. OGAWA PLAZA	Van Driver, PT	01-OCT-22	YES	YES		
OPR&YD	509230 - Area Three Rec Supervision	1 Frank Ogawa Plaza	Recreation Leader II, PPT	19-MAY-18	NO	YES		
OPR&YD	509230 - Area Three Rec Supervision	1 Frank Ogawa Plaza	Recreation Supervisor	28-JAN-06	NO	YES		
OPR&YD	509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Center Director	25-FEB-11	NO	YES		
OPR&YD	509231 - Arroyo Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	04-JUL-15	NO	YES		
OPR&YD	509231 - Arroyo Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	05-MAR-22	NO	YES		
OPR&YD	509231 - Arroyo Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	23-JUL-22	YES	YES		
OPR&YD	509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	30-MAY-09	NO	YES		
OPR&YD	509231 - Arroyo Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	15-JUN-19	NO	YES		
OPR&YD	509232 - Brookdale Recreation Center	666 Bellvue Ave	Recreation Center Director	01-MAY-10	NO	YES		
OPR&YD	509232 - Brookdale Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Leader I, PT	17-FEB-90	NO	YES		
OPR&YD	509232 - Brookdale Recreation Center	666 Bellvue Ave	Recreation Leader II, PT	11-OCT-03	NO	YES		
OPR&YD	509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	04-JUN-16	NO	YES		
OPR&YD	509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	17-JUN-17	NO	YES		
OPR&YD	509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	01-JUN-19	NO	YES		
OPR&YD	509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	27-JUN-20	NO	YES		
OPR&YD	509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	11-JUN-22	NO	YES		
OPR&YD	509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	25-JUN-22	NO	YES		
OPR&YD	509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	09-JUL-22	YES	YES		
OPR&YD	509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-SEP-22	YES	YES		
OPR&YD	509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Aide, PT	03-SEP-22	YES	YES		
OPR&YD	509233 - Ira Jinkins Recreation Center	250 FRANK H. OGAWA PLAZA	Recreation Attendant I, PT	09-JUL-22	YES	YES		
OPR&YD	509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Center Director	06-JUL-13	NO	YES		
OPR&YD	509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	28-JAN-06	NO	YES		
OPR&YD	509233 - Ira Jinkins Recreation Center	7101 Edgewater Dr - Bldg 4	Recreation Leader I, PT	05-FEB-22	NO	YES		
OPR&YD	509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Leader II, PPT	11-JUN-11	NO	YES		
OPR&YD	509233 - Ira Jinkins Recreation Center	666 Bellvue Ave	Recreation Specialist I, PT	06-JUN-15	NO	YES		
OPR&YD	509234 - Discovery	666 Bellvue Ave	Recreation Aide, PT	15-OCT-22	YES	YES		
OPR&YD	509234 - Discovery	250 FRANK H. OGAWA PLAZA	Recreation Specialist I, PT	20-JUN-15	NO	YES		
OPR&YD	509234 - Discovery	666 Bellvue Ave	Recreation Specialist II, PPT	15-APR-00	NO	YES		
OPR&YD	509235 - Rainbow	666 Bellvue Ave	Recreation Aide, PT	17-JUN-17	NO	YES		

Department Name: PBD
Fiscal Year: FY2022-2023



EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, William A. Gilchrist, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Planning & Building department was submitted on July 17, 2023 .

William A. Gilchrist

Director, P&B Department

Name & Title

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	William A. Gilchrist	Nachele Jackson	Nachele Jackson
Title	Director	Administrative Analyst II	Administrative Analyst II
Address	250 Frank H. Ogawa Plaza, Suite 3315	250 Frank H. Ogawa Plaza, Suite 3315	250 Frank H. Ogawa Plaza, Suite 3315
Phone#	510-238-2229	510-238-3150	510-238-3150
Email	WGilchrist@oaklandca.gov	njackson@oaklandca.gov	njackson@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	160		New Hires	23	
Public Contact Positions (PCP)	98	100%	New PCP Hires	7	100%
PCP With Spanish Language Skill	16	16 %	New PCP Hires with SP Skill	0	16%
PCP With Chinese Language Skill	9	9 %	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	No <input type="checkbox"/> Yes – Please describe below <input checked="" type="checkbox"/>
Job Title Permit Technician II (23-05503)	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes: The recruitment is in the approvals process. Expected filled date is approximately 10/2023.	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Operations & Administration	Infrastructure Inspections
Strategic & Digital Planning	Engineering: Project Coordination
Zoning & Development Planning	Inspections: Commercial Building
Engineering: Permit Center	Inspections: Residential Building
Admin: Engineering	Inspections: Infrastructure
Admin: Building Inspection	Inspections: Neighborhood Preservation

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Zoning City Planning – Other (Strategic Planning)	SP= 3 CH = 1	SP= 5 CH = 1
Inspection Services Admin – Other Inspection Services – Other Building Inspection – Residential Other (Inspection: Residential Building) Engineering Services (Permit Center)	SP= 3 CH = 1	SP= 14 CH = 6

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

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

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

Table 8. Language Assessment Survey	
Language assessment survey administered	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<p>Describe department's effort in survey implementation: The department was unique in the language assessment survey in that it was posted on the department's website in addition to be administered at the permit/public counter to garner as many responses as possible and to demonstrate the departments commitment to diversity and equal access. Please see the results below:</p> <p><i>From Bulk Email Blast</i></p> <ul style="list-style-type: none"> • Sent to 13,073 contacts (mainly active permit holders) • 27.3% (3,566 unique contacts) opened the email • 2% (258 unique contacts) clicked on the survey link <p><i>From Social Media Posts</i></p> <ul style="list-style-type: none"> • Instagram: Views • LinkedIn: N/A • Twitter: Likes • Facebook: Views & Likes 	

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: PBD

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
160	98	16%	18	Yes	9%	9	Yes

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

This report covers fiscal year 2020-2021 and data is reported as of June 2020.

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

The Planning & Building (PBD) continues to meet compliance goals set forth by the EAO. There is currently a total of 34 bilingual staff (PCP and non-PCP staff) within the department. Staff has utilized the City's interpretation services to correspond with customers by phone or in-person (for essential services). Additionally, PBD continuously works with the City Administrator's Office and other departments to develop and implement enhanced tools and processes to improve customer services, especially since the Permit Counter has reopened from being closed due to the pandemic.

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

PBD works with the Human Resources Management Department (HRM) and the Equal Access Office (EAO) to assess the PCP status and language requirements for each position that needs to be filled. During this reporting period, PBD has hired approximately 23 new staff members, 1 or more of which have self-identified language skills in the threshold languages of Chinese and Spanish. Furthermore, PBD ensures that staff are regularly trained on the interpretation services provided through the Equal Access Office in case bilingual staff are not readily available to assist customers.

