

ATTACHMENT G

Departmental Annual Compliance Report FY 2016-17

Reference Guide

AUDITOR	OFFICE OF THE CITY AUDITOR
CAO	CITY ADMINISTRATOR'S OFFICE
CLERK	OFFICE OF THE CITY CLERK
COUNCIL	CITY COUNCIL
EWD	ECONOMIC & WORKFORCE DEVELOPMENT
FINANCE	FINANCE DEPARTMENT
FIRE	FIRE DEPARTMENT
HCD	HOUSING & COMMUNITY DEVELOPMENT DEPT
HRM	HUMAN RESOURCES MANAGEMENT DEPT
HSD	HUMAN SERVICES DEPARTMENT
ITD	INFORMATION & TECHNOLOGY DEPARTMENT
MAYOR	OFFICE OF THE MAYOR
OCA	OFFICE OF THE CITY ATTORNEY
OPL	OAKLAND PUBLIC LIBRARY
OPR	OAKLAND PARKS & RECREATION DEPARTMENT
OPW	OAKLAND PUBLIC WORKS DEPARTMENT
OPD	OAKLAND POLICE DEPARTMENT
PBD	PLANNING & BUILDING DEPARTMENT
PEC	PUBLIC ETHICS COMMISSION

Department Name: Office of the City Auditor
Fiscal Year: 2016-2017



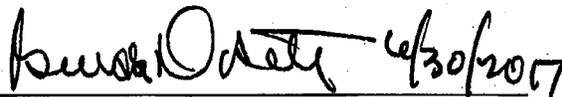
EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Office of the City Auditor
FISCAL YEAR: 2016-2017

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

I, **Brenda Roberts**, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for **Office of the City Auditor** was submitted on **June 30, 2017**.


Signature & Date

Brenda D., Roberts, City Auditor
Print Name & Title

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Brenda D. Roberts	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	broberts@oaklandnet.com	dshupe@oaklandnet.com	Same

Table 2 Department Employee Statistics					
Total # of FTE Employees	7		New Hires This Fiscal Year (by position)	3	
Public Contact Positions (PCP)	2		New PCP Hires This Fiscal Year	2	
PCP With Spanish Language Skill	2	100 %	New PCP Hires with Spanish Language Skill	2	100%
PCP With Chinese Language Skill	0	0 %	New PCP Hires with Chinese Language Skill	0	0%

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

Table 3A. Department Organization Structure	
Brenda Roberts, City Auditor	Jennifer Lim, Performance Auditor
Carlos Hickerson, Interim Assistant City Auditor	Mark Carnes, Performance Auditor
Dena Shupe, Executive Assistant to the City Auditor	Rebecca Robles, Administrative Assistant II
Mary Seymour, Performance Audit Manager	<i>(see attached organization chart for further clarification)</i>
Alessia Dempsey, Performance Audit Manager (Fraud)	
Orsolya Kovessi, Senior Performance Auditor	
Jenifer Hallock, Senior Performance Auditor	

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.		
No super PCP units in the office of the city auditor	SP=	CH =	SP= CH =

Table 4A Vital Documents List			
Document Name	Key: SP= Spanish CH= Chinese		
	SP Translation Available?	CH Translation Available?	Other? Specify:
Fraud, Waste + Abuse Flyer & FAQ	YES	YES	
Website: Fraud, Waste and Abuse FAQ	YES	YES	
Website: Home Welcome Message	YES	YES	

Department Name: Office of the City Auditor
 Fiscal Year: 2016-2017

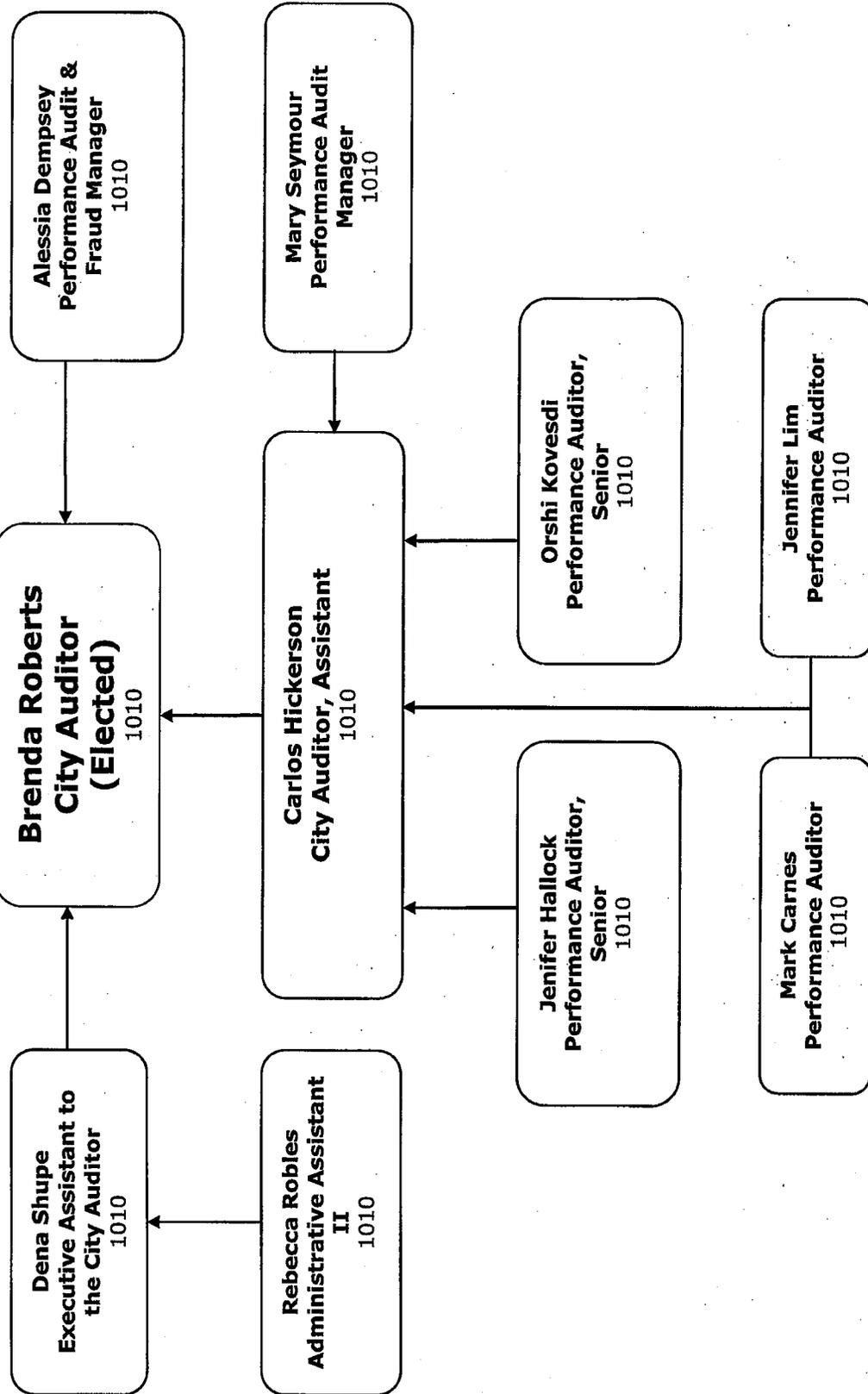
Table 4B. Vital Documents Status Summary	
Are all the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please provide an action plan below
Action Plan & Timeline:	

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
City Auditor's Front Desk	238-3378	Completed
<i>Public Phone Number with translated voice recording = 100%</i>		

Table 6 Analysis by Community Based Service Locations				PCP		SP SPEAKING		CH SPEAKING	
Facility Name	Address	Zip Code	Phone #	# 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 beats and firehouses.

**OFFICE OF THE CITY AUDITOR
ORGANIZATIONAL CHART (Current)**



III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
7	2	0	2	YES	0	0	YES

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

The Office of the City Auditor is charged with providing audit and investigative services to promote accountability to the public and improve the economy, efficiency, and effectiveness of our City government.

In 2015, the Office amended its Comprehensive Audit Manual, Chapter 2, Professional Environment and Rules of Conduct, to add a new subsection, 2.26, Equal Access to Services. Subsection 2.26 states the Office’s strong commitment to equal access to services for all Oakland residents, regardless of English proficiency.

Located on the secured 4th floor of Oakland City Hall, 1 Frank H. Ogawa Plaza, the Office rarely receives foot traffic from Oakland residents. However, there are notices posted immediately outside the elevators, leading to the Office reception area, that, if necessary, the Office can provide Spanish-speaking staff for assistance. There is also a notice at the reception desk informing visitors that interpreters are available, by telephone, to aid in several different languages at no charge.

The Office of the City Auditor has also recorded its telephonic message in English, Spanish, Mandarin, and Cantonese. On the Office of the City Auditor’s website, vital pages are in Spanish and Chinese: the welcome message on the website home page, the Fraud, Waste + Abuse Prevention Program (now called the Whistleblower Hotline Program) FAQ page and the Fraud, Waste + Abuse Flyer.

In addition, the Office of the City Auditor coordinates with the City Administrator’s Equal Access division should any LES person need assistance beyond what the Office can provide.

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

In addition to the elected City Auditor, the Office has only 6 permanent staff. Turnover is generally low; however, 4 employees left the Office during the reporting period. One of the vacant positions was temporarily filled by a tri-lingual auditor (Italian-French-Spanish) and our Assistant City Auditor position has been temporarily filled by a bi-lingual (English-Spanish) speaker. There was turnover in the public contact positions (Administrative Assistant to the City Auditor and Executive Assistant to the City Auditor) during the reporting period as well. The Executive Assistant position was permanently filled by staff able to engage in conversational Spanish. The Administrative Assistant position was filled temporarily by a bi-lingual (English-Spanish) speaker.

Efforts are underway to recruit permanent employees for the temporary positions. Recruitment efforts target a wide field by contacting various national auditor associations and posting openings on LinkedIn, Idealist, and indeed.

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

The Office of the City 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 makes an effort to hire individuals from diverse backgrounds and different ethnicities, and implement “best practices” in hiring bi-lingual employees. Additionally, the Office of the City Auditor maintains a list of employees who speak threshold languages and has more than one employee who can provide service to a LES person during business hours.

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

The Office of the City Auditor ensures that an equal level of service is provided to LES Spanish and Chinese populations by having all three of its vital documents translated in Spanish and Chinese: the welcome message on the Office of the City Auditor website home page; the Fraud, Waste + Abuse Prevention Program FAQ page on the Office of the City Auditor website; and the Fraud, Waste + Abuse FAQ flyer. The Office can also access interpreter translation services via Language Line.

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

Over the next 12 months, the Office of the City Auditor will continue to work closely with and implement recommendations and requirements of the Equal Access Office. The Office of the City Auditor also plans to make the language options on its website more user-friendly for the LES population. Our Office also plans to translate its new Whistleblower Hotline Program business cards and posters in Chinese and Spanish.

B. Translation of Written Vital Documents Assessment

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

The Office of the City Auditor has posted notices, located immediately outside the elevators leading to the Office, indicating that, if necessary, the 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.

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

The Office of the City Auditor has a total of (3) vital documents: the welcome message on the Office of the City Auditor website home page; and the Fraud, Waste + Abuse Prevention Program FAQ page; and

the Fraud, Waste + Abuse Flyer on the Office of the City Auditor website. 100% of the Office of the City Auditor's vital documents have been translated into Spanish and Chinese. Notices in both Spanish and Chinese are available on the homepage of the Office's website, www.OaklandAuditor.com. Each includes the Office's phone number and the message that interpreters are available. The notices are not altered or taken down except to update them with Equal Access-reviewed material. Currently, the Office's website is being updated. As part of this process, the Office intends to make certain that most, if not all, of our webpages have translation functions.

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

During the reporting period, no other written documents were translated. Over the course of the next fiscal year, the Office of the City Auditor will consider translating its annual report and the Whistleblower Hotline Program annual report into Chinese and Spanish.

C. Multilingual Telephone Messages Assessment

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

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

D. Assessment of Department Communication with LES Populations

1. Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

In response to the last EAO Language Access Survey results, 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. While our Office doesn't interface daily with Oakland residents, we will strongly consider spending the time and funds necessary to have our annual report and the Fraud, Waste + Abuse Prevention Program annual report translated into Chinese and Spanish and then posted on our website. The Office will also continue to promote its Whistleblower Hotline Program by providing materials in Spanish and Chinese for community meetings. Also, we will strive to ensure that neighborhood community meetings, attended by the City Auditor, include a translator as needed.

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

Notices in both Spanish and Chinese are available on the homepage of the Office's website, www.OaklandAuditor.com. Each notice includes the Office's phone number and the message that interpreters are available. There is also a notice on the front desk of the Receptionist to the City Auditor informing visitors that interpreters are available to provide assistance in several different

languages. The Office also plans to affix Language Line stickers at each workspace in the Office to assist staff in requesting interpreters.

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

The Office of the City Auditor's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services consists of Spanish and Chinese sections on the Office's website stating that interpreters are available when they call.

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

The Office of the City Auditor has not received any 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. Please identify action steps for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.

Our Office is not open to the public. We are located on a secure floor with limited access. However, over the next 12 months, the Office of the City Auditor will continue to implement recommendations and requirements of the Equal Access Office. We will attempt to reach LES populations by translating vital documents and materials into Spanish and Chinese, consider having our annual report and the Whistleblower Hotline Program annual report translated into Chinese and Spanish and promote our Whistleblower Hotline Program to the LES population by providing materials in Spanish and Chinese at community meetings and public facing departments throughout the City.

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

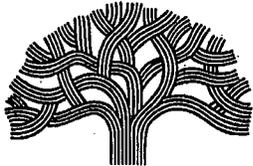
The Office of the City Auditor has posted a notice, located immediately outside the elevators leading to the reception area, indicating that, if necessary, the Office can provide Spanish-speaking staff for assistance. There is also a prominent notice on the front desk of the Receptionist to the City Auditor informing visitors that interpreters are available to provide assistance in several different languages. Notices in both Spanish and Chinese are available on the homepage of the Office's website, www.OaklandAuditor.com. Each includes the Office's phone number and the message that interpreters are available. The Fraud, Waste + Abuse Prevention Program FAQ page on the Office of the City Auditor website has also been translated into Spanish and Chinese.

CITY AUDITOR'S OFFICE

ORGANIZATION	LOCATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	PCP	LANGUAGE
07111 - City Auditor Unit	City Hall - 4th Floor	One Frank Ogawa Plaza	Administrative Assistant II	31-May-17	YES	Spanish
07111 - City Auditor Unit	City Hall - 4th Floor	One Frank Ogawa Plaza	Performance Auditor	07-DEC-15	NO	
07111 - City Auditor Unit	City Hall - 4th Floor	One Frank Ogawa Plaza	Performance Auditor, Sr.	25-APR-16	NO	French/Italian/English
07111 - City Auditor Unit	City Hall - 4th Floor	One Frank Ogawa Plaza	Performance Auditor, Sr.	25-APR-16	NO	Hugarian/Romanian/English
07111 - City Auditor Unit	City Hall - 4th Floor	One Frank Ogawa Plaza	Performance Auditor	07-DEC-15	NO	
07111 - City Auditor Unit	City Hall - 4th Floor	One Frank Ogawa Plaza	City Auditor	05-JAN-15	NO	
07111 - City Auditor Unit	City Hall - 4th Floor	One Frank Ogawa Plaza	Performance Audit Manager	17-AUG-15	NO	Spanish/French
07111 - City Auditor Unit	City Hall - 4th Floor	One Frank Ogawa Plaza	Exec Asst to the City Auditor	10-APR-17	YES	Conversational Spanish
07111 - City Auditor Unit	City Hall - 4th Floor	One Frank Ogawa Plaza	Interim City Auditor, Assistant	31-May-17	NO	Spanish

New Employees in grey

Department Name: City Administrator's office
Fiscal Year: 2016-2017



CITY OF OAKLAND

EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: City Administrator's Office
FISCAL YEAR: 2016-2017

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

I, Stephanie Hom, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for City Administrator's Office was submitted on 6/29/17.

6/29/17

Signature & Date

Print Name & Title

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Sabrina Landreth	Winnie Woo	Alexandra Orologas
Title	City Administrator	Executive Asst to the Asst. City Administrator	Assistant to the City Administrator
Address	1 Frank H. Ogawa Plaza, Suite 301	1 Frank H. Ogawa Plaza, Suite 301	1 Frank H. Ogawa Plaza, Suite 301
Phone#	510-238-3301	510-238-7798	510-238-7785
Email	SLandreth@oaklandnet.com	Wwoo@oaklandnet.com	AOrologas@oaklandnet.com

Table 2 Department Employee Statistics				
Total # of FTE Employees	96		New Hires This Fiscal Year (by position)	11
Public Contact Positions (PCP)	36		New PCP Hires This Fiscal Year	3
PCP With Spanish Language Skill	9	25%	New PCP Hires With Spanish Language Skill	1 33%
PCP With Chinese Language Skill	3	8 %	New PCP Hires With Chinese Language Skill	0 0%

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

Table 3A. Department Organization Structure	
<p><u>City Administrator's Office</u> City Administrator Assistant City Administrator Deputy City Administrator Assistant to the City Administrator City Administrator Analyst Executive Asst to City Administrator Executive Asst to Asst. City Administrator Admin Asst to City Administrator Admin Asst II (CONF) Public Service Rep Senior Aide Public Information Officer II</p>	<p><u>Oakland Animal Services</u> Director of Animal Services Executive Assistant to the Agency Director Shelter Manager Veterinary Division Animal Control/Field Services Division Animal Care Division Administrative Assistant I Public Service Representatives Volunteer Coordinator</p>
<p><u>Citizen's Police Review Board</u> CPRB – Executive Director Policy Analyst Complaint Investigators Intake Technicians Office Assistant</p>	<p><u>Contracts and Compliance</u> Director Admin Services Manager I Receptionist Sr. Contract Compliance Officer Employment Serv. Supervisor Administrative Analyst II Contract Compliance Officers Job Developer Asst. Contract Compliance Officer Contract Compliance Field Tech</p>
<p><u>Equal Opportunity</u> Equal Emp. Opportunities Officer Equal Opportunity Specialist</p>	<p><u>Employee Relations</u> Employee Relations Manager Employee Relations Analyst Prin Human Resources Technician</p>
<p><u>Budget Office</u> Budget Director Assistant to the City Administrator City Administrator Analyst Accountant III</p>	<p><u>Race and Equity</u> Director</p>

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:	
In 2015, the City Council approved the establishment of the Department of Race and Equity within the City Administrator's Office. During FY 2016-17, the Department of Race and Equity was created and a director was hired in October 2016.	

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
Oakland Animal Services	SP= 1 CH = 0	SP= 4 CH = 2

Key: SP= Spanish CH= Chinese

Table 4A Vital Documents List

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
FY 2017-19 Budget Fact Sheet	Yes	Yes	
Police Commission Application and Flyer	Yes	Yes	
CPRB Compliant Application	Yes	Yes	
CPRB Brochure	Yes	Yes	Vietnamese Korean
Minimum Wage (includes posters, frequently asked questions, claim forms, and site visit questionnaire)	Yes	Yes	
Local and Small Local Business Enterprise Program*	Yes	Yes	
Local Employment Brochure*	Yes	Yes	
15% Apprenticeship Program*	Yes	Yes	
Fowl in Oakland	Yes	Yes	
Owner Surrender Agreement	Yes	Yes	
About Oakland Animal Services	Yes	Yes	
Cat Adoption Questionnaire	Yes	Yes	
Cats and Scratching – No Declaw	Yes	Yes	
Children and Dogs	Yes	Yes	
Did You Know That Rabbits	Yes	Yes	
Dog Tips	Yes	Yes	
Estimate of Fees	Yes	Yes	
Home Quarantine Agreement	Yes	Yes	
Introducing Cat to Cat	Yes	Yes	
Introducing Cat to Dog	Yes	Yes	
Introducing Dog to Dog	Yes	Yes	
Notice – Selling Animals	Yes	Yes	
Notice to Quarantine Biting Animals	Yes	Yes	
Potentially Dangerous Dogs Permit	Yes	Yes	
Preventing Cat Litter Box Problems	Yes	Yes	
Puppy House Training	Yes	Yes	
Rabbit Adoption Questionnaire	Yes	Yes	
Refusal to Quarantine Biting Animal	Yes	Yes	
Request for Hearing	Yes	Yes	
Title 6 - Animals	Yes	Yes	
To Adopt You Must	Yes	Yes	
Vet Clinics in Oakland	Yes	Yes	
Vicious Dog Permit	Yes	Yes	
Volunteer Application	Yes	Yes	
CIRDC Client Information Handout: Kennel Cough	Yes	Yes	

Compliance Notice/Common Animal Related Laws	Yes	Yes	
Conditions for Keeping a Potentially Dangerous Dog	Yes	Yes	
Conditions for Keeping a Vicious Dog	Yes	Yes	
Dog License Fee Waiver Application for Service Dogs	Yes	Yes	
Hearing Waiver – Potentially Dangerous Dog	Yes	Yes	
Hearing Waiver – Vicious Dog	Yes	Yes	
Impound Notice/Request for Extension of Hold Period	Yes	Yes	
Notice of Seizure of Animal(s)/Post Seizure Hearing Request	Yes	Yes	
Oakland Animal Control Regulation	Yes	Yes	
PDD Hearing Result Letter	Yes	Yes	
Pre Seizure Hearing Request	Yes	Yes	
Proof of Service VDD	Yes	Yes	
Property Inspection Requirements Prior to Release of Any Dog	Yes	Yes	
Property Inspection Requirements Prior to Release of Potentially Dangerous or Vicious Dog	Yes	Yes	
Request for Extension of Hold Period	Yes	Yes	
Request for Post Seizure Hearing	Yes	Yes	
Sorry We Missed You	Yes	Yes	
Spay/Neuter Appointment	Yes	Yes	
Dog Adoption Questionnaire	Yes	Yes	
Foster Agreement	Yes	Yes	
Found Animal Report	Yes	Yes	
Lost Animal Report	Yes	Yes	
OAS Public Sign-In	Yes	Yes	

Table 4B. Vital Documents Status Summary

Are all of the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please provide an action plan below
Action Plan & Timeline: For Contracts and Compliance, items marked with an (*) in Table 4A contain language that will need be revised by the end of 2017 to reflect the new wage increase.	

Table 5 Multilingual Telephone Recordings

Location Description	Telephone Number	Status
City Administrator's Main Line voicemail	238-3301	Complete
CPRB Main Line – voicemail instructions	238-3159	Complete
Oakland Animal Services Main Line	535-5602	Complete
Barking Nuisance	535-4887	Complete
Dead Pick Up	535-4888	Complete
Veterinary Line	238-2007	Complete
Minimum Wage	238-6258	Complete

Table 6 Analysis by Community Based Service Locations

Table 6 Analysis by Community Based Service Locations				PCP	SP SPEAKING		CH SPEAKING	
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
Oakland Animal Services	1101 29 th Avenue	94601	535-5602	14	8	28.57%	2	14.28%

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
96	36	4	9	Yes	2	3	Yes

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

The City Administrator's Office and its divisions are comprised of a total of 96 Full-Time Employees (FTE), 32 of which are Public Contact Positions (PCP). The Spanish-speaking PCP goal for the City Administrator's Office is 11.39% that equates to 4 FTEs. The City Administrator's Office has as a total of nine (9) Spanish-speaking PCPs. In regards to the Chinese-speaking PCP, the City Administrator's Office goal is 5.63%, which equates to 2 FTEs. And the City Administrator's Office has a total of two (2) Chinese-speaking PCPs.

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

For fiscal year 2016-17, the City Administrator's Office hired a total of eight (8) FTEs, with one being a PCP. One of the City Administrator's main priorities is to ensure that the public is provided with language access and has been working with Human Resource Management (HRM) to ensure that every effort is made in regards to community outreach and recruitment of qualified bilingual candidates.

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

A Google translation link was added to the city's website for easy and instant translation into various languages.

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

Contracts and Compliance staff has been doing site visits to businesses located in the limited English speaking communities to ensure that their business and employees are informed and in compliance with the minimum wage law.

In addition to translating documents to Spanish and Chinese, staff is also working on translating documents to Vietnamese and Korean, when appropriate.

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

The City Administrator's Office and its divisions will continue to work on community outreach to ensure that all information that is provided publicly in English is also made available to the Limited English Speaking community. The Oakland Animal Services will also be working with Equal Access to ensure that the remaining phone number (Veterinary line) is translated into Spanish and Chinese. And when new vital documents are made available to the public, staff will work with Equal Access to ensure that they are translated distributed to the community in a timely manner.

The department will also continue to update documents accordingly and to ensure that they are translated in a timely manner.

B. Translation of Written Vital Documents Assessment

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

Translated documents are available in the lobby areas of the City Administrator's Office, CPRB, Contracts and Compliance, and Oakland Animal Services. And the list of bilingual staff is placed at the front desk.

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

100% of the vital documents have been translated into Spanish and Chinese. Contracts and Compliance has three documents that be updated by the end of the calendar year to reflect the minimum wage increase on January 1, 2018.

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

The City Administrator's Office worked with Equal Access to translate the FY 2017-19 budget fact sheet and the police commission application into Spanish and Chinese to ensure that distribution to the LES community during the community outreach period.

C. Multilingual Telephone Messages Assessment

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

Most of the phone numbers have been translated into Spanish and Chinese. Animal Services staff worked with Equal Access to translate the Veterinary Line this year.

D. Assessment of Department Communication with LES Populations

1. Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?
The City Administrator's Office strives to provide the public with excellent customer service. The office will continue to ensure that staff at the front desk have easy access to bilingual staff that can help with translation and the phone number for translation.

2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.
The City Administrator's Office and its various divisions, whom have front counter/receptionist areas have been provided with a list of bilingual staff within the office that can provide language services.

3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.
Contracts and Compliance has been conducting site visits and outreach workshops to various Spanish and Chinese employee groups and business associations in communities that have LES populations.

4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?
During the Citywide Survey that was completed earlier this year, 20 surveys were completed. Of the 20 surveys, 25% required language assistance and 5% filed a complaint for the lack of language service.

E. Action Plan

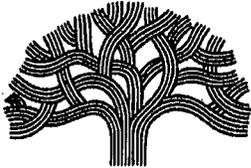
1. Please identify action steps for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.
Within the next 12 months, Contracts and Compliance will be translating the local and small business enterprise programs, local employment and apprenticeship policies into Spanish and Chinese. And will be updating the minimum wage documents to reflect the rate change in January 2018.

2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.
The City Administrator's Office and its divisions have posted language accessibility signs in the lobby/reception areas to inform the public of the various language services that is available. And Contracts and Compliance has been conducting site visits and ensuring that businesses have the current postings of the minimum wage information.

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	PCP	LANGUAGE
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Admin Asst to City Administrator	02-DEC-08	NO	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Administrative Assistant II (CONF)	22-MAY-89	YES	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Assist to the City Administrator	10-OCT-05	NO	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Assist to the City Administrator	13-DEC-05	NO	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Assist to the City Administrator	22-AUG-11	NO	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Assist to the City Administrator	07-JAN-13	YES	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Assist to the City Administrator	21-OCT-13	NO	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Assistant City Administrator	27-APR-15	NO	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Assistant City Administrator	10-AUG-15	NO	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	City Administrator	01-JUL-15	NO	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	City Administrator Analyst	13-NOV-00	NO	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	City Administrator Analyst	31-MAR-08	NO	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	City Administrator Analyst	07-JAN-14	NO	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	City Administrator Analyst	17-AUG-15	NO	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	City Administrator Analyst	12-OCT-15	NO	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Deputy City Administrator	27-JUL-15	NO	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Deputy City Administrator	11-APR-16	NO	Chinese
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Exec Asst to Asst City Administrator	07-FEB-11	NO	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Exec Asst to City Administrator	24-AUG-09	NO	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Mayor's PSE 14	13-SEP-01	YES	Spanish
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Mayor's PSE 14	09-FEB-00	YES	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Public Information Officer II	04-AUG-03	YES	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Public Service Representative	08-JUN-15	yes	Spanish
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Senior Aide, PT	04-MAR-13	NO	
02111 - City Administrator: Adm	1 Frank Ogawa Plaza	Senior Aide, PT	19-NOV-15	NO	
02211 - Citizens Police Review B	250 Frank H. Ogawa Plaza	Complaint Investigator II	04-OCT-10	YES	Spanish
02211 - Citizens Police Review B	250 Frank H. Ogawa Plaza	Complaint Investigator II	18-SEP-06	YES	
02211 - Citizens Police Review B	250 Frank H. Ogawa Plaza	Complaint Investigator II	10-NOV-14	YES	
02211 - Citizens Police Review B	250 Frank H. Ogawa Plaza	Complaint Investigator II	23-JUL-12	YES	Chinese
02211 - Citizens Police Review B	250 Frank H. Ogawa Plaza	Complaint Investigator II	12-SEP-16	YES	
02211 - Citizens Police Review B	250 Frank H. Ogawa Plaza	CPRB Executive Director	07-JUL-14	NO	
02211 - Citizens Police Review B	250 Frank H. Ogawa Plaza	CPRB Policy Analyst	17-SEP-16	NO	
02211 - Citizens Police Review B	250 Frank H. Ogawa Plaza	Intake Technician	13-MAY-96	YES	Spanish
02211 - Citizens Police Review B	250 Frank H. Ogawa Plaza	Intake Technician	14-DEC-15	YES	
02211 - Citizens Police Review B	250 Frank H. Ogawa Plaza	Office Assistant II	10-NOV-10	NO	
02311 - Equal Opportunity Progr	150 Frank Ogawa Plaza	Equal Emp Opportunities Officer	03-OCT-11	NO	
02311 - Equal Opportunity Progr	150 Frank Ogawa Plaza	Equal Opportunity Specialist	25-JAN-16	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Administrative Assistant I	18-JUL-16	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	17-OCT-11	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	17-JUN-14	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	07-JUL-14	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	12-MAR-16	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	05-JAN-17	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant	14-JAN-17	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	02-JAN-97	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	22-MAY-03	NO	

02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	09-OCT-06	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	08-JAN-11	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	05-JAN-13	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	17-JUN-14	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control & Shelter Manager	10-APR-17	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	05-NOV-05	YES	Spanish
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	03-NOV-09	YES	Spanish
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	05-APR-15	YES	Spanish
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	09-AUG-02	YES	Chinese
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	26-OCT-04	YES	Chinese
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	28-JAN-08	YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	21-DEC-14	YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer	30-MAR-15	YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Animal Control Officer, PPT	18-MAR-13	YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Assistant to the Director	26-OCT-15	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Director of Animal Services	17-NOV-14	YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Exec Asst to the Director	29-JUN-15	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Public Service Rep, PPT	07-NOV-16	YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Public Service Representative	23-MAY-16	YES	Spanish
02491 - Oakland Animal Services	1101 29TH AVENUE	Public Service Representative	08-JUN-13	YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Temp Contract Svcs Employee, PT	18-FEB-15	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Temp Contract Svcs Employee, PT	14-SEP-15	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Veterinarian	15-AUG-16	NO	
02491 - Oakland Animal Services	1101 29TH AVENUE	Veterinary Technician	19-JAN-15	YES	
02491 - Oakland Animal Services	1101 29TH AVENUE	Volunteer Program Specialist II	29-FEB-16	YES	
02611 - Contract Compliance Ur	250 Frank H. Ogawa Plaza	Administrative Analyst II	11-FEB-08	NO	
02611 - Contract Compliance Ur	250 Frank H. Ogawa Plaza	Administrative Services Manager I	17-FEB-98	NO	
02611 - Contract Compliance Ur	250 Frank H. Ogawa Plaza	Contract Compliance Officer	13-SEP-07	YES	
02611 - Contract Compliance Ur	250 Frank H. Ogawa Plaza	Contract Compliance Officer, Sr.	17-Oct-16	YES	Spanish
02611 - Contract Compliance Ur	250 Frank H. Ogawa Plaza	Director of Contracts & Purchasing	11-MAY-98	NO	
02611 - Contract Compliance Ur	250 Frank H. Ogawa Plaza	Receptionist	19-APR-82	YES	
02621 - Employment Services Ur	250 Frank H. Ogawa Plaza	Contract Compliance Field Tech	17-AUG-15	YES	
02621 - Employment Services Ur	250 Frank H. Ogawa Plaza	Contract Compliance Office Asst	21-MAR-07	YES	
02621 - Employment Services Ur	250 Frank H. Ogawa Plaza	Contract Compliance Office Asst	22-JAN-08	YES	
02621 - Employment Services Ur	250 Frank H. Ogawa Plaza	Contract Compliance Officer	08-OCT-91	NO	
02621 - Employment Services Ur	250 Frank H. Ogawa Plaza	Contract Compliance Officer	12-MAY-98	NO	
02621 - Employment Services Ur	250 Frank H. Ogawa Plaza	Contract Compliance Officer	26-MAY-98	NO	
02621 - Employment Services Ur	250 Frank H. Ogawa Plaza	Contract Compliance Officer, Sr.	06-OCT-86	NO	
02621 - Employment Services Ur	250 Frank H. Ogawa Plaza	Employment Services Supervisor	13-SEP-04	YES	
02621 - Employment Services Ur	250 Frank H. Ogawa Plaza	Job Developer	31-AUG-87	YES	
02631 - Outreach & Administration	250 Frank H. Ogawa Plaza	Administrative Analyst II	06-NOV-06	NO	
02811 - Budget Division	1 Frank Ogawa Plaza	Accountant III	04-DEC-84	NO	Tagalog
02811 - Budget Division	1 Frank Ogawa Plaza	Assist to the City Administrator	15-SEP-10	NO	
02811 - Budget Division	1 Frank Ogawa Plaza	Budget Director	28-DEC-05	NO	
02811 - Budget Division	1 Frank Ogawa Plaza	City Administrator Analyst	29-FEB-16	NO	
02811 - Budget Division	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	16-FEB-17	NO	

Department Name: Office of the City Clerk
Fiscal Year: FY2016-17



CITY OF OAKLAND

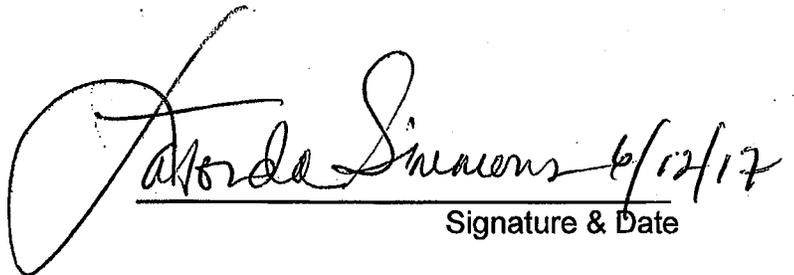
EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Office of the City Clerk
FISCAL YEAR: FY2016-17

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

I, LaTonda Simmons, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Office of the City Clerk was submitted on June 30, 2017.