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

PBD continues to meet compliance goals set forth by the EAO by ensuring that staff are aware and regularly trained on utilizing the interpretation and translation services provided by the EAO, especially new staff. All new staff are provided with information on the department's bilingual staff list, how to apply for Bilingual Pay testing in accordance with Administrative Instruction 558: Bilingual Pay and utilization of the City's contracted interpretation and translation services. These resources are also listed on our department's Intranet page and emailed to staff on a regular basis—specifically when updated information is available.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.
 - The Human Resources Single Point of Contact (SPOC) maintains and distributes a departmental list of bilingual staff to all staff. The PBD Bilingual Staff list is also available on the department's Intranet page.
 - Instructions and demonstrations on how to utilize City Translation and Interpretation Services is shared with the department regularly.

B. Translation of Written Vital Documents Assessment

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

The Permit and Zoning Center counters at 250 Frank H Ogawa Plaza, 2nd Floor

- The Inspections Service Counter at 250 Frank H Ogawa Plaza, 2nd Floor.

- The Administrative Unit Reception Area located at 250 Frank H Ogawa Plaza, Suite 3315, 3rd Floor

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

As of FY22-23, PBD has a total of 26 vital documents. All documents have been translated into Spanish (100%) and Chinese (100%), and some have been translated into additional languages, such as Vietnamese.

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

The Bureau of Planning routinely translates public meeting announcements and agendas to better serve the LES community. PBD is in coordination with the Economic and Workforce Development Department to identify other vital permit-related documents. Additionally, PBD works with the CAO and other departments to develop and implement enhanced tools and processes to improve customer services and inter-departmental coordination.

C. Multilingual Telephone Messages Assessment

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

PBD has eight public access telephones lines, all of which have been recorded with multilingual messages.

D. Assessment of Department Communication with LES Populations

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

PBD facilitates communication with LES Spanish and Chinese populations by providing training to staff on how to use the City's translation and interpretation services, and regularly distributing an up-to-date list of departmental staff who are bilingual. Additionally, PBD ensures that: 1) there are notices notifying customers that bilingual services are available posted prominently and readily visible at the public counters. These notices also include translations in Spanish and Chinese threshold languages; 2) staff informs and asks customers if they would like bilingual services to better assist their needs; and 3) recorded information hotlines are multilingual.

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

To the department's knowledge, PBD did not receive any language access complaints this year.

E. Action Plan

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

In the next 12 months, PBD will continue to translate departmental vital documents as they are created and updated and make them readily available to the public. This includes preparing interpretation services and having materials translated for the upcoming General Plan Update.

To the extent possible, PBD will continue to provide subject matter expert bilingual interpreters when available to provide service to Limited English Speakers.

PBD will continue to work collaboratively with the Information Technology Department and Equal Access Office to maintain bilingual platforms online through Accela Citizen Access.

DEPARTMENT	ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	PCP_POSIT	PCP_LANG	PCP_LANG
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Account Clerk III	4/29/2023	NO	NO		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Account Clerk III	18-SEP-21	NO	NO		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Accountant III	12 JUN 10	NO	NO		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Administrative Analyst II	06-JAN-14	NO	NO		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Administrative Analyst II	31-AUG-15	NO	NO	Spanish	
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Administrative Analyst II	06-APR-19	NO	NO		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Administrative Services Manager	107-SEP-19	NO	NO		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Assistant Director, Planning & Buil	15-OCT-22	YES	NO		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Business Analyst II	16-MAY-20	NO	NO		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Director of Planning & Building	11-SEP-17	NO	NO		
PBD	84111 - Admin: Planning, Buil	250 FRANK H. OGAWA PLAZA,	Executive Assistant to the Director	02-JUN-08	NO	NO		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	10-DEC-22	YES	NO		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	04 FEB 23	YES	NO		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	18 FEB 23	YES	NO		
PBD	84111 - Admin: Planning, Buil	250 Frank H. Ogawa Plaza	Project Manager	21 SEP 18	NO	NO		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Project Manager II	03-APR-21	NO	NO		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Public Service Representative	27-JUL-87	NO	YES		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Public Service Representative	20-NOV-93	NO	YES		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Public Service Representative	24-SEP-07	NO	YES		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Public Service Representative	26-JUL-10	NO	YES		
PBD	84111 - Admin: Planning, Buil	250 FRANK H. OGAWA PLAZA,	Public Service Representative	03-FEB-14	NO	YES		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Public Service Representative	13-APR-15	NO	YES		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Public Service Representative	18-MAY-19	NO	YES		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Public Service Representative	18-SEP-21	NO	YES		
PBD	84111 - Admin: Planning, Buil	250 FRANK H. OGAWA PLAZA,	Public Service Representative	02-APR-22	NO	YES		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Public Service Representative, Sen	16-JUN-07	NO	YES		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Public Service Representative, Sen	19-MAY-08	NO	YES	Spanish	
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Spatial Data Analyst III	16-JUN-08	NO	NO		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Technical Communications Specia	01-JUN-19	NO	NO		
PBD	84111 - Admin: Planning, Buil	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	29-OCT-22	YES	NO		
PBD	84412 - Admin: Building Inspec	250 Frank Ogawa Plaza	Administrative Analyst I	4/28/2023	NO	NO		
PBD	84211 - Planning	250 FRANK H. OGAWA PLAZA,	Deputy Director/City Planner	14-JUN-10	NO	NO		
PBD	84211 - Planning	1 Frank Ogawa Plaza	Management Intern, PT	17 SEP 22	YES	NO		