Signature & Date

LaTonda Simmons, City Clerk
Print Name & Title

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	LaTonda Simmons	Sandy Wong	Sandy Wong
Title	City Clerk	Management Assistant	Management Assistant
Address	1 Frank H. Ogawa Plaza, Suite 201 Oakland, CA 94612	1 Frank H. Ogawa Plaza, Suite 201 Oakland, CA 94612	1 Frank H. Ogawa Plaza, Suite 201 Oakland, CA 94612
Phone#	510-238-7370	510-238-7979	510-238-7979
Email	lsimmons@oaklandnet.com	swong@oaklandnet.com	swong@oaklandnet.com

Table 2 Department Employee Statistics					
Total # of FTE Employees	17.5 FTE		New Hires This Fiscal Year (by position)	2	
Public Contact Positions (PCP)	2		New PCP Hires This Fiscal Year	None	
PCP With Spanish Language Skill	1	50 %	New PCP Hires With Spanish Language Skill	None	%
PCP With Chinese Language Skill	1	50 %	New PCP Hires With Chinese Language Skill	None	%

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

Table 3A. Department Organization Structure	
Office of the City Clerk	KTOP TV-10

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	Language Actual
City Clerk Administrative Services	SP= 1 CH = 1	SP= 1 CH = 1

Table 4A Vital Documents List Key:			
<i>Chinese</i>		<i>SP= Spanish CH=</i>	
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
City Clerk Brochure	Yes	Yes	Vietnamese
City Council Meeting Speaker Card	Yes	Yes	Vietnamese
Customer Service Survey	Yes	Yes	Vietnamese
Domestic Partnership Form	Yes	Yes	Vietnamese
Voting Materials	Yes	Yes	Vietnamese

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
17.5	2	0	1	Yes	0	1	Yes

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

Our office complies with the Equal Access Ordinance by having vital documents translated into threshold languages; having recorded telephone messages in threshold languages; and utilizing the City's extensive translation functions incorporated in the City's webpage and phone system.

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

Recruitments are conducted by the Department of Human Resources Management. We rely in the recruitment guidelines and testing methodology conducting by DHRM.

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

Having recorded telephone messages in threshold languages and posting of language services on the 24/7 posting boards. Having vital documents translated into threshold languages.

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

Our office has a Chinese Speaking PCP, a Chinese Speaking staff and a Spanish Speaking staff for providing the translation in Cantonese/Mandarin and Spanish languages. Staff also utilizes the telephone based language translation services to further our compliance with the Equal Access Ordinance.

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

We plan to continue with current language support, utilizing language based translation services and making core materials available in the designated languages. Make sure posters are visible to the public.

B. Translation of Written Vital Documents Assessment

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

We posted the notices in the reception area on 1st and 2nd floor offices located in City Hall.

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

Our office has a total of 5 vital documents of which 100% were translated in to Spanish and Chinese.

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

No

C. Multilingual Telephone Messages Assessment

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

We maintain recorded telephonic messages in Spanish and Chinese (Cantonese and Mandarin).

D. Assessment of Department Communication with LES Populations

1. Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

We plan to continue with the current language support from Equal Access, utilizing language based translation services, making signage and core materials available in the designated languages.

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

Have a list of bilingual staff for in-house language assistance and information on Over-the-Phone Interpretation Services available at the front counters. Trained staff on utilize all available language assistances to assist the public.

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

Post notices on visible wall and counter in the reception area of 1st and 2nd floor offices.

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

No

E. Action Plan

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

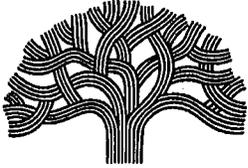
We plan to continue with current language support, utilizing language based translation services and making core materials available in the designated languages.

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

Equal Access Posters posted on the wall of the reception area of 1st and 2nd floor offices. Website has a link to the Equal Access Office. The Annual Compliance Plan is available to the public upon request.

ORGANIZATION	LOCATION	JOB_CLASS	HIRE_DATE	PCP	LANG
03121 - City Clerk Unit	City Hall 2nd Floor	Administrative Analyst I	14-JUN-96	NO	
03121 - City Clerk Unit	City Hall 2nd Floor	City Clerk	19-MAY-03	YES	Spanish
03121 - City Clerk Unit	City Hall 2nd Floor	Citywide Records Manager	01-APR-10	NO	
03121 - City Clerk Unit	City Hall 2nd Floor	Exec Asst to the Director	22-APR-13	NO	
03121 - City Clerk Unit	City Hall 2nd Floor	Legislative Recorder	10-AUG-16	NO	
03121 - City Clerk Unit	City Hall 2nd Floor	Legislative Recorder	22-AUG-16	NO	
03121 - City Clerk Unit	City Hall 2nd Floor	Legislative Recorder	23-OCT-06	NO	
03121 - City Clerk Unit	City Hall 2nd Floor	Management Assistant	16-NOV-89	YES	Chinese
03211 - KTOP Operations	City Hall 2nd Floor	Cable Operations Technician	31-MAR-00	NO	
03211 - KTOP Operations	City Hall 2nd Floor	Cable Operations Technician	01-APR-00	NO	
03211 - KTOP Operations	City Hall 2nd Floor	Cable Operations Technician	10-SEP-02	NO	
03211 - KTOP Operations	City Hall 2nd Floor	Cable Operations Technician	03-JUL-95	NO	
03211 - KTOP Operations	City Hall 2nd Floor	Cable TV Operations Chief Engineer	06-AUG-01	NO	
03211 - KTOP Operations	City Hall 2nd Floor	Cable TV Prod & Ops Manager	12-JUN-89	NO	
03211 - KTOP Operations	City Hall 2nd Floor	Cable TV Production Assistant	09-APR-12	NO	Chinese
03211 - KTOP Operations	City Hall 2nd Floor	Cable TV Production Assistant	12-MAR-01	NO	
03211 - KTOP Operations	City Hall 2nd Floor	Cable TV Stage Manager, PT	26-FEB-01	NO	

Department Name: CITY COUNCIL
Fiscal Year: 2017



CITY OF OAKLAND

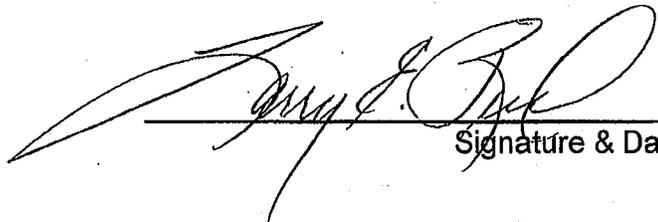
**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: City Council
FISCAL YEAR: 2017

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

I, Larry Reid, Council President, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for City Council was submitted on 6/30/17.


Signature & Date

Larry Reid, Council President
Print Name & Title

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Larry Reid	Susan A, Sanchez	Susan A, Sanchez
Title	Council President	Executive Assistant to City Council	Executive Assistant to City Council
Address	1 Frank H. Ogawa Plaza 2 nd Fl. Oakland, CA 94612	1 Frank H. Ogawa Plaza 2 nd Fl. Oakland, CA 94612	1 Frank H. Ogawa Plaza 2 nd Fl. Oakland, CA 94612
Phone#	510 238-7007	510 238-6917	510 238-6917
Email	LReid@Oaklandnet.com	Sasanchez@Oaklandnet.com	Sasanchez@Oaklandnet.com

Table 2 Department Employee Statistics					
Total # of FTE Employees	23		New Hires This Fiscal Year (by position)	10	
Public Contact Positions (PCP)	23		New PCP Hires This Fiscal Year	10	
PCP With Spanish Language Skill	3	13%	New PCP Hires With Spanish Language Skill	2	20%
PCP With Chinese Language Skill	1	4%	New PCP Hires With Chinese Language Skill	0	%

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

Table 3A. Department Organization Structure
Council Administration
District One Unit
District Two Unit
District Three Unit
District Four Unit
District Five Unit
District Six Unit
District Seven Unit
Council At Large Unit

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.

Table 4A Vital Documents List			
<i>Key: SP= Spanish CH= Chinese</i>			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Office Close notice	YES	YES	
Turkey give away flyer	YES	YES	
Turkey give away registration form	YES	YES	
Turkey give away message card	YES	YES	
Small Business Task Force Survey	YES	YES	Vietnamese

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

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
City Council – Front Desk	510 238-3266	Completed

Table 6 Analysis by Community Based Service Locations				PCP	SP SPEAKING		CH SPEAKING	
Facility Name	Address	Zip Code	Phone #	# 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 beats and firehouses.

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
23	23	3	3	YES	1	1	YES

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

For FY 2016-2017, the City Council had bilingual PCPs in Spanish and Chinese (both Cantonese and Mandarin). The goals for Bilingual PCPs (as determined by an earlier assessment) were 11.39% for Spanish speaking and 5.63% for Chinese speaking. Both goals were met in 2016/2017. In addition to bilingual staff members, two of the City's elected officials (City councilmembers) also spoke Spanish. That brought the total Spanish speakers to 5.

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

The Councilmembers know the bilingual needs within each of their districts and recruit those that speak the various languages to assist their Constituents. The District 2 Councilmember is Spanish speaking and has Chinese speaking staff member on board through outreach efforts within the Chinese speaking community.

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

As noted above, the District 2 and District 5 office includes both a Spanish speaking Council member representatives, as well as a Chinese speaking and 2 Spanish speaking staff members.

Council members continue to take advantage of interpreter services when needed for public meetings, and printed and on-line outreach materials are made available in several languages, when doing outreach to monolingual communities.

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

Recognizing that monolinguals 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, monolinguals 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.

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

The 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.

B. Translation of Written Vital Documents Assessment

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

At the City Council's Reception desk on prominent display is a sign provided by Language Line Services announcing that interpretation services are available in 20 languages.

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

Each Councilmember determines which documents need to be translated for distribution to monolingual constituents. The Council President 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. 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.

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

Please see response to question 2 above.

C. Multilingual Telephone Messages Assessment

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

The 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. Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

The City Council is not one department but is comprised of the offices of seven distinct council district offices as well as an at-large council office and council administration office. The seven district offices address their respective constituent concerns and service gaps. Prior to any Council office doing any hiring, the Council's Executive Assistant will inform that office of the hiring requirements for Equal Access.

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

At the present time, there is no City Council written policy relating to communication with LES Spanish and Chinese speakers.

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

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

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

The City Council Executive Assistant and her one staffer who staff the Council reception area have not received any complaints, nor has the Council President received any complaints. We are not aware of any complaint received by any other council office.

E. Action Plan

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

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.

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

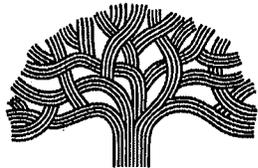
See B.1 above regarding the prominent display of available language access through Language Line at the City Council's reception desk. There is no single City Council website on which to post the availability of an annual compliance plan. Each Councilmember is responsible for his/her own website.

City Council Offices

6/30/2017

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	PCP	LANGUAGE
00011 - Council Administration Unit	1 Frank Ogawa Plaza	City Council PSE 14	27-FEB-17	YES	Spanish
00011 - Council Administration Unit	1 Frank Ogawa Plaza	City Council PSE 14	16-AUG-04	YES	Spanish
00011 - Council Administration Unit	1 Frank Ogawa Plaza	City Council PSE-51	03-AUG-98	YES	
00011 - Council Administration Unit	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	04-OCT-16	YES	
00111 - District One Unit	1 Frank Ogawa Plaza	City Council PSE 14	28-JAN-15	YES	
00111 - District One Unit	1 Frank Ogawa Plaza	City Council PSE-51	17-JAN-13	YES	
00111 - District One Unit	1 Frank Ogawa Plaza	City Council PSE-51	07-JAN-13	YES	
00111 - District One Unit	1 Frank Ogawa Plaza	Council Member	07-JAN-13	YES	
00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE 14	06-SEP-16	YES	
00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE 14	24-AUG-15	YES	Chinese
00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	03-AUG-16	YES	
00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	16-MAR-16	YES	
00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	05-JAN-15	YES	
00211 - District Two Unit	1 Frank Ogawa Plaza	Council Member	05-JAN-15	YES	Spanish
00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE 14	07-JAN-13	YES	
00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE-51	02-NOV-15	YES	
00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE-51	01-JUN-00	YES	
00311 - District Three Unit	1 Frank Ogawa Plaza	Council Member	07-JAN-13	YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE 14	12-SEP-16	YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE-51	05-JAN-15	YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE-51	05-JAN-15	YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	Council Member	05-JAN-15	YES	
00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14	19-AUG-16	YES	Spanish
00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14	22-SEP-15	YES	
00511 - District Five Unit	1 Frank Ogawa Plaza	Council Member	07-JAN-13	YES	Spanish
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14	03-JUL-16	YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	11-JUN-10	YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	01-FEB-08	YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	12-SEP-16	YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	14-SEP-15	YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	13-JUN-14	YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	13-JAN-12	YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	18-FEB-11	YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	17-JUL-10	YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	21-MAY-10	YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	21-MAY-10	YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	Council Member	06-JAN-03	YES	
00711 - District Seven Unit	1 Frank Ogawa Plaza	City Council PSE 14	23-FEB-98	YES	
00711 - District Seven Unit	1 Frank Ogawa Plaza	City Council PSE-51	07-MAY-01	YES	
00711 - District Seven Unit	1 Frank Ogawa Plaza	City Council PSE-51	24-JAN-00	YES	
00711 - District Seven Unit	1 Frank Ogawa Plaza	Council Member	01-JUL-85	YES	
00911 - Council At Large Unit	1 Frank Ogawa Plaza	City Council PSE 14	22-JUL-16	YES	
00911 - Council At Large Unit	1 Frank Ogawa Plaza	City Council PSE-51	01-JUL-14	YES	
00911 - Council At Large Unit	1 Frank Ogawa Plaza	Council Member	05-JAN-09	YES	
00911 - Council At Large Unit	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	06-SEP-16	YES	

Department Name: EWD
Fiscal Year:



CITY OF OAKLAND

EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Economic & Workforce Development Department
FISCAL YEAR: FY2016-2017

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

I, Patrick Lane, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Economic & Workforce Development Department was submitted on 7/11/2017.

Patrick Lane 7/11/17

Signature & Date

Patrick Lane Acting Director

Print Name & Title

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Economic and Workforce Development Department

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Mark Sawicki	Susana Villarreal	Donna M Howell
Title	Director	Employment Services Supervisor	Administrative Services Manager II
Address	250 Frank H. Ogawa Plaza, 5th Floor, Oakland, CA 94612	270 Frank H. Ogawa Plaza, Oakland, CA 94612	250 Frank H. Ogawa Plaza, 5th Floor, Oakland, CA 94612
Phone#	(510) 232-2992	(510) 238-7794	(510) 238-3852
Email	MSawicki@oaklandnet.com	SVillarreal@oaklandnet.com	dhowell@oaklandnet.com

Table 2 Department Employee Statistics					
Total # of FTE Employees	45		New Hires This Fiscal Year (by position)	5	
Public Contact Positions (PCP)	3		New PCP Hires This Fiscal Year	1	
PCP With Spanish Language Skill	1	33%	New PCP Hires With Spanish Language Skill	0	%
PCP With Chinese Language Skill	1	33%	New PCP Hires With Chinese Language Skill	1	100%

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

Table 3A. Department Organization Structure	
Administration	Cultural Arts & Marketing
Project Implementation	
Economic Development	
Oakland Army Base Redevelopment	
Workforce Development	
Real Estate	
Public Art	

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		<i>Key: SP= Spanish CH= Chinese</i>	
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Economic Development	YES	YES	
Business Assistance Center Flowcharts	YES	YES	
Minimum Wage Law	YES	YES	
Minimum Wage FAQ	YES	YES	
Minimum Wage/ Measure FF Newspaper Ad	YES	YES	
Paid Sick Leave Notices	YES	YES	
Broadway Shuttle Information Cards	YES	YES	
Project Implementation	YES	YES	
Facade and Tenant Improvement Program Description	YES	YES	
Facade Improvement Program Application	YES	YES	
Tenant Improvement Program Application	YES	YES	
Broadway Shuttle Survey	YES	YES	
Broadway Shuttle Brochure	YES	YES	
Walking Tours Program	YES	YES	
Public Art Program Information Sheet	YES	YES	
Public Art Policy Guidelines for Artist-Community Initiated Projects	YES	YES	
25th Anniversary Loma Prieta Earthquake postcards	YES	YES	
Council Redistricting Community Meeting Flyer	YES	YES	
Real Estate	YES	YES	
Flyer-Surplus Land	YES	YES	

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

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Business Assistance Center, 270 Frank H. Ogawa Plaza, Oakland, CA 94612	510-238-7952	In compliance

Table 6 Analysis by Community Based Service Locations (N/A)	PCP	SP SPEAKING	CH SPEAKING
Table does not apply to the Economic and Workforce Development Department.			

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
45	3	0	1	Yes	0	1	Yes

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

The Economic and Workforce Development Department's focus in this report is the Business Assistance Center (BAC) because it provides direct public contact to small businesses. BAC continues to offer handout materials, business development workshops, and bilingual assistance in Chinese, Spanish and Vietnamese. One of the BAC staff is fully bilingual in Spanish, thus increasing our ability to provide services in Spanish to the community.

Several of the Oakland's Business Services Providers Organization Network Partners: Alameda County Small Business Development Center (ACSBDC), AnewAmerica, Kiva, Lawyer's Committee for Civil Rights (LCCR) Renaissance Center, and Working Solutions are now offering technical assistance services and client support from the BAC. This partnership further allows the City of Oakland to provide services in Chinese and Spanish to walk in clients and Oakland small businesses thus increasing the City's overall ability to serve those populations.

The BAC offers a once a month Legal Clinic in English, Chinese or Spanish. Limited English Speakers (LES) sign up directly with Lawyers committee for Civil Right (LCCR) who provide a Chinese or Spanish Speaking attorney consultation.

We continue to offer Minimum Wage workshops and support in Chinese, Spanish at the various communities and City Hall prior to the yearly increase in January of each year and throughout the year advertising in the various ethnic newspapers. We also participate in the annual National Small Business Week presenting simultaneous workshops in Chinese and Spanish. The BAC is fully committed to continuing to offer and increase services to the LES.

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

Our partnerships with Oakland's Business Services Providers Organization (BSO's) network of nonprofit partners have increased our ability to provide additional business development services in Chinese and Spanish to entrepreneurs and small businesses.

BAC and Broadway Shuttle have recruited Spanish speaking bilingual interns during the last two summers. The interns helped limited English walk in clients and provided other outreach services.

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

Since our new partners have started office hours at the BAC this year, we have increased our ability to assist limited language speakers by providing services in their respective languages. We have increased the counseling sessions and trainings in Spanish thus increasing limited English speakers to start up business.

Kiva and BAC continued to work with the Unity Council to offer \$5,000 and \$10,000 no interest loans and to help predominantly Spanish Speaking merchants. We provided 33 Kiva Loans to Oakland businesses. Based on the success of this Program, the City of Oakland offered \$100,000 in matching grants for Kiva borrowers.

The 2017 National Small Business Week focused outreach to LES’ small businesses through media outlets and personal contact by the City and the BSO’s network of nonprofit partners. This year workshops were conducted in Spanish and Chinese and for the first time in the Fruitvale Corridor.

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

BAC conducts periodic sensitivity/cross cultural training to ensure that all staff is aware of our diversity and how to be sensitive and help direct folks to the right places or staff that can help.

The City Website provides online information in different languages for EWD programs. Also, BAC refers English speaking businesses to the federal Small Business Administration (SBA) that has languages including Chinese and Spanish available at their website.

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

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

Collaborate with Equal Access in a timely manner when requesting interpretation services.

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

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

Continue to coordinate and collaborate with Equal Access for all EWD divisions’ public outreach materials.

B. Translation of Written Vital Documents Assessment

1. **Departments are required to “post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available.”**

All EWD programs post public notices in the public areas of their facilities and submit printing requests to Equal Access to review for outreach materials including the Broadway Shuttle, the

Walking Tours Program, and BAC materials and for Public Hearings. For example, Equal Access translated a flyer from English to Chinese and Spanish for the San Leandro Creek Masterplan Project for two workshops held May 11 and 12, 2016. Check in with the Equal Access Program to better provide online translation of materials such as the Walking Tours Program in addition to translated materials provided by BAC. Our locations include:

- EWD - All Programs, Dalziel Building, 250 Frank H. Ogawa Plaza, 3rd, 4th and 5th floors.
- BAC, 270 Frank H. Ogawa Plaza.
- Walking Tours Program, 1 Frank H. Ogawa Plaza, 9th Floor.

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

100% of current materials. We provide handouts of vital documents, and our various websites provide translation including Chinese and Spanish.

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

C. Multilingual Telephone Messages Assessment

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

Our main phone number at the BAC offers multilingual interpretation on our main line: 510-238-7952.

D. Assessment of Department Communication with LES Populations

1. **Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?**

Among our three public contact position employees, one is fluent in Spanish, 1 in Chinese/ Mandarin, and 1 in Vietnamese. We strive to identify and provide immediate responses to helping the public navigate the process for starting a business regardless of language spoken.

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

Most of our materials have been translated from English to Chinese, and Spanish and are exact translations. Staff and BSO's are experts in languages and possess an above average knowledge of the languages thus insuring the delivery of services.

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

The BAC has been offering services to the LES population through City of Oakland Minimum Wage Workshops several times a year; Small Business Week; Alameda County Small Business Development Center (ACSBDC); AnewAmerica; and the Lawyers' Committee for Civil Rights (LCCR) Legal Clinic.

Other outreach efforts include the City of Oakland's Business Services Providers Organization Network – 60 business development and financing business providers (BSO), ethnic newspapers, press releases, town halls, ethnic chambers, etc. We provide information in Chinese, Spanish and Vietnamese.

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

No. The Department did not receive any complaints.

E. Action Plan

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

Continue collaborating with Equal Access on all printed documents for program work.

Continue providing bilingual business development services: handouts, workshops, clinics and presentations.

Continue ensuring translation information is available on our phone main line: 510-238-7952.

Continue posting and using bilingual information materials.

Continue providing on-site translation whenever needed.

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

Equal Access flyers are posted in the BAC and the 5th Floor of EWD.

EWD will ensure that our website posts our annual compliance plan on our website.

Continue offering online translations of various EWD programs.

Economic Workforce

6/30/2017

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	PCP	LANGUAGE
85111 - Admin: Economic & Work	250 FRANK H. OGAWA PLAZA, 3RD	Director of Econ & Workfrc Dev	23-FEB-15	NO	
85111 - Admin: Economic & Work	One Frank Ogawa Plaza	Management Assistant	07-NOV-05	NO	Chinese
85221 - Project Implementation:	250 Frank H. Ogawa Plaza	Administrative Assistant I	09-APR-01	NO	
85221 - Project Implementation:	250 Frank H. Ogawa Plaza	Administrative Services Manager II	02-MAR-97	NO	
85221 - Project Implementation:	250 Frank H. Ogawa Plaza	Office Assistant II	04-APR-88	NO	
85221 - Project Implementation:	250 Frank Ogawa Plaza	Development/Redevelopment Pgrm MG	30-APR-90	NO	
85221 - Project Implementation:	250 Frank Ogawa Plaza	Project Manager III	19-APR-95	NO	
85221 - Project Implementation:	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	03-AUG-15	NO	
85221 - Project Implementation:	250 Frank Ogawa Plaza	Urban Economic Analyst III	20-SEP-00	NO	
85221 - Project Implementation:	250 Frank Ogawa Plaza	Urban Economic Analyst III (PPT)	10-APR-17	NO	
85221 - Project Implementation:	250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects	11-FEB-08	NO	Chinese
85221 - Project Implementation:	250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects	01-MAR-05	NO	
85221 - Project Implementation:	250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects	27-OCT-88	NO	
85221 - Project Implementation:	250 Frank Ogawa Plaza	Urban Economic Coordinator	24-NOV-14	NO	
85221 - Project Implementation:	250 Frank Ogawa Plaza	Urban Economic Coordinator	24-APR-89	NO	
85231 - Real Estate	250 Frank H. Ogawa Plaza	Real Estate Agent	06-JAN-14	YES	Vietnamese
85231 - Real Estate	250 FRANK H. OGAWA PLAZA	Real Estate Agent	06-OCT-10	NO	
85231 - Real Estate	250 Frank H. Ogawa Plaza	Real Estate Agent	06-DEC-04	NO	
85231 - Real Estate	250 Frank Ogawa Plaza	Administrative Analyst II	10-DEC-12	NO	
85231 - Real Estate	250 Frank Ogawa Plaza	Real Estate Agent	10-OCT-16	YES	Chinese
85231 - Real Estate	250 Frank Ogawa Plaza	Real Estate Services Manager	24-JUN-13	NO	
85244 - Oakland Army Base Redev	250 Frank Ogawa Plaza	Project Manager	27-JUL-98	NO	
85244 - Oakland Army Base Redev	250 Frank Ogawa Plaza	Project Manager III	24-MAR-08	NO	
85311 - Workforce Development	250 Frank H. Ogawa Plaza	Project Manager III	24-OCT-16	NO	
85311 - Workforce Development	250 FRANK H. OGAWA PLAZA, 3RD	Program Analyst III	28-MAR-16	NO	
85311 - Workforce Development	250 FRANK H. OGAWA PLAZA, SUIT	Program Analyst II	29-FEB-16	NO	
85311 - Workforce Development	250 FRANK H. OGAWA PLAZA, SUIT	Program Analyst II	27-OCT-14	NO	Spanish
85311 - Workforce Development	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	05-JUL-16	NO	
85311 - Workforce Development	250 Frank Ogawa Plaza	Program Analyst II	09-DEC-13	NO	
85311 - Workforce Development	250 Frank Ogawa Plaza	Program Analyst II	30-JUL-12	NO	
85411 - Economic Development	250 Frank H. Ogawa Plaza	Urban Economic Analyst I	01-MAY-06	YES	
85411 - Economic Development	250 Frank H. Ogawa Plaza	Urban Economic Analyst III	01-APR-99	NO	
85411 - Economic Development	250 Frank H. Ogawa Plaza	Urban Economic Coordinator	21-MAR-94	NO	
85411 - Economic Development	250 Frank H. Ogawa Plaza	Employment Services Supervisor	27-FEB-95	YES	Spanish
85411 - Economic Development	250 FRANK H. OGAWA PLAZA, 3RD	City Administrator Analyst	14-APR-14	NO	
85411 - Economic Development	250 FRANK H. OGAWA PLAZA, 3RD	Urban Economic Analyst III	04-JAN-00	NO	

85411 - Economic Development	250 FRANK H. OGAWA PLAZA, 3RD	Urban Economic Analyst IV, Projects	16-MAY-94	NO
85411 - Economic Development	250 Frank Ogawa Plaza	Urban Economic Analyst III	28-JUL-08	NO
85511 - Cultural Arts & Marketing	250 Frank H. Ogawa Plaza	Program Analyst II, PPT	05-JAN-98	NO
85511 - Cultural Arts & Marketing	250 Frank H. Ogawa Plaza	Special Events Coordinator	13-NOV-01	NO
85511 - Cultural Arts & Marketing	One Frank Ogawa Plaza	Program Analyst I, PPT	22-JAN-15	NO
85511 - Cultural Arts & Marketing	One Frank Ogawa Plaza	Program Analyst III	17-OCT-11	NO
85521 - Public Art	250 Frank H. Ogawa Plaza	Program Analyst II	27-JUN-05	NO
85521 - Public Art	One Frank Ogawa Plaza	Manager, Cultural Affairs	12-SEP-16	NO
85521 - Public Art	One Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	02-MAY-16	NO

Department Name: Revenue Management Bureau
Fiscal Year: 2016-17



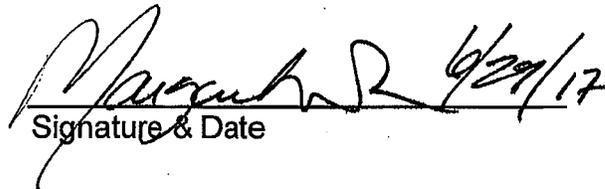
**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

I. DEPARTMENT CERTIFICATION

**DEPARTMENT NAME: REVENUE MANAGEMENT BUREAU
FISCAL YEAR: 2016-17**

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

I, Margaret O'Brien, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Revenue Management Bureau] was submitted on June 30, 2017.


Signature & Date

Margaret L. O'Brien
Revenue & Tax Administrator

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Finance Department

Table 1	Revenue & Tax Administrator	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Margaret O'Brien	Andy Best	Andy Best
Title	Revenue & Tax Administrator	Principal Revenue Analyst	Principal Revenue Analyst
Address	150 Frank H. Ogawa Plaza	150 Frank H. Ogawa Plaza	150 Frank H. Ogawa Plaza
Phone#		238-7009	238-7009
Email	mo'brien@oaklandnet.com	abest@oaklandnet.com	abest@oaklandnet.com

Table 2 Department Employee Statistics					
Total # of FTE Employees	65 Finance 68 Bureau Total 133		New Hires This Fiscal Year (by position)	7	
Public Contact Positions (PCP)	33		New PCP Hires This Fiscal Year	2	
PCP With Spanish Language Skill	8	24 %	New PCP Hires With Spanish Language Skill	2	100%
PCP With Chinese Language Skill	5	15 %	New PCP Hires With Chinese Language Skill	none	0%

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

Table 3A. Department Organization Structure	
Agency/Department	Revenue Management Administration
Bureaus	Audit/Compliance
Sections within Bureaus	Business Tax
	Collections
Controller/Treasury*	Citywide Liens
<i>Note: These sections have no public contact persons.</i>	Parking Citation Assistance Center

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	Language Actual
Parking Citation Assistance Center	SP= 1 CH = 1	SP=4 CH =1
Business Tax, Collections, Liens	SP= 1 CH = 1	SP= 6 CH = 4

Key: SP= Spanish CH= Chinese

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Parking Citation Administrative Review Request Form	yes	yes	
Parking Citation Promissory Note Procedures	yes	yes	
Residential and Business Permit Parking	yes	yes	
Tow/Impound Information	yes	yes	
Business Tax General Information	yes	yes	
Business Tax Renewal (rental property)	yes	yes	
Business Tax Renewal (new business)	yes	yes	
Pay Your Parking Ticket Sign	yes	yes	
Business Tax Brochure	yes	yes	Vietnamese

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

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Parking Citation Assistance Center	800-500-6484	Complete
Business License Customer Service Center	510-238-3704	Complete
Mandatory Garbage	510-238-7474	Complete
Parking Meter (single and multi-space)	510-238-4954	Complete

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
68	33	4	8	EXCEEDED	2	5	EXCEEDED
65*	0	0	0	N/A	0	0	N/A

*The Controller, Budget & Finance, Payroll, and Treasury departments have a total of sixty-seven (65) FTEs. Since these departments do not provide direct public contact services, especially services to the LES communities; therefore, these positions are exempt from being Public Contact Positions. Total department is 133.

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

The Finance - Revenue Management Bureau has a total of seventy-seven (68) Full Time Employees (FTEs) which consists of a total of ten (8) bilingual Spanish speakers and six (5) bilingual Chinese. The total PCP total is seven (8) bilingual Spanish and six (5) Chinese bilingual speakers. The department consists of the following divisions: Revenue Management Bureau Administration, Audit/Compliance, Business Tax, Collections/ Mandatory Garbage, Parking Citation Assistance Center (PCAC) and Parking Meter Collections divisions.

The Revenue Management Bureau has sufficient bilingual staff to provide services during business hours in threshold languages (Chinese & Spanish, as well as Vietnamese). Resources are being shared between divisions of the department as well as utilizing the Equal Access Office for additional support and services. In August 2014, with the help of another staff from IT, the multilingual telephone messages set up was completed successfully and is now available for service to the LES communities. Combined with the multilingual telephone messages and translation services and the level of bilingual staff in the Bureau, the Bureau maintain superior customer service to aid and advise citizens who speak Spanish, Vietnamese, Mandarin, and Cantonese.

The Revenue Management Bureau is in compliance with the Equal Access to Services Ordinance. We surpass and exceed standard goals set by the ordinance. We recruit front line staff (PCP's) of bilingual certified status, that is the ability to both speak and write in the Ordinance approved languages.

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

The Finance Department-Revenue Management Bureau uses Human Resources Department data to determine if there is to be a selective certification recruitment for positions with bilingual requirements. As a department, we ensure that we meet the Bilingual Public Contact (PCP) goal set by the Equal Access. As vacancies arise, recruitment efforts focus on obtaining highly qualified bilingual candidates to ensure greater access to Limited English Speaking (LES) Oakland residents. We regularly confer with the Equal Access Office to make certain the notices and postings pertaining to LES are current and to inform staff of any new changes.

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

As a part of an ongoing effort, we have been working closely with the Equal Access Office to ensure up-to-date materials are made available to the public. In the beginning of Fiscal Year 2014-15, we started working with Equal Access Office to complete the translation of all vital documents for Parking Division, which is now complete for FY 2015-16. In FY 2016-17 we are monitoring the success of the translation program of FY 2015-16 to determine if there are any documents that need further translation and have found none. Additionally, we have hired two (2) employees in Fiscal Year 2016-17, a Public Service Representative and a Revenue Assistant, both of which certified bilingual in Spanish. Both are certified to ensure that we provide broader access to LES Spanish speaking community.

In addition, the Bureau has established an outreach program to go out into the city to inform the public of what the Bureau does and assists them in paying taxes. We provide the public with instructional brochures, which has translations in the Ordinance languages.

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

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

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

The Revenue Management Bureau will continue to communicate with the Equal Access Office on a regular basis to ensure the updated materials are shared with our departmental staff. In addition, we will continue to evaluate this process on an on-going basis to enhance our

services to better help the LES population. The Bureau exceeds the minimum percentage requirement for bilingual staff. The Bureau take pride in having met the LES requirement in both its locations of business.

B. Translation of Written Vital Documents Assessment

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

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

- Next to the phone at the entrance door of 150 Frank H. Ogawa Plaza Suite 5342.
- Audit/Compliance and Collections/Mandatory Garbage lobby at 150 Frank H. Ogawa Plaza, Suite 5342.
- Business Tax lobby at 250 Frank H. Ogawa Plaza, Suite 1320.
- Parking Citation Assistance Center’s lobby at 250 Frank H. Ogawa Plaza Suite, 6300.

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

With the help of Equal Access Office, we have been able to get 100 percent of the vital documents translated into threshold languages and they are available at the customer service counters of the bureau’s divisions.

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

During the reporting period, the Bureau has translated community informational documents to inform the community of what the Bureau does and to assist citizens with filling out application forms.

C. Multilingual Telephone Messages Assessment

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

The Revenue Management Bureau is committed to providing equal access services to all Oakland residents. Our department has met the number of bilingual staffing required by the Equal Access Office to provide services to the LES community. We have multilingual telephone messages in threshold languages available in of our divisions such as: Business Tax, Collections/Mandatory Garbage and Parking Citation Assistance Center division. As noted earlier, with IT’s assistance, we have completed updating the Collections/Mandatory Garbage telephone lines with recorded telephonic messages to provide the basic and necessary information in English, Spanish and Chinese. This process was completed in August 2014.

In addition to the Bureau's IVR system, to improve the response time for either face-to-face or telephone service, the Bureau is implementing dedicated phone lines for citizen inquiries, where citizens can select English, Spanish, Cantonese, or Mandarin and to leave their message in one of these languages and their contact number. A bilingual staff member in the selected language will promptly contact the citizen in the selected language.

D. Assessment of Department Communication with LES Populations

1. Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

Result of the survey show that the Bureau provides good customer service for the LES community.

- Although at times there is expected to be longer wait times in peak times of the business calendar year, the results are very positive in that 70% wait less than 5 minutes and now response was given for wait periods greater than 10 minutes.
- Service standards are rated high as 85% responded that service is good to excellent and satisfactory.
- One area that improvement is slightly needed is reduce the complaint percentage, however during the peak renewal of business tax season LES customers can experience longer wait times that normal. The percentage that did file a complaint was 14%. To reduce wait time, the Bureau will have bilingual staff coverage throughout the day, that is bilingual staff will cover (be on the floor) other staff breaks, which drastically reduce wait time.

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

The Revenue Management Bureau has sufficient certified bilingual staff to provide translation services to the LES community during business hours. In addition, our telephonic messages in Chinese and Spanish provide basic information and services to LES population. In the event we need any interpretation services, staff uses the City of Oakland Language Line. Furthermore, the Revenue Management Bureau is in the process of having several staff members in PCAC to get certified for their bilingual pay to respond to correspondence in both Spanish and Chinese.

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

The Revenue Management Bureau is utilizing its current certified bilingual staff to facilitate outreach and communication with the LES population. Notices are posted in various public office locations to inform the LES population of the availability of the bilingual services.

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

The Revenue Management Bureau has not received any complaints regarding the bilingual oral and written services. Our department complies with the Compliant Procedures provided in the Equal Access Ordinance.

E. Action Plan

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

The following are the Revenue Management Bureau's plan for the upcoming 12 months:

- Complete the process of posting multilingual notices into Revenue Management Bureau's website.
- To have frequent communication with the Equal Access Office for any updated /new information.
- To maintain a high number of staff that are certified for Tier II bilingual services.
- To continue to translate and develop additional documents into threshold languages for all divisions of the Bureau.
- Continue to improve the response time for either face-to-face or telephone service, the Bureau is implementing dedicated phone lines for citizen inquiries, where citizens can select English, Spanish, Cantonese, or Mandarin and to leave their message in one of these languages and their contact number. A bilingual staff member in the selected language will promptly contact the citizen in the selected language.
- The Bureau is exploring the possibility to obtain multi-functional kiosks, which could not only receive payments, but also provide valuable information about the Bureau's programs and services in multiple languages, which we are waiting for the business tax information system to be fully implemented.

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

- The Revenue & Management Bureau has posted the notices for the language translation services offered by the Equal Access Office by the customer service areas. Additionally, to better serve the bilingual community, we are in the process of posting the translated languages in our divisions' websites.
- In addition, as the City develops the citywide website, the Bureau has collaborated with the City's web design consultants to assist in the development of the Bureau's website to enhance the delivery of vital information in multiple languages.
- To assist in the delivery of translated documents, the Bureau has installed wall mounted brochure holders to organize and display multi-language literature that is grouped into individual languages and highly visible. The brochures are located at the entrance of the Parking Citation Assistance Center. Displaying brochures in this manner has been highly successful. The Bureau will implement this display strategy bureau-wide.

ORGANIZATION	ADDRESS LINE	JOB CLASS	HIRE DATE	PCP	LANGUAGE
08111 - Budget & Finance Administration Unit	150 Frank H. Ogawa Plaza	Director of Finance	20-DEC-95	NO	
08111 - Budget & Finance Administration Unit	150 Frank H. Ogawa Plaza	Exec Asst to the Director	28-JUL-08	NO	
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Administrative Analyst I	27-JUL-15	NO	
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Controller	30-AUG-99	NO	
08211 - Accounting Administration Unit	150 Frank H. Ogawa Plaza	Exempt Limited Duration Employee	24-APR-17	NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Systems Accountant III	04-DEC-06	NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant II	10-OCT-05	NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	08-OCT-01	NO	Tagalog
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	22-SEP-01	NO	Chinese
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	19-JAN-16	NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	31-AUG-15	NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	05-OCT-09	NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accountant III	04-DEC-06	NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Accounting Supervisor	30-MAR-15	NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Business Analyst I	30-NOV-10	NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Controller, Assistant	11-DEC-00	NO	
08222 - General Ledger	150 Frank H. Ogawa Plaza	Financial Analyst	02-OCT-89	NO	
08241 - Payables	150 Frank H. Ogawa Plaza	Account Clerk III	21-FEB-84	NO	
08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	24-MAR-08	NO	
08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	30-MAY-06	NO	
08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	10-APR-06	NO	
08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	01-AUG-05	NO	
08241 - Payables	150 Frank H. Ogawa Plaza	Accounting Technician	04-SEP-90	NO	
08241 - Payables	150 Frank H. Ogawa Plaza	Controller, Assistant	05-DEC-11	NO	
08242 - Stores Operations	150 Frank H. Ogawa Plaza	Storekeeper II	30-MAR-91	NO	
08242 - Stores Operations	150 Frank H. Ogawa Plaza	Storekeeper III	20-MAR-89	NO	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Buyer	10-APR-17	NO	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Buyer	03-JAN-17	NO	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Buyer	05-JUL-16	NO	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Buyer	29-FEB-16	NO	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Buyer	14-APR-14	NO	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Buyer	10-DEC-12	NO	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Office Assistant I, PT	05-JUL-16	NO	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Office Assistant II	16-FEB-89	NO	
08243 - Purchasing	150 Frank H. Ogawa Plaza	Purchasing Supervisor	05-SEP-01	NO	
08261 - Budget Analysis & Operations	150 Frank H. Ogawa Plaza	Budget & Operations Analyst III	19-JAN-10	NO	
08261 - Budget Analysis & Operations	150 Frank H. Ogawa Plaza	Business Analyst IV	10-MAR-14	NO	
08261 - Budget Analysis & Operations	150 Frank H. Ogawa Plaza	City Administrator Analyst	02-FEB-13	NO	
08261 - Budget Analysis & Operations	150 Frank H. Ogawa Plaza	City Administrator Analyst	06-APR-09	NO	
08261 - Budget Analysis & Operations	150 Frank H. Ogawa Plaza	Financial Analyst	23-OCT-04	NO	
08411 - Revenue Administration Unit	150 Frank Ogawa Plaza	Accountant II	24-AUG-98	NO	Vietnamese
08411 - Revenue Administration Unit	150 Frank Ogawa Plaza	Accountant II	12-JUN-10	NO	
08411 - Revenue Administration Unit	150 Frank Ogawa Plaza	Revenue & Tax Administrator	19-AUG-13	NO	
08411 - Revenue Administration Unit	150 Frank Ogawa Plaza	Revenue Analyst	12-JAN-98	NO	
08411 - Revenue Administration Unit	150 Frank Ogawa Plaza	Revenue Analyst, Principal	14-APR-14	NO	
08411 - Revenue Administration Unit	150 Frank Ogawa Plaza	Revenue Assistant	02-APR-12	NO	
08411 - Revenue Administration Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	04-DEC-06	NO	

ORGANIZATION	ADDRESS LINE	JOB CLASS	HIRE DATE	PCP	LANGUAGE
08411 - Revenue Administration Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	13-AUG-01	NO	
08411 - Revenue Administration Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	01-DEC-87	NO	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Revenue Operations Supervisor	31-MAY-11	NO	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Revenue Operations Supervisor	20-OCT-97	NO	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Revenue Operations Supervisor	11-SEP-90	NO	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Auditor II	26-JUL-10	YES	Spanish
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Auditor II	05-NOV-07	YES	Chinese
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Auditor II	22-DEC-14	NO	Vietnamese
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Auditor II	13-JUN-11	NO	Vietnamese
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Auditor II	27-SEP-04	NO	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Auditor II	05-JAN-98	NO	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	22-NOV-99	YES	Spanish
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	10-JUL-06	YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	29-OCT-01	YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	18-OCT-99	YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	02-JUN-97	YES	
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	Revenue Assistant	05-JUL-16	YES	Spanish
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	Revenue Assistant	15-DEC-14	YES	Chinese
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	28-JAN-02	YES	Korean
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	30-DEC-02	YES	
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	11-FEB-02	YES	
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	28-JAN-02	YES	
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	02-AUG-83	YES	
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	18-OCT-99	NO	
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	01-AUG-88	NO	
08431 - Business License Tax Unit	150 Frank Ogawa Plaza	Tax Representative II	05-OCT-88	YES	Chinese
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	Tax Representative II	22-AUG-88	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Collections Officer	12-SEP-05	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Collections Officer	25-APR-05	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Collections Officer	06-DEC-04	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Collections Officer	30-DEC-02	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Collections Officer	29-APR-96	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Revenue Assistant	04-DEC-06	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Revenue Assistant	09-JUN-89	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Revenue Assistant	30-NOV-87	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Revenue Assistant	23-MAR-83	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Revenue Assistant	06-JUN-16	NO	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Revenue Operations Supervisor	28-JAN-02	NO	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Revenue Operations Supervisor	28-JUN-93	NO	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	04-DEC-06	NO	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	24-JUL-95	NO	
08711 - Treasury Administration Unit	150 Frank Ogawa Plaza	Administrative Assistant II	11-SEP-89	NO	
08711 - Treasury Administration Unit	150 Frank Ogawa Plaza	Treasury Manager	05-OCT-98	NO	
08721 - Treasury Operations Unit	150 Frank Ogawa Plaza	Financial Analyst	27-OCT-14	NO	
08721 - Treasury Operations Unit	150 Frank Ogawa Plaza	Financial Analyst, Principal	19-FEB-08	NO	
08721 - Treasury Operations Unit	150 Frank Ogawa Plaza	Investment Officer	10-OCT-05	NO	
08721 - Treasury Operations Unit	150 Frank Ogawa Plaza	Treasury Analyst I	07-DEC-15	NO	

ORGANIZATION	ADDRESS LINE	JOB CLASS	HIRE DATE	PCP	LANGUAGE
08721 - Treasury Operations Unit	150 Frank Ogawa Plaza	Treasury Analyst III	29-AUG-05	NO	
08731 - Treasury Cashiering Unit	150 Frank Ogawa Plaza	Cashier	27-FEB-12	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Accountant III	28-SEP-15	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Financial Analyst, Principal	01-DEC-86	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Human Res Operations Tech, Senior	20-JUN-16	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Human Res Operations Tech, Senior	04-JUN-01	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Human Res Operations Technician	30-SEP-80	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Human Res Systems Analyst, Senior	02-DEC-02	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Human Res Systems Analyst, Senior	14-JUN-10	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Human Res Systems Analyst, Senior	13-AUG-90	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Human Res Systems Analyst, Supv	20-NOV-06	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Human Resource Oper Supervisor	30-NOV-87	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Payroll Personnel Clerk II	31-OCT-11	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Payroll Personnel Clerk II	17-MAR-08	NO	
08741 - Treasury Payroll	250 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	02-JAN-01	NO	
08751 - Retirement	150 Frank Ogawa Plaza	Administrative Assistant II	18-JUN-07	NO	
08751 - Retirement	150 Frank Ogawa Plaza	Benefits Representative	08-FEB-11	NO	
08751 - Retirement	150 Frank Ogawa Plaza	Benefits Representative	01-OCT-03	NO	
08751 - Retirement	150 Frank Ogawa Plaza	Investment Officer	25-APR-05	NO	
08751 - Retirement	150 Frank Ogawa Plaza	Retirement Systems Accountant	27-JAN-06	NO	Spanish
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	29-SEP-97	YES	Vietnamese
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	22-DEC-97	YES	Thai
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	27-Dec-17	YES	Spanish
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	28-MAY-13	YES	Spanish
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	29-SEP-97	YES	Spanish
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	29-SEP-97	YES	Spanish
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	26-JUL-10	YES	Chinese
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	01-JUN-09	YES	Chinese
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	29-SEP-97	YES	
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	05-NOV-94	YES	
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Revenue Operations Supervisor	04-DEC-06	YES	Spanish
08931 - Meter Operations	250 Frank Ogawa Plaza	Parking Meter Collector	26-OCT-15	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	Parking Meter Collector	28-SEP-15	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	Parking Meter Collector	14-SEP-15	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	Parking Meter Collector	23-AUG-10	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	Parking Meter Collector	25-APR-05	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	Parking Meter Collector	10-OCT-94	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	Parking Meter Collector	10-OCT-94	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	Parking Meter Collector	03-OCT-94	NO	

Department Name: Oakland Fire Department
Fiscal Year: 2016-2017



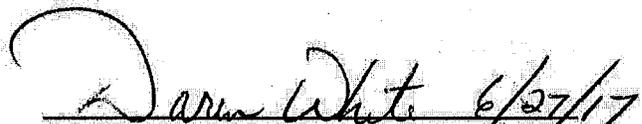
EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Oakland Fire Department
FISCAL YEAR: 2016-2017

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

I, DARIN WHITE, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for OAKLAND FIRE DEPARTMENT was submitted on 6/30/17.



Signature & Date

DARIN WHITE, INTERIM FIRE CHIEF

Print Name & Title

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Darin White	Trinette Gist Skinner	Sonia Lara
Title	Interim Fire Chief	Fire Division Manager	Fire Personnel Operations Specialist
Address	150 Frank H. Ogawa Plaza, Ste 3354, Oakland, CA 94612	150 Frank H. Ogawa Plaza, Ste 3354, Oakland, CA 94612	150 Frank H. Ogawa Plaza, Ste 3354, Oakland, CA 94612
Phone#	510 238-4052	510 238-4936	510 238-7803
Email	dwhite@oaklandnet.com	tgistskinner@oaklandnet.com	slara@oaklandnet.com

Table 2 Department Employee Statistics					
Total # of FTE Employees	544		New Hires This Fiscal Year (by position)	38	
Public Contact Positions (PCP)	493		New PCP Hires This Fiscal Year	35	
PCP With Spanish Language Skill	71	14%	New PCP Hires With Spanish Language Skill	6	17%
PCP With Chinese Language Skill	15	3%	New PCP Hires With Chinese Language Skill	3	9%

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

Table 3A. Department Organization Structure	
Fire Chief's Office	Fiscal & Administration Services Division
Field Operations Bureau	Emergency Services Management Division
Training & Support Services Bureau	Medical Services, Communications & IT Division
Fire Prevention Bureau	

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: none	

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
Fire Communications Unit (20241)	SP= 1 CH = 0	SP= 0 CH = 0
Communications Emergency Dispatch Unit (20251)	SP= 2 CH = 1	SP= 2 CH = 1

Key: SP= Spanish CH= Chinese

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
See Attachment 1			

Table 4B. Vital Documents Status Summary	
Are all of the department's vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – Please provide an action plan below
Action Plan & Timeline: See Attachment 1	

Location Description	Telephone Number	Status
Administration	238-3856	Completed
EMS Division	238-6957	Completed
Fire Prevention	238-3851	Completed
Arson	238-4031	Completed
Vegetation Management	238-7388	Completed
Office of Emergency Services-CORE	238-6351	Completed
Office of Emergency Services	238-3938	Completed

Facility Name	Address	Zip Code	Phone #	PCP	SP SPEAKING		CH SPEAKING	
				# FTE	#	%	#	%
Station 1	1603 M. L. King Jr. Way	94612	839-5140	27	8	30%	1	4%
Station 3	1445 14th Street	94607	444-6042	24	4	17%	0	0
Station 4	1235 International Blvd	94606	500-3995	27	3	11%	3	11%
Station 5	934 34th Street	94608	654-6122	12	0	0	0	0
Station 6	7080 Colton Blvd	94611	735-9052	12	1	8%	0	0
Station 7	1006 Amito Avenue	94605	649-7925	12	0	0	0	0
Station 8	463 51st Street	94609	547-8878	24	2	8%	1	4%
Station 10	172 Santa Clara Avenue	94610	601-7170	12	2	17%	0	0
Station 12	822 Alice Street	94607	893-4454	12	3	25%	2	17%
Station 13	1225 Derby Avenue	94601	533-8480	12	3	25%	0	0
Station 15	455 27th Street	94612	451-4789	12	4	33%	0	0
Station 16	3600 13th Avenue	94610	531-0785	12	2	17%	0	0
Station 17	3344 High Street	94619	532-5173	27	0	0	2	7%
Station 18	5008 Bancroft Avenue	94601	479-7598	24	7	29%	1	4%
Station 19	5776 Miles Avenue	94618	658-2756	12	3	25%	0	0
Station 20	1401 98th Avenue	94603	569-2568	24	6	25%	2	8%
Station 21	13150 Skyline Boulevard	94619	635-7390	12	0	0	0	0
Station 22	751 Air Cargo Way	94621	635-8629	18	1	6%	0	0
Station 23	7100 Foothill Blvd	94605	382-0763	12	1	8%	0	0
Station 24	5900 Shepherd Canyon Road	94611	482-8133	12	3	25%	0	0
Station 25	2795 Butters Drive	94602	531-1927	12	2	17%	1	8%
Station 26	2611 98th Avenue	94603	553-9118	12	5	42%	0	0
Station 27	8501 Pardee Drive	94621	635-6792	12	2	17%	0	0
Station 28	4615 Grass Valley Road	94621	569-3445	12	1	8%	0	0
Station 29	1016 66th Avenue	94621	562-2852	12	1	8%	0	0
Total				399	64		12	

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

OFD Vital Documents List (06/30/2017)			Attachment 1
	Spanish	Chinese	Action Plan & Timeline
911 Register Form	YES	YES	
Administration Welcome	YES	YES	
Carbon Monoxide	YES	YES	
City Line Brochure	YES	YES	
Citywide Exercise Flyer Template (Annual Event)	YES	YES	
Class Completion Record	YES	YES	
Class Registration	YES	YES	
CORE I Manual	YES	YES	
CORE I Participant Evaluation	YES	YES	
CORE I Recruiter Flyer	YES	YES	
CORE II Manual	YES	YES	
CORE II Participant Evaluation	YES	YES	
CORE II Recruiter Flyer	YES	YES	
CORE III A Manual (CORE I)	YES	YES	
CORE III B Manual (CORE II)	YES	YES	
CORE III C Manual (CORE III)	YES	YES	
CORE III Recruiter Flyer	YES	YES	
CORE Public Class Schedule (Published Quarterly)	YES	YES	
Disaster Supplies Calendar	NO	NO	Document will be updated within the next three months and submitted for
Emergency Help for Seniors	YES	YES	
Emergency Preparedness	YES	YES	
Emergency Procedures - Fire (Senior Residential Building)	YES	YES	
Emergency Supply List	YES	YES	
Evacuation Map Requirements	YES	YES	
False Alarm Billing Appeal Form - Fire Alarm	YES	YES	
Fire Extinguisher	YES	YES	
Fire Safety for Pre-School	YES	YES	
Fire Safety for Seniors	YES	YES	
Illegal Fireworks Flyer	YES	YES	
Incident Command Post Sep Up	YES	YES	
Instructions for the Neighborhood Incident Commander	YES	YES	
Join CORE Request CORE Class	YES	YES	
Kitchen Fire Prevention	YES	YES	
Language Line Solutions	YES	YES	
Neighbors Helping Neighbors	YES	YES	
Office Fire Safety	YES	YES	
Putting Down Roots in Earthquake Country	YES	YES	
Residential and Commercial Property Resource Guide	YES	YES	
Safe Housing Inspection Program Brochure	YES	YES	
Testing of Outdoor Sirens Flyer	YES	YES	
Testing of Outdoor Sirens Mailer	YES	YES	
Top 10 Things you Can Do to Prepare for a Disaster	NO	NO	Document will be updated within the next three months and submitted for translation
Volunteer Opportunity	YES	YES	
Working Smoke Alarms Save Lives	YES	YES	
Your Family Disaster Plan	YES	YES	

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
544	493	56	71	YES	28	15	NO

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

Summary:

In Fiscal Year (FY) 2016-2017, the Oakland Fire Department (OFD) had a total of 594.59 authorized Full Time Equivalent (FTE) positions. As of June 30, 2017, 544 positions were filled. Of the filled positions, 493 positions were Public Contact Positions (PCP). The Equal Access Ordinance (EAO) goal for OFD Bilingual PCP (BPCP) for Spanish speaking was 56 and for Chinese speaking was 28. OFD had a total of 71 Spanish speaking and 15 Chinese speaking employees in BPCP during the FY. OFD continued to exceed the goal for Spanish PCP.

OFD provides bilingual language access to services through both PCP and non-PCP positions. OFD had ninety-four (94) city-certified and self-identified employees who speak Spanish (77) and speak Chinese (17). Additionally, OFD bilingual employees speak in Cambodian, 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 front counters;
- (2) publishing a list of BPCP and non-PCP staff who speak the threshold languages;
- (3) utilizing non-PCP staff that have the ability to translate and/or interpret languages other than English;
- (4) utilizing over-the-phone interpretation services;
- (5) referring service needs to the Equal Access Unit when OFD did not have the capability to serve;
- (6) including in outreach efforts publications advertisements in Spanish and Chinese media;
- (7) continuing outreach and recruitment at job fairs indicating desire for bilingual candidates

Successes we achieved included:

During FY 2016-2017, the department held Academy 2-2016 hiring nine (9) Firefighter Paramedic Trainee (FFPMT) and twenty-eight (28) Fire Fighter Trainee (FFT). Ten (10) candidates were bilingual with six (6) of them speaking the threshold languages as follows:

	Academy 2-2016 12/19/16 - 1/21/17
Spanish Speaking	4
Chinese Speaking	2
Total	6

Additionally, one (1) Fire Communication Dispatcher was hired who is bilingual in Spanish; one (1) Fire Protection Engineer was hired who is bilingual in Chinese.

Challenges we faced included:

The Fire Fighter labor agreement specifies assignments are based on seniority and personal preference, not language skills. For example, if a Firefighter who speaks Chinese does not bid for a position in the Chinatown area, the department is hindered from assigning a Chinese speaking employee to a fire station in that area. The current Memorandum of Understanding expires October 31, 2017. OFD has discussed with Employee Relations the desire to incentivize bilingual employees to select designated fire stations in areas where a substantial portion of Oakland citizens using a City service speak Spanish or Chinese.

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

Human Resources Management projects the next Fire Fighter Trainee and Fire Fighter Paramedic Trainee entry exams will occur in or about March 2018. The Department's recruitment of bilingual applicants continues to be identified at public events such as job fairs, in recruitment publications and in recruitment advertisements.

OFD created a special staff assignment to coordinate departmental recruitment outreach and offer assistance through coaching and training with the intent to produce qualified candidates that relate, reflect, and embrace the community of Oakland, for the 2018 trainee recruitment cycle. The staff person was charged with orchestrating a 12-month campaign to recruit bilingual, women, Oakland resident, and all other qualified applicants. The outreach efforts included city council resources, the city Equal Access Unit, social media, International Association of Fire Fighters Local 55, Oakland Black Fire Fighters Association, Bay Area Fire Academy programs, and East Bay Universities / Junior Colleges.

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

OFD continued to host educational and outreach programs such as CORE (Communities of Oakland Respond to Emergencies) Training, Fire Safety Training, Fire Safety Information for Youth and Schools, Annual Fire Safety Day, Workshops, and an Emergency Preparedness Fair.

CORE curriculum was available in English, Spanish and Chinese. In Fiscal Year 2016-2017, there were 1,676 participants who attended the CORE classes. Seven (7) Neighbors Helping Neighbors Workshops were attended by 235 participants. Chinese (Cantonese and Mandarin) Interpreters were provided for thirteen (13) classes and workshops; Spanish Interpreters were provided for one (1) workshop.

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

OFD front reception desks maintain the Equal Assess Unit forms that include a list of interpretive services available in 20 languages, instructions for using a language line, information on communicating effectively through an interpreter, and a language access complaint form. OFD maintained a standing contract with an outside vendor to provide translation services for 911 emergency calls. OFD distributed to Fire locations a list of all department bilingual employees, indicating their other language spoken.

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

OFD will continue to ensure all residents have equal access to services by:

- Utilizing PCP and non-PCP bilingual staff for interpretation services;
- Utilizing over-the-phone interpretation services;
- Referring service needs to the Equal Access unit, if necessary;
- Posting recruitment ads in local newspapers to increase the pool of bilingual applicants; and
- Hiring bilingual candidates.

B. Translation of Written Vital Documents Assessment

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

- (1) Fire Administration, 150 Frank H. Ogawa Plaza Oakland, CA 94612
- (2) Fire Prevention Bureau, 250 Frank H. Ogawa Plaza Oakland, CA 94612

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

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

In this Fiscal Year, OFD had a total of forty-eight (48) vital documents. Eighty-five (85%) of the vital documents are translated to Spanish and Chinese. Of the seven (7) documents that have not been translated, three (3) are provided by an outside agency(s). The remaining documents are being updated and upon completion will be submitted for translation.

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

No.

C. Multilingual Telephone Messages Assessment

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

OFD is 100% EAO compliant on all seven (7) public phone lines (see Part II, Table 5).

D. Assessment of Department Communication with LES Populations

1. Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

The 2017 citywide Equal Access Survey materials in English, Spanish and Chinese were administered during February and during March 2017 for a two-week period. Survey assessment was meant to assess whether OFD was providing the same quality of service to limited-English speaking persons as provided to English speakers. Thirty-seven (37) surveys were returned. Two participants responded they spoke in Spanish and two participants responded they spoke in Chinese. No participant responded as having difficulty getting services because they spoke only limited or no English.

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

The two documents used as policies and guidelines are (1) Equal Access Ordinance and (2) Administrative Instruction 145 - Equal Access to City Services.

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

Information is made available at both OFD public reception counters, at public events, and at community meetings.

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

No.

E. Action Plan

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

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

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

Brochures are placed at front reception counters. A copy of the Annual Compliance Report is available at the public reception counters.

ORGANIZATION	ADDRESS	JOB CLASS	HIRE DATE	PCP	LANG
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Assistant to the Director	08-FEB-91	NO	
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Exec Asst to the Director	16-SEP-92	NO	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher, Sr	25-Apr-16	YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Manager	31-JAN-05	NO	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	03-APR-13	YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	17-JUL-06	YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	18-APR-94	YES	
20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	3-Dec-16	YES	Spanish
20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	6-Jun-16	YES	
20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	6-Jun-16	YES	
20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	26-NOV-12	YES	
20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	07-JAN-08	YES	
20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	07-JAN-08	YES	
20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	07-JAN-08	YES	
20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	17-JUL-06	YES	
20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	08-APR-06	YES	Spanish
20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	24-JAN-06	YES	
20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	17-MAR-04	YES	Chinese
20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	04-AUG-03	YES	
20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	16-JUL-01	YES	
20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	15-MAY-00	YES	
20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	11-Jan-99	YES	
20251 - Communications Emergency Dispatch	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	18-APR-94	YES	
20311 - Fire Marshals Office Unit	250 Frank H Ogawa Plaza	Account Clerk II	13-OCT-14	NO	
20311 - Fire Marshals Office Unit	250 Frank H Ogawa Plaza	Fire Safety Education Coordinator	06-JUL-04	YES	
20311 - Fire Marshals Office Unit	250 Frank H Ogawa Plaza	Management Assistant	14-MAY-84	NO	Spanish
20312 - Fire Marshals Office Unit	250 Frank H Ogawa Plaza	Administrative Assistant I	24-DEC-90	NO	
20314 - Fire Marshals Office Unit	250 Frank H Ogawa Plaza	Fire Marshal (Non-Sworn)	06-APR-15	NO	Spanish
20315 - Fire Marshals Office Unit	250 Frank H Ogawa Plaza	Hazardous Materials Inspect, Senior	20-OCT-08	YES	
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Assistant Fire Marshal (Non-Sworn)	17-OCT-05	YES	Spanish
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Fire Prevent Bureau Inspect, Civil	30-SEP-13	YES	
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Fire Prevent Bureau Inspect, Civil	17-OCT-05	YES	
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Fire Prevent Bureau Inspect, Civil	24-JAN-98	YES	
20331 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Office Assistant II	29-APR-74	YES	Spanish
20332 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Fire Prevent Bureau Inspect, Civil	07-JUL-12	YES	
20341 - Arson Investigation Unit	150 Frank H Ogawa Plaza	Fire Investigator	02-OCT-00	YES	Spanish
20341 - Arson Investigation Unit	150 Frank H Ogawa Plaza	Fire Investigator	17-NOV-97	YES	
20341 - Arson Investigation Unit	150 Frank H Ogawa Plaza	Fire Investigator	18-DEC-89	YES	
20351 - Engineering Unit	250 Frank H Ogawa Plaza	Fire Protection Engineer	14-OCT-91	YES	
20352 - Engineering Unit	251 Frank H Ogawa Plaza	Fire Protection Engineer	18-Jul-16	YES	
20353 - Engineering Unit	252 Frank H Ogawa Plaza	Fire Protection Engineer	10-Apr-17	YES	Chinese
20371 - Vegetation Management Unit	250 Frank H Ogawa Plaza	Fire Prevent Bureau Inspect, Civil	09-JUL-12	YES	Spanish
20371 - Vegetation Management Unit	250 Frank H Ogawa Plaza	Fire Prevent Bureau Inspect, Civil	12-AUG-08	YES	
20371 - Vegetation Management Unit	250 Frank H Ogawa Plaza	Fire Suppression Dist Inspector	27-Mar-17	YES	
20371 - Vegetation Management Unit	250 Frank H Ogawa Plaza	Fire Suppression Dist Inspector	17-Jan-17	YES	
20371 - Vegetation Management Unit	250 Frank H Ogawa Plaza	Fire Suppression Dist Inspector	9-May-16	YES	
20371 - Vegetation Management Unit	250 Frank H Ogawa Plaza	Program Analyst II	30-Jul-15	NO	
20371 - Vegetation Management Unit	250 Frank H Ogawa Plaza	Vegetation Management Supervisor	02-MAY-05	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Administrative Assistant II	29-SEP-03	NO	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Battalion Chief	23-Feb-04	NO	Spanish

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	PCP	LANG
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	19-MAR-01	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	19-MAR-01	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	02-OCT-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	02-OCT-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	02-OCT-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	29-JUN-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	29-JUN-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	29-JUN-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	29-JUN-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	20-SEP-99	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	26-JAN-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	26-JAN-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	26-JAN-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	26-JAN-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	21-JUL-90	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	14-MAY-90	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	18-DEC-89	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	18-DEC-89	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	25-NOV-85	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	27-JUN-80	YES	
20511 - Budget and Planning Administration	150 Frank H Ogawa Plaza	Accountant II	19-DEC-88	NO	
20511 - Budget and Planning Administration	150 Frank H Ogawa Plaza	Accountant III	25-May-15	NO	Chinese
20511 - Budget and Planning Administration	150 Frank H Ogawa Plaza	Accountant III	31-JAN-05	NO	Chinese
20521 - Budget Unit	150 Frank H Ogawa Plaza	Fire Division Manager	02-FEB-01	NO	
20531 - Accounts Payable Unit	150 Frank H Ogawa Plaza	Accountant II	02-APR-01	NO	
20541 - Payroll Unit	150 Frank H Ogawa Plaza	Office Manager	09-MAY-05	NO	
20551 - Time and Attendance Unit	150 Frank H Ogawa Plaza	Payroll Personnel Clerk III	30-JAN-89	NO	
20611 - Education and Training Administration	250 Victory Court	Administrative Assistant I	16-JUN-06	NO	
20631 - In-Service Training Unit	250 Victory Court	Fire Equipment Technician	26-JAN-98	NO	
20631 - In-Service Training Unit	250 Victory Court	Battalion Chief	6-Jun-16	YES	
20631 - In-Service Training Unit	250 Victory Court	Fire Fighter	6-Jun-16	YES	
20631 - In-Service Training Unit	250 Victory Court	Fire Fighter	6-Jun-16	YES	
20631 - In-Service Training Unit	250 Victory Court	Fire Fighter	6-Jun-16	YES	
20631 - In-Service Training Unit	250 Victory Court	Fire Fighter	6-Jun-16	YES	

Department Name: Department of Housing and Community Development
Fiscal Year: 2016-2017



CITY OF OAKLAND

**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Department of Housing and Community Development
FISCAL YEAR: 2016 - 2017

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

I, Michele Byrd, Department Director, hereby certify that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Housing and Community Development Department was submitted on June 30, 2017.