PBD	84211 - Planning	1 Frank Ogawa Plaza	Management Intern, PT	26-NOV-22	YES	NO
PBD	84211 - Planning	250 Frank H. Ogawa Plaza	Manager, Planning	27-JUN-05	NO	NO
PBD	84211 - Planning	250 Frank Ogawa Plaza	Planner I	09-JUL-22	YES	NO
PBD	84211 - Planning	250 Frank Ogawa Plaza	Planner II	01-APR-23	YES	NO
PBD	84211-Planning	250 Frank Ogawa Plaza	Planner II	13-May-23	YES	NO
PBD	84211-Planning	250 Frank Ogawa Plaza	Planner II	15-May-23	YES	
PBD	84211 - Planning	250 FRANK H. OGAWA PLAZA,	Planner III	25-AUG-18	NO	NO
PBD	84211 - Planning	250 FRANK H. OGAWA PLAZA,	Planner III	03-APR-21	NO	NO
PBD	84211 - Planning	250 Frank Ogawa Plaza	Planner III	01-MAY-21	NO	NO
PBD	84211 - Planning	250 Frank Ogawa Plaza	Planner IV	28-SEP-15	NO	NO
PBD	84211 - Planning	250 Frank Ogawa Plaza	Planner IV	5/13/2023	NO	NO
PBD	84432 - Planning	250 Frank Ogawa Plaza	Planner IV	5/27/2023	NO	NO
PBD	84211 - Planning	250 Frank Ogawa Plaza	Planner IV	21-SEP-19	NO	NO
PBD	84211 - Planning	250 Frank Ogawa Plaza	Planner IV	06-FEB-21	NO	NO
PBD	84211 - Planning	250 Frank Ogawa Plaza	Planner IV	20-FEB-21	NO	NO
PBD	84211 - Planning	250 Frank Ogawa Plaza	Public Service Representative	16-APR-22	NO	YES
PBD	84229 - Zoning	250 Frank H. Ogawa Plaza	Administrative Assistant II	29-SEP-97	NO	NO
PBD	84229 - Zoning	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	18-MAR-23	YES	NO
PBD	84229 - Zoning	1 Frank Ogawa Plaza	Management Intern, PT	02-APR-22	NO	NO
PBD	84229 - Zoning	250 Frank Ogawa Plaza	Manager, Planning	24-JAN-05	NO	NO
PBD	84229 - Zoning	250 Frank H. Ogawa Plaza	Manager, Zoning	08-APR-02	NO	NO
PBD	84229 - Zoning	250 Frank H. Ogawa Plaza	Planner I	12-OCT-15	NO	YES
PBD	84229 - Zoning	250 Frank Ogawa Plaza	Planner I	30-APR-22	NO	YES
PBD	84229 - Zoning	250 Frank Ogawa Plaza	Planner II	07-FEB-01	NO	YES
PBD	84229 - Zoning	250 Frank H. Ogawa Plaza	Planner II	17-NOV-18	NO	YES
PBD	84229 - Zoning	250 Frank Ogawa Plaza	Planner II	15-APR-23	YES	YES
PBD	84229 - Zoning	250 Frank Ogawa Plaza	Planner III	29-AUG-05	NO	YES
PBD	84229 - Zoning	250 Frank H. Ogawa Plaza	Planner III	20-JUN-16	NO	YES
PBD	84229 - Zoning	250 Frank H. Ogawa Plaza	Planner III	16-JUN-18	NO	YES
PBD	84229 - Zoning	250 Frank H. Ogawa Plaza	Planner III	18-FEB-23	YES	YES
PBD	84229 - Zoning	250 Frank H. Ogawa Plaza	Planner III, Historic Preservation	29-AUG-83	NO	YES
PBD	84229 - Zoning	250 Frank H. Ogawa Plaza	Planner IV	28-AUG-00	NO	NO
PBD	84229 - Zoning	250 FRANK H. OGAWA PLAZA,	Planner IV	04-NOV-02	NO	NO
PBD	84229 - Zoning	250 FRANK H. OGAWA PLAZA,	Planner IV	29-APR-03	NO	NO

Spanish

ia YES

PBD	84229 - Zoning	250 Frank Ogawa Plaza	Planner IV	27-FEB-06	NO	YES	Spanish
PBD	84229 - Zoning	250 Frank Ogawa Plaza	Planner IV	07-NOV-16	NO	NO	
PBD	84229 - Zoning	250 Frank Ogawa Plaza	Planner IV	06-FEB-21	NO	NO	
PBD	84229 - Zoning	250 Frank Ogawa Plaza	Public Service Representative	07-SEP-19	NO	YES	
PBD	84229 - Zoning	250 Frank Ogawa Plaza	Public Service Representative, Sen	04-APR-20	NO	YES	
PBD	84411 - Admin: Engineering	250 Frank Ogawa Plaza	Deputy Director/Building Official	15-OCT-22	YES	NO	
PBD	84412 - Admin: Building Inspe	250 Frank Ogawa Plaza	Administrative Analyst II	13-FEB-18	NO	NO	
PBD	84412 - Admin: Building Inspe	250 Frank Ogawa Plaza	Administrative Assistant I	07-AUG-21	NO	NO	
PBD	84412 - Admin: Building Inspe	250 Frank H. Ogawa Plaza	Management Assistant	02-SEP-80	NO	NO	
PBD	84412 - Admin: Building Inspe	250 Frank Ogawa Plaza	Office Assistant II	26-SEP-16	NO	NO	
PBD	84412 - Admin: Building Inspe	250 FRANK H. OGAWA PLAZA,	Office Assistant II	06-APR-19	NO	NO	
PBD	84412 - Admin: Building Inspe	250 Frank Ogawa Plaza	Office Assistant II	27-NOV-21	NO	NO	
PBD	84412 - Admin: Building Inspe	250 Frank Ogawa Plaza	Office Assistant II	17-SEP-22	YES	NO	
PBD	84412 - Admin: Building Inspe	250 Frank H. Ogawa Plaza	Public Service Representative	30-MAY-09	NO	YES	
PBD	84412 - Admin: Building Inspe	250 Frank Ogawa Plaza	Public Service Representative	27-APR-15	NO	YES	
PBD	84412 - Admin: Building Inspe	250 Frank Ogawa Plaza	Public Service Representative	07-DEC-15	NO	YES	
PBD	84412 - Admin: Building Inspe	250 Frank H. Ogawa Plaza	Public Service Representative	16-OCT-21	NO	YES	
PBD	84412 - Admin: Building Inspe	250 Frank H. Ogawa Plaza	Public Service Representative	05-MAR-22	NO	YES	
PBD	84412 - Admin: Building Inspe	250 Frank Ogawa Plaza	Student Trainee, PT	27-MAR-17	NO	NO	
PBD	84421 - Engineering: Permit C	250 Frank Ogawa Plaza	Permit Technician I	07-JUN-14	NO	YES	
PBD	84421 - Engineering: Permit C	250 Frank Ogawa Plaza	Permit Technician I	15-JUN-19	NO	YES	
PBD	84421 - Engineering: Permit C	250 Frank Ogawa Plaza	Permit Technician I	03-APR-21	NO	YES	
PBD	84421 - Engineering: Permit C	250 Frank Ogawa Plaza	Permit Technician I	30-OCT-21	NO	YES	
PBD	84421 - Engineering: Permit C	250 Frank Ogawa Plaza	Permit Technician I	22-JAN-22	NO	YES	
PBD	84421 - Engineering: Permit C	250 Frank Ogawa Plaza	Permit Technician I	16-APR-22	NO	YES	
PBD	84421 - Engineering: Permit C	250 Frank Ogawa Plaza	Permit Technician I	26-NOV-22	YES	YES	
PBD	84421 - Engineering: Permit C	250 Frank H. Ogawa Plaza	Planner III	06-JAN-97	NO	YES	
PBD	84421 - Engineering: Permit C	250 Frank Ogawa Plaza	Planner IV	26-NOV-22	YES	NO	
PBD	84421 - Engineering: Permit C	250 Frank Ogawa Plaza	Specialty Combination Inspector,	23-MAY-05	NO	YES	
PBD	84421 - Engineering: Permit C	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	15-OCT-22	YES	NO	
PBD	84431 - Building & Infrastruct	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	17-JUN-17	NO	NO	
PBD	84431 - Building & Infrastruct	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	25-AUG-01	NO	NO	
PBD	84431 - Building & Infrastruct	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	14-FEB-05	NO	NO	
PBD	84431 - Building & Infrastruct	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	13-JAN-18	NO	NO	