Signature & Date

Michele A. Byrd, Director

Print Name & Title

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	
Name	Michele A. Byrd	Ellen L. Dillard	Ellen L. Dillard
Title	Director	Home Management Specialist III	Home Management Specialist III
Address	250 Frank H. Ogawa Plaza, #6301 Oakland, CA 94612	250 Frank H. Ogawa Plaza, #5313 Oakland, CA 94612	250 Frank H. Ogawa Plaza, #5313 Oakland, CA 94612
Phone#	(510) 238-3714	(510) 238-6514	(510) 238-6514
Email	mbyrd@oaklandnet.com	edillard@oaklandnet.com	edillard@oaklandnet.com

Table 2. Department Employee Statistics					
Total # of FTE Employees	50		New Hires This Fiscal Year (by position)	3	
Public Contact Positions (PCP)	20		New PCP Hires This Fiscal Year	2	
PCP With Spanish Language Skill	4	20%	New PCP Hires With Spanish Language Skill	0	0%
PCP With Chinese Language Skill	2	10%	New PCP Hires With Chinese Language Skill	0	0%

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

Table 3A. Department Organization Structure
Admin: Housing and Community Development
Housing Development Services
CDBG Coordination
Homeownership Programs
Municipal Lending
Residential Rent Arbitration

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting			Key: SP= Spanish CH= Chinese	
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below.			
Super PCP Unit	Language Goal		Language Actual	
Municipal Lending (89939)	SP= 1	CH = 1	SP= 1	CH = 0
Residential Rent Arbitration (89969)	SP= 1	CH = 1	SP= 3	CH = 2

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Housing Search Intake Form	Yes	Yes	
Family Shelters	Yes	Yes	
Men's Shelters	Yes	Yes	
Women's Resource	Yes	Yes	
Financial Aid Assistance Form	Yes	Yes	
Earthquake Safety Homes Program (ESHP) Description	Yes	Yes	Vietnamese
Earthquake Safety Homes Program Application	Yes	Yes	Vietnamese
Earthquake Safety Homes Program Photograph Requirements	Yes	Yes	Vietnamese
Soft Story Buildings Outreach Flyers	Yes	Yes	
Earthquake Retrofit Text	Yes	Yes	
Oakland Rent Control Insert	Yes	Yes	
Notice to Property Owners	Yes	Yes	
Notice to Tenants	Yes	Yes	
Rent Adjustment Ordinance Change	Yes	Yes	
Notice to Residential Tenants (TPO)	Yes	Yes	
Letter from Constituent	Yes	Yes	
Homeownership Fair Evaluation	Yes	Yes	
Public Notice	Yes	Yes	
Rent Law (Ordinance)	Yes	Yes	Vietnamese
Rent Control Flyer	Yes	Yes	Vietnamese
Landlord Notification Letter	Yes	Yes	
Tenant Notification Letter	Yes	Yes	
Home Buyers Fair Poster/Flyer/Postcards	Yes	Yes	
Housing Fair Poster/Flyer/Postcards	Yes	Yes	
Homeowners Program Brochure	Yes	Yes	
Soft Story Seismic Questionnaire	Yes	Yes	Vietnamese
Notice to Tenants (RAP Notice)	Yes	Yes	
CDBG Additional Information Documents	Yes	Yes	
Tenant Rights Postcard	Yes	Yes	
Notice to Property Owners	Yes	Yes	

Are all of the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please provide an action plan below
--	---

Location Description	Telephone Number	Status
Redevelopment and Housing	238-3015	Completed
Rent Adjustment	238-3721	Completed

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
50	20	1	4	Yes	1	2	Yes

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

The Department of Housing and Community Development (DHCD) complied with the City's Equal Access to Services Ordinance (EAO) during the reporting period of July 1, 2016 – June 30, 2017. We have revised the forms and brochures that are used to administer the various programs that we currently have. These documents are one hundred percent (100%) translated into Spanish, Chinese and Vietnamese. Our program websites have also been revised and updated to provide more information to the public. These programs effectively serve the Limited English Speaking (LES) population in the city of Oakland as required by the EAO.

The Municipal Lending Unit provides financial and technical assistance for the purchase of homes and minor-to-substantial rehabilitation to very low, low and moderate income residents of Oakland. The program counsels and educates homeowners and first-time homebuyers about purchasing and maintaining homes to promote safe, healthy and accessible neighborhoods, as well as refinancing. It also promotes collaboration with lenders, general contractors, code enforcement, citizens and other housing agencies to expand opportunities for all homebuyers. Additionally, the program provides rehabilitation construction management services that assist in identifying and correcting healthy and safety hazards and code violations in owner-occupied homes.

The Residential Rent Arbitration Program helps maintain descent, safe, affordable, and sanitary residential rental housing in Oakland. The program's goal is to limit rent increases and evictions, as well as monitor the removal of rental units from the market.

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

The department's outreach and recruitment efforts always include materials and language that encourage bilingual candidates to apply for vacant positions, which includes advertising and posting job announcements in bilingual newspapers and/or websites. Our goal is to continue to hire bilingual candidates who could assist with providing multilingual services to the public. Most of the filled positions during the reporting period were not designated as PCP

positions. However, we have multiple bilingual employees who can provide LES individuals with assistance as needed.

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

The Residential Rent Arbitration Unit made notable changes to the program's brochure and fliers, including but not limited to translation into Spanish, Chinese and Vietnamese. The materials were used for community outreach to homeowners, landlords and tenants alike who are in the low-income flatland neighborhoods.

The Homeownership Program's brochure has been revised and translated into Cantonese, Mandarin, Vietnamese and Spanish to reflect the most current information about available services.

Residential Lending continues to provide program information in multiple languages including, Spanish, Cantonese, Mandarin and Vietnamese.

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

The various divisions of the department produced and distributed over a significant number of flyers, postcards and brochures throughout the various outlets and events in the city of Oakland. This includes, but are not limited to notices to tenants and landlords; outreach for soft-story buildings; information regarding Earthquake Retrofit, etc. And occasionally, DHCD provides a bilingual public service announcement on KTOP with translations in Spanish, Cantonese, Mandarin and Vietnamese. Our community outreach is designed to inform LES individuals in Oakland about available services that are offered, and their rights under the various services that we provide. DHCD takes proactive measures to ensure that our client's language access needs are immediately addressed. DHCD is following the City's Equal Access to Services Ordinance and Administrative Instruction (AI) 145.

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

DHCD plans to continue to expand its outreach services to the LES population in Oakland over the next 12 months. The current emphasis has been with the residents who speak Spanish and Chinese. DHCD's goal is to ensure that all Oakland residents have fair and equal access to the program and services that we offer regardless of the spoken language. DHCD is also using third party agencies, such as International Contacts, Inc. to assist our clients.

B. Translation of Written Vital Documents Assessment

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

Throughout the years, the department has been consistent in displaying our program notices in the reception areas of our offices located at 250 Frank H. Ogawa Plaza, Suites 5313 and 6301 (5th and 6th floors). The Municipal Lending Unit has a bookshelf in their area where written materials are kept. The Rent Adjustment Unit has bookshelves for their written materials located at 250 Frank H. Ogawa Plaza, Suites 5313 and 6301. Additionally, brochures and other written materials are distributed at various community events inside and outside the Frank H. Ogawa Plaza, street fairs, home buyer fairs and Church events.

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

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

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

DHCD has translated other vital documents to serve the LES community. During the reporting period, the vital documents that were translated into Spanish, Chinese and Vietnamese include, but are not limited to written materials regarding homeownership programs; tenant and landlord notices; newspaper notices; Oakland Rent Control insert cards; Housing Search Intake Form; Earthquake Safety Homes Program application and materials; Soft-Story Building Outreach flyers; financial aid assistance forms; etc. The department is also willing to translate these documents into other languages if needed.

C. Multilingual Telephone Messages Assessment

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

DHCD provides multilingual telephone messages in the threshold languages required by EAO. The languages are English, Spanish, Mandarin, Cantonese and Vietnamese. We continue to work 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. Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

The overall results of the 2017 EAO Language Access Survey did not show negative findings regarding the department's programs. However, it does show that DHCD needs improvement in the way that we provide language-specific assistance. To address these concerns, DHCD will further

expand our community outreach efforts, continue to hire bilingual candidates, improve program materials, and continue to maintain and LES list of people served.

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

Departmental procedures and written policies are in compliant with the City's Equal Access to Services Ordinance and AI 145.

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

During the reporting period, our program staff attended various community events to promote our services and distribute written materials. The LES residents of Oakland were given information on how to obtain and use our services.

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

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

E. Action Plan

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

DHCD plan to expand our community outreach efforts by reviewing and making improvements to our program materials, and maintain a list of LES people served to ensure that we provide follow-ups in the necessary language as needed.

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

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

Department Name: Department of Housing and Community Development

Fiscal Year: 2016-2017

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	PCP	LANGUAGE
89919 - Admin: Housing & Community Devel	250 Frank Ogawa Plaza	Accountant II	05-DEC-05	NO	Chinese
89919 - Admin: Housing & Community Devel	250 Frank Ogawa Plaza	Administrative Services Manager I	03-JUN-91	NO	
89919 - Admin: Housing & Community Devel	250 Frank Ogawa Plaza	Development/Redevelopment Pgrm MGR	03-APR-00	NO	
89919 - Admin: Housing & Community Devel	250 Frank Ogawa Plaza	Director of Housing & Comm Dev	10-SEP-02	NO	
89919 - Admin: Housing & Community Devel	250 Frank Ogawa Plaza	Employment Services Supervisor	27-FEB-95	NO	Spanish
89919 - Admin: Housing & Community Devel	250 Frank Ogawa Plaza	Exec Asst to the Director	15-OCT-90	NO	
89919 - Admin: Housing & Community Devel	250 Frank Ogawa Plaza	Home Management Specialist II	17-MAR-14	YES	
89919 - Admin: Housing & Community Devel	250 Frank Ogawa Plaza	Home Management Specialist II	27-MAY-14	YES	
89919 - Admin: Housing & Community Devel	250 Frank Ogawa Plaza	Housing Development Coordinator IV	11-SEP-07	NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Development/Redevelopment Pgrm MGR	17-MAY-10	NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Home Management Specialist III	25-JUN-12	YES	
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coord I	14-JAN-14	NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator IV	08-DEC-05	NO	
89929 - Housing Development	250 Frank H. Ogawa Plaza	Housing Development Coordinator IV	18-JUN-01	NO	
89929 - Housing Development	250 Frank H. Ogawa Plaza	Housing Development Coordinator IV	29-APR-02	NO	Spanish
89929 - Housing Development	250 Frank Ogawa Bldg	Housing Development Coordinator IV	11-FEB-08	NO	
89929 - Housing Development	250 Frank H. Ogawa Plaza	Office Assistant II	27-MAY-00	NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Program Analyst III	21-DEC-09	NO	Chinese
89939 - Municipal Lending	250 Frank H. Ogawa Plaza	Administrative Assistant I	09-FEB-04	NO	
89939 - Municipal Lending	250 Frank Ogawa Bldg	Administrative Assistant I	20-JUL-15	NO	
89939 - Municipal Lending	250 Frank Ogawa Bldg	Administrative Assistant II	22-JUL-89	NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Development/Redevelopment Pgrm MGR	27-OCT-88	NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Home Management Specialist III	25-JUN-08	NO	Tagalog
89939 - Municipal Lending	250 Frank H. Ogawa Plaza	Loan Servicing Specialist	25-JUN-90	YES	Tagalog
89939 - Municipal Lending	250 Frank Ogawa Plaza	Mortgage Advisor	10-AUG-09	YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Mortgage Advisor	09-FEB-09	YES	
89939 - Municipal Lending	250 Frank H. Ogawa Plaza	Program Analyst I	11-SEP-93	NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Rehabilitation Advisor I	27-MAY-17	YES	
89939 - Municipal Lending	250 Frank H. Ogawa Plaza	Rehabilitation Advisor III	30-MAY-07	YES	Korean
89939 - Municipal Lending	250 Frank Ogawa Plaza	Rehabilitation Supervisor I	24-JUL-06	YES	Spanish
89939 - Municipal Lending	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	27-FEB-17	NO	Tagalog
89949 - CDBG Coordination	250 Frank H. Ogawa Plaza	Administrative Assistant II	06-SEP-05	NO	
89949 - CDBG Coordination	250 Frank H. Ogawa Plaza	Community Dev Pgrm Coordinator	26-OCT-73	NO	
89949 - CDBG Coordination	250 Frank H. Ogawa Plaza	Community Dev Pgrm Coordinator	08-JAN-07	NO	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Community Dev Pgrm Coordinator	27-MAR-06	NO	Spanish
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Development/Redevelopment Pgrm MGR	14-JUN-94	NO	

Department Name: Department of Housing and Community Development
 Fiscal Year: 2016-2017

89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Administrative Assistant I	06-AUG-01	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Administrative Assistant I	23-NOV-15	YES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Assistant I	31-AUG-13	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	14-FEB-17	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Hearing Officer	01-OCT-12	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Hearing Officer	13-AUG-02	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	25-FEB-08	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Program Analyst I	27-OCT-14	YES	Mandarin
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Program Analyst II	13-MAR-12	YES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Program Analyst II	22-JUL-13	YES	Spanish
89969 - Residential Rent Arbitration	250 Frank H. Ogawa Plaza	Program Analyst III	31-JAN-01	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Project Manager II	13-MAY-02	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Senior Hearing Officer	02-OCT-06	YES	Chinese
89979 - Commercial Lending	250 Frank Ogawa Plaza	Account Clerk II	16-NOV-09	NO	Chinese
89979 - Commercial Lending	250 Frank Ogawa Plaza	Administrative Analyst I	20-DEC-99	NO	

Department Name: Human Resources Department
Fiscal Year: 2016-2017



**EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN**

I. DEPARTMENT CERTIFICATION

**DEPARTMENT NAME: Human Resources Department
FISCAL YEAR: 2016-2017**

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

I, Ian Appleyard, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Human Resources Department was submitted on June 30, 2017.

A handwritten signature in black ink, appearing to read "Ian Appleyard", written over a horizontal line.

6/30/2017

Signature & Date

Ian Appleyard, Human Resources Director
Print Name & Title

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
43	4	0.5	1	Yes	0	1	Yes

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

The Human Resources Management (HRM) department has maintained its goals in bilingual public contact positions (PCP) in recent years. HRM has a total of 4 PCPs, of which 2 are bilingual. In addition to having bilingual PCPs, HRM has 2 Chinese-speaking non-PCP employee and 1 Spanish-speaking non-PCP employee. HRM has maintained its vital document translation, and multi-lingual recordings. Several HRM staff are active members of the GARE (Government Alliance for Race and Equity) team and held monthly lunchtime conversations and brownbag training on advancing collaboration, inclusiveness and equity. Training and presentations are available to all City employees.

The Equal Access Program of HRM worked with all City Departments on regular basis to ensure Equal Access Ordinance (EAO) requirements are implemented throughout the City. This year our office staff launched a Language Survey and collected over 2,000 surveys. Surveys were made available in over 40 different locations throughout the city. Collaboration with City departments contributed to its successful implementation. Equal Access staff put together concerted effort this year to highlight the importance of language access here in the City. In addition to conducting trainings with Language Access Coordinators, staff also presented at City-Wide Supervisor Academy Trainings. Supervisor-level employees were invited to the training academies. The next presentation is scheduled for August 2017 with the next cohort of supervisor academy trainees. Furthermore, HRM conducts bi-monthly meetings with all Personnel Coordinators (SPOCs – single points of contact). Equal Access Program staff participated at every meeting this year and covered different items related to language access at each of the meetings.

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

As in the past, the HRM continues to send out weekly updates of City of Oakland job openings to over 100 agencies in the Bay Area, including, Oakland Chamber of Commerce, Family Bridges, Inc., Youth Employment Partnership, Allen Temple, Asian Health Services, Oakland Vietnamese Chamber of Commerce, Oakland Chinatown Chamber of Commerce, Spanish-speaking Citizens Foundation, Chinese Community United Methodist Church, St. James Episcopal Church, Oakland Private Industry Council, and many more. HRM provided technical assistance and consultation to City departments on recruitment outreach. Public Contact Position vacancies advertised on the Oakland Tribune, El Mundo, and Sing Tao

newspapers on regular basis. HRM was invited by the Spanish Speaking Citizens Foundation to talk about Summer Jobs opportunities to high school students. Staff also trained students on how to fill out their profile and how to apply for city job. Staff hosted tables at several outreach events and job fairs this year, including Mobile Mayor community events, Oakland Chinatown Street Festival, Chinese New Year Celebration, Diversity Job Fairs in Oakland and San Jose, Oakland Library Job Fairs, and presented at various schools. Staff is working closely with the Oakland Promise Program with Oakland Unified School District and with the Mobile Mayor Program with the Mayor's Office's Civic Engagement Team. Working collaboratively, more communities can be reached and awareness on how to access government services can be enhanced.

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

The HRM department has been complying with the EAO during this reporting period. The HRM vital documents have been update and the staff has been trained in how to use the Language Line services in case we have constituents than speak languages other than English, Spanish, Cantonese and Mandarin. This year the EAO works diligently with all the departments making sure that vital document is reviewed, updated and translated. This year we translated 224 documents into Spanish, 219 in Chinese, 49 in Vietnamese and 10 in other languages. Total number of translation projects adds up to 502, a 13% increase from the previous reporting year. In terms of face-to-face interpretation, we provided 553 hours of interpretation: 333 hours in Spanish, 108 hours in Chinese, 13 hours in Vietnamese and 37 hours in other languages like Korean, Tagalog and Arabic. Interpretation equipment were reserved and used at City events 62 times this year.

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

In an effort to enhance diversity awareness offered a Diversity Training to all the City employees. This year 485 City employees attended a half-day workshop on topics centered on diversity, inclusion, and equity. The training took an interactive and generalized approach on how to improve relationships, communications and how to navigate through conflict caused by differences and perceived beliefs so it does not cause damage or harm to the service our employees provide to the community. Staff engaged interdepartmentally and share experiences as well as solution oriented approaches to how to improve our communications and relationships to better serve. In addition, several HRM staff are active members of the GARE (Government Alliance for Race and Equity) team and held monthly lunchtime conversations and brownbag training on advancing collaboration, inclusiveness and equity. Training and presentations are available to all City employees.

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

As we continue to comply with the Equal Access Ordinance, HRM is committed to the following:

1. Additional sessions of the Diversity Training and Lunchtime Equity Learning opportunities will be offered in the next twelve months. HRM is committed to providing additional trainings to City employees to enhance knowledge and awareness in working with different communities.

2. Continue supporting all the City departments with the translation of vital documents, providing interpretation services for all the meetings and hearings. Contacting the ethnic media to make sure the outreach is made to the entire Spanish and Chinese constituency.
3. Supporting department by making on-site trainings available. – The Equal Access Program will continue to promote the availability of on-site training for City employees, interns and volunteers to be training on resources available when serving LES clients.
4. Continue partnership with Mayor's Office, Recreation Centers, Public Libraries and other City departments on community outreach events. Goal is to have more Equal Access staff and materials presence at outreach events, providing greater access to Oakland residents.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.
Front Counter, 150th Frank H. Ogawa Plaza 2nd Floor Oakland , CA 94612
2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
100%
3. Did the Department translate any other written documents in the reporting period to serve the LES community?
In the FY 2016-2017 the HRM translated 269 documents; 240 in Spanish, 230 in Chinese, 75 in Vietnamese and 12 in other languages. We also provided 484 hours of interpretation in 171 interpretation requests: 331 hours in Spanish, 103hrs in Chinese, 13hrs in Vietnamese and 37hrs in other languages like Korean, Tagalog and Arabic.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).
The HRM has all the outgoing messages translated into Spanish and Chinese with staff to assist in the translation of messages left in languages other than English.

D. Assessment of Department Communication with LES Populations

1. Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?
This year our office staff launched a Language Survey and collected over 2,000 surveys. Surveys were made available in over 40 different locations throughout the city. Collaboration with City departments contributed to its successful implementation. Survey reveals that most clients (regardless of language spoken) were helped within 5 minutes at HRM's service counter, and clients are satisfied with the service received. Language assistance poster, language guide, and

Equal Access City Directory Guide are visibly located at the front counter reception area for easy access.

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

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

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

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

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

E. Action Plan

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

HRM will continue supporting all the departments with translation and interpretation assistance. HRM staff will be more present in the community working with other departments promoting the Equal Access services. HRM is committed to the following:

1. Additional sessions of the Diversity Training and Lunchtime Equity Learning opportunities will be offered in the next twelve months. HRM is committed to providing additional trainings to City employees to enhance knowledge and awareness in working with different communities.
2. Continue supporting all the City departments with the translation of vital documents, providing interpretation services for all the meetings and hearings. Contacting the ethnic media to make sure the outreach is made to the entire Spanish and Chinese constituency.
3. Supporting department by making on-site trainings available. – The Equal Access Program will continue to promote the availability of on-site training for City employees, interns and volunteers to be training on resources available when serving LES clients.
4. Continue partnership with Mayor's Office, Recreation Centers, Public Libraries and other City departments on community outreach events. Goal is to have more Equal Access

staff and materials presence at outreach events, providing greater access to Oakland residents.

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

The Equal Access Program Brochure will be updated in all the languages with the new Departments' information to ensure Oakland residents have the most updated addresses telephone numbers.

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Ian Appleyard	Silvia San Miguel	Denise Aaron
Title	Director of Human Resources	Program Analyst I	Executive Assistant
Address	150 Frank H Ogawa Plaza	150 Frank H Ogawa Plaza	150 Frank H Ogawa Plaza
Phone#	510-238-3112	510-238-6448	510-238-2325
Email	iappleyard@oaklandnet.com	ssanmiguel@oaklandnet.com	daaron@oaklandnet.com

Table 2 Department Employee Statistics					
Total # of FTE Employees	43		New Hires This Fiscal Year (by position)	11	
Public Contact Positions (PCP)	4		New PCP Hires This Fiscal Year	0	
PCP With Spanish Language Skill	1	25 %	New PCP Hires With Spanish Language Skill	0	0%
PCP With Chinese Language Skill	1	25 %	New PCP Hires With Chinese Language Skill	0	0%

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

Table 3A. Department Organization Structure
Administration
Risk & Benefits
Recruitment and Classification
Employee Relations
Equal Access

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: Employee Relations Division was added to the Human Resources organization.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting			(Key: SP= Spanish CH= Chinese)
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			
<i>(Key: SP= Spanish CH= Chinese)</i>			
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	
Annual Compliance Summary	Yes	Yes	
City Directory Brochure	Yes	Yes	
Language Assistance Poster	Yes	Yes	
Interpretation Equipment Requirements	Yes	Yes	
Interpretation Equipment Poster	Yes	Yes	
Interpretation Equipment Signage and Forms	Yes	Yes	Vietnamese

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

Human Resources Management

6/30/2017

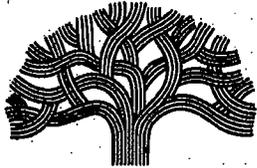
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	PCP	LANGUAGE
05111 - Personnel Admin/Huma	150 Frank Ogawa Plaza	Administrative Analyst II	10-APR-06	NO	
05111 - Personnel Admin/Huma	150 Frank Ogawa Plaza	Director of Human Resources Mgmt	26-SEP-16	NO	
05111 - Personnel Admin/Huma	150 Frank Ogawa Plaza	Exec Asst to the Director	03-JAN-17	NO	
05111 - Personnel Admin/Huma	150 Frank Ogawa Plaza	Office Assistant II	24-AUG-09	NO	
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	31-MAR-14	NO	
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	26-NOV-12	NO	
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	13-MAR-06	NO	
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	11-APR-05	NO	Chinese
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Human Resource Analyst, Assistant	23-OCT-04	NO	
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	05-OCT-09	NO	
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	31-JAN-00	NO	
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Human Resource Analyst, Senior	14-FEB-17	NO	
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Human Resource Analyst, Senior	28-AUG-06	NO	
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Human Resource Clerk	29-FEB-16	YES	
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Human Resource Clerk	26-OCT-15	YES	
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Human Resource Oper Supervisor	05-MAR-90	NO	
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Human Resource Technician	21-NOV-16	NO	
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Human Resource Technician	24-OCT-16	NO	
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Human Resource Technician	13-MAY-13	NO	
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Human Resource Technician	08-APR-13	NO	Spanish
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Human Resources Manager	18-DEC-00	NO	
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Student Trainee, PT	29-AUG-16	NO	
05211 - Employment and Classifi	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	27-MAR-17	NO	
05211 - Employment and Classifi	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	07-NOV-16	NO	
05221 - Equal Access	150 Frank Ogawa Plaza	Program Analyst I	07-MAR-05	YES	Spanish
05221 - Equal Access	150 Frank Ogawa Plaza	Program Analyst III	08-SEP-08	YES	Chinese
05511 - Human Resource Develo	150 Frank Ogawa Plaza	Training Coordinator	04-MAY-15	NO	
05611 - Employee Benefits Servi	150 Frank Ogawa Plaza	Benefits Analyst	05-NOV-07	NO	
05611 - Employee Benefits Servi	150 Frank Ogawa Plaza	Benefits Coordinator	07-DEC-15	NO	
05611 - Employee Benefits Servi	150 Frank Ogawa Plaza	Benefits Representative	22-JUL-13	NO	
05611 - Employee Benefits Servi	150 Frank Ogawa Plaza	Benefits Technician	24-APR-17	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Administrative Analyst II	22-DEC-14	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Benefits Representative	21-MAY-12	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Benefits Technician	27-MAY-14	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Claims & Risk Manager	14-SEP-92	NO	

05621 - Risk Management	150 Frank Ogawa Plaza	Disability Benefits Coordinator	08-DEC-14	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Employee Fleet & Safety Coordinator	12-JAN-99	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Human Resource Clerk	09-DEC-13	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Management Assistant	01-OCT-89	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Safety & Loss Control Specialist	05-JUL-16	NO	Chinese
02331 - Employee Relations	150 Frank Ogawa Plaza	Employee Relations Analyst Prin	17-JAN-17	NO	
02331 - Employee Relations	150 Frank Ogawa Plaza	Human Resources Manager	27-OCT-14	NO	
02331 - Employee Relations	150 Frank Ogawa Plaza	Human Resource Technician	12-SEP-05	NO	

Department Name: HSD
Fiscal Year:

RECEIVED
DEPT OF HUMAN RESOURCES
MANAGEMENT

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CITY OF OAKLAND

EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: HUMAN SERVICES DEPARTMENT
FISCAL YEAR: 2016 - 2017

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

I, Sara Bedford, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Human Services Department was submitted on June 30, 2017.

Sara Bedford 6/13/17
Signature & Date
Sara Bedford, Director
Print Name & Title

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Human Services Department

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Sara Bedford	Dana Perez-St. Denis	Dana Perez-St. Denis
Title	Director of Human Services	Asst. to the Director	Asst. 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) 238-6794	(510) 238-3247	(510) 238-3247
Email	sbedford@oaklandnet.com	dperez@oaklandnet.com	dperez@oaklandnet.com
			Debra Flynn Head Start Supervisor 150 Frank H. Ogawa Plaza, 5 th Floor Oakland, CA 94612 (510) 238-2335 dflynn@oaklandnet.com

Table 2 Department Employee Statistics					
Total # of FTE Employees	307.17		New Hires This Fiscal Year (by position)	16	
Public Contact Positions (PCP)	110		New PCP Hires This Fiscal Year	4	
PCP With Spanish Language Skill	19	17%	New PCP Hires With Spanish Language Skill	0	0%
PCP With Chinese Language Skill	10	9%	New PCP Hires With Chinese Language Skill	0	0%

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

Table 3A. Department Organization Structure
Linkages Program Unit
Senior Companion Program Unit
Outreach Program Unit
Oakland Paratransit for the Elderly and Disabled Unit
Senior Aide Program Unit
Multipurpose Senior Service Program
Senior Center Unit <ul style="list-style-type: none"> * Senior Center (Citywide) * Senior Center (Downtown Oakland) * Senior Center (East Oakland) * Senior Center (North Oakland) * Senior Center (west Oakland)
DHS Administration Unit
Policy & Planning
Community Housing Services
Head Start Unit <ul style="list-style-type: none"> * Head Start - Service Area I (Fannie Wall - F/D) * Head Start - Service Area I (West Grand) * Head Start - Service Area I (Eastmont)

- * Head Start - Service Area I (Franklin)
- * Head Start - Service Area I (Frank G. Mar)
- * Head Start - Service Area I (San Antonio Park)
- * Head Start - Service Area II (Arroyo Viejo)
- * Head Start - Service Area II (Tassafaronga)
- * Head Start - Service Area II (Lion Creek Crossing)
- * Head Start - Service Area II (Sun GateP/D)
- * Head Start - Service Area II (San Antonio CDC)
- * Head Start - Service Area II (Brookfield)
- * Head Start - Service Area II (85th Ave)
- * Head Start - Service Area II (Manzanita)
- * Head Start - Family Child Care
- * Head Start - Home Base Program @ Franklin
- * Head Start - Site
- * Head Start - Central Kitchen
- * Head Start - Central Office
- * Early Head Start Service Area I (First Presbyterian) –
 Early Childhood and Family Services
 Year Round Lunch Program Unit
 Youth Services
 Children & Youth Services and Policy & Planning

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: Head Start closed one facility: Virginia Head Start; Early Head Start closed one facility: FAMES All Head Start sites went to Full Day this 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	Language Actual
Multipurpose Senior Service Program Unit (75231)	SP= 1 CH = 1	SP= 2 CH =2

Key: SP= Spanish CH= Chinese

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
HSD Brochure	YES	YES	
Head Start Parents Handbook 2014/15	YES	YES	
HSD Appendix A	YES	YES	
HSD Parent Survey	YES	YES	
Oakland Unite Program Brochure	YES	YES	
Oakland Unite Client Consent Form	YES	YES	
Oakland Unites Reentry Client Consent Form	YES	YES	
Older Americans Celebration Flyers	YES	YES	
SCP Special Program Flyers	YES	YES	
SCP Volunteer Specific Guidelines/Procedures	YES	YES	
Updated Senior Companion Program (SCP) Care Plans	YES	YES	
Multipurpose Senior Services Program Brochure	YES	YES	
Senior Centers Brochure	YES	YES	
Homeless Program Brochure	YES	YES	
Hunger Program Brochure	YES	YES	
Community Action Partnership Brochure	YES	YES	
Summer Food Service Program Brochure	YES	YES	
Community Housing Program Brochure	YES	YES	
Senior Volunteers Program Brochure	YES	YES	
ASSETS Employment Program Brochure	YES	YES	
ASSETS Employer Brochure	YES	YES	
Oakland Paratransit Program Brochure	YES	YES	
Oakland Fund for Children & Youth	YES	YES	
Early Head Start Brochure	YES	YES	
Head Start Brochure	YES	YES	
Head Start Application Status Letter	YES	YES	
Head Start Acceptance Letter	YES	YES	
Head Start Parent Survey	YES	YES	
Head Start Enrollment Form	YES	YES	
Homeless Declaration Form	YES	YES	
Determination Record Form	YES	YES	
Summer Menu	YES	YES	
Survey Instructions & Letter	YES	YES	
Aging & Adult Services Older American's Flyer	YES	YES	
Help Feed Kids this Summer document	YES	YES	
Summer Food Service Program Site Eligibility Guidelines	YES	YES	

Table 4B. Vital Documents Status Summary	
Are all of the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please provide an action plan below

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
HSD Front Desk	238-3121	Completed
Head Start	238-3165	Completed

Table 6 Analysis by Community Based Service Locations				PCP	SP SPEAKING		CH SPEAKING	
Facility Name	Address	Zip	Phone #	# FTE	#	%	#	%
DOWNTOWN OAKLAND SENIOR CTR	200 Grand Avenue	94612	238-3284	3	0	0%	0	0%
EAST OAKLAND SENIOR CTR	9255 Edes Avenue	94621	615-5731	3	1	33%	0	0%
NORTH OAKLAND SENIOR	5714 Martin Luther King	94618	597-5085	3	1	33%	0	0%
WEST OAKLAND SENIOR	1724 Adeline Street	94607	238-7017	3	0	0%	0	0%
FANNIE WALL	647 – 55 th St.	94609	597-5040	5	1	20%	0	0%
FRANK G. MAR	274 – 12 th ST.	94607	465-8403	4	1	25%	1	25%
FRANKLIN	1010 E. 15 th Street	94606	238-1306	5	0	0%	2	40%
MANZANITA	2701 – 22 ND Street	94606	535-5627	3	1	33%	0	0%
SAN ANTONIO CDC	2228 E. 15 th Street	94606	535-5639	5	2	40%	0	0%
SAN ANTONIO PARK	1701 E. 19 TH Street	94606	535-5609	6	1	17%	1	17%
ARROYO VIEJO	7701 Krause Avenue	94605	615-5757	4	1	25%	0	0%
BROOKFIELD	9600 Edes Avenue	94603	615-5737	6	0	0%	0	0%
EASTMONT	7200 Bancroft Avenue,	94605	615-5747	6	2	33%	0	0%
LION CREEK CROSSINGS	6818 Lion Way, Ste 110	94621	615-5585	6	0	0%	1	17%
SUNGATE	2563 International Blvd.	94601	535-5649	6	1	17%	1	17%
TASSAFARONGA	975-85 TH Avenue	94621	639-0579	6	1	17%	0	0%
WEST GRAND	1058 West Grand Avenue	94607	238-2268	9	2	22%	2	22%
85 th AVENUE	8501 International Blvd	94621	544-3821	9	4	44%	1	11%
FIRST PRESBYTERIAN	2619 Broadway	94612	238-7091	9	1	11%	3	33%

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Human Services Department

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
307.17	110	17%	19	Yes	9%	10	Yes

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

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

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

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

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

(c) Communication with families.

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

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

➤ *1304.21 Education and early childhood development.*

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

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

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

➤ *1306.20 regarding classroom staffing.*

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

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

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

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

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

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

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

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

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

B. Translation of Written Vital Documents Assessment

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

4th Floor Reception Areas 1 and 2

5th Floor Head Start Reception Area

All Senior Centers & All Head Start sites:

Senior Center Unit

Senior Center (Downtown Oakland)

Senior Center (East Oakland)

Senior Center (North Oakland)

Senior Center (west Oakland)

Head Start Unit

Head Start - Service Area I (Fannie Wall)

Head Start - Service Area I (West Grand)

Head Start - Service Area I (Eastmont)

Head Start - Service Area I (Franklin)

Head Start - Service Area I (Frank G. Mar)

Head Start - Service Area I (San Antonio Park)

Head Start - Service Area II (Arroyo Viejo)

Head Start - Service Area II (Tassafaronga)

Head Start - Service Area II (Lion Creek Crossing)

Head Start - Service Area II (Sun Gate)

Head Start - Service Area II (San Antonio CDC)

Head Start - Service Area II (Brookfield)

Head Start - Service Area II (85th Ave)

Head Start - Service Area II (Manzanita)

*Head Start - Family Child Care
Head Start - Home Base Program @ Franklin
Early Head Start - First Presbyterian*

2. Please describe the percentage of vital documents translated into threshold language(s). HSD has completed translation of all vital documents this year.
100% have been translated into threshold languages.
3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

Thanksgiving Flyer
2016 Head Start Handbook
Notice of Public Hearing
OFCY Youth Release
OFCY Adult Release
Assets Program Flyer
Non-Discrimination forms
Grievance Procedures
Grievance Form
Equal Opportunity Notices
Older Americans Flyer
Older Americans exhibit
Oakland Unite Consent form
Oakland Call in intake form
Head Start consent form for general assessment
Client consent
Head Start recruitment flyer
Home Base Handbook
Alameda County Community Partnership Flyer
Site Rules
Site Rules Flyer
Summer Food Service Handbook
Child Activity Book

C. Multilingual Telephone Messages Assessment

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

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

D. Assessment of Department Communication with LES Populations

1. Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

The survey reflected that 3% of the participants waited longer than 20 minutes to be greeted. This is not acceptable in any scenario. The city offers Customer Service Trainings currently and Supervisors will send front line staff to the trainings. The Department's goal is to greet customers within 1 to 2 minutes. The

survey reflected 73% of the participants were greeted within that timeframe. 8% of participants waited longer than 10 minutes for language service. The Department will strive to assist customers in under 10 minutes moving forward. Again, Customer Service trainings will be arranged for frontline staff. It should be noted, however, that if the participants answering the survey were at head start/early head start sites, there are no receptionists at satellite sites so naturally the Children take precedence over the adult that may have to wait longer than they would if in a traditional office setting.

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

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

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

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

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

No complaints were received this year.

E. Action Plan

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

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

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

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

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

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	PCP	LANGUAGE
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Case Manager I	11-APR-16	YES	Chinese
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Case Manager I	02-JUN-14	YES	
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Case Manager I	06-AUG-12	YES	Spanish
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Case Manager II	06-MAR-07	YES	Spanish
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Case Manager, Supervising	12-NOV-09	YES	
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Nurse Case Manager	03-NOV-14	YES	
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Nurse Case Manager	25-APR-11	YES	Chinese
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Program Analyst II, PPT	17-JUL-00	NO	
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Senior Services Prgm Assistant	09-APR-01	NO	
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Senior Services Supervisor	14-OCT-13	NO	
75241 - Senior Companion Program Unit	150 Frank Ogawa Plaza	Senior Services Prgm Assistant, PPT	05-JAN-05	YES	
75241 - Senior Companion Program Unit	150 Frank Ogawa Plaza	Senior Services Supervisor	12-SEP-85	YES	
75251 - Outreach Program Unit	150 Frank Ogawa Plaza	Outreach Worker, PT	25-AUG-14	YES	
75251 - Outreach Program Unit	150 Frank Ogawa Plaza	Outreach Worker, PT	27-AUG-07	YES	
75621 - Oakland Paratransit for the Elderly and Disab	150 Frank Ogawa Plaza	Accountant II	22-MAY-00	NO	
75621 - Oakland Paratransit for the Elderly and Disab	150 Frank Ogawa Plaza	Administrative Assistant I, PT	17-MAR-14	YES	
75621 - Oakland Paratransit for the Elderly and Disab	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	01-FEB-16	NO	
75621 - Oakland Paratransit for the Elderly and Disab	150 Frank Ogawa Plaza	Office Assistant I, PT	12-OCT-04	NO	
75621 - Oakland Paratransit for the Elderly and Disab	150 Frank Ogawa Plaza	Senior Services Prgm Assistant	16-FEB-16	NO	
75621 - Oakland Paratransit for the Elderly and Disab	150 Frank Ogawa Plaza	Senior Services Prgm Assistant	13-MAY-00	YES	
75621 - Oakland Paratransit for the Elderly and Disab	150 Frank Ogawa Plaza	Senior Services Supervisor	02-FEB-09	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Administrative Assistant I	14-MAR-11	YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Administrative Assistant I	02-SEP-08	YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Administrative Assistant I	28-JUL-07	YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Administrative Assistant I	19-MAR-03	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian	05-OCT-07	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian	22-MAY-04	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian	18-AUG-01	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian Supervisor	01-NOV-95	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	Multiple	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Manager, Human Services	16-JUL-01	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Senior Center Director	20-FEB-01	YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Senior Center Director	08-JAN-01	YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Senior Center Director	23-JAN-98	YES	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Administrative Assistant I	25-MAR-11	NO	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Case Manager I, PT	30-JAN-17	YES	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	Multiple	NO	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Services Supervisor	02-DEC-09	NO	

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	PCP	BILINGUAL
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Administrative Assistant I	26-MAY-15	NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Assistant to the Director	01-MAY-89	NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Director of Human Services	26-SEP-92	NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Exec Asst to the Director	06-SEP-89	NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Program Analyst II, PPT	19-AUG-13	NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Senior Aide, PT	22-APR-13	NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Student Trainee, PT	Multiple	NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Student Trainee, PT	15-AUG-16	NO	Spanish
78199 - DHS Fiscal Unit	150 Frank Ogawa Plaza	Accountant II	15-OCT-01	NO	
78199 - DHS Fiscal Unit	150 Frank Ogawa Plaza	Administrative Services Manager II	07-DEC-02	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Cook III	13-SEP-00	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Custodian	16-MAY-98	NO	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	03-MAY-10	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	27-OCT-08	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	26-MAR-07	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	18-JAN-05	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	01-MAR-04	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	01-MAR-04	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	20-SEP-00	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	11-OCT-99	YES	Vietnamese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	15-MAR-99	YES	Vietnamese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	06-MAR-98	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	19-AUG-97	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	28-AUG-95	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	28-AUG-95	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	01-DEC-90	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	17-FEB-16	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	08-SEP-15	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	05-JAN-15	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	27-OCT-14	YES	chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	10-SEP-13	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	28-MAY-13	YES	chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	22-MAY-13	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	25-MAR-13	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	03-DEC-12	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	29-AUG-12	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	24-OCT-11	YES	chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	25-JUL-11	YES	Chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	24-JAN-11	YES	Chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	03-JAN-11	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	13-DEC-10	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	25-OCT-10	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	26-JUL-10	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	03-MAY-10	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	03-MAY-10	YES	Spanish

78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	13-MAY-09	YES	Chinese-Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	26-JAN-09	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	22-SEP-08	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	04-JAN-06	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	04-SEP-03	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	30-JAN-17	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	23-MAR-09	YES	chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	17-OCT-06	YES	chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	13-FEB-96	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	03-APR-95	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	05-JUL-94	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	05-JUL-94	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	06-JUN-92	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Family Advocate	25-MAR-87	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Food Service Worker	18-APR-11	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Food Service Worker	25-SEP-02	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Food Service Worker	06-SEP-84	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Driver Courier	12-JUN-10	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Driver Courier	30-MAR-91	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Driver Courier	04-JUN-88	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Driver Courier	07-APR-08	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	14-JAN-08	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	17-DEC-07	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	30-JAN-07	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	18-JAN-05	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	13-SEP-03	NO	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	24-MAR-03	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	06-MAR-03	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	02-DEC-02	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	28-OCT-02	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	30-SEP-02	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	19-FEB-02	YES	Chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	09-JAN-02	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	09-JAN-02	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	30-OCT-00	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	11-OCT-00	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	18-SEP-00	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	18-SEP-00	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	10-JUN-00	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	24-FEB-00	YES	Chinese-Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	24-FEB-00	YES	Chinese-Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	22-FEB-00	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	11-OCT-99	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	11-OCT-99	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	14-JAN-99	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	07-DEC-98	YES	Spanish

78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	28-SEP-98	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	06-MAR-98	YES	Chinese-Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	25-NOV-96	YES	Chinese-Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	06-MAY-96	YES	Chinese-Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	15-AUG-92	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	03-NOV-90	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Supervisor	25-AUG-03	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Sub Inst, PT	Multiple	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Headstart Program Coordinator	08-MAY-17	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Headstart Program Coordinator	08-FEB-10	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Headstart Program Coordinator	24-SEP-07	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Headstart Program Coordinator	15-APR-05	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Maintenance Mechanic, PPT	27-JUL-00	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Maintenance Mechanic, PPT	23-FEB-98	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Maintenance Mechanic, PT	20-OCT-97	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Office Assistant II	18-JUL-92	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Senior Aide, PT	07-JAN-08	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Student Trainee, PT	Multiple	NO	
78232 - Head Start - Central Office Pr	150 Frank Ogawa Plaza	Child Education Coordinator	15-AUG-92	NO	
78232 - Head Start - Central Office Pr	150 Frank Ogawa Plaza	Data Entry Operator	22-APR-02	NO	Spanish
78232 - Head Start - Central Office Pr	150 Frank Ogawa Plaza	Data Entry Operator, Senior	01-MAR-05	NO	Spanish
78232 - Head Start - Central Office Pr	150 Frank Ogawa Plaza	Head Start Health & Nutr Coordinator	15-DEC-14	NO	
78232 - Head Start - Central Office Pr	150 Frank Ogawa Plaza	Headstart Program Coordinator	27-OCT-14	NO	
78232 - Head Start - Central Office Pr	150 Frank Ogawa Plaza	Headstart Program Coordinator	23-JUN-08	NO	Spanish
78232 - Head Start - Central Office Pr	150 Frank Ogawa Plaza	Headstart Program Coordinator	08-SEP-88	NO	
78232 - Head Start - Central Office Pr	150 Frank Ogawa Plaza	Accountant I	15-MAR-99	NO	
78235 - HS Central Office Administrat	150 Frank Ogawa Plaza	Accountant III	15-MAY-89	NO	
78235 - HS Central Office Administrat	150 Frank Ogawa Plaza	Administrative Assistant II	25-JUN-12	NO	
78235 - HS Central Office Administrat	150 Frank Ogawa Plaza	Administrative Assistant II	25-OCT-04	NO	
78235 - HS Central Office Administrat	150 Frank Ogawa Plaza	Head Start Supervisor	17-SEP-13	NO	
78235 - HS Central Office Administrat	150 Frank Ogawa Plaza	Head Start Supervisor	16-AUG-04	NO	
78235 - HS Central Office Administrat	150 Frank Ogawa Plaza	Health & Human Svcs Prgm Planner	07-AUG-01	NO	
78235 - HS Central Office Administrat	150 Frank Ogawa Plaza	Payroll Personnel Clerk III	01-MAY-90	NO	
78241 - Year Round Lunch Program U	150 Frank Ogawa Plaza	Food Program Driver, PT	Multiple	NO	
78241 - Year Round Lunch Program U	150 Frank Ogawa Plaza	Food Program Monitor, PT	Multiple	NO	
78241 - Year Round Lunch Program U	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	23-MAY-16	YES	
78251 - Youth Services	150 Frank Ogawa Plaza	Administrative Assistant II	25-NOV-13	NO	
78251 - Youth Services	150 Frank Ogawa Plaza	Case Manager II	14-MAR-16	NO	
78251 - Youth Services	150 Frank Ogawa Plaza	Health & Human Svcs Prgm Planner	15-MAR-10	NO	
78251 - Youth Services	150 Frank Ogawa Plaza	Manager, Human Services	23-MAR-98	NO	
78251 - Youth Services	150 Frank Ogawa Plaza	Program Analyst I	13-FEB-17	YES	
78251 - Youth Services	150 Frank Ogawa Plaza	Program Analyst I	05-DEC-16	YES	
78251 - Youth Services	150 Frank Ogawa Plaza	Program Analyst I	13-JUL-96	NO	
78251 - Youth Services	150 Frank Ogawa Plaza	Program Analyst II	21-NOV-16	NO	
78251 - Youth Services	150 Frank Ogawa Plaza	Program Analyst II	02-APR-12	NO	
78251 - Youth Services	150 Frank Ogawa Plaza	Program Analyst II	18-FEB-08	NO	

Department Name: IT
Fiscal Year:



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Information Technology Department
FISCAL YEAR: 2016/17

RECEIVED
DEPT. OF HUMAN RESOURCES
MANAGEMENT
17 JUN 29 PM 3:40

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

I, Andrew Peterson, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Information Technology Department was submitted on June 26, 2017.

 6/26/17
Signature & Date

Andrew Peterson, Chief Information Officer
Print Name & Title

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Information Technology

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

Table 2 Department Employee Statistics			
Total # of FTE Employees	78 (3 vacancies)	New Hires This Fiscal Year (by position)	2
Public Contact Positions (PCP)	0	New PCP Hires This Fiscal Year	0
PCP With Spanish Language Skill	0 %	New PCP Hires With Spanish Language Skill	0 %
PCP With Chinese Language Skill	0 %	New PCP Hires With Chinese Language Skill	0 %

**FTE refers to full-time-equivalent. *New Hires refers to vacant position filled this fiscal year.*

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

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

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.

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

Table 4B. Vital Documents Status Summary	
Are all of the department's vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A <input type="checkbox"/> No
Action Plan & Timeline: N/A. We are not a Public Contact Department.	

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
78	0	0	0	Yes	0	0	Yes

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

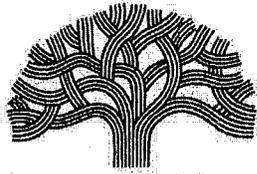
The Information Technology Department (ITD) is an Internal Service Agency, and does not offer services to the public; our customers are limited to City employees. ITD is committed to supporting the Equal Access Ordinance by providing the necessary technological infrastructure to assist the City in reaching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

During this past year, ITD worked collaboratively with various agencies and departments on technological upgrades to City systems including Oracle, ShoreTel Phones, and Police and Fire Radio systems, all of which will contribute to the City's overall goal of reaching 100% compliance with the Equal Access Ordinance.

Org.	Position	Hire Date	PCP	Language
46341 - Application Development	Spatial Data Analyst III.E.33765.32297..	18-Mar-13	NO	
46261 - Server Maintenance & Support	Information Systems Spec II.E.31226.25525..	14-Jul-03	NO	
46341 - Application Development	Application Developer III.E.31242.25467..	10-Mar-08	NO	
46471 - Network Security & Maintenance	Manager, Information Systems.E.31217.28580..	13-Feb-01	NO	
46251 - Desktop Support	Information Systems Spec II.E.28207.24659..	1-Feb-99	NO	
46261 - Server Maintenance & Support	Exempt Limited Duration Employee.Q.37584.37584..	3-Aug-15	NO	
46321 - Systems & Database Administration	Telecommunication Systems Engineer.E.32956.32956..	23-Feb-16	NO	
46531 - Public Safety Applications	Manager, Information Systems.E.31215.28576..	29-Dec-03	NO	
46111 - Administrative Services	Administrative Analyst I.E.36447.36447..	26-Nov-12	NO	
46121 - Reprographic Services	Reproduction Assistant.E.17212.17212..	4-Jun-02	NO	
46341 - Application Development	Application Developer III.E.31245.27959..	31-Mar-08	NO	
46531 - Public Safety Applications	Information Systems Supervisor.E.31213.7179..	10-Oct-00	NO	
46251 - Desktop Support	Information Systems Spec II.E.28205.17422..	13-Nov-98	NO	
46251 - Desktop Support	Information Systems Spec I.E.37573.37573..	1-Jun-04	NO	
46111 - Administrative Services	Accountant II.E.24526.14786..	2-Jan-01	NO	
46211 - Help Desk	Operations Support Specialist.E.26048.26048..	2-Nov-15	NO	
46271 - Telecommunications	Information Systems Spec III.E.34845.34845..	31-Aug-15	NO	
46271 - Telecommunications	Telephone Services Specialist.E.31252.26311..	17-Dec-91	NO	
46531 - Public Safety Applications	Information Systems Spec III.E.34848.34848..	26-Mar-01	NO	
46251 - Desktop Support	Information Systems Specialist I	5-Jun-17	NO	Thai
46321 - Systems & Database Administration	Database Administrator.E.15906.71..	14-Sep-15	NO	
46471 - Network Security & Maintenance	Network Architect.E.31228.21663..	31-Mar-03	NO	Chinese
46251 - Desktop Support	Information Systems Spec II.E.32891.3929..	19-Feb-85	NO	
46111 - Administrative Services	Exec Asst to the Director.E.35941.35941..	23-May-16	NO	
46111 - Administrative Services	Project Manager II.E.36450.36450..	16-Nov-15	NO	
46321 - Systems & Database Administration	Project Manager.Q.38086.38086..	16-Aug-04	NO	
46251 - Desktop Support	Information Systems Spec I.E.37574.37574..	13-Jan-97	NO	
46341 - Application Development	Application Developer II.E.31350.23616..	17-Aug-15	NO	
46251 - Desktop Support	Information Systems Spec II.E.27955.27955..	14-Nov-11	NO	
46211 - Help Desk	Operations Support Specialist.E.15863.589..	26-Oct-15	NO	
46521 - Public Safety Maintenance & Installation	Information Systems Supervisor.E.31214.27957..	18-Jul-94	NO	
46341 - Application Development	Application Developer III.E.27958.27958..	5-Nov-07	NO	
46111 - Administrative Services	Administrative Analyst II.E.25480.21842..	9-Feb-04	NO	
46461 - Project Coordination	Information Systems Supervisor.E.33355.32957..	23-May-16	NO	
46341 - Application Development	Spatial Data Analyst III.E.33764.32324..	3-Jul-00	NO	
46341 - Application Development	Application Developer III.E.34987.34987..	5-Jun-93	NO	
46111 - Administrative Services	Project Manager III.E.36452.36452..	16-Apr-01	NO	
46251 - Desktop Support	Information Systems Specialist II	24-Oct-16	NO	Vietnamese
46321 - Systems & Database Administration	Manager, Oracle Operations.E.34715.15601..	23-Apr-01	NO	Cantonese
46211 - Help Desk	Operations Support Specialist.E.34846.34846..	2-Nov-15	NO	
46461 - Project Coordination	Exempt Limited Duration Employee.Q.38487.38487..	9-May-16	NO	
46341 - Application Development	Spatial Data Analyst III.E.31235.17208..	18-Nov-02	NO	Spanish
46121 - Reprographic Services	Reproduction Offset Operator.E.15856.3576..	30-May-02	NO	
46251 - Desktop Support	Information System Administrator.E.33887.33887..	15-Aug-05	NO	

46521 - Public Safety Maintenance & Installation	Information Systems Spec II.E.32277.32277..	21-Apr-07	NO	
46271 - Telecommunications	Telecommunications Electrician, Sr.E.31249.14168..	16-Dec-91	NO	
46321 - Systems & Database Administration	Database Analyst III.E.24773.24773..	26-Apr-99	NO	
46521 - Public Safety Maintenance & Installation	Exempt Limited Duration Employee.Q.38077.38077..	29-Jul-15	NO	
46521 - Public Safety Maintenance & Installation	Electronics Technician.E.31209.817..	3-Jul-06	NO	
46341 - Application Development	Application Developer III.E.31244.27892..	23-Apr-07	NO	
46341 - Application Development	Information Systems Supervisor.E.3630.3630..	24-Nov-03	NO	
46111 - Administrative Services	Assistant to the Director.E.38456.38456..	8-Feb-91	NO	
46111 - Administrative Services	Chief Information Officer	6-Mar-17	NO	
46521 - Public Safety Maintenance & Installation	Information Systems Spec III.E.31219.3632..	31-Aug-15	NO	Chinese
46251 - Desktop Support	Information Systems Spec II.E.28198.21433..	7-Mar-11	NO	
46121 - Reprographic Services	Reprographic Shop Supervisor.E.15859.5891..	2-May-05	NO	
46261 - Server Maintenance & Support	Information Systems Spec III.E.31218.10374..	6-Oct-03	NO	Chinese
46271 - Telecommunications	Telephone Services Specialist.E.31254.26313..	16-Feb-16	NO	
46521 - Public Safety Maintenance & Installation	Telecommunication Systems Engineer.E.37576.37576..	20-Sep-00	NO	
46461 - Project Coordination	Exempt Limited Duration Employee.Q.38355.38355..	14-Mar-05	NO	
46251 - Desktop Support	Information Systems Spec II.E.28199.23615..	16-Dec-89	NO	
46521 - Public Safety Maintenance & Installation	Electronics Technician.E.31208.2695..	20-Oct-08	NO	Spanish
46121 - Reprographic Services	Reproduction Offset Operator.E.27713.27713..	21-Dec-15	NO	
46271 - Telecommunications	Network Architect.E.34844.34844..	2-Jan-89	NO	
46251 - Desktop Support	Information Systems Spec II.E.32276.32276..	27-Mar-06	NO	
46321 - Systems & Database Administration	Database Administrator.E.21664.21664..	23-Jun-03	NO	
46341 - Application Development	Spatial Data Analyst III.E.31236.17209..	13-Nov-02	NO	
46321 - Systems & Database Administration	Application Developer III.E.15912.5118..	23-Jul-90	NO	
46521 - Public Safety Maintenance & Installation	Information Systems Spec III.E.37578.37578..	14-Jun-99	NO	
46211 - Help Desk	Operations Support Specialist.E.34847.34847..	16-Feb-16	NO	
46121 - Reprographic Services	Reproduction Offset Operator.E.15857.5892..	5-Mar-07	NO	
46531 - Public Safety Applications	Information Systems Spec III.E.34849.34849..	31-Mar-14	NO	Mandarin
46251 - Desktop Support	Information Systems Spec II.E.33766.32298..	9-Oct-06	NO	
46521 - Public Safety Maintenance & Installation	Electronics Technician.E.31210.91..	27-Aug-07	NO	Chinese

Department Name: Mayor's Office
Fiscal Year: 2016-2017



CITY OF OAKLAND

EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Office of the Mayor
FISCAL YEAR: 2016-2017

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

I, Libby Schaaf, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Office of the Mayor was submitted on Jun 29, 2017.


Signature & Date 6/30/17
Libby Schaaf, Mayor
Print Name & Title

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Office of the Mayor

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Libby Schaaf	Shereda Nosakhare	Debbie Comeaux
Title	Mayor	Chief of Staff	Accountant III
Address	1 Frank Ogawa Plaza, 3 rd Floor	1 Frank Ogawa Plaza, 3 rd Floor	1 Frank Ogawa Plaza, 3 rd Floor
Phone#	(510) 238-3141	(510) 238-7168	(510) 238-7662
Email	lschaaf@oaklandnet.com	snosakhare@oaklandnet.com	dcomeaux@oaklandnet.com

Table 2 Department Employee Statistics					
Total # of FTE Employees	14		New Hires This Fiscal Year (by position)	3	
Public Contact Positions (PCP)	14		New PCP Hires This Fiscal Year	3	
PCP With Spanish Language Skill	3	21 %	New PCP Hires With Spanish Language Skill	1	33 %
PCP With Chinese Language Skill	1	7 %	New PCP Hires With Chinese Language Skill	0	0 %

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

Table 3A. Department Organization Structure	
Mayor's Administration	Oaklanders Assistance Center

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

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

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
1. Oakland Promise Overview	Yes	Yes	Arabic, Khmer, Vietnamese
2. K2C 1 Pager	Yes	Yes	Vietnamese
3. OP 2017 Scholarship Requirement	Yes	Yes	Vietnamese
4. BB 1 Pager Description	Yes	Yes	Vietnamese
5. K2C Nov Newsletter	Yes	Yes	
6. Police Chief Recruitment Forums	Yes	Yes	
7. Fire Chief Recruitment Forums	Yes	Yes	
8. Spring Clean Up in D7	Yes	Yes	
9. Mobile Mayor	Yes	Yes	
10. Reportjohn.org Postcards	Yes	Yes	
11. Oakland Women's Film Festival	Yes	Yes	
12. Stop Demand Night	Yes	Yes	
13. Bay Area Women's Summit	Yes	Yes	Tagalog, Vietnamese
14. Boys & Men Career Summit	Yes	Yes	
15. MBK Summit Factsheet	Yes	Yes	
16. New Oakland Business Welcome	Yes	Yes	
17. Mayor's Toy Drive	Yes	Yes	
18. Helpful Phone Numbers	Yes	Yes	

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

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Office of the Mayor Front Desk	510-238-3141	Completed
Mayor's Toy Drive Hotline	510-777-8697	Completed
Oaklanders Assistance Center	510-444-2489	Completed
Karely Ordaz Salto	510-238-7340	Completed
Sun Kwong Sze	510-238-7577	Completed
Jose Corona	510-238-7581	Completed
Yvonna Cazares	510-238-7157	Completed
David Silver	510-238-3990	Completed
Executive Scheduler	510-238-7414	Completed

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (7%)	STAFF	GOAL MET?	GOAL (7%)	STAFF	GOAL MET?
14	14	1	3	YES	1	1	YES

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

The Mayor's office is complying with the Equal Access Ordinance by having bilingual staff, volunteers and interns who can respond to requests made by LES persons and have ensured that the front desk has access to the appropriate information. The Mayor's Office is eager to communicate its various program offerings and communications equally among community members city-wide. The office consistently translates its outreach materials into Spanish and Chinese to reflect the communities/neighborhoods it is reaching, as well as utilizes ethnic media to connect with the city's diverse population. The Mayor's Office also provides translation equipment and translators in Spanish, Chinese and other languages as appropriate at public meetings where LES persons may attend.

The Mayor's office had a total of 14 PCPs this FY 2016-2017. Three PCPs are Spanish speaking and one is Chinese speaking.

The Oaklander's Assistance Center (OAC), a Mayor's Office initiative has 2 PCP's this FY 2016-2017. One PCP is Spanish speaking. The OAC is structured under the City's Administrator's personnel budget for funding purposes.

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

The Mayor's office includes its interest in bilingual candidates when recruiting applicants and assesses the level of proficiency. During the Staff recruitment phase, the Mayor's office has attracted a large pool of applicants that included bilingual applicants.

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

Mayor Libby Schaaf connects with Oakland's Spanish speaking communities at least one time per month through a live radio interview on KIQI (1010 AM, "Radio Unica"). KIQI is a Spanish-language radio station based in San Francisco. It is under the ownership of Multicultural Broadcasting. KIQI serves the Bay Area's fast-growing Latino community reaching almost 1.5 million in the Bay area.

Each live interview is 25 – 35 minutes long. During the first half, the host asks the Mayor questions (in English and Spanish) based on current events in Oakland. During the second half, Mayor Schaaf takes live calls from listeners in English and Spanish. In addition, the Mayor speaks in Spanish at events with Spanish-speaking audiences.

Mayor Schaaf has also appeared on Sing Tao Chinese Radio to address special topics, including the release of the Mayor's budget proposal. The live radio interview is conducted in Cantonese and the Mayor's responses to questions are interpreted into Chinese by her Staff.

Sing Tao Chinese Radio is available to listeners in two Chinese dialects on two stations: AM 1400, Cantonese and FM 96.1, Mandarin. According to its website, the station has a listenership of 85% of all Chinese living in the Bay Area.

Through the Oakland Promise, the Mayor's Office has reached multilingual populations in Oakland. The Oakland Promise translates vital documents in various languages to ensure it is serving Oakland Unified School District's diverse student body. Enrollment applications and promotional and informational materials are translated in Spanish, Chinese and other languages as needed (including Arabic). Translation services are available at Oakland Promise community meetings where LES persons may attend.

Additionally, all bilingual staff and the Oakland Promise office have recorded voicemail messages in Spanish, Chinese or both. The Mayor's Office website can also be available in languages other than English.

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

The Mayor's Office has a designated Language Access Coordinator who ensures that the office maintains a list of employees in the office who speak the threshold languages as well as the interpretation service should it be necessary.

When working with LES persons, we not only provide the appropriate language service but also culturally sensitive service to citizens.

In addition, the Mayor's Office coordinates with the Equal Access Office where appropriate to assess additional language needs. Implementation of the Equal Access Language Line has been very helpful to staff and constituents.

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

The bilingual staff of the Mayor's Office will continue to actively engage LES citizens at meetings and events to ensure LES communities know of their language access rights. The Mayor's Office also consistently translates its materials into Spanish and Chinese, takes advantage of the Equal Access Office's language interpretation services, and recruits volunteers and interns who can regularly assist with additional language requirements. The Mayor's Office adopts and implements Language Access Policies including ensuring that each PCP is trained in the use of interim measures to assist LES persons.

The Mayor's Office continues to respond to media requests from news outlets that provide information to LES communities.

B. Translation of Written Vital Documents Assessment

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

Notices of interpretation service are available and are posted on the first floor in the Oaklanders Assistance Center and at the front desk area in the Mayor's Office. Upon request, receptionists will alert the Language Access Coordinator to provide language service. The Mayor's Office Receptionists will use the Equal Access Office's language interpretation services when needed.

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

The Mayor's Office Administration Unit had a total of 18 vital document in FY 2016-2017, of which all 18 were translated into Spanish and Chinese. The Oaklander Assistance Center had a total of 2 vital documents in the same period, of which all 2 were translated into Spanish and Chinese.

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

Required documents were translated into Spanish and Chinese to better serve the community. In addition, selected documents were translated into Arabic, Khmer, Tagalog, and Vietnamese and Tagalog by the Mayor's Office.

C. Multilingual Telephone Messages Assessment

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

The Mayor's Office Front Desk maintains a recorded telephonic message in English, Spanish and Chinese with the basic information about the Mayor's Office operation. Bilingual staff have recorded messages in Spanish or Chinese on their voicemails.

D. Assessment of Department Communication with LES Populations

1. Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

Four EAO Language Access Surveys were completed for the Mayor's Office. LES persons were satisfied with the Mayor's Office's language service and response time. Two thirds of the respondents noted having trouble getting services because of limited or no English. Respondents did not state whether they requested assistance in their native language (100% responded "N/A"), however. All respondents said they found bilingual employees helpful with sufficient skill to provide assistance.

The Mayor's Office will continue to actively engage LES persons and translate vital documents into Spanish and Chinese on a consistent basis. We will also expand translation to more languages when appropriate, use the Equal Access Office's language interpretation services for public meetings, as well as have bilingual staff available to assist residents with additional language requirements.

The Mayor's Office adopts and implements Language Access Policies and trains each PCP and intern that may be assisting with the front desk to use over-the-phone interpretation service to ensure LES persons will have the help that they need.

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

The Mayor's Office uses translated written materials, translators, bilingual volunteers, interns and staff to communicate with LES Spanish, Cantonese and Mandarin populations. The Mayor's Office's policy is to abide by the Equal Access Ordinance.

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

Bilingual staff of the Mayor's Office proactively attend community events and meetings to reach LES populations, such as Latino, Chinese, Korean, Cambodian, Arabian, etc. In addition, Mayor and her bilingual staff also go to Spanish and Chinese speaking radios to inform non-English speaking citizens of important government information like budget and public safety, and let people know of the language access service the City provides. The Mayor's Office and the Oaklander Assistance Center use translated written materials, translators, bilingual volunteers, interns and staff to communicate with LES Spanish and Chinese populations.

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

There are no complaints on file. Complaints can be delivered to the Mayor's Office via email, in person, or by phone. The office also has print outs of complaint forms at the front desk. The Mayor's Office will provide the services that are requested to resolve any complaints as quickly as possible. Both the Mayor's Office and the Oaklanders Assistance Center will maintain a file with complaints for not less than two years.

E. Action Plan

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

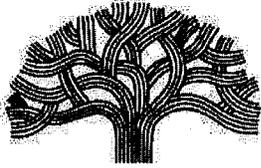
The Mayor's office will continue to abide by the Equal Access Ordinance by means of having bilingual staff, interns and volunteers, continue to use translated materials for community outreach and utilize the Equal Access office and the Equal Access Language Line when necessary.

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

The public notice is posted both on the 1st floor in the Oaklanders Assistance Center front desk and on the 3rd floor at the Mayor's Office front desk. The Mayor's Office policy is that the front desk receptionist alert the Language Access Coordinator when a new sign is need. Annual compliance plan will be posted on the City website and accessible to the public.