PBD	84431 - Building & Infrastruct	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	16-NOV-19	NO	Silva, Mary Faith Ann	NO	
PBD	84431 - Building & Infrastruct	250 Frank Ogawa Plaza	Engineer, Civil (Office)	22-FEB-05	NO	Lee, Calvin Q	YES	Chinese
PBD	84431 - Building & Infrastruct	250 Frank Ogawa Plaza	Engineer, Civil (Office)	14-MAY-12	NO	Chiang, Alan	YES	
PBD	84431 - Building & Infrastruct	250 Frank Ogawa Plaza	Engineer, Civil (Office)	13-NOV-12	NO	Lu, Johnny Junjie	YES	
PBD	84431 - Building & Infrastruct	250 Frank Ogawa Plaza	Engineer, Civil (Office)	07-NOV-16	NO	Xie, Jianting	YES	
PBD	84431 - Building & Infrastruct	250 Frank Ogawa Plaza	Engineer, Civil Principal	09-JUL-01	NO	Hlacido, Alain Garcia	NO	
PBD	84431 - Building & Infrastruct	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	07-AUG-00	NO	Wong, Jing F	YES	
PBD	84432 - Engineering: Project C	250 Frank Ogawa Plaza	Process Coordinator II	24-APR-06	NO	Simmons, Tanya Lynn	NO	
PBD	84432 - Engineering: Project C	250 Frank Ogawa Plaza	Process Coordinator II	16-OCT-06	NO	Early, Maurice Alexander	NO	
PBD	84432 - Engineering: Project C	250 Frank Ogawa Plaza	Process Coordinator II	15-JUL-17	NO	Selby, Jamila Pearl	NO	
PBD	84432 - Engineering: Project C	250 Frank Ogawa Plaza	Process Coordinator II	07-OCT-17	NO	Hanif, Christopher Amani	NO	
PBD	84432 - Engineering: Project C	250 Frank Ogawa Plaza	Process Coordinator III	21-APR-08	NO	Lu, Phong Chi	NO	Chinese
PBD	84432 - Engineering: Project C	250 Frank Ogawa Plaza	Process Coordinator III	06-JUL-15	NO	Dellomo, Mami Ito	NO	
PBD	84432 - Engineering: Project C	250 Frank Ogawa Plaza	Process Coordinator III	13-JUL-19	NO	Sabiniano, Elysia	NO	
PBD	84451 - Inspections: Commerc	250 Frank Ogawa Plaza	Engineer, Civil Principal	17-APR-89	NO	Low, Timothy C	YES	Chinese
PBD	84451 - Inspections: Commerc	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	13-NOV-21	NO	Isalak, Alesia D	NO	
PBD	84451 - Inspections: Commerc	250 Frank Ogawa Plaza	Principal Inspection Supv	13-DEC-99	NO	Feyes, Jorge	YES	
PBD	84451 - Inspections: Commerc	250 Frank Ogawa Plaza	Specialty Combination Inspector	06-OCT-98	NO	Garcia, Joel C.	YES	Spanish
PBD	84451 - Inspections: Commerc	250 Frank Ogawa Plaza	Specialty Combination Inspector	15-NOV-99	NO	Carrillo, David	YES	Spanish
PBD	84451 - Inspections: Commerc	250 Frank Ogawa Plaza	Specialty Combination Inspector	16-OCT-06	NO	Martinelli, Eugene	YES	
PBD	84451 - Inspections: Commerc	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	06-JAN-14	NO	Verschuur, Joanneke Frances	YES	
PBD	84451 - Inspections: Commerc	250 Frank Ogawa Plaza	Specialty Combination Inspector	28-APR-14	NO	Martin, Kevin James	YES	
PBD	84451 - Inspections: Commerc	250 Frank Ogawa Plaza	Specialty Combination Inspector	07-DEC-15	NO	Harris, Victor Alan	YES	
PBD	84451 - Inspections: Commerc	250 Frank Ogawa Bldg	Specialty Combination Inspector	11-SEP-17	NO	Vo, Tam Minh	YES	
PBD	84451 - Inspections: Commerc	250 Frank Ogawa Plaza	Specialty Combination Inspector	21-OCT-17	NO	Wirt, Weldon Stanley	YES	
PBD	84451 - Inspections: Commerc	250 Frank Ogawa Plaza	Specialty Combination Inspector	17-NOV-18	NO	Jacomet, Rodrigo M	YES	
PBD	84451 - Inspections: Commerc	250 Frank Ogawa Plaza	Specialty Combination Inspector	29-JUN-19	NO	Sims, Daniel Gene	YES	
PBD	84451 - Inspections: Commerc	1 Frank Ogawa Plaza	Specialty Combination Inspector	29-JUN-19	NO	Velasquez, Carlos G	YES	
PBD	84451 - Inspections: Commerc	250 Frank Ogawa Plaza	Specialty Combination Inspector	05-SEP-20	NO	Richardson, James W	YES	
PBD	84451 - Inspections: Commerc	250 Frank Ogawa Plaza	Specialty Combination Inspector	15-APR-23	YES	Jiang, Terrence	YES	
PBD	84451 - Inspections: Commerc	250 Frank Ogawa Plaza	Specialty Combination Inspector,	13-FEB-07	NO	Velez, David Enrique	YES	Spanish
PBD	84452 - Inspections: Residenti	250 Frank Ogawa Plaza	Principal Inspection Supv	01-NOV-99	NO	Miles, David C.	YES	
PBD	84452 - Inspections: Residenti	250 Frank Ogawa Plaza	Specialty Combination Inspector	15-MAY-89	NO	Gunari, Kenneth A	YES	
PBD	84452 - Inspections: Residenti	250 Frank H. Ogawa Plaza	Specialty Combination Inspector	27-AUG-90	NO	Facheco, Keith E	YES	