ORGANIZATION	ADDRESS	JOB CLASS	HIRE DATE	PCP	LANGUAGE
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor II	03-JAN-17	YES	Spanish
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Student Trainee, PT	19-JAN-16	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	27-JUL-15	YES	Spanish
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor I	02-MAR-15	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	09-JAN-17	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	02-Dec-16	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor II	22-AUG-16	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	02-MAR-15	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	17-JAN-11	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	14-FEB-17	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Mayor's PSE 14	11-MAR-13	YES	Spanish
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Mayor	03-JAN-11	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	07-NOV-16	YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor I	07-APR-08	YES	Chinese

Department Name: City Attorney
Fiscal Year: 2016-2017



CITY OF OAKLAND

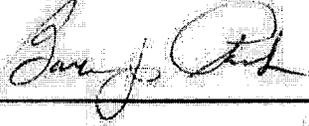
EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Office of the City Attorney
FISCAL YEAR: 2016-2017

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 adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the City Attorney's Office was submitted on June 30, 2017.

 6/30/17

Signature & Date

Barbara J. Parker, City Attorney

Print Name & Title

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	Administrative Analyst	Administrative Analyst
Address	1 Frank Ogawa Plaza 6 th Floor	1 Frank Ogawa Plaza 6 th Floor	1 Frank Ogawa Plaza 6 th Floor
Phone#	510-238-3815	510-238-2960	510-238-2960
Email	bparker@oaklandcityattorney.org	mforte@oaklandcityattorney.org	mforte@oaklandcityattorney.org

Table 2 Department Employee Statistics					
Total # of FTE Employees	72		New Hires This Fiscal Year (by position)		
Public Contact Positions (PCP)	10		New PCP Hires This Fiscal Year		2
PCP With Spanish Language Skill	2	20%	New PCP Hires With Spanish Language Skill		0 0%
PCP With Chinese Language Skill	1	10%	New PCP Hires With Chinese Language Skill		0 0%

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

Table 3A. Department Organization Structure
Administration Unit
Litigation Unit Division
Advisory Unit Division
Labor & Employment
Affirmative Litigation and Enforcement 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

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

Key: SP= Spanish CH= Chinese

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Claim Against the City of Oakland	Yes	Yes	
City of Oakland Claims Information	Yes	Yes	

Table 4B. Vital Documents Status Summary	
Are all of the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

ation centers, senior centers, head start centers, libraries, police beats and firehouses.

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
72	10	1	2	EXCEEDED	1	1	MET

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

The City Attorney's Office has a total of 72 authorized FTE's during FY 16-17. The total positions identified as PCP remained constant with nine (9) and during this period an additional PCP was identified bringing the total to ten (10). At the beginning of the reporting period, three of our Office's PCP positions were filled by bilingual employees. Three of our PCP's are filled with Spanish speaking employees (Open Government Coordinator, Neighborhood Law Corps Attorney, and newly added PCP, Agency Administrative Manager). One of our PCP's is filled by a Chinese speaking employee (Claims Investigator).

During the fiscal year, two PCP (NLC Attorney & Office Assistant) were vacated. Neither of these positions were filled by bilingual employees when the incumbent departed. Each position has been since filled with employees who are not bilingual.

In addition to bilingual staff in PCP position, the City Attorney's Office has three (3) Chinese speaking employees, three (3) Spanish speaking employees, one (1) Arabic speaking employee one (1) Vietnamese speaking employee and one (1) German speaking employee in non- PCP positions that are available to assist the public when needed.

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

The City Attorney's Office filled two (2) PCP positions during the year. In each scenario, we replaced a non-bilingual employee with a non-bilingual employee. We continue to meet our goal for of one Chinese speaking PCP employee and to exceed our goal of one Spanish speaking employee, with two such employees.

In preparation for the recruitment of the NLC Attorney and Office Assistant vacancies, the job announcements were prepared with a specific call for Spanish and/or Chinese speaking applicants. The job announcements were published online and in print media, on sites and in publications where a greater opportunity to attract Spanish and Chinese speaking applicants. This effort resulted in a pool of diverse, qualified candidates. However, in each recruitment, it was ultimately determined that the best fit for these positions, were not bi-lingual candidates.

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

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

There are no additional measures to report. However 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 LES persons have received the same level of service as English speakers.

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

The City Attorney's Office will continue to focus on identifying target language applicants during its recruitments to fill PCP positions by continuing to focus on job announcement sites that focus on potential Spanish and Chinese speaking applicants.

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

The 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

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

Each of the City Attorney's vital documents, are 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. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?

No additional written documents were translated during the reporting period. There are no other documents that require translation at this time.

C. Multilingual

C. Multilingual Telephone Messages Assessment

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

Our front desk phone line is equipped with a multilingual telephone message. The message system has options to push a number to be directed to the message in either Spanish or Chinese, both Mandarin and Cantonese. The messages were recorded using City Attorney staff.

D. Assessment of Department Communication with LES Populations

1. Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

Despite keeping the survey open an additional two weeks, our office only received 9 completed surveys. The survey does not results do not identify any service gaps that require corrective action plans by the City Attorney's Office. The Office will continue to ensure resources are available to assist non-English speaking citizens receive access to our services.

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

As the need arises, the City Attorney's Office follows the procedures set forth in the Equal Access Ordinance as well as in AI 145.

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

The Public service representatives of the City Attorney's Office inform the population of their right to bilingual services, by referring to the posted information in the reception area (on the wall and on the counter). This information will also be available on the City Attorney website. Vital forms and publications are also available in Spanish and Chinese and are available at the City Attorney reception desk and on line.

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

The City Attorney's Office did not receive any complaints regarding the provision of bilingual oral and written services. The procedure used for documenting actions taken to resolve complaints is the procedure provided in the Equal Access Ordinance.

E. Action Plan

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

The City Attorney's Office plans to continue its focus on the recruitment of bilingual employees to fill Public Contact Positions by identifying and posting job announcements in targeted

publications and job sites. The Office will also continue the practice of certifying qualified employees, whether or not their roles have been classified as a PCP.

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

The notice informing the public of access to language services has been posted prominently on the reception counter on the 6th floor at 1 Frank Ogawa Plaza and will be posted on the front page of the City Attorney website:

<http://www.oaklandcityattorney.org/home.html>

Information on how to file a claim, the claim form; the Open Government Guide and information on other resources available in the City Attorney's Office are posted on the City Attorney website in Spanish. Information on how to file a claim and the claim form are also available on the website in Chinese. Claim forms and instructions are available at the 6th Floor reception desk in Vietnamese as well.

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	PCP	LANGUAGE
04111 - City Attorney A	One Frank Ogawa Plaza	Accountant II	11-MAY-89	NO	Chinese
04111 - City Attorney A	One Frank Ogawa Plaza	Administrative Analyst II	24-NOV-14	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	City Attorney	29-APR-91	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Exec Asst to City Attorney	28-SEP-12	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Information System Administrator	24-OCT-16	NO	Chinese
04111 - City Attorney A	One Frank Ogawa Plaza	Information Systems Spec II	14-AUG-04	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Legal Administrative Assistant	05-NOV-01	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Legal Administrative Assistant	10-JUN-91	NO	Vietnamese
04111 - City Attorney A	One Frank Ogawa Plaza	Legal Administrative Assistant	26-AUG-13	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Legal Administrative Assistant	29-SEP-14	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Legal Administrative Assistant	06-JUL-98	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Legal Administrative Assistant	16-AUG-99	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Legal Administrative Assistant	03-JAN-17	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Legal Administrative Assistant	27-FEB-17	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Legal Administrative Assistant	11-SEP-01	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Legal Support Supervisor	04-DEC-89	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Manager, Agency Administrative	06-AUG-07	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Manager, Legal Admin Services	07-JUL-97	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Office Assistant I	07-JUL-12	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Open Government Coordinator	08-NOV-10	YES	Spanish
04111 - City Attorney A	One Frank Ogawa Plaza	Paralegal	02-MAR-15	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Paralegal	28-SEP-15	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Paralegal	22-FEB-99	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Paralegal	28-SEP-15	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Paralegal	02-APR-01	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Paralegal	03-JAN-17	NO	
04111 - City Attorney A	One Frank Ogawa Plaza	Public Service Representative	23-APR-84	YES	
04111 - City Attorney A	One Frank Ogawa Plaza	Public Service Representative	05-JAN-15	YES	
04211 - Litigation Unit	One Frank Ogawa Plaza	City Attorney, Assistant	15-APR-14	NO	
04211 - Litigation Unit	One Frank Ogawa Plaza	Claims Investigator III	22-JUN-15	YES	Chinese
04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney II	04-FEB-14	NO	Chinese
04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney III	14-FEB-17	NO	
04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney IV	17-APR-17	NO	
04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney IV	03-AUG-15	NO	
04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney IV	22-MAY-12	NO	
04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney IV	03-DEC-90	NO	

04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney V	18-APR-16	NO	
04211 - Litigation Unit	One Frank Ogawa Plaza	Deputy City Attorney V	06-JUL-15	NO	
04211 - Litigation Unit	One Frank Ogawa Plaza	Exec Asst to Asst City Attorney	01-JUL-93	NO	Chinese
04211 - Litigation Unit	One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	13-AUG-14	YES	
04211 - Litigation Unit	One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	04-SEP-14	YES	Spanish
04211 - Litigation Unit	One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	05-JUL-16	YES	
04211 - Litigation Unit	One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	04-APR-16	YES	Arabic
04211 - Litigation Unit	One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	03-JAN-17	YES	
04211 - Litigation Unit	One Frank Ogawa Plaza	Special Counsel	02-JUN-14	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	City Attorney, Assistant	01-NOV-88	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney II	17-SEP-08	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney II	09-JAN-17	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney II	14-JUN-10	NO	Spanish
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	20-AUG-12	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	27-MAR-17	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	10-NOV-14	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	06-AUG-12	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	02-SEP-08	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	09-MAR-15	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	19-MAY-14	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney III	08-JUN-15	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney IV	21-AUG-06	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney IV	14-MAY-12	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney IV	29-MAY-12	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney IV	29-JUN-15	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney IV	06-AUG-01	NO	Spanish
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney IV	13-MAR-00	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney IV	05-SEP-89	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney V	04-JAN-89	NO	Spanish
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney V	23-AUG-99	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney V	08-OCT-01	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Deputy City Attorney V	19-NOV-90	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Exec Asst to Asst City Attorney	11-DEC-95	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Paralegal	18-FEB-14	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Special Counsel	30-NOV-00	NO	
04311 - Advisory Unit	One Frank Ogawa Plaza	Special Counsel	15-APR-13	NO	

* PCP positions are highlighted

Department Name: OPL
Fiscal Year:



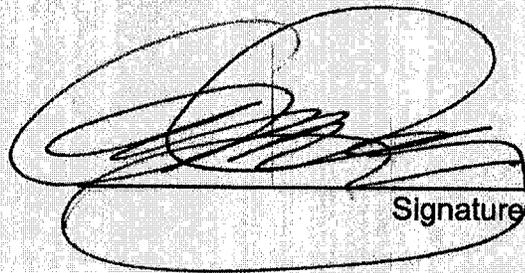
EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: LIBRARY
FISCAL YEAR: 2016-2017

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

I, Gerry Garzon, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Oakland Public Library was submitted on June 30, 2017.


Signature & Date

Print Name & Title

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Gerry Garzon	Crystal Ramie-Adams	Crystal Ramie-Adams
Title	Library Director	Management Assistant	Management Assistant
Address	125 14 th Street, 2 nd Floor	125 14 th Street, 2 nd Floor	125 14 th Street, 2 nd Floor
Phone#	510-238-6608	510-238-6716	510-238-6716
Email	ggarzon@oaklandlibrary.org	Cramie-adams@oaklandlibrary.org	Cramie-adams@oaklandlibrary.org

Table 2 Department Employee Statistics					
Total # of FTE Employees	222		New Hires This Fiscal Year (by position)	8 positions	
Public Contact Positions (PCP)	158		New PCP Hires This Fiscal Year	3.77 FTE/ 29 people	
PCP With Spanish Language Skill	35	22%	New PCP Hires With Spanish Language Skill	.95 FTE	25.20%
PCP With Chinese Language Skill	16	11%	New PCP Hires With Chinese Language Skill	.27 FTE	7.16%

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

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

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: The Library worked with the Budget Office to establish a new organization number, 61342, to represent the Bookmobile. The Bookmobile is not in operation but is expected to be finalized and in operation in FY17-19. There are positions assigned to the Bookmobile and these positions should be filled in FY17-18.	

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: 35.77 PCP	Language Goal		Language Actual
Administrative Unit (61211) Main Library Administration (61221) Art/History/Literature (61231) Magazines & Newspaper (61235) Science Business & Sociology (61236) Children's Room (61237) Circulation/Automation (61243)	SP= 1	CH = 1	SP= 8.38 FTE CH = 2.90 FTE
Asian Branch Library (61341)	SP= 0	CH = 2	SP= 0 FTE CH = 7.19 FTE
Latin American (Cesar Chavez) Branch Library (61345)	SP= 1	CH = 0	SP= 5.79 FTE CH = 0 FTE

Key: SP= Spanish CH= Chinese

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Adult Library Card Application	Yes	Yes	Vietnamese
Children's Library Card Application	Yes	Yes	Vietnamese
Teen Library Card Application	Yes	Yes	Vietnamese
OPL Extended Services Application	Yes	Yes	
Library Behavior Guidelines	Yes	Yes	Vietnamese
Comment Card	Yes	Yes	
Welcome to Your Library	Yes	Yes	
Library Privacy Statement	Yes	Yes	

Table 4B. Vital Documents Status Summary	
Are all of the department's vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please provide an action plan below
Action Plan & Timeline: The Oakland Public Library revised the Circulation Policy late in FY16-17. This document will be finalized and translated into the threshold languages in early FY17-18.	

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Asian Branch Library	510-238-3400	English/Chinese
Brookfield Branch Library	510-615-5725	English/Spanish
Eastmont Branch Library	510-615-5726	English/Spanish
Elmhurst Branch Library	510-615-5727	English/Spanish
Latin American (Cesar Chavez) Branch Library	510-535-5620	English/Spanish
Main Library – Information Line	510-238-3134	English/Spanish
Main Library – Reference Desk	510-238-3138	English/Spanish
Melrose Branch Library	510-535-5623	English/Spanish
81 st Avenue Branch Library	510-615-5812	English/Spanish

Table 6 Analysis by Community Based Service Locations				PCP	SP SPEAKING		CH SPEAKING	
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
Main Library (includes On-Call, Teen & Children's Svc, Branch Admin)	125 14th Street	CITIWIDE	VARIOUS	57.85	15.22	26.31%	4.00	6.91%
Cesar Chavez	3301 East 12th Street #271	94601	535-5620	7.96	5.79	72.74%	0.00	0%
Melrose	4805 Foothill Blvd	94601	535-5623	4.00	1.20	30%	0.00	0%
Dimond	3565 Fruitvale Avenue	94602	482-7844	10.37	0.00	0%	0.40	3.86%
Brookfield	9255 Edes Avenue	94603	615-5725	4.17	1.39	33.33%	1.00	23.98%
Eastmont	7200 Bancroft Ave #211	94605	615-5726	6.56	1.00	15.24%	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%	7.19	69.47%
West Oakland	1801 Adeline Street	94607	238-7352	4.87	0.12	2.46%	0.00	0%
Golden Gate	5606 San Pablo	94608	597-5023	4.86	0.00	0%	0.00	0%
Temescal	5208 Telegraph Avenue	94609	597-5049	7.16	0.00	0%	0.00	0%
Lakeview	550 El Embarcadero	94610	238-7344	5.34	.28	5.24%	.28	5.24%
Montclair	1687 Mountain Blvd	94611	482-7810	5.69	0.55	9.67%	0.00	0%
Piedmont	80 Echo Avenue	94611	597-5011	4.88	.70	14.34%	1.14	23.36%
Rockridge	5366 College Avenue	94618	597-5017	10.33	1.79	17.33%	1.00	9.68%
81st Avenue	1021 81st Avenue	94621	615-5812	8.40	3.00	35.71%	0.00	0%
Elmhurst	1427 88th Avenue	94621	615-5869	4.00	2.00	50%	0.13	3.25%
Martin Luther King Jr.	6833 International Blvd	94621	615-5728	4.25	2.13	50.12%	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 beats and firehouses.

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Oakland Public Library

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
222	158	18	35	Yes	9	16	Yes

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

The Oakland Public Library complies with the Equal Access to Services Ordinance (EAO). Providing bilingual services to our patrons is a strong value that the Oakland Public Library fosters and cultivates in every manner possible.

The Oakland Public Library implements equal access through services designed to serve the Limited English Speaking (LES) population. These services are rooted in the Library’s most recent Strategic Plan and Objectives, Mission Statement, materials, programs, and other public services offered every day in Oakland Public Libraries throughout the city.

The Oakland Public Library frequently assesses the needs of our patrons by reviewing available Census data, circulation and other library usage statistics, and all available data representing the demographic breakdown throughout the City of Oakland. Our Integrated Library System (ILS) gives us data monthly so that we can review the trends and identify what is being checked out and in what languages. This information is then shared with our Supervising Librarians and they work with the Branch and Unit Managers to provide the necessary, requested resources for that community.

The Oakland Public Library is committed to extending all available library services to all of our patrons, including the LES population, and works to hire qualified employees to accomplish this goal. During the 2016-2017 fiscal year the Oakland Public Library worked conscientiously to fill public contact positions with bilingual staff and worked with the Human Resources Management Department to open a number of critical recruitments that will aid in this effort as we move into the 2017-2018 fiscal year.

Some of the challenges that the Oakland Public Library continues to face are budgetary constraints, on-call staffing of our non-permanent, part-time employees, as well as positions which are presently being under-filled or backfilled in order to provide minimal staffing levels.

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

Outreach, recruitment and hiring are on-going processes that the Oakland Public Library works towards vigorously in order to provide the best service that we can to all of our patrons.

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

The majority of our library recruitments were restricted to existing City of Oakland and Oakland Port employees in FY2016 - 2017, however any recruitment that's open to the general public is advertised in local Oakland newspapers which embody many of the diverse demographics within the City of Oakland, in order to reach more qualified bilingual applicants. Additionally, Oakland Public Library recruitments have specific language included in the job announcement which encourages bilingual applicants to apply.

For recruitments that are open to the general public, the Oakland Public Library sends job announcements to various library listservs and library schools, which have been established to provide information to library paraprofessionals and professionals from various cultural/ethnic populations, in order to assist with recruiting qualified candidates who may have public agencies.

With current budgetary constraints within the Oakland Public Library, adding additional PCPs has financial consequences for which the Library only has minimal budgeting as identified in the current FY16-17 mid-cycle budget. We view this challenge as an area that can and may improve as the economic state of the City of Oakland continues to steadily improve, and we are committed to reassessing possible additional budgetary measures in the Library's future budgets.

The Oakland Public Library also uses student volunteers and/or interns throughout many of our locations as permitted. For instance, in FY16-17 the Asian Branch had 40 teen volunteers who worked at the Asian Branch and who were all bilingual in Chinese.

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

Over the 2016-2017 fiscal year the Oakland Public Library has had the following successes in the provision of services to our LES Spanish and Chinese populations:

- Currently maintaining 101 employees throughout the library system who are bilingual in Chinese, Spanish, Vietnamese, Korean, Japanese, ASL, Punjabi, Arabic, Cambodian and French.
- Hired and appointed 25 existing non-permanent, part-time employees into permanent, civil service positions, of which 7 employees are bilingual and now can provide additional hours of service to our library patrons throughout the system. 16 out of the 25 were appointed into permanent public contact positions and 8 of these are bilingual employees.
- Use of language ribbons for both language learners, and to identify public contact staff who can offer assistance in the threshold languages;

- Replaced monolingual directional signage during the Dimond Branch Library remodel with signage in four languages, including Chinese and Spanish.
- Weekly Sunday outreach to a local Korean Church by our Asian Branch Library staff
- Use of standardized city-approved oral interpretation language and disability accommodations language for programs, public meetings and agenda communications.
- Dedicated Library employees to streamline and handle system-wide written translations such as system wide program flyers for Adult, Teen, and Children's summer reading program, Teen passport program; Oakland Museum End of Summer reading party; holiday closure signs; computer issues (wi-fi down, internet out of service) notification for the patrons in Spanish and Chinese languages;
- Our Asian Branch staff translated 41 documents in Chinese for library patrons;
- Coordinated with American Sign Language facilitators to offer 8 craft programs at the Main Library for our deaf 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.
- Outreach programs for patrons with our "Learn a Language" flyer highlighting ESL Conversation Club, Spanish Conversation Group, Language Exchange program, and Learning Express Library;
- The library replaced the language learning software Transparent Language Online with Pronunciator, which offers easier access to lessons, better instruction for users, and a friendlier user interface; created a flyer specifically to help people use Pronunciator to practice their English (flyer in Spanish and English).
- Expanded our bilingual story times and other children's programs;
- Held weekly bilingual story times that were offered in Spanish and Mandarin to families, toddlers, and pre-school age children;
- Offered Children's bilingual programs with various performers for Summer Reading programs;
- Utilized volunteer youth computer docents with Ready, Set, Connect! tutor patrons in Spanish and Chinese;
- Convened Lawyers in the Library in Spanish
- Convened ESL Conversation Groups at the Main Library, Chavez, and Brookfield Branches.
- Coordinated Bi-weekly Spanish Conversation Groups at the Dimond Branch Library;
- Coordinated a Book Reading Club at the Cesar Chavez Branch Library;
- Coordinated a Language Exchange Group at M.L. King Branch Library;
- Voicemail Message translations in threshold languages at all of our locations during holiday closures.
- Reduced fines for all patrons as a part of our Strategic Plan objectives, and reflective of our revised circulation policy
- Created an updated list of East Bay ESL classes
- Library Card Design Contest application materials were translated into Spanish and Chinese
- Revised the Discover and Go flyer and translated it into Spanish and Chinese
- Formation of a Library staff "Racial Equity Team"; instituted a staff survey coordinated by the Library's Racial Equity Team
- Involved in discussions concerning the "Health Impacts of Federal Immigration Policy" which was produced by the Bay Area Regional Health Inequities Initiative (BARHII), and which details the disproportionate health impacts on immigrant communities.
- Implementation of a rapid response team to assess options such as surveying and changing/increasing our available programs to immigrant communities.

The Oakland Public Library's "best practices" approach to implementing the Equal Access Office and providing bilingual services to library patrons continues to be:

- a. Reach more people where they are through our daily commitment to serving the diverse needs of our library users and non-users equally every day, at all of our library locations.
 - b. Develop, retain, and attract quality staff, in part by proactively recruiting for qualified bilingual candidates for our exempt part-time at-will positions in addition to our permanent vacancies.
 - c. To budget for bilingual services (collections, programs, printing of translated materials, bilingual premiums).
 - d. To comply with the City of Oakland's Administrative Instruction #145
 - e. Improve our physical spaces in order to ensure equal access to all members of our communities.
 - f. Increase operational efficiencies, such as simplifying the existing circulation policy.
4. Describe any additional measures, other than provision of bilingual staffing; the Department has implemented to ensure Limited English Speaking (LES) persons receive the same level of service as English speakers.

In addition to providing bilingual staff at the Oakland Public Library, we continue to review, update, and provide staff with available tools (i.e. cheat sheet of common Spanish and Chinese words and phrases for staff to reference) and resources (Language Line Solutions Interpreter Services cheat sheet) to have readily available and reference in order to facilitate communication with LES Spanish and Chinese populations.

Oakland Public Library staff who can provide assistance to our patrons in other languages can also be quickly identified by a language ribbon that they wear on their clothing that identifies the language that they speak.

The Oakland Public Library also offers online services to our LES Spanish and Chinese populations by having information and services on our public webpage available in both Chinese and in Spanish:

<http://oaklandlibrary.org/servicios-en-espanol>

<http://oaklandlibrary.org/chinese/services>

The Oakland Public Library also added the Google Chrome Browser on all public internet PC's for easy access to Google Translator.

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

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

- a. Continue working with ITD and the Equal Access Office on funding assistance so that all of the Oakland Public Library branches in addition to the recent approval for the Main Library, can have the newer Voice-Over IP Shortel telephones to assist in the effort of providing recorded telephonic messages in multiple languages;
- b. Proactively recruit and hire more qualified bilingual/bicultural candidates in the threshold languages by targeting our outreach efforts to more diverse populations for our temporary part-time at-will positions in addition to our permanent vacancies. Based on the Chinese PCP goals for 2015-2016, we need to closely assess and identify a plan for increasing our bilingual staff to serve the LES Chinese population.

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

- c. Budget for bilingual services (collections, printing of translated materials, bilingual premiums).
- d. Perform more relevant outreach services to non-English speaking library users.

B. Translation of Written Vital Documents Assessment

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

The Oakland Public Library has notices posted in the threshold languages at the circulation desk and on the doors of each of our 16 branches, in the African American Museum & Library, and at each service desk in the Main Library.

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

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

The Oakland Public Library has also recently revised

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

The Oakland Public Library currently translates all of our vital documents into the threshold languages.

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

The Oakland Public Library translates many of our programming materials, even when not deemed vital, in the threshold languages.

C. Multilingual Telephone Messages Assessment

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

The Oakland Public Library has worked collaboratively with the Equal Access Office to determine the best practices for recording messages in the threshold languages at each of our branch libraries. As a result of collaboration between the two departments, a viable solution has been identified and the branches utilize a forwarding feature to allow patrons to access messages recorded in the threshold languages when the City/Library is shut down. We also continue discussing the need for additional Voice-Over IP Shortel telephones to assist in the effort of providing recorded telephonic messages in multiple languages, at all of our locations.

The Oakland Public Library has been unable to purchase and utilize the necessary number of the City's Voice-Over IP Shortel telephones to assist in providing recorded telephonic messages in multiple languages at all of our locations, largely due to budgetary constraints. The antiquated telephone system that the Library currently owns presents a number of obstacles for recording telephonic messages in multiple languages.

In response to our continued inability to provide translated recorded messages in the threshold languages on all of our public service telephones, the Oakland Public Library submitted a request for telephone upgrades in the 2015-2016 unfunded Capital Improvement Program and there will be a concerted effort made by the Information Technology Department to upgrade the telephones within the Main Library, beginning FY2016-2017. Capital Improvement Plan (CIP) funds for the Main Library were approved at the end of FY16-17. In an effort to upgrade the existing wiring in the Main Library to allow for the conversion to the new telephones, the vendor began doing on-site assessments in March 2017. Further wiring installation and upgrade are to occur in FY17-18 to allow for the conversion to the new Voice-Over-IP Shortel telephones.

We will continue discussing and working with the Information Technology Department, and the Equal Access Office on obtaining the City's Voice-Over IP Shortel telephones throughout our branches in order to assist in the effort of providing recorded telephonic messages in multiple languages, and will also continue to assess any existing budgetary constraints to determine if future funding may become available.

Measure KK, the bond measure passed in November 2016, will allow network/telecommunications upgrades during future branch renovations. The branches scheduled for renovations in FY17-19 include the West Oakland, Brookfield, and Asian Branch Libraries.

D. Assessment of Department Communication with LES Populations

1. Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

The Oakland Public Library conducted the EAO Language Access Survey between February 6 – February 19, 2017 as well as on February 27 and 28, 2017. We received over 143 responses from patrons who completed the survey over this timeframe.

Paper copies of the EAO Language Access Survey were made available to library patrons however the survey was not made accessible online during this timeframe.

The results of the survey reflected that there were concerns and service gaps in the following areas:

- Q1: 4% of the responders had to wait over-20 minutes to be greeted by a staff member
- Q5: 15% of the responders stated that they experienced difficulty getting services because they speak only limited or no English

- Q6: 2% of the responders stated that they asked for assistance in their home language but did not receive service
- Q7: 8% of the responders stated that they waited in excess of 10-minutes for language service they requested
- Q8: 4% of the responders stated that they did not find our bilingual employees helpful with sufficient skill to provide them with service
- Q9a: 38% of responders did not see visible signs informing them of their right to receive language assistance services
- Q9b: 69% of responders did not see visible signs informing them of their right to file a complaint for the lack of language service

The Oakland Public Library plans to address the concerns and service gaps identified from the survey EAO Language Access Survey results by:

- Require customer service training for staff that emphasizes greeting patrons upon entrance.
 - Provide refresher training to all PCP staff on the language line service.
 - Review survey results with all staff to trouble-shoot solutions to address wait times and other identified service gaps.
 - Ensure that all of our locations have the required Equal Access signage informing patrons of their right to receive language assistance services and file a complaint for the lack of language services and that signage is clearly visible to the public;
2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.

The Oakland Public Library presently has numerous policies and procedures on providing services to our patrons, inclusive of the LES Spanish and Chinese populations (i.e. Collection Development policy, Circulation policy). In FY16-17 the Oakland Public Library reduced the Circulation policy from 46 pages to 6 pages. One of the major changes we made was simplifying the requirements for obtaining a library card by reducing the identification requirements and eliminating fines for patrons eighteen years and younger. Additionally, the Library also complies with all respective and applicable city, state and federal guidelines.

The Oakland Public Library provides on-going bilingual services to our patrons system-wide and is able to assess the adequacy of the services we provide to our LES populations through 1) Patron surveys, 2) Comment Cards and 3) Direct contact with our staff.

Assessment of the adequacy of the procedures used to facilitate communication with LES Spanish and Chinese populations is an on-going effort and varies from employee performance appraisals to the Library's service goals. Prioritizing assessment tools for facilitating communication with LES Spanish and Chinese populations is an ongoing effort. The Oakland Public Library pays an annual fee to a 3rd party vendor to provide the public catalog user interface in both Chinese and Spanish.

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

The Oakland Public Library has identified key bilingual staff within each branch and the Main Library to facilitate communication with members of the LES Spanish and Chinese population. If these positions are not PCPs, we add this task to the job duties of the individual to ensure that City information and services are provided in Cantonese, Mandarin and Spanish upon demand. Many of our divisions within the Main Library are able to access any current bilingual staff within the Library Department as needed.

In instances where bilingual staff are not available to provide services in the needed language, we are also able to contact and utilize the over-the-phone interpreter service as needed.

The Oakland Public Library remains committed to recruiting, hiring, and funding qualified bilingual/bicultural staff, and to producing necessary materials in multiple languages for the public. We budget international language materials accordingly, using a variety of demographic and other tools, and we fund, without budgeted appropriations, bilingual premiums system-wide. Once annually, we send staff to Mexico and China to purchase Spanish and Chinese materials that cannot otherwise be acquired in the United States. We create cataloging records for these items so that they can be searched and accessed in the native language.

The Oakland Public Library continues to prioritize outreach and facilitate communication to LES Spanish and Chinese populations. The Oakland Public Library presently has two outreach librarians whose primary goals are to access parts of the community that may not access our services. In addition, the Oakland Public Library also ensures that the LES Spanish and Chinese populations are made aware of the vast resources that are available throughout the Library system, as well as those available resources which may be specific to those populations.

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

At this time the Oakland Public Library has not received any complaints related to the Equal Access Ordinance (EAO) or compliance of the EAO.

E. Action Plan

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

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

- e. Continue working with DIT and the Equal Access Office on funding assistance so that all of the Oakland Public Library branches in addition to the recent approval for the Main Library, can have Voice-Over IP Shortel telephones to assist in the effort of providing recorded telephonic messages in multiple languages;
- f. Proactively recruit and hire more qualified bilingual/bicultural candidates in the threshold languages by targeting our outreach efforts to more diverse populations for our temporary part-time at-will positions in addition to our permanent vacancies. Based on the Chinese PCP goals for 2016-2017, we need to continue assessing and identifying a plan for increasing our bilingual staff to serve the LES Chinese population.