PBD	84452 - Inspections: Residenti 250 Frank H. Ogawa Plaza	Specialty Combination Inspector	10-JUN-91	NO	YES	
PBD	84452 - Inspections: Residenti 250 Frank Ogawa Plaza	Specialty Combination Inspector	01-NOV-99	NO	YES	
PBD	84452 - Inspections: Residenti 250 Frank Ogawa Plaza	Specialty Combination Inspector	24-JUL-06	NO	YES	
PBD	84452 - Inspections: Residenti 250 Frank Ogawa Plaza	Specialty Combination Inspector	24-JUL-06	NO	YES	
PBD	84452 - Inspections: Residenti 250 Frank Ogawa Plaza	Specialty Combination Inspector	10-NOV-14	NO	YES	
PBD	84452 - Inspections: Residenti 250 Frank Ogawa Plaza	Specialty Combination Inspector	11-SEP-17	NO	YES	
PBD	84452 - Inspections: Residenti 250 Frank Ogawa Plaza	Specialty Combination Inspector	03-NOV-18	NO	YES	
PBD	84452 - Inspections: Residenti 250 Frank Ogawa Plaza	Specialty Combination Inspector	01-DEC-18	NO	YES	
PBD	84452 - Inspections: Residenti 250 Frank Ogawa Plaza	Specialty Combination Inspector	14-DEC-19	NO	YES	
PBD	84452 - Inspections: Residenti 250 Frank Ogawa Plaza	Specialty Combination Inspector	14-DEC-19	NO	YES	
PBD	84452 - Inspections: Residenti 250 Frank H. Ogawa Plaza	Specialty Combination Inspector	04-APR-20	NO	YES	
PBD	84452 - Inspections: Residenti 250 Frank Ogawa Plaza	Specialty Combination Inspector	15-APR-23	YES	YES	
PBD	84452 - Inspections: Residenti 250 Frank Ogawa Plaza	Specialty Combination Inspector, Sr (Field)	16-JUL-18	NO	YES	Spanish
PBD	84452 - Inspections: Infrastruc 250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	23-MAR-95	NO	YES	
PBD	84453 - Inspections: Infrastruc 250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	04-MAR-02	NO	YES	
PBD	84454 - Inspections: Neighbor 250 Frank H. Ogawa Plaza	Specialty Combination Inspector	24-JUL-06	NO	YES	
PBD	84454 - Inspections: Neighbor 250 Frank Ogawa Plaza	Specialty Combination Inspector	23-JAN-12	NO	YES	
PBD	84454 - Inspections: Neighbor 250 Frank Ogawa Plaza	Specialty Combination Inspector	07-DEC-15	NO	YES	
PBD	84454 - Inspections: Neighbor 250 Frank Ogawa Plaza	Specialty Combination Inspector	11-SEP-17	NO	YES	
PBD	84454 - Inspections: Neighbor 250 Frank Ogawa Plaza	Specialty Combination Inspector	12-MAR-18	NO	YES	
PBD	84454 - Inspections: Neighbor 250 Frank H. Ogawa Plaza	Specialty Combination Inspector	18-SEP-21	NO	YES	
PBD	84454 - Inspections: Neighbor 250 Frank Ogawa Plaza	Specialty Combination Inspector	18-SEP-21	NO	YES	
PBD	84454 - Inspections: Neighbor 250 Frank Ogawa Plaza	Specialty Combination Inspector	18-SEP-21	NO	YES	
PBD	84454 - Inspections: Neighbor 250 Frank Ogawa Plaza	Specialty Combination Inspector	11-OCT-21	NO	YES	
PBD	84454 - Inspections: Neighbor 250 Frank Ogawa Plaza	Specialty Combination Inspector	15-OCT-22	YES	YES	
PBD	84454 - Inspections: Neighbor 250 Frank Ogawa Plaza	Specialty Combination Inspector, Sr (Field)	07-DEC-15	NO	YES	
PBD	84454 - Inspections: Neighbor 250 Frank Ogawa Plaza	Specialty Combination Inspector, Sr (Field)	11-SEP-17	NO	YES	

Department Name: Oakland Police Department
Fiscal Year: FY2022-2023




EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, Darren Allison, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Oakland Police Department was submitted on 12-Jul-23


Darren Allison, Interim Chief of Police

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Oakland Police Department

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Darren Allison	Lea Rubio	Lynette Hart
Title	Interim Chief of Police	Administrative Analyst II	Human Resources Manager
Address	455 7 th St. 8 th floor	455 7 th St. 7th floor	455 7 th St. 7th floor
Phone#	510-238-3365	510-238-3156	510-238-6095
Email	DAllison@oaklandca.gov	LRubio@oaklandca.gov	LHart@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees			New Hires		
Public Contact Positions (PCP)	893	100%	New PCP Hires	95	100%
PCP With Spanish Language Skill	137	15 %	New PCP Hires with SP Skill	10	10%
PCP With Chinese Language Skill	30	3 %	New PCP Hires with CH Skill	0	0%

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

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

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Communications Division	SP= 1 CH = 1	SP= 10 CH = 2
Records Division	SP= 1 CH = 1	SP= 7 CH = 3
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Table 4A Vital Documents List

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Notification to serve Crime Victims	YES	YES	
Filing a complaint (TF-3098)	YES	YES	Vietnamese
Sexual Assault Resource Card – Marcy’s Card	YES	YES	Vietnamese
Citizen Crime Report (TF-862-2)	YES	YES	Vietnamese
Tow Resource Guide (TF 3202)	YES	YES	Vietnamese
Resource Card for victims of violent crimes (TF-869)	YES	YES	Vietnamese
Auto Burglary Information Card	YES	YES	Vietnamese
Identity Theft (TF-3168)	YES	NO	
Vehicle Release Fee (stored vehicles) (TF-2093)	YES	YES	Vietnamese
Safety Tips -Avoid being a robbery victim	YES	YES	Vietnamese
Mental Health Resource Card (TF-3354)	YES	YES	Vietnamese
Homicide Resource Card	YES	YES	Vietnamese
Youth and family services	YES	YES	
Commercial security tips and facts	YES	YES	
Vehicle release form (TF_748)	YES	YES	Vietnamese
Business Information Record Card	YES	YES	
Miranda Rights - Text	YES	YES	Vietnamese
Illegal food vending handout	YES	YES	
Petition to seal and destroy arrest records	YES	YES	
ATM Safety tips	YES	YES	Vietnamese
Miranda Rights - written	YES	YES	Vietnamese
Safety Tips brochure	YES	YES	Vietnamese
Immigration policy 415	YES	YES	Vietnamese
Missing Persons Information	YES	YES	Vietnamese
Oakland door hanger	YES	YES	
Human Trafficking	YES	YES	Vietnamese
Hate Crimes	YES	YES	Vietnamese
Domestic Violence Resource Cards	YES	YES	Vietnamese
Loss of Child	YES	NO	
Victim Compensation Information Card	YES	NO	
Flavored tobacco Ordinance	YES	YES	Vietnamese Farsi Arabic
Gunfire alert notice	YES	YES	Vietnamese
Phone script	YES	YES	
U Visa certification	YES	YES	
Town Hall meeting	YES	YES	
East Lake Merchant Meeting	YES	YES	Vietnamese
Tow Warning Notice	YES	YES	Vietnamese
Business cards	YES	YES	Vietnamese Arabic
Marcy’s Law AB1312	YES	YES	Vietnamese
Avoid being a victim	YES	YES	
OPD and City Helpful Number’s List	YES	YES	Vietnamese
ABAT Complaint Form	YES	YES	Vietnamese
Total # of vital documents reported = 42			

Table 4B. Vital Documents Status Summary

Department’s known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
---	---

Action Plan & Timeline:

Table 5. Multilingual Telephone Recordings

Location Description	Telephone Number	Status
Internal Affairs Division	510-238-3161	Complete/active
Drug/Prostitution Hotline	510-238-3784	Complete/active
Fireworks Hotline	510-238-2373	Complete/active
Chinatown Substation	510-238-7930	Complete/active
Emergency (911)	510-777-3211	Complete/active
Non-emergency line	510-777-3333	Complete/active

Table 6. Analysis by Community Based Service Locations

Facility Name	Address	Zip Code	Phone #	PCP #FTE	SP		CH	
					#FTE	%	#FTE	%
Police Administration Building	455 7 th Street	94607	510-238-3455	483	70	14	18	8
Eastmont Sub-Station	2651 73 rd Avenue	94605	510-777-8500	327	54	16	8	2
Communications Division	7101 Edgewater Drive	94621	510-777-3333	72	11	15	2	2.7
Recruiting and Backgrounds Unit	250 Frank H. Ogawa Plaza	94612	510-238-3339	9	2	22	0	0
Internal Affairs Division	250 Frank H. Ogawa Plaza	94612	510-238-3161	26	2	7	2	7
Domestic Violence Unit	470 27 th Street	94612	510-547-2505	8	N/A	N/A	N/A	N/A

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

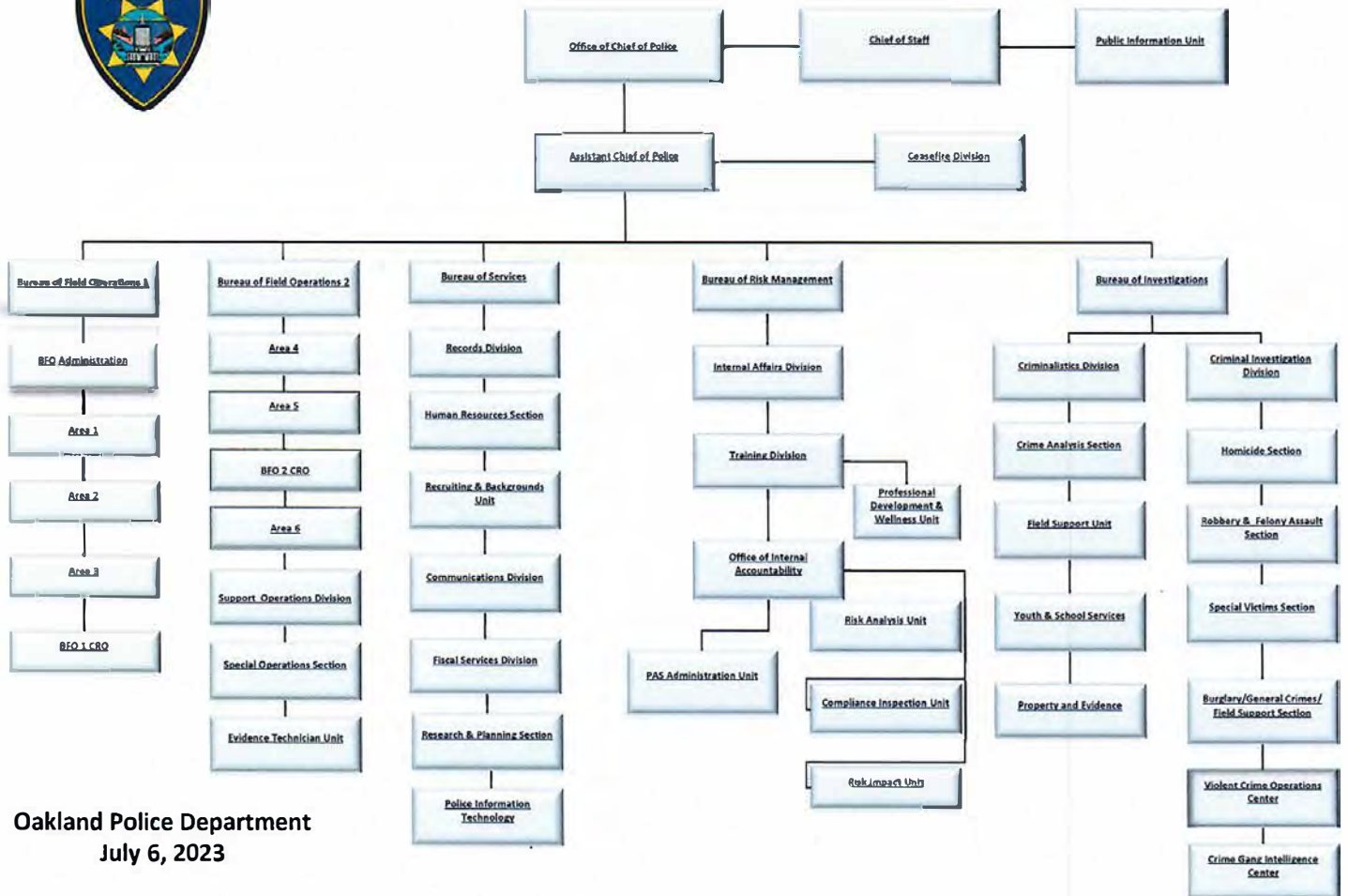
Table 7. Public Notices & Resources

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

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

Police Communications Language Breakdown

Oakland Police Department FY 22-23	Total	SP	CH
Communications Dispatchers	63	10	1
Communications Operators	2	0	0
Communications Supervisor & Senior	11	1	1
Total	76	11	2
Percentage of Total		14%	3%



Oakland Police Department
July 6, 2023



Si tiene la vocación para una carrera en el cumplimiento de la ley, estos son los pasos a seguir...

Los candidatos a Policía Principiantes deben cumplir cada etapa del proceso. En OPDJOB.com, tendrá la información útil, actualizada y completa sobre el proceso de selección, talleres disponibles, como solicitar el puesto y mucho más.

PROCESO DE SELECCIÓN

- Examen de aptitud física
- Examen escrito--POST (puntajes-T de 45 o más que han sido verificados serán exentos del examen)
- Entrevista oral
- Evaluación de aptitud psicológica/ antecedentes
- Trámite posterior al ofrecimiento de Puesto
- Certificación y asignación

REQUISITOS MÍNIMOS

- 21 años cumplidos al salir de la academia
- Ciudadano de EE.UU. o elegible para serlo
- Sin antecedentes penales
- Certificado de High School/GED
- Licencia de manejo de CA vigente al día de la contratación

APTITUDES DESEADAS:

Acondicionamiento físico, será examinado en las siguientes áreas...