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

- g. Budget for bilingual services (collections, programs, printing of translated materials, bilingual premiums).
 - h. Continue to perform more relevant outreach services to non-English speaking library users.
2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

Notice of the availability of language access has been posted prominently at all 18 Oakland Public Library locations. The following signs are posted at each of our locations:

- City of Oakland Compliance Plan Available Online
- City of Oakland Equal Access Poster
- Written Material Available in Spanish and Chinese Flyer

ORGANIZATION	ADDRESS LINE 1	JOB CLASS	HIRE DATE	PCP	LANGUAGE
Oakland Public Library					6/30/2017
61211 - Administrative Unit	125 - 14th St	Associate Director, Library Services	15-APR-00	YES	
61221 - Main Library Administration	125 - 14th St	Librarian, Supervising	22-JUN-13	YES	Japanese
61231 - Art/History/Literature	125 - 14th St	Library Aide, PPT	24-FEB-96	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PPT	02-APR-90	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PPT	12-AUG-95	YES	Spanish
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	08-NOV-14	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	26-MAR-16	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	21-FEB-09	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	27-APR-13	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	09-JAN-10	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	05-NOV-94	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	26-MAR-16	YES	Japanese
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	01-JUL-06	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	20-JUN-15	YES	Vietnamese
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	30-JUL-05	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	20-JUN-15	YES	Vietnamese
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	16-MAY-09	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	22-FEB-86	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	02-MAY-87	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	26-MAR-16	YES	
61231 - Art/History/Literature	125 - 14th St	Library Aide, PT	17-JAN-85	YES	
61231 - Art/History/Literature	125 - 14th St	Library Assistant	06-DEC-93	YES	Spanish
61235 - Magazines and Newspapers	125 - 14th St	Librarian I	12-JUN-10	YES	
61235 - Magazines and Newspapers	125 - 14th St	Librarian I, PT	25-AUG-07	YES	
61235 - Magazines and Newspapers	125 - 14th St	Librarian I, PT	30-DEC-06	YES	
61235 - Magazines and Newspapers	125 - 14th St	Librarian II	27-MAY-00	YES	
61235 - Magazines and Newspapers	125 - 14th St	Library Asst, PPT	24-OCT-83	YES	
61236 - Science Business and Sociology	125 - 14th St	Librarian I	18-JAN-14	YES	
61236 - Science Business and Sociology	125 - 14th St	Librarian II	05-NOV-94	YES	Spanish
61236 - Science Business and Sociology	125 - 14th St	Librarian II	23-DEC-00	YES	
61236 - Science Business and Sociology	125 - 14th St	Librarian II	12-JUN-10	YES	
61236 - Science Business and Sociology	125 - 14th St	Librarian II	20-DEC-03	YES	
61236 - Science Business and Sociology	125 - 14th St	Librarian II	26-SEP-15	YES	
61236 - Science Business and Sociology	125 - 14th St	Librarian, Senior	21-MAY-84	YES	
61236 - Science Business and Sociology	125 - 14th St	Librarian, Senior	31-MAY-83	YES	Spanish
61237 - Childrens Room	125 - 14th St	Librarian I	29-OCT-11	YES	Spanish
61237 - Childrens Room	125 - 14th St	Librarian II	15-APR-00	YES	
61237 - Childrens Room	125 - 14th St	Library Aide, PT	07-MAY-05	YES	
61237 - Childrens Room	125 - 14th St	Library Aide, PT	15-SEP-12	YES	
61237 - Childrens Room	125 - 14th St	Library Aide, PT	20-JUN-15	YES	Arabic
61237 - Childrens Room	125 - 14th St	Library Aide, PT	03-NOV-07	YES	Chinese
61237 - Childrens Room	125 - 14th St	Library Aide, PT	26-APR-14	YES	
61237 - Childrens Room	125 - 14th St	Library Assistant	30-OCT-89	YES	Chinese
61237 - Childrens Room	125 - 14th St	Library Assistant, PT	27-OCT-01	YES	Chinese
61237 - Childrens Room	125 - 14th St	Library Assistant, PT	27-SEP-03	YES	Chinese
61237 - Childrens Room	125 - 14th St	Library Asst, PPT	09-NOV-02	YES	Spanish
61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	09-NOV-91	YES	
61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	15-SEP-12	YES	
61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	05-AUG-00	YES	Spanish
61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	09-JAN-89	YES	Chinese
61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	26-MAR-16	YES	Spanish
61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	26-MAR-16	YES	
61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	15-SEP-01	YES	Chinese
61243 - Circulation/Automation	125 - 14th St	Library Assistant	27-FEB-93	YES	Spanish
61243 - Circulation/Automation	125 - 14th St	Library Assistant	25-DEC-99	YES	
61243 - Circulation/Automation	125 - 14th St	Library Assistant, PT	11-AUG-07	YES	
61243 - Circulation/Automation	125 - 14th St	Library Assistant, PT	02-AUG-93	YES	Chinese

ORGANIZATION	ADDRESS LINE 1	JOB CLASS	HIR DATE	PCP	LANGUAGE
61243 - Circulation/Automation	125 - 14th St	Library Assistant, PT	24-JUL-89	YES	
61243 - Circulation/Automation	125 - 14th St	Library Assistant, Senior	26-FEB-94	YES	Spanish
61111 - Director Unit	125 - 14th St	Director of Library Services	05-FEB-00	YES	Spanish
61121 - Departmental Operation Unit	125 - 14th St	Library Aide	29-OCT-11	YES	Spanish
61121 - Departmental Operation Unit	125 - 14th St	Library Aide, PT	20-JUN-15	YES	Spanish
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard	26-MAR-90	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUN-15	YES	Spanish
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUL-12	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	18-AUG-12	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUL-12	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUN-15	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	18-AUG-12	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUL-12	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	18-AUG-12	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUN-15	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	16-APR-11	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	29-OCT-11	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	01-JAN-94	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	01-JUN-96	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	09-JUN-12	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	21-NOV-15	YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	01-DEC-86	YES	Chinese
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	07-FEB-98	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	29-OCT-11	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	06-APR-96	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	13-DEC-08	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	26-MAR-16	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	16-DEC-06	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	16-APR-11	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	25-AUG-07	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	13-DEC-08	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	07-OCT-06	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	07-DEC-15	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	21-JUL-01	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	20-MAY-17	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	20-MAY-06	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	29-OCT-11	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	12-JUN-10	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	20-MAY-17	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	18-AUG-12	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	25-AUG-07	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	08-JAN-11	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	09-FEB-08	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	19-SEP-09	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	23-FEB-08	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	14-AUG-01	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	08-AUG-87	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian II, PT	21-OCT-06	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian II, PT	01-NOV-08	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian II, PT	09-AUG-86	YES	
61212 - On-Call Public Services	125 - 14th St	Librarian, Senior, PT	09-NOV-13	YES	
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	23-JAN-99	YES	
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	26-MAR-16	YES	
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	09-JUN-12	YES	
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	22-NOV-14	YES	
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	15-SEP-12	YES	
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	22-JAN-11	YES	
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	31-AUG-13	YES	

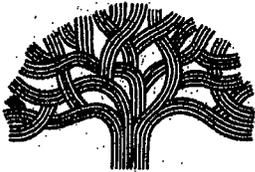
ORGANIZATION	ADDRESS LINE 1	JOB CLASS	HIRE DATE	PCP	LANGUAGE
61212 - On-Call Public Services	125 - 14th St	Library Aide, PI	29-OCT-11	YES	
61212 - On-Call Public Services	125 - 14th St	Library Aide, PI	15-SEP-12	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PI	30-AUG-03	YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PI	07-FEB-09	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PI	22-JAN-11	YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PI	22-JAN-11	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PI	02-MAY-09	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PI	29-OCT-11	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PI	16-MAY-09	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PI	25-OCT-03	YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PI	16-MAY-09	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PI	28-AUG-04	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PI	27-OCT-01	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PI	29-OCT-11	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PI	18-JAN-14	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PI	01-SEP-01	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PI	01-JUL-95	YES	Chinese
61213 - Literacy	125 - 14th St	Literacy Assistant	19-SEP-98	YES	
61213 - Literacy	125 - 14th St	Literacy Assistant, PI	24-APR-04	YES	
61213 - Literacy	125 - 14th St	Literacy Assistant, PI	24-APR-04	YES	
61213 - Literacy	125 - 14th St	Literacy Assistant, Senior	20-JUN-88	YES	
61311 - Branch Administration	125 - 14th St	Librarian, Supervising	11-DEC-10	YES	
61311 - Branch Administration	125 - 14th St	Librarian, Supervising	17-JAN-04	YES	Spanish
61313 - Childrens Services/Youth	125 - 14th St	Librarian II	26-JAN-08	YES	Spanish
61313 - Childrens Services/Youth	125 - 14th St	Librarian II	11-MAR-06	YES	Spanish
61313 - Childrens Services/Youth	125 - 14th St	Librarian, Supervising	02-JAN-97	YES	
61321 - Support Services Unit	125 - 14th St	Librarian I	28-AUG-04	YES	Chinese
61321 - Support Services Unit	125 - 14th St	Librarian II	17-JAN-04	YES	
61321 - Support Services Unit	125 - 14th St	Librarian, Supervising	20-JUL-13	YES	
61321 - Support Services Unit	125 - 14th St	Library Aide, PPI	22-JUL-00	YES	
61321 - Support Services Unit	125 - 14th St	Library Assistant	22-SEP-07	YES	Spanish
61321 - Support Services Unit	125 - 14th St	Library Asst, PPI	16-MAY-09	YES	
61331 - Brookfield Village Branch	9255 Edes Ave	Librarian I	03-JAN-04	YES	
61331 - Brookfield Village Branch	9255 Edes Ave	Librarian II	02-MAY-98	YES	Spanish
61331 - Brookfield Village Branch	9255 Edes Ave	Library Aide, PI	26-MAR-16	YES	
61331 - Brookfield Village Branch	9255 Edes Ave	Library Aide, PI	26-MAR-16	YES	Spanish
61331 - Brookfield Village Branch	9255 Edes Ave	Library Aide, PI	08-NOV-14	YES	
61331 - Brookfield Village Branch	9255 Edes Ave	Library Assistant	25-JUN-90	YES	Chinese
61332 - Dimond Branch	3565 Fruitvale Ave	Librarian I	08-NOV-14	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Librarian II	01-JUL-06	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Librarian II	17-JUN-06	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Librarian, Senior	01-SEP-01	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PPI	26-APR-14	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PI	22-JAN-11	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PI	08-NOV-14	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PI	16-MAY-09	YES	Chinese
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PI	09-JAN-10	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PI	08-NOV-14	YES	Cambodian
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PI	29-OCT-11	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PI	20-JUN-15	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Library Assistant	17-APR-99	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Library Asst, PPI	26-APR-14	YES	
61333 - Eastmont Branch	7200 Bancroft, Ste 211	Librarian II	13-SEP-14	YES	
61333 - Eastmont Branch	7200 Bancroft, Ste 211	Librarian, Senior	29-AUG-15	YES	
61333 - Eastmont Branch	7200 Bancroft, Ste 211	Library Aide, PPI	23-NOV-02	YES	
61333 - Eastmont Branch	7200 Bancroft, Ste 211	Library Aide, PI	20-JUN-15	YES	Punjabi
61333 - Eastmont Branch	7200 Bancroft, Ste 211	Library Aide, PI	26-APR-14	YES	
61333 - Eastmont Branch	7200 Bancroft, Ste 211	Library Aide, PI	3-Jun-17	YES	

ORGANIZATION	ADDRESS LINE 1	JOB CLASS	HIRE DATE	PCP	LANGUAGE
61333 - Eastmont Branch	7200 Bancroft, Ste 211	Library Aide, PT	3-Jun-17	YES	
61333 - Eastmont Branch	7200 Bancroft, Ste 211	Library Aide, PT	3-Jun-17	YES	
61333 - Eastmont Branch	7200 Bancroft, Ste 211	Library Assistant, PT	14-AUG-04	YES	
61333 - Eastmont Branch	7200 Bancroft, Ste 211	Library Assistant, PT	11-SEP-04	YES	
61333 - Eastmont Branch	7200 Bancroft, Ste 211	Library Assistant, Senior	12-JUN-99	YES	Spanish
61334 - Elmhurst Branch	1427 88th Ave	Librarian I	06-APR-15	YES	
61334 - Elmhurst Branch	1427 88th Ave	Librarian II	19-SEP-09	YES	Spanish
61334 - Elmhurst Branch	1427 88th Ave	Library Aide, PPT	07-DEC-13	YES	Spanish
61334 - Elmhurst Branch	1427 88th Ave	Library Aide, PT	3-Jun-17	YES	
61334 - Elmhurst Branch	1427 88th Ave	Library Assistant	31-AUG-13	YES	
61334 - Elmhurst Branch	1427 88th Ave	Library Aide, PT	3-Jun-17	YES	Chinese
61334 - Elmhurst Branch	1427 88th Ave	Library Aide, PT	3-Jun-17	YES	
61335 - M.L. King Jr. Branch	6833 International Blvd	Librarian I	26-APR-14	YES	Spanish
61335 - M.L. King Jr. Branch	6833 International Blvd	Library Aide, PPT	17-MAR-03	YES	Spanish
61335 - M.L. King Jr. Branch	6833 International Blvd	Library Aide, PT	20-JUN-15	YES	Spanish
61335 - M.L. King Jr. Branch	6833 International Blvd	Library Aide, PT	3-Jun-17	YES	
61335 - M.L. King Jr. Branch	6833 International Blvd	Library Aide, PT	3-Jun-17	YES	Spanish
61335 - M.L. King Jr. Branch	6833 International Blvd	Library Assistant	27-MAR-04	YES	
61336 - Montclair Branch	1687 Mountain Blvd	Librarian I	28-AUG-04	YES	
61336 - Montclair Branch	1687 Mountain Blvd	Librarian II	21-MAR-88	YES	French
61336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PT	08-NOV-14	YES	
61336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PT	08-NOV-14	YES	
61336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PT	04-NOV-06	YES	
61336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PT	20-JUN-15	YES	Arabic
61336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PT	15-SEP-12	YES	Spanish
61336 - Montclair Branch	1687 Mountain Blvd	Library Assistant	01-NOV-86	YES	
61337 - Rockridge Branch	5366 College Ave	Librarian II	09-NOV-02	YES	Chinese
61337 - Rockridge Branch	5366 College Ave	Librarian II	26-DEC-89	YES	
61337 - Rockridge Branch	5366 College Ave	Librarian, Senior	15-SEP-01	YES	
61337 - Rockridge Branch	5366 College Ave	Library Aide, PPT	17-SEP-12	YES	
61337 - Rockridge Branch	5366 College Ave	Library Aide, PT	20-JUN-15	YES	Spanish
61336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PPT	08-NOV-14	YES	
61337 - Rockridge Branch	5366 College Ave	Library Aide, PT	26-MAR-16	YES	
61337 - Rockridge Branch	5366 College Ave	Library Aide, PT	27-APR-13	YES	
61337 - Rockridge Branch	5366 College Ave	Library Aide, PT	07-DEC-13	YES	Spanish
61337 - Rockridge Branch	5366 College Ave	Library Aide, PT	22-NOV-03	YES	
61337 - Rockridge Branch	5366 College Ave	Library Aide, PT	26-MAR-16	YES	
61337 - Rockridge Branch	5366 College Ave	Library Assistant	11-JUL-98	YES	
61337 - Rockridge Branch	5366 College Ave	Library Assistant	26-APR-14	YES	Spanish
61337 - Rockridge Branch	5366 College Ave	Library Assistant, Senior	27-OCT-90	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Librarian I	06-JUL-02	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Librarian II	29-MAY-99	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PPT	07-MAY-12	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	09-JAN-10	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	30-DEC-06	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	29-OCT-11	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	25-AUG-07	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	3-Jun-17	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	3-Jun-17	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	3-Jun-17	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PT	10-OCT-06	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Assistant, PT	27-OCT-01	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Assistant, Senior	11-APR-15	YES	
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Asst, PPT	22-APR-06	YES	
61339 - District I Administration	1021 81st Avenue	Librarian II	28-FEB-15	YES	
61339 - District I Administration	1021 81st Avenue	Librarian II	19-JUL-14	YES	
61339 - District I Administration	1021 81st Avenue	Librarian, Senior	16-MAR-13	YES	
61339 - District I Administration	1021 81st Avenue	Library Aide, PPT	20-JUN-15	YES	Spanish

ORGANIZATION	ADDRESS, LINE 1	JOB CLASS	HIRE DATE	PCP	LANGUAGE
61339 - District I Administration	1021 81st Avenue	Library Aide, PT	08-NOV-14	YES	
61339 - District I Administration	1021 81st Avenue	Library Aide, PT	26-APR-14	YES	
61339 - District I Administration	1021 81st Avenue	Library Aide, PT	31-AUG-13	YES	
61339 - District I Administration	1021 81st Avenue	Library Assistant, Senior	26-MAR-05	YES	Spanish
61339 - District I Administration	1021 81st Avenue	Library Asst, PPT	04-NOV-06	YES	Spanish
61339 - District I Administration	1021 81st Avenue	Library Asst, PPT	22-SEP-07	YES	Spanish
61341 - Asian Branch	388 9th Street	Librarian I	06-APR-15	YES	Chinese
61341 - Asian Branch	388 9th Street	Librarian II	22-APR-06	YES	Chinese
61341 - Asian Branch	388 9th Street	Librarian II	25-MAR-85	YES	Chinese
61341 - Asian Branch	388 9th Street	Librarian, Senior	19-FEB-11	YES	Chinese
61341 - Asian Branch	388 9th Street	Library Aide, PT	21-APR-07	YES	Chinese
61341 - Asian Branch	388 9th Street	Library Aide, PT	31-AUG-13	YES	Chinese
61341 - Asian Branch	388 9th Street	Library Aide, PT	29-OCT-11	YES	Chinese
61341 - Asian Branch	388 9th Street	Library Aide, PT	26-MAR-16	YES	Chinese
61341 - Asian Branch	388 9th Street	Library Aide, PT	29-OCT-11	YES	Chinese
61341 - Asian Branch	388 9th Street	Library Aide, PT	09-SEP-06	YES	Vietnamese
61341 - Asian Branch	388 9th Street	Library Aide, PT	29-OCT-11	YES	Vietnamese
61341 - Asian Branch	388 9th Street	Library Aide, PT	31-AUG-13	YES	Chinese
61341 - Asian Branch	388 9th Street	Library Assistant	08-APR-95	YES	Chinese
61341 - Asian Branch	388 9th Street	Library Assistant, PT	09-MAR-87	YES	Cambodian
61341 - Asian Branch	388 9th Street	Library Assistant, PT	28-FEB-15	YES	
61341 - Asian Branch	388 9th Street	Library Assistant, PT	10-MAR-07	YES	
61341 - Asian Branch	388 9th Street	Library Assistant, PT	31-JUL-04	YES	Chinese
61341 - Asian Branch	388 9th Street	Library Assistant, PT	28-DEC-96	YES	Vietnamese
61341 - Asian Branch	388 9th Street	Library Assistant, PT	13-JUN-88	YES	Chinese
61341 - Asian Branch	388 9th Street	Library Assistant, Senior	19-JUL-14	YES	
61343 - Golden Gate Branch	5606 San Pablo Ave	Librarian II	05-JUN-04	YES	
61343 - Golden Gate Branch	5606 San Pablo Ave	Library Aide, PPT	09-SEP-06	YES	
61343 - Golden Gate Branch	5606 San Pablo Ave	Library Aide, PT	26-APR-14	YES	
61343 - Golden Gate Branch	5606 San Pablo Ave	Library Aide, PT	16-SEP-00	YES	
61344 - Lakeview Branch	550 - El Embarcadero	Librarian I	06-DEC-14	YES	
61344 - Lakeview Branch	550 - El Embarcadero	Librarian II	05-JAN-13	YES	
61344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PPT	08-NOV-14	YES	
61344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PT	13-DEC-10	YES	
61344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PT	26-MAR-16	YES	
61344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PT	07-OCT-06	YES	Chinese
61344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PT	20-JUN-15	YES	Spanish
61344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PT	15-SEP-12	YES	
61344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PT	06-MAY-06	YES	
61344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PT	31-AUG-13	YES	
61345 - Latin American Branch	3301 E. 12th Street, Ste 27	Librarian II	01-NOV-08	YES	
61345 - Latin American Branch	3301 E. 12th Street, Ste 27	Librarian II	06-JUN-05	YES	Spanish
61345 - Latin American Branch	3301 E. 12th Street, Ste 27	Librarian, Senior	16-DEC-95	YES	Spanish
61345 - Latin American Branch	3301 E. 12th Street, Ste 27	Library Aide, PPT	09-JAN-10	YES	Spanish
61345 - Latin American Branch	3301 E. 12th Street, Ste 27	Library Aide, PT	27-APR-13	YES	
61345 - Latin American Branch	3301 E. 12th Street, Ste 27	Library Aide, PT	26-JUL-08	YES	
61345 - Latin American Branch	3301 E. 12th Street, Ste 27	Library Aide, PT	13-DEC-08	YES	Spanish
61345 - Latin American Branch	3301 E. 12th Street, Ste 27	Library Aide, PT	08-NOV-14	YES	Spanish
61345 - Latin American Branch	3301 E. 12th Street, Ste 27	Library Aide, PT	08-NOV-14	YES	Spanish
61345 - Latin American Branch	3301 E. 12th Street, Ste 27	Library Assistant, PT	14-JAN-06	YES	Spanish
61345 - Latin American Branch	3301 E. 12th Street, Ste 27	Library Assistant, PT	22-SEP-07	YES	
61345 - Latin American Branch	3301 E. 12th Street, Ste 27	Library Assistant, Senior	25-NOV-91	YES	Spanish
61346 - Melrose Branch	4805 Foothill Blvd	Librarian I	27-NOV-10	YES	
61346 - Melrose Branch	4805 Foothill Blvd	Library Aide, PPT	26-APR-14	YES	
61346 - Melrose Branch	4805 Foothill Blvd	Library Aide, PT	06-MAR-99	YES	Spanish
61346 - Melrose Branch	4805 Foothill Blvd	Library Aide, PT	3-Jun-17	YES	
61346 - Melrose Branch	4805 Foothill Blvd	Library Aide, PT	3-Jun-17	YES	
61346 - Melrose Branch	4805 Foothill Blvd	Library Assistant	28-JUN-08	YES	Spanish

ORGANIZATION	ADDRESS LINE 1	JOB CLASS	HIRE DATE	PCP	LANGUAGE
61347 - Piedmont Branch	80 Echo Avenue	Librarian I	20-JAN-01	YES	
61347 - Piedmont Branch	80 Echo Avenue	Library Aide, PPT	28-AUG-04	YES	
61347 - Piedmont Branch	80 Echo Avenue	Library Aide, PT	3-Jun-17	YES	
61347 - Piedmont Branch	80 Echo Avenue	Library Aide, PT	3-Jun-17	YES	Spanish
61347 - Piedmont Branch	80 Echo Avenue	Library Aide, PT	3-Jun-17	YES	Chinese
61347 - Piedmont Branch	80 Echo Avenue	Library Aide, PT	3-Jun-17	YES	Spanish
61347 - Piedmont Branch	80 Echo Avenue	Library Aide, PT	3-Jun-17	YES	Spanish
61347 - Piedmont Branch	80 Echo Avenue	Library Aide, PT	3-Jun-17	YES	Spanish
61347 - Piedmont Branch	80 Echo Avenue	Library Aide, PT	3-Jun-17	YES	Spanish
61347 - Piedmont Branch	80 Echo Avenue	Library Assistant	07-FEB-09	YES	Chinese
61348 - West Oakland Branch	1801 Adeline St	Librarian I	16-APR-11	YES	
61348 - West Oakland Branch	1801 Adeline St	Librarian II	18-DEC-04	YES	
61348 - West Oakland Branch	1801 Adeline St	Library Aide, PPT	11-AUG-07	YES	
61348 - West Oakland Branch	1801 Adeline St	Library Aide, PT	25-MAR-06	YES	
61348 - West Oakland Branch	1801 Adeline St	Library Aide, PT	20-JUN-15	YES	
61348 - West Oakland Branch	1801 Adeline St	Library Aide, PT	3-Jun-17	YES	Spanish
61348 - West Oakland Branch	1801 Adeline St	Library Aide, PT	3-Jun-17	YES	
61348 - West Oakland Branch	1801 Adeline St	Library Aide, PT	3-Jun-17	YES	ASL
61348 - West Oakland Branch	1801 Adeline St	Library Aide, PT	3-Jun-17	YES	Korean
61348 - West Oakland Branch	1801 Adeline St	Library Assistant	09-JAN-12	YES	
61348 - West Oakland Branch	1801 Adeline St	Library Assistant, PT	07-MAR-09	YES	
61511 - African-American Museum & Library	659 14th Street	Archivist	12-JAN-13	YES	
61511 - African-American Museum & Library	659 14th Street	Curator AAMIO, Chief	26-MAY-01	YES	
61511 - African-American Museum & Library	659 14th Street	Librarian I	21-NOV-15	YES	
61511 - African-American Museum & Library	659 14th Street	Library Assistant	22-JAN-11	YES	
61511 - African-American Museum & Library	659 14th Street	Library Assistant, PT	10-NOV-01	YES	
61511 - African-American Museum & Library	659 14th Street	Museum Project Coordinator	12-OCT-02	YES	

Department Name: OPR
Fiscal Year: 2016-2017



CITY OF OAKLAND

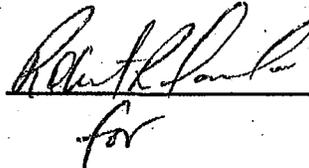
EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Oakland Parks & Recreation Youth
Development
FISCAL YEAR: 2016 – 2017

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

I, J. Nicholas Williams, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Parks & Recreation Youth Development was submitted on July 12, 2017.

 7/12/17
for Signature & Date

J. Nicholas Williams, OPRYD Director

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	J. Nicholas Williams	Gloria Alcala-Ferguson	Robert Davila
Title	Director	Administrative Analyst II	Administrative Services Manager II
Address	250 Frank Ogawa Plaza Suite 3300	250 Frank Ogawa Plaza Suite 3300	250 Frank Ogawa Plaza Suite 3300
Phone#	238-7527	238-3791	238-3926
Email	nwilliams@Oaklandnet.com	Galcala2@oaklandnet.com	rdavila@oaklandnet.com

Table 2 Department Employee Statistics					
Total # of FTE Employees	230.39		New Hires This Fiscal Year (by position)	See Below Table	
Public Contact Positions (PCP)	218.39		New PCP Hires This Fiscal Year	159	
PCP With Spanish Language Skill	19.24	12%	New PCP Hires with Spanish Language Skill	12.93	2.17%
PCP With Chinese Language Skill	7.91	5%	New PCP Hires with Chinese Language Skill	7.85	0.46%

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

Positions	Count
Rec Aide	75
Rec Attendant I, PT	11
Rec Leader I, PT	21
Rec Leader II, PT	8
Rec. Spec. I, PT	5
Rec. Spec. II, PT	10
Sports Official, PT	13
Lifeguard	10
Pool Manager	3
Water Safety Instructor	3
Total New Hires	159

Table 3A. Department Organization Structure	
Organization # and Name	Organization # and Name
501110 - Office of OPR Director	502332 - East Oakland Sports Center
501120 - OPR Administrative Services	502340 - Youth Adult Sports
501210 - Budget and Fiscal	502350 - Boating
501220 - Accounting	502370 - Area One Special Sports Programs
501230 - OPR Personnel	502380 - Community Gardens
501240 - Central Reservations	503231 - Allendale Recreation Center
501250 - Special Programs	503232 - Dimond Recreation Center
501270 - Dunsmuir Hellman Estate	503233 - Franklin Recreation Center
502230 - Area One Recreation Center Supervision	503235 - Manzanita Recreation Center

Table 3A. Department Organization Structure	
Organization # and Name	Organization # and Name
502231 - Bushrod Recreation Center	503236 - Redwood Heights Recreation Center
502232 - DeFremery Recreation Center	503237 - FM Smith Recreation Center
502233 - Golden Gate Recreation Center	503238 - San Antonio Recreation Center
502234 - Lincoln Recreation Center	503239 - Carmen Flores Recreation Center
502235 - Montclair Recreation Center	504320 - Malonga Casquelourd Arts Center
502236 - Mosswood Recreation Center	504330 - Studio One
502237 - Poplar Recreation Center	504410 - City Wide Programs
502260 - Rotary Nature Center	509231 - Arroyo Recreation Center
502310 - Aquatics Supervision	509232 - Brookdale Recreation Center
502311 - Live Oak Aquatics/Pool	509233 - Ira Jinkins Recreation Center
502312 - Dimond Aquatics/Pool	509234 - Discovery
502313 - DeFremery Aquatics/Pool	509235 - Rainbow
502314 - Temescal Aquatics/Pool	509236 - Tassafaronga Recreation Center
502315 - Fremont Aquatics	509237 - Sheffield Village Recreation Center
502320 - Tennis	509239 - Rainbow Teen Center
502330 - City Wide Sports	509330 - At Risk Youth
502331 - Girls Sports	

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

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 (Identified by DHRM staff)	Language Goal (FTE)	Language Actual
Carmen Flores Recreation Center	SP= 1.00 CH = 1.00	SP= 3.73 CH = 0.00
FM Smith Recreation Center	SP= 1.00 CH = 1.00	SP= 1.05 CH = 0.37
Lincoln Square Recreation Center	SP= 0.00 CH = 1.00	SP= 0.14 CH = 2.55
Manzanita Recreation Center	SP= 1.00 CH = 0.00	SP= 1.84 CH = 0.56
San Antonio Recreation Center ⁽¹⁾	SP= 1.00 CH = 0.00	SP = 0.47 CH = 0.00

¹San Antonio Recreation Center is not functioning as a traditional recreation site. During Jul-Dec 2016 San Antonio housed OPR's Out Door Recreation- Programs Without Borders, which provides programs for OPR recreation centers citywide.

Key: SP= Spanish CH= Chinese

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
OPRYD Registration Forms	X	X	
Boating Rental Information	X	X	
Notice of Cell Phone and Video Cameras	X	X	
Pool Registration Forms	X	X	
Parent Observation Policy	X	X	
Rental Deposit/Refunds being issued only in checks	X	X	
Youth Camp Flyer – Sailing	X	X	
Adult Sailing Classes	X	X	
Spanish Text for 2017 Hiring Flyer	X	X	
EOSC Memorial Day Hours	X	X	
2017 Summer Hire Posters and Flyers	X	X	
OPRYD Activity Program Registration Form	X	X	
Facility Park Use Application	X	X	
OPRYD Summer Hiring Event Materials	X	X	
Programs Without Borders Description	X	X	
Volunteer Application Forms	X	X	
Financial Assistance Forms	X	X	
Gender Friendly Signs	X	X	
Locker Room Flyer	X	X	
Pool Rental Application	X	X	
Rental Application	X	X	
Rental Procedures – Handout	X	X	
Release and Waiver Form	X	X	
Restroom Signage	X	X	
Swimming Pool Flyer	X	X	
Lake Merritt Boat Center	X	X	
Youth Sailing Flyer	X	X	
Adult Swimming flyer	X	X	
Whale Boat Flyer	X	X	
Footnote Inserted on Board and Commission Scheduled Meetings for Language Interpretation Services	X	X	
Select Language on OPRYD's Website	X	X	
Rotary Nature Center Billion Years Quiz	X	X	K, T, V
Redwood Heights Quick Rental Guide	X	X	

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

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

				PCP	SP SPEAKING		CH SPEAKING	
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
Administrative Offices	250 Frank H. Ogawa Plaza, 3330	94612	238-7275	12	0.08	1%	0.08	1%
Aquatics (Pools & Boating):								
Lake Merritt Boating Center	568 Bellevue Avenue	94610	238-2196	6.57	0.56	9%	0.53	8%
DeFremery Pool	1651 Adeline Street	94607	238-7739	3.16	0.01	0%	0.63	20%
Dimond (Lions) Pool	3860 Hanly Road	94602	482-7831	6.24	1.84	29%	0.31	5%
Fremont Pool	4550 Foothill Boulevard	94601	535-5614	1.73	1.21	70%	0.11	6%
East Oakland Sports Center (Aquatics)	6161 Edes Avenue	94605	615-5755	4.32	1.34	31%	0.40	9%
Temescal Pool	371 45 th Street	94609	597-5013	3.85	0.45	12%	0.41	11%
Cultural Arts:								
Malonga Casquelourd Center for the Arts	1428 Alice Street	94612	535-5625	2.98	0	0%	0	0%
Rainbow Teen Center	5818 International Blv	94621	615-5807	1.88	0	0	0	0
Studio Once Art Center	365 45 th Street	94609	597-5027	14.30	0.59	4%	0.90	6%
Citywide Arts (Citywide Program)	365 45 th Street	94609	597-5027	1.42	0.21	15%	0.10	7%
Recreation Centers:								
Allendale	3711 Suter Street	94619	535-5635	3.69	0.46	12%	0	0%
Arroyo Viejo	7701 Krause Avenue	94603	615-5838	2.50	0.45	18%	0	0%
Brookdale	2535 High Street	94601	535-5632	0.42	0	0%	0	0%
Bushrod	560 59 th Street	94609	597-5031	2.34	0.18	8%	0	0%
Carmen Flores	1637 Fruitvale Avenue	94601	535-5631	3.21	2.9	90%	0.21	7%
DeFremery	1651 Adeline Street	94607	238-7739	2.65	0	0%	0	0%

Table 6 Analysis by Community Based Service Locations				PCP	SP SPEAKING		CH SPEAKING	
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
Dimond	3860 Hanly Road	94602	482-7831	5.41	1.32	24%	0.02	0%
FM Smith	1969 Park Boulevard	94606	238-7742	2.30	0.05	2%	0.46	20%
Franklin	1010 East 15 th Street	94606	238-7741	3.29	0.30	9%	0.98	30%
Golden Gate	1075 62 nd Street	94608	567-5032	4.47	0.69	15%	0.08	2%
Ira Jinkins	9175 Edes Avenue	94603	615-5959	5.31	0.40	8%	0	0%
Lincoln Square	250 10 th Street	94607	238-7738	3.98	0	0%	1.7	43%
Manzanita	2701 22 nd Avenue	94606	535-5625	3.04	0.63	21%	0	0%
Montclair	6300 Moraga Avenue	94611	482-7812	6.02	0.02	0%	0	0%
Mosswood	365 45 th Street	94609	597-5027	3.68	0.18	5%	0	0%
Rainbow	5800 International Boulevard	94621	615-5751	0.43	0	0%	0	0%
Redwood Heights	3883 Aliso Avenue	94619	428-7827	8.14	0.31	4%	0.07	1%
Sheffield Village	247 Marlow Drive	94605	638-7190	0.95	0	0%	0	0%
Tassafaronga	975 85 th Avenue	94621	615-5764	2.19	0	0%	0	0%
Willie Keyes (Poplar)	3131 Union Street	94608	597-5042	2.05	0.24	12%	0	0%
Sports (City Wide)								
City Wide Youth Sports	250 Frank H. Ogawa Plaza #3330	94612	238-3491	7.81	0.96	12%	0	0%
Youth & Adult Sports	250 Frank H. Ogawa Plaza, #3330	94612	238-3494	2.75	0	0%	0	0%
Davie Tennis Stadium	198 Oak Road	94610	444-5663	1.91	0.04	2%	0	0%
Girls' Sports	250 Frank H. Ogawa Plaza, #3330	94612	238-3494	1.30	0.09	7%	0	0%
Other:								
ADA Inclusion Programs	666 Bellevue Avenue	94610	238-2197	N/A				
Central Reservations	250 Frank H. Ogawa Plaza, #3330	94612	238-3187	8.07	1.02	13%	0.92	11%
Community Gardens	666 Bellevue Avenue	94610	238-2197	N/A				
Discovery Center East	2521 High Street	94601	535-5657	1.02	0	0%	0	0%
Discovery Center West	935 Union Street	94607	238-7127	N/A				
Dunsmuir Hellman Historic Estate	2960 Peralta Oaks Court	94605	615-5555	2.44	1.18	48%	0	0%
East Oakland Sports Center	6161 Edes Avenue	94605	615-5755	9.34	1.31	14%	0	0%
Rotary Nature Center	600 Bellevue Avenue	94610	238-3739	2.82	0.22	8%	0	0%
				TOTAL:	162	12%	7.91	5%

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
230.39	218.39	25	19.24	No	11	7.91	No

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

OPRYD is committed to complying with the Equal Access to Services Ordinance (EAO) by ensuring that all recreations centers and facilities under the jurisdiction of the department meet the requirements of the ordinance. The last couple of years we have exceeded in meeting our goal of 11.39% (81 TPT positions) for our Spanish speaking PCPs. This hiring period we anticipate employing additional bilingual Cantonese PCPs, thus reaching our goal of 5.63%, (41 TPT positions).