- Lagartijas
- Abdominales
- Levantamientos en barra
- Carrera de milla y media

Fortaleza mental - incluye lo siguiente...

- Buena destreza de razonamiento
- Buena capacidad de comunicación

El Departamento de Policía de Oakland hace una investigación a fondo de los antecedentes para asegurar que sólo los más calificados sean reclutados. Por esta razón, los candidatos pueden ser eliminados en cualquier etapa del proceso de selección.

CONTÁCTENOS EN:

OPDJOB.COM
SÍGANOS EN
TWITTER

@OPDJobs 

Unidad de Reclutamiento y Antecedentes
250 Frank Ogawa Plaza, Suite D
Oakland, CA 94612

DEPARTAMENTO DE POLICÍA DE OAKLAND



ES EL DESAFÍO SUPREMO Y LA RECOMPENSA DEFINITIVA.

ES MÁS DE LO QUE PIENSA.



OPDJOB.COM

Participación Comunitaria • Excelentes Prestaciones • Carrera Satisfactoria

SÍGANOS EN  **TWITTER**



Oakland es diversa, activa y en movimiento. Es la única en las colinas-Oakland es el mayor centro urbano del Este de la Bahía y sirve a una población de más de 400,000 ciudadanos. Con buen clima, 19 millas de costa, gran cantidad de actividades recreativas, comunidades únicas y diversas, y tres importantes equipos de deporte profesional, Oakland lo tiene todo!

La visión de Oakland de llegar a ser ciudad modelo en los EE.UU. incluye la mejora en seguridad pública, con el Departamento de Policía de Oakland como piedra angular de esta meta.



EL DEPARTAMENTO

El Departamento de Policía de Oakland cree en la **vigilancia comunitaria** y considera seriamente este modelo en el proceso de selección, capacitación en la Academia y estrategias de asignación.

Los oficiales inician su carrera en patrulla y trabajan en contacto con la comunidad, empresas y otros cuerpos de seguridad pública para promover la seguridad pública y conservar la paz.



ES UNA ENCOMIENDA MÁS ELEVADA.

EL DESAFÍO SUPREMO Y LA RECOMPENSA DEFINITIVA.

OTRAS OPORTUNIDADES

Únase a un equipo creyente de profesionales talentosos y dedicados en un departamento de gran prestigio. Hay muchas oportunidades para servir a la comunidad en el Departamento de Policía de Oakland.

- Coordinador de Comunicaciones Policiacas
- Técnico en Evidencias Policiacas
- Especialista en Expedientes Policiacos
- Técnico Forense
- Técnico en Servicios Policiacos
- Codete de Policía



BUEN SALARIO

Los salarios iniciales están entre los más altos del Estado, y aumentan con la permanencia en el empleo...

- Entrenamiento en academia con sueldo
- Aumento de sueldo al salir de la academia
- 6 etapas con aumento de sueldo
- Prestaciones base laborales para titulados universitarios
- Incentivos económicos para certificados POST intermedios y avanzados

EXCELENTE BENEFICIOS

Algunos de los beneficios incluyen:

- Atención médica y dental pagadas para usted y su familia
- Plan de retiro PERB 2.7% @ 57
- Periodo de vacaciones inicial de 3 semanas al año, y aumenta con la antigüedad
- Reembolso en colegiaturas
- Dotación de uniforme y equipo

PARTICIPACIÓN COMUNITARIA

No hay mejor manera de participar en su comunidad que asumir un papel de liderazgo dentro de ella. El Departamento de Policía de Oakland es un lugar ideal para asumir tal liderazgo.

如果你有志從事執法工作，請按照以下申請步驟...

警察人員受訓學員必須通過甄選程序。

- OPDJOBS.com網站包括了關於甄選程序、研討會、申請有方式的有用、現行和深入深入的資訊、以及關於甄選程序的更多資訊。
- 體能測試
- 筆試 - POST 多項選擇題（對於認證的 T 分數為 45、或者超過 45，可免考）
- 口試
- 心理/背景適宜性評價
- 入職后的進程
- 認證和委任

選擇進程

最低要求

- 21 歲專業畢業
- 美國公民、或者具有美國公民資格
- 沒有重罪定罪
- 高中畢業證書/一般同等文憑
- 截至雇用日期具有有效的駕照

奧克蘭警察署會開展全面的背景調查，以確保只有最合格的人士成為雇員。基于這一原因，在選擇進程中必須從任何一點對候選人進行篩選。

聯繫我們：

應具有的品質：

強健的體魄 - 你曾被檢測：

- 俯卧撐
 - 仰臥起坐
 - 引體向上
 - 1.5 英里的跑步
- 堅強的意志 - 示例包括：
- 良好的推理能力
 - 良好的溝通技巧

招聘和背景部門

加州 94612，奧克蘭

250 Frank Ogawa

廣場，房間 D

奧克蘭警察署



這裡有著終極的挑戰、以及絕佳的回報。

這遠遠超出你所想象的。



OPDJOBS.COM

社區參與·絕佳的福利·令人滿意的職業

在推特上追



隨我們



如今的奧克蘭富有活力、處于商業、科技的最前沿、并且正在不斷地發展之中。從奧克蘭灣到丘陵地帶 - 奧克蘭是東灣最大的城市中心、服務超過400,000的人口。這裡有著絕佳的氣候，19英里的海岸線，豐富的休閒活動，多樣、獨特的社區、以及三個專業的運動隊。

奧克蘭的願景是成為一個現代美國城市，其中就包括促進公眾安全，這使得奧克蘭警察署成為實現這一願景的中堅力量。



其他機會

加入一個受到高度關注部門由精美、專業人士組成的正在發展壯大的團隊。奧克蘭警察署可提供服務社區的眾多不同職業機會。

- 警察通信調度
- 警方證據技術員
- 警方記錄專家
- 法醫技術員
- 警察服務技術員
- 警察學校學生

警察署

奧克蘭警察署對社區治安有著極大的信心，并且非常關注選擇進程、學院培訓、以及部署策略方面所采用的方法。

警員是通過巡邏來開展其工作的，他們與社區、企業、以及其他公共安全機構緊密合作來促進公眾安全、以及維護和平。



這會實現您更高的理想。

這裡有著終極的挑戰、以及絕佳的回報。

豐厚的薪水

剛開始時，薪水在全州中是最高的，并且隨著時間的推移，會繼續增加....

- 付費的專業培訓
- 在完成專業培訓之后薪水就會增加
- 6 層級加薪
- 針對具有大學學士的人士提供豐厚的補助
- 為擁有中級和高級 POST 證書人士提供金錢獎勵

優厚的福利

一些福利包括：

- 為你和你家人支付醫療保健和牙醫
- 2.7% @ 57 PERC 退休計劃
- 剛開始每年的假期為 3 周，以后會逐年增加
- 學費補助
- 制服和裝備補貼

社區參與

這是一個參與你的社區、并且在你的社區內發揮領導作用的絕佳機會。

奧克蘭警察署是讓你發揮領導作用的理想場所。

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Police Department

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
1036	893	98	137	Yes	44	30	No

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

This report covers fiscal year 2022-2023 and data is reported as of June 2023.

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

The Oakland Police Department (OPD) has an authorized strength of 741 sworn and 337.50 professional staff (i.e., part time and full time) personnel. Of the approximately 893 public contact positions, there are 137 Spanish and 30 Chinese bilingual employees assigned to various divisions throughout the department including but not limited to the following: Communications Division, Records Division, Internal Affairs Division, Criminal Investigation Division, Special Operations Division, Training Section, Field Operations, and the Office of the Chief of Police.

During this reporting period, the OPD exceeded the current threshold of 11% for those who were proficient in Spanish. The Department did not meet the 5% for those who were proficient in Chinese. Although OPD made every effort to meet the Chinese-speaking goal, one (1) issue that affected the recruitment for classifications that were deemed select certified Chinese is low application submissions.

OPD did and continues to strategize its recruitment efforts for these classifications by utilizing trust-building officers assigned to Oakland's Chinatown. Chinese translated recruitment material such as brochures, flyers, guides and resource cards were made available to the officers assigned to Chinatown to try and offset the issue of low application submissions and promote the community awareness for positions that were deemed select certified Chinese, (see example attached).

OPD will continue its outreach efforts to the Chinese and Spanish speaking populations through the following recruitment efforts:

- Advertising bilingual recruitments in various publications.
- Providing educational materials in the appropriate languages and placing them in highly visible areas where the public is serviced.
- Ensuring the OPD Spanish and Chinese speaking sworn, and professional staff respond to inquiries and attend community events.
- Continuously working with Trust Building Officers in the Fruitvale area, East Oakland, and Chinatown to increase the pool of bilingual candidates.

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

The Oakland Police Department has attended over 120 events including festivals, fairs, and school career days from July, 2022 to early June, 2023. Specifically, 10 events targeting the Chinese language community. OPD's webinars and online conference events had Spanish and Chinese-speaking representatives available for audiences that required bilingual translations. All event flyers were translated and made available for the Spanish and Chinese communities. The City of Oakland website maintained continuous recruitment for Police Officer Trainees and selected certification for bilingual Police Communications Dispatchers.

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

The OPD realizes the necessity of servicing LES communities and will continue to build upon the outreach efforts currently in practice. During this reporting period, OPD's outreach emphasized the need to recruit in the Spanish and Chinese communities to build diversity within the Department. Having a more culturally diverse Department that reflects the diversity in the Oakland community, will provide better LES services to the people of Oakland. OPD's best practices: 1) attend community events, 2) attend community college job fairs, 3) continue to show police presence in the Latino and Asian communities. Patrol officers continue to work with Oakland youth fostering positive relationships with police personnel and encouraging the youth to participate in the Police Cadet and Explorers programs.

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

The additional measures implemented are the revision of the Victim Services resources materials to include Spanish, Chinese, and Vietnamese languages. Brochures such as the "Safety Tips" for the community are available in the lobby of the Police Administration Building and placed in highly visible areas where the public congregates. Patrol officers and professional staff (civilian technicians) who are assigned to Patrol must carry Victim Services Cards in multiple languages in their vehicles, providing access to multiple languages (Spanish, Chinese, Vietnamese, and Arabic) while working on Patrol.

B. Translation of Written Vital Documents Assessment

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

- Police Administration Building (455 7th St): Records Division (third floor and lobby Kiosk), Patrol Desk lobby (first floor), and Office of the Chief of Police (eighth floor), Criminal Investigations Division - Missing Persons Unit (4th floor).
- Eastmont Sub Police Station (2651 73rd Avenue)
- Internal Affairs Division (250 Frank H. Ogawa Plaza, Suite C)
- Recruiting and Backgrounds Unit (250 Frank H. Ogawa Plaza, Suite D)
- Special Victims Unit (470 27th Street)

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

The Department has translated one hundred percent (100%) of its vital documents into three languages (Spanish, Chinese, and Vietnamese). The Department has made a commitment to ensure that all vital documents are translated and available to the public in highly visible areas of the various police buildings.

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

The Department embraces technology and, on its website, provides a “Google Translate” drop down option at the top right-hand corner on the first page of the website. This feature provides community members with the ability to translate reports, forms, and articles on the website in ten (10) different languages. In addition, the OPD Website includes the **Victim and Witness Assistance** resources available in four languages (English, Spanish, Chinese, and Vietnamese). See link below.

<https://www.oaklandca.gov/resources/victim-and-witness-assistance>

C. Multilingual Telephone Messages Assessment

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

OPD maintains phone message recordings in Chinese, Spanish and three (3) additional languages for units that have high volume public contact. The Department currently has six (6) lines that are recorded for multilingual users. Please refer to Table 5 Multilingual Telephone Recordings in the Quantitative Assessment Part II.

D. Assessment of Department Communication with LES Populations

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

OPD follows Administrative Instruction 145 and the Equal Access Ordinance by informing LES Spanish and Chinese populations of their rights to bilingual services. There are visible postings regarding interpretation services at pre-designated locations accessible to the public. The phone lines are interpreted in both Spanish and Chinese languages, vital documents required for the public are translated and made available in the required languages, and the website offers translation in eleven (11) languages. The Department utilizes a translation service line providing the ability for an individual to speak in their own language to a live person on the phone who will translate the entire conversation with police personnel.

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

There were no language access complaints filed for this fiscal year regarding the provision of bilingual oral and written services. All Departmental personnel have received specific training on how to handle the complaint process. The Departments General Order M-3 regarding complaints set forth the procedures.

E. Action Plan

1. **Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.**
 - Continue to ensure ALL vital documents are translated and kept in stock.
 - Continue to recruit in LES communities to ensure the pool of candidates are well represented.
 - Continue to increase relationships with LES individuals through our community outreach and community policing efforts.
 - Continue to maintain bilingual staff in all public contact positions.
 - Continue to attend and recruit at multi-cultural events in Oakland
 - Work with Trust Building Officers to engage the community and recruit more language diversity for public contact positions.
 - **NEW:** Attend cultural event in other communities, outside of Oakland.
 - **NEW:** Encourage more current employees to become certified to ensure optimal language services.
 - **NEW:** The Department plans to work closely with Human Resources Management to ensure posting of jobs are sent to Asian-centric organizations, publications, and/or associations for the law enforcement community.
 - **NEW:** When attending community meeting where the attendees may need language services – **ensure** there are Chinese and/or Spanish speaking police personnel in attendance depending on the need.