Below are examples of the steps OPRYD has taken to provide services to our Limited English Speaking guests.

- Currently, we are in the process of recruiting several Recreation Leader II Permanent Part-Time (PPT) positions. At least two of the candidates within the new PPT hires will speak one Cantonese/Mandarin. These positions are considered a Selected Language Certification (Restricted).
- All recreation and cultural arts centers have the Equal Access posters placed in visible areas,
- Flyers in Spanish and Chinese languages are placed on entry counters at recreation and cultural centers and providing vital City department phone numbers,
- Announcements, program events, summer camps flyers, afterschool programs, hiring poster/flyers were translated in Spanish and Cantonese,
- Board Meeting agendas, announcements, and flyers include a footnote to address a need for interpretations,
- Equal Access Coordinator annually conducts site visits to recreation and cultural arts centers to ensure ordinance compliance and to provide additional language access materials,
- Recreation and cultural arts centers include recorded telephone messages in the threshold languages Spanish and Chinese,
- Management encourages point of contact staff to register for the City's Level 1 bilingual test to receive bilingual pay,
- If a recreation or cultural arts center does not include bilingual staff (Spanish or Chinese), staff from nearby sites are requested to help,
- Recreation and cultural arts centers provide compliant or suggestion forms when there is a lack of language services at a specific location,

- English
- Spanish
- Chinese

Below is a snapshot of the number of announcements printed for distribution:

- 110 copies of English Posters
- 70 copies of Spanish Posters
- 50 copies of Chinese Posters
- 1000 copies of English trifold
- 500 copies of Spanish trifold
- 300 copies of Chinese trifold

Hiring Timeline

TIMELINE FOR OPR SUMMER HIRING 2017

Job Announcements for Recreation Attendant, PT	Tuesday, February 14, 2017 - Friday, March 10, 2017 <i>(4 Weeks)</i>
Job Announcements for Leaders, Specialists, Sports Official, Aides	Tuesday, February 14, 2017 - Friday, March 24, 2017 <i>(6 Weeks)</i>
Job Announcements for Aquatics	Open Continuously
Recreation Attendant, PT- Written Test (HRM – 150 Frank Ogawa Plaza, 2 nd Floor)	Monday, April 3, 2017
Recreation Specialist I/II, PT, Sports Official, PT Unranked Eligible Lists to OPR (Email Notifications Sent to Candidates)	Monday, April 10, 2017
Recreation Attendant, PT Unranked Eligible Lists to OPR (Email Notifications Sent to Candidates)	Wednesday, April 12, 2017
Recreation Leaders I / II, PT, Recreation Aide, PT Unranked Eligible Lists to OPR (Email Notifications Sent to Candidates)	Monday, April 17, 2017
Aquatics - Performance Test (Temescal Pool – 371 45 th Street, Oakland 94609)	Wednesday, March 8, 2017 – 2:30pm, Friday, March 31, 2017 – 2:30pm & Saturday, April 22, 2017 – 9:30am

<p>Recreation Specialist I/II, PT, Sports Official, PT Assessment Days (Studio One at 365 -45th Street, Oakland 94609) (McClymond's High School – 2607 Myrtle Street, Oakland, CA 94607)</p>	<ul style="list-style-type: none"> • Sat, April 22, 2017– beginning at 9AM – All other specialties (Studio One) • Sat, April 22, 2017 – 10AM-2PM (McClymond's HS) Sports Officials and Sport specialties • Tues, April 25, 2017 - beginning at 6PM – 2D, 3D and digital artists (Studio One) • Wed, April 26, 2017 - beginning at 6PM – Performing artists (Studio One)
<p>Rec Attendants Assessment Days – 1:30PM (Lake Merritt Boat House 568 Bellevue Avenue, Oakland, CA 94610)</p>	<p>Wednesday, April 26, 2017 (Boating) Thursday, April 27, 2017 (All Attendants)</p>
<p>Aquatics Unranked List to OPR (Email Notifications Sent to Candidates)</p>	<p>Friday, April 28, 2017</p>
<p>Recreation Leaders and Aides - Assessment Day Specialists/Attendants/Sports – Drug/TB Testing Leaders 8:30AM / Aides 1:30PM (Ira Jinkins Recreation Center 9175 Edes Avenue, Oakland, CA 94603)</p>	<p>Saturday, April 29, 2017</p>

Candidates meeting the minimal qualifications are invited to attend one of several "Assessment Days" to measure their skill and language levels, (for those that have self-identified as speaking the Equal Access threshold designated language).

After the recruitment process OPRYD will hire the most qualified candidates to be employed in one of the City's 24 recreation and cultural arts centers based on the needs of the community and programs. We rely heavy on OPRYD's existing and new Public Contact Positions to ensure the continual commitment in sustaining an equitable, safe, and fun environment without language barriers.

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

The positive OPRYD has adopted include maximizing the use of the city's Equal Access Coordinator to increase the level of awareness and adherence to the City's Equal Access Ordinance through training. Through training, OPRYD staff is made aware that all communities with Limited English Speaking patrons are provided with the same vital or general information on OPRYD events, programs and guidelines.

Overall, the department has taken the lead to ensure that language barriers that may hinder Oakland families from enjoying our parks, recreation centers, programs or facilities are removed. Through promoting awareness, diversity, and hiring additional bilingual PCPs in multiply languages OPRYD is meeting community needs.

OPRYD encourages families to enroll and participate in the enjoyment of OPRYD camps, after school activities, sports and seasonal programs by making the process easily accessible through OPRYD's bilingual staff, translated materials and the City's official website.

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

Staff at the recreation centers encourages communities to get involved and participate in neighborhood events. Each center is responsible for their involvement.

- Conduct Annual Surveys to close service gaps where needed
- Encouraged community involvement through outreach to LES families
- Promote diversity
- Embrace different cultures
- Participation in culture celebrations/events
- Provide Equal Access training at staff meetings
- Continuous updating information on Social Media
- Access to Website translation tools
- Keeping inventory of the EAO threshold languages brochures/posters

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

- During the next 12 months OPRYD will continue to interview and hire bilingual staff to help fulfill customer needs
- OPRYD will continue to work closely with DHRM and Equal Access staff to recruit additional qualified bilingual staff
- OPRYD is committed to performing two site visits to all centers annually to ensure that the City's Equal Access Ordinance is followed
- Inform and train new Public Contact Position staff to cover the City's policy.
- Continual training to existing PCP staff, this is an opportunity to share ideas/concerns and to discuss what recreation sites may require additional resources to meet the language goals

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who

“speak the languages, are available.” Please list the locations in which the Department has posted notices.

The recreation and cultural arts centers below are required to post notices in public areas:

LOCATION	LOCATION
Administrative Offices	Allendale Recreation Center
Arroyo Recreation Center	Brookdale Recreation Center
Bushrod Recreation Center	Carmen Flores Recreation Center
DeFremery Recreation Center	Dimond Recreation Center
Discovery Center East	Dunsmuir Hellman Estate
East Oakland Sports Center	FM Smith Recreation Center
Franklin Recreation Center	Golden Gate Recreation Center
Ira Jinkins Recreation Center	Lincoln Recreation Center
Malonga Casquelourd Arts Center	Manzanita Recreation Center
Montclair Recreation Center	Mosswood Recreation Center
Poplar Recreation Center	Rainbow Recreation Center
Rainbow Teen Center	Redwood Heights Recreation Center
Rotary Nature Center	San Antonio Recreation Center
Sheffield Village Recreation Center	Studio One Arts Center
	Tassafaronga Recreation Center

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

All vital documents are translated to the threshold languages, Spanish and Cantonese. Vital forms/events/programs or announcement are translated by the Equal Access Unit within two (2) weeks. Below are some sample of the vital forms and/or notices.

- Scholarship forms
- Registration form
- Rental of facilities
- Parent observation policy
- Rental deposit/refund
- Financial Assistance
- Summer Hire Event Materials

As of 2016, the City implemented a “select language on the OPRYD’s website.” Additionally, OPRYD utilizes various social media outlets to promote programs. Similarly, these sites provide the ability for user to change the language format.

- City of Oakland’s Official website for OPRYD
<http://www2.oaklandnet.com/government/o/opr/index.htm>
- OPRYD Twitter, <https://twitter.com/oaklandopr>
- Facebook, <https://www.facebook.com/oakparkrec/?ref=ts>

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

OPRYD continues to request the services of the Equal Access office for translation services to provide vital information to our LES communities.

OPRYD translated a variety of documents in this reporting period such as, but not limited;

- ✓ Summer Hire Posters, and flyers
- ✓ Aquatic Announcements
- ✓ OPR Registration forms
- ✓ Parent Observation Policy
- ✓ Youth Camp Flyer (Sailing)
- ✓ Carmen Flores Rental Fees
- ✓ Adult Sailing Classes
- ✓ EOSC Memorial Day hours

C. Multilingual Telephone Messages Assessment

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

OPRYD serves a host of LES communities throughout the City. Periodically, OPRYD staff call the designated multilingual telephones numbers to verify and confirm the voicemails messages are recorded in the threshold languages. Currently, there are a total of 15 sites that have recorded messages. Our goal is to have all recreation centers record messages in Spanish and Cantonese.

Recorded Voicemail Messages		
Location	Multilingual Lines	Languages
Administrative Offices/General Information	238-7275	EN/SP/CH
Arroyo Viejo Recreation Center	615-5722	EN/SP
Brookdale Recreation Center	535-5632	EN/SP
Carmen Flores Recreation Center	535-5631	EN/SP
Central Reservations	238-3187	EN/SP
Digital Arts & Culinary Academy	615-5807	EN/SP
East Oakland Sports Center	615-5838	EN/SP
Franklin Recreation Center	238-7741	EN/SP
Fremont Pool	535-5614	EN/SP
Ira Jinkins Recreation Center	615-5959	EN/SP
Lincoln Square Recreation Center	238-7738	EN/SP
Manzanita Recreation Center	535-5625	EN/SP
Rainbow Recreation Center	615-5751	EN/SP
San Antonio Recreation Center	535-5608	EN/SP
Tassafaronga Recreation Center	615-5734	EN/SP

D. Assessment of Department Communication with LES Populations

1. Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

Below is the 2017 snapshot of EAO Language Access Survey results from OPRYD, we collected over 600 surveys. The results were encouraging; and our overall ratings have been positive. We'll continue to maintain and set our goals to achieve higher

Below are results from the surveys:

Responses	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9a	Q9b	Q9c	Q10	
1	70%	59%	43%	15%	42%	26%	37%	27%	48%	29%	0.00%	0.00%	
2	11%	37%	22%	46%	28%	35%	22%	48%	9%	13%	0.00%	0.00%	
3	4%	7%	26%	5%	14%	15%	21%	6%	0%	0%	0.00%	0.00%	
4	15%	0%	12%	8%	0%	5%	0%	0%	0%	0%	0.00%	0.00%	
Q#	Questions							Code					
Q1	How long did you wait before a City representative greeted you?							1= <5 mins	2= 6-20 mins	3= >20 mins	4= N/A		
Q2	How would you rate the service you received?							1= Excellent	2= Good	3= Fair	4= Poor		
Q3	How would you rate your ability to speak English?							1= Very Well	2= Well	3= Not Well	4= Not at all		
Q4								1= Spanish	2= Cantonese	3= Mandarin	4= Other		
Q5	Did you experience difficulty getting services because you speak only limited or no English?							1= No	2= Yes	3= N/A			
Q6	Did you ask for assistance in your home language?							1= No	2= N/A	3= Yes & Rcv'd bilingual Service	4= Yes, but did not receive service		
Q7	Did you wait for >10 minutes for language service you requested?							1= No	2= Yes	3= N/A - Did not request			
Q8	Did you find our bilingual employees helpful with sufficient skill to provide you with service?							1= N/A	2= Yes, Satisfactory	3= No, Unsatisfactory			
	Did you see visible signs informing you of your right to...												
Q9a	Receive language assistance services?							1= Yes	2= No				
Q9b	File a complaint for the lack of language svcd							1= Yes	2= No				
Q9c	Not Applicable - Did not pay attention to any signs.							N/A					
Q10	Is there anything else you like us to know about your experience?							COMMENT					

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

All Public Contact Positions are provided with Administrative Instructions 145 and are informed of the City's Equal Access to Services Ordinance and are made aware of the role and impact they have with the community. They are mindful that all vital and non-vital documents, flyers, posters, application are to be forward to the Equal Access Coordinator for translation services.

Other non-tangible materials are posted on the City's Official website and social media outlets. These sites allow the LES clients/guest the ability to change the language settings.

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

OPRYD is confident that our outreach efforts to inform the Limited English Speaking populations of their rights to bilingual services has increase greatly over the years. All facilities and recreation centers are well advised of the significant of creating and providing equality to everyone we serve.

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

OPRYD has neither received an oral or written complaint during this reporting period.

E. Action Plan

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

- a. Recruit and hire bilingual Chinese speaking PCP for community engagement
- b. Create a FAQ in English, Spanish and Chinese
- c. Add additional phone voicemail message in the threshold languages to all recreation centers

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

- a. Notices are posted at all recreation centers, front desk counters, bulletin boards and on the City's, official website
- b. OPRYD will post the final report of the current Equal Access Ordinance Annual Compliance Plan on the Equal Access program website
<http://www2.oaklandnet.com/government/o/opr/index.htm>

ORGANIZATION	TITLE	PCP TOTAL	PCP SPANISH	PCP CHINESE
502350 - Boating	Recreation Attendant I, PT	YES		
502350 - Boating	Recreation Attendant I, PT	YES		
502350 - Boating	Recreation Attendant I, PT	YES	X	
502350 - Boating	Recreation Leader I, PT	YES		X
502350 - Boating	Recreation Attendant II, PT	YES		
502350 - Boating	Recreation Attendant I, PT	YES		
502350 - Boating	Recreation Attendant II, PT	YES		
502350 - Boating	Recreation Attendant I, PT	YES		
502350 - Boating	Recreation Attendant I, PT	YES		
502350 - Boating	Recreation Specialist I, PT	YES		
502350 - Boating	Recreation Specialist I, PT	YES		
502350 - Boating	Recreation Attendant I, PT	YES		
502350 - Boating	Recreation Leader I, PT	YES		
502350 - Boating	Recreation Attendant I, PT	YES		
502350 - Boating	Recreation Attendant I, PT	YES		
502350 - Boating	Recreation Leader I, PT	YES	X	
502350 - Boating	Recreation Specialist I, PT	YES		
502350 - Boating	Recreation Specialist I, PT	YES		
502350 - Boating	Recreation Leader I, PT	YES		
502350 - Boating	Recreation Leader I, PT	YES		
502350 - Boating	Recreation Aide, PT	YES		
502350 - Boating	Recreation Leader I, PT	YES		
502350 - Boating	Recreation Aide, PT	YES		
502350 - Boating	Recreation Aide, PT	YES	X	
502350 - Boating	Recreation Aide, PT	YES		
502350 - Boating	Recreation Aide, PT	YES		
502350 - Boating	Recreation Leader I, PT	YES		
502350 - Boating	Recreation Aide, PT	YES		
502350 - Boating	Recreation Specialist I, PT	YES		
502350 - Boating	Recreation Specialist I, PT	YES		
502350 - Boating	Recreation Aide, PT	YES		
502350 - Boating	Recreation Attendant I, PT	YES	X	
502350 - Boating	Recreation Attendant I, PT	YES		
502350 - Boating	Recreation Aide, PT	YES		
502350 - Boating	Recreation Aide, PT	YES		
502350 - Boating	Recreation Specialist II, PT	YES		X
502350 - Boating	Recreation Aide, PT	YES		
502350 - Boating	Recreation Aide, PT	YES		
502350 - Boating	Recreation Leader II, PT	YES		
502350 - Boating	Recreation Aide, PT	YES		
TOTAL		6.57	0.56	0.53

503236 - Redwood Heights Recreation Center	Recreation Leader I, PT	YES			
503236 - Redwood Heights Recreation Center	Recreation Aide, PT	YES			
503236 - Redwood Heights Recreation Center	Recreation Aide, PT	YES			
503236 - Redwood Heights Recreation Center	Recreation Leader I, PT	YES			
503236 - Redwood Heights Recreation Center	Recreation Aide, PT	YES			
503236 - Redwood Heights Recreation Center	Recreation Leader II, PT	YES			
503236 - Redwood Heights Recreation Center	Recreation Leader I, PT	YES		X	
503236 - Redwood Heights Recreation Center	Recreation Leader I, PT	YES			
503236 - Redwood Heights Recreation Center	Recreation Specialist II, PT	YES			
503236 - Redwood Heights Recreation Center	Recreation Specialist I, PT	YES			
503236 - Redwood Heights Recreation Center	Recreation Attendant I, PT	YES			
503236 - Redwood Heights Recreation Center	Recreation Specialist III, PT	YES			
503236 - Redwood Heights Recreation Center	Recreation Specialist II, PT	YES			
503236 - Redwood Heights Recreation Center	Recreation Leader I, PT	YES			
503236 - Redwood Heights Recreation Center	Recreation Aide, PT	YES			
503236 - Redwood Heights Recreation Center	Recreation Aide, PT	YES			
503236 - Redwood Heights Recreation Center	Recreation Aide, PT	YES			
TOTAL			8.14	0.310	0.07
503237 - FM Smith Recreation Center	Recreation Leader I, PT	YES			
503237 - FM Smith Recreation Center	Recreation Aide, PT	YES			
503237 - FM Smith Recreation Center	Recreation Leader I, PT	YES			
503237 - FM Smith Recreation Center	Recreation Leader II, PT	YES			
503237 - FM Smith Recreation Center	Recreation Leader I, PT	YES			
503237 - FM Smith Recreation Center	Recreation Aide, PT	YES		X	
503237 - FM Smith Recreation Center	Recreation Aide, PT	YES		X	
503237 - FM Smith Recreation Center	Recreation Aide, PT	YES			
503237 - FM Smith Recreation Center	Recreation Leader I, PT	YES			
503237 - FM Smith Recreation Center	Recreation Aide, PT	YES		X	
503237 - FM Smith Recreation Center	Recreation Aide, PT	YES			
503237 - FM Smith Recreation Center	Recreation Leader I, PT	YES			
503237 - FM Smith Recreation Center	Recreation Aide, PT	YES			
503237 - FM Smith Recreation Center	Recreation Leader I, PT	YES			
503237 - FM Smith Recreation Center	Recreation Aide, PT	YES			
503237 - FM Smith Recreation Center	Recreation Aide, PT	YES		X	
503237 - FM Smith Recreation Center	Recreation Specialist II, PT	YES			
503237 - FM Smith Recreation Center	Recreation Specialist I, PT	YES			
503237 - FM Smith Recreation Center	Recreation Leader I, PT	YES			
503237 - FM Smith Recreation Center	Recreation Aide, PT	YES			
TOTAL			2.30	0.05	0.46

503239 - Carmen Flores Recreation Center	Recreation Attendant I, PI			
503239 - Carmen Flores Recreation Center	Recreation Leader I, PI	X		
503239 - Carmen Flores Recreation Center	Recreation Leader I, PI	X		
503239 - Carmen Flores Recreation Center	Recreation Leader I, PI	X		
503239 - Carmen Flores Recreation Center	Recreation Specialist I, PI	X		
503239 - Carmen Flores Recreation Center	Recreation Specialist II, PI	X		
		3.21	2.9	0.21

509231 - Arroyo Recreation Center	Recreation Aide, PI	X		
509231 - Arroyo Recreation Center	Recreation Aide, PI			
509231 - Arroyo Recreation Center	Recreation Leader I, PI			
509231 - Arroyo Recreation Center	Recreation Leader I, PI			
509231 - Arroyo Recreation Center	Recreation Leader I, PI			
509231 - Arroyo Recreation Center	Recreation Leader I, PI			
509231 - Arroyo Recreation Center	Recreation Leader I, PI	X		
509231 - Arroyo Recreation Center	Recreation Leader II, PI			
		2.50	0.45	0
509232 - Brookdale Recreation Center	Recreation Leader I, PI	0.42	0	0

509233 - Ira Jinkins Recreation Center	Recreation Aide, PI			
509233 - Ira Jinkins Recreation Center	Recreation Aide, PI			
509233 - Ira Jinkins Recreation Center	Recreation Aide, PI			
509233 - Ira Jinkins Recreation Center	Recreation Aide, PI			
509233 - Ira Jinkins Recreation Center	Recreation Aide, PI	X		
509233 - Ira Jinkins Recreation Center	Recreation Aide, PI			
509233 - Ira Jinkins Recreation Center	Recreation Aide, PI			
509233 - Ira Jinkins Recreation Center	Recreation Aide, PI			
509233 - Ira Jinkins Recreation Center	Recreation Aide, PI			
509233 - Ira Jinkins Recreation Center	Recreation Aide, PI			
509233 - Ira Jinkins Recreation Center	Recreation Attendant I, PI			
509233 - Ira Jinkins Recreation Center	Recreation Attendant I, PI	X		
509233 - Ira Jinkins Recreation Center	Recreation Attendant I, PI			
509233 - Ira Jinkins Recreation Center	Recreation Leader I, PI			
509233 - Ira Jinkins Recreation Center	Recreation Leader I, PI			
509233 - Ira Jinkins Recreation Center	Recreation Leader I, PI			
509233 - Ira Jinkins Recreation Center	Recreation Leader I, PI			
509233 - Ira Jinkins Recreation Center	Recreation Leader I, PI			
509233 - Ira Jinkins Recreation Center	Recreation Leader I, PI			
509233 - Ira Jinkins Recreation Center	Recreation Leader I, PI			
509233 - Ira Jinkins Recreation Center	Recreation Leader I, PI			
509233 - Ira Jinkins Recreation Center	Recreation Leader I, PI			
509233 - Ira Jinkins Recreation Center	Recreation Leader I, PI			
509233 - Ira Jinkins Recreation Center	Recreation Specialist I, PI	5.31	0.39	0

509235 - Rainbow	Recreation Leader I, PI			
509235 - Rainbow	Recreation Leader I, PI			
509235 - Rainbow	Recreation Leader I, PI	0.43	0	0

509236 - Iassataranga Recreation Center	Recreation Attendant I, PI			
509236 - Iassataranga Recreation Center	Recreation Attendant I, PI			
509236 - Iassataranga Recreation Center	Recreation Leader I, PI			
509236 - Iassataranga Recreation Center	Recreation Leader I, PI			
509236 - Iassataranga Recreation Center	Recreation Leader I, PI	2.19	0	0

509237 - Sheffield Village Recreation Center	Recreation Aide, PI			
509237 - Sheffield Village Recreation Center	Recreation Aide, PI			

509237 - Sheffield Village Recreation Center	Recreation Attendant I, PI					
509237 - Sheffield Village Recreation Center	Recreation Leader I, PI					
509237 - Sheffield Village Recreation Center	Recreation Leader I, PI					
509237 - Sheffield Village Recreation Center	Recreation Specialist I, PI	0.95			0	0

ORGANIZATION	TITLE	PCPT TOTAL	PCP SPANISH	PCP CHINESE
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Attendant I, PT		X	
502236 - Mosswood Recreation Center	Recreation Attendant I, PT			
502236 - Mosswood Recreation Center	Recreation Leader I, PT			
502236 - Mosswood Recreation Center	Recreation Leader I, PT			
502236 - Mosswood Recreation Center	Recreation Leader I, PT			
502236 - Mosswood Recreation Center	Recreation Leader I, PT			
502236 - Mosswood Recreation Center	Recreation Leader I, PT			
502236 - Mosswood Recreation Center	Recreation Leader I, PT			
502236 - Mosswood Recreation Center	Recreation Leader I, PT			
502236 - Mosswood Recreation Center	Recreation Leader I, PT			
502236 - Mosswood Recreation Center	Recreation Leader I, PT	3.68	0.18	0

502237 - Poplar Recreation Center	Recreation Aide, PT			
502237 - Poplar Recreation Center	Recreation Aide, PT			
502237 - Poplar Recreation Center	Recreation Attendant I, PT			
502237 - Poplar Recreation Center	Recreation Leader I, PT			
502237 - Poplar Recreation Center	Recreation Leader I, PT			
502237 - Poplar Recreation Center	Recreation Leader I, PT			
502237 - Poplar Recreation Center	Recreation Leader I, PT			
502237 - Poplar Recreation Center	Recreation Leader I, PT			
502237 - Poplar Recreation Center	Recreation Leader I, PT			
502237 - Poplar Recreation Center	Recreation Leader II, PT	2.05	0	0

ORGANIZATION	TITLE	PCP TOTAL	PCP SPANISH	PCP CHINESE
502260 - Rotary Nature Center	Recreation Attendant I, PI			
502260 - Rotary Nature Center	Recreation Leader I, PI			
502260 - Rotary Nature Center	Recreation Leader I, PI			
502260 - Rotary Nature Center	Recreation Specialist II, PI		x	
502260 - Rotary Nature Center	Recreation Specialist II, PI			
502260 - Rotary Nature Center	Recreation Leader I, PI			
502260 - Rotary Nature Center	Recreation Leader I, PI			
502260 - Rotary Nature Center	Recreation Aide, PI			
502260 - Rotary Nature Center	Recreation Leader I, PI			
502260 - Rotary Nature Center	Recreation Leader I, PI			
502260 - Rotary Nature Center	Recreation Leader I, PI			
502260 - Rotary Nature Center	Recreation Leader I, PI			
502260 - Rotary Nature Center	Recreation Leader I, PI			
502260 - Rotary Nature Center	Recreation Leader I, PI			
502260 - Rotary Nature Center	Recreation Aide, PI			
502260 - Rotary Nature Center	Recreation Aide, PI			
502260 - Rotary Nature Center	Recreation Aide, PI			
502260 - Rotary Nature Center	Recreation Aide, PI			
502260 - Rotary Nature Center	Recreation Aide, PI			
502260 - Rotary Nature Center	Recreation Aide, PI			
502260 - Rotary Nature Center	Recreation Aide, PI			
502260 - Rotary Nature Center	Recreation Aide, PI			
502260 - Rotary Nature Center	Recreation Aide, PI			
502260 - Rotary Nature Center	Recreation Aide, PI			
502260 - Rotary Nature Center	Recreation Aide, PI			
502260 - Rotary Nature Center	Recreation Aide, PI			
502260 - Rotary Nature Center	Recreation Aide, PI			
502260 - Rotary Nature Center	Recreation Specialist II, PI	2.82		
			0.22	0

504320 - Malonga Casquelourd Center	Recreation Leader I, PI			
504320 - Malonga Casquelourd Center	Stageland, PI			
504320 - Malonga Casquelourd Center	Recreation Leader I, PI			
504320 - Malonga Casquelourd Center	Recreation Leader I, PI			
504320 - Malonga Casquelourd Center	Recreation Leader II, PI			
504320 - Malonga Casquelourd Center	Recreation Leader I, PI			
504320 - Malonga Casquelourd Center	Recreation Specialist II, PI			
504320 - Malonga Casquelourd Center	Recreation Attendant I, PI			
504320 - Malonga Casquelourd Center	Recreation Specialist I, PI			
504320 - Malonga Casquelourd Center	Recreation Attendant I, PI			
504320 - Malonga Casquelourd Center	Recreation Specialist I, PI			
		2.98	0	0

504330 - Studio One	Recreation Specialist I, PI			
504330 - Studio One	Recreation Specialist II, PI			
504330 - Studio One	Recreation Specialist I, PI			
504330 - Studio One	Recreation Specialist II, PI			
504330 - Studio One	Recreation Leader I, PI			
504330 - Studio One	Recreation Specialist I, PI			
504330 - Studio One	Recreation Specialist II, PI			
504330 - Studio One	Recreation Specialist I, PI			
504330 - Studio One	Recreation Specialist II, PI			
504330 - Studio One	Recreation Specialist I, PI			
504330 - Studio One	Recreation Leader I, PI			
504330 - Studio One	Recreation Leader I, PI			
504330 - Studio One	Recreation Specialist II, PI		x	
504330 - Studio One	Recreation Leader I, PI			
504330 - Studio One	Recreation Leader I, PI			
504330 - Studio One	Recreation Leader I, PI			
504330 - Studio One	Recreation Leader I, PI			
504330 - Studio One	Recreation Leader I, PI			
504330 - Studio One	Recreation Specialist II, PI			

ORGANIZATION	TITLE	PCP TOTAL	PCP SPANISH	PCP CHINESE
504330 - Studio One	Recreation Specialist II, PI			
504330 - Studio One	Recreation Aide, PI			
504330 - Studio One	Recreation Aide, PI			
504330 - Studio One	Recreation Aide, PI	14.30	0.59	0.90
504410 - City-Wide Programs Unit	Recreation Aide, PI			
504410 - City-Wide Programs Unit	Recreation Specialist III, PI			
504410 - City-Wide Programs Unit	Recreation Aide, PI			
504410 - City-Wide Programs Unit	Recreation Specialist III, PI		X	
504410 - City-Wide Programs Unit	Recreation Aide, PI			X
504410 - City-Wide Programs Unit	Recreation Leader I, PI			
504410 - City-Wide Programs Unit	Recreation Specialist II, PI			
504410 - City-Wide Programs Unit	Recreation Specialist III, PI	1.42	0.21	0.11
509234 - Discovery	Recreation Leader I, PI			
509234 - Discovery	Recreation Leader I, PI			
509234 - Discovery	Recreation Aide, PI			
509234 - Discovery	Recreation Aide, PI			
509234 - Discovery	Recreation Aide, PI	1.02	0	0

CENTER	CLASSIFICATION	PCP TOTAL	PCP SPANISH	PCP CHINESE
502237 - Poplar Rec Ctr (Willie Keyes)	Recreation Aide, PT		X	
502237 - Poplar Recreation Center	Recreation Aide, PT			
502237 - Poplar Recreation Center	Recreation Attendant I, PT			
502237 - Poplar Recreation Center	Recreation Leader I, PT			
502237 - Poplar Recreation Center	Recreation Leader I, PT			
502237 - Poplar Recreation Center	Recreation Leader I, PT			
502237 - Poplar Recreation Center	Recreation Leader I, PT			
502237 - Poplar Recreation Center	Recreation Leader II, PT	2.05	0.24	0

Department Name: Oakland Public Works
Fiscal Year: 2016 - 2017



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: OAKLAND PUBLIC WORKS
FISCAL YEAR: 2016-2017

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

I, CHRISTINE DANIEL, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for OAKLAND PUBLIC WORKS was submitted on JUNE 30, 2017.

Christine Daniel 6/30/17
Signature & Date

CHRISTINE DANIEL
Interim Director
Public Works
Print Name & Title

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Christine Daniel	Alexandria Bell	Alexandria Bell
Title	Director, Public Works	Support Services Manager	Support Services Manager
Address	250 Frank Ogawa Pl., Ste. 4314	250 Frank Ogawa Pl., Ste. 4314	250 Frank Ogawa Pl., Ste. 4314
Phone#	510-238-6906	510-238-2966	510-238-2966
Email	cdaniel@oaklandnet.com	abell@oaklandnet.com	abell@oaklandnet.com

Table 2 Department Employee Statistics					
Total # of FTE Employees	689		New Hires This Fiscal Year (by position)	40	
Public Contact Positions (PCP)	15		New PCP Hires This Fiscal Year	1	
PCP With Spanish Language Skill	3	20 %	New PCP Hires With Spanish Language Skill	0	%
PCP With Chinese Language Skill	3	20 %	New PCP Hires With Chinese Language Skill	0	%

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

Table 3A. Department Organization Structure	
DIRECTOR OF PUBLIC WORKS & ADMINISTRATION	30531 – Infrastructure Maintenance Administration
30111 – Director’s Office	30532 – Storm Drain Maintenance
30112 – Human Resources	30533 – Sewer System Maintenance
30121 – OPW Fiscal Services	30534 – Street & Sidewalk Maintenance
30131 – OPW Call Center	30541 – Equipment Services Administration
30181 – Management Information Systems	BUREAU OF FACILITIES & ENVIRONMENT
BUREAU OF ENGINEERING & CONSTRUCTION	30611 – Facilities & Environment Assistant Director’s Office
30211 – Engineering & Construction Assistant Director’s Office	30631 – Facility Services Administration
30214 – ADA Programs	30632 – Civic Center Complex
30231 – Project Delivery Administration	30633 – Hall of Justice Complex
30232 – Construction Management & Materials Testing	30634 – Plant Operations
30233 – CIP Project Management	30635 – Roving Custodial
30234 – Facilities Planning & Development	30651 – Parks/Building Maintenance Administration
30235 - Surveying	30652 – Landscape Maintenance
30241 – Engineering Design and ROW - Administration	30654 – Tree Services
30242 – Streets & Structures	30655 – Buildings: Electrical & Painting
30243 – Right-of-Way Management	30658 – Buildings: Structural
30244 – Sanitary Sewer Design	30671 – SCGA Administration
30245 – Watershed & Stormwater Program	30672 – Street Cleaning
30261 – Transportation Services - Administration	30673 – Graffiti Abatement & Rapid Response
30264 – Traffic Capital Projects	30674 – Illegal Dumping
30265 – Traffic Safety Program	30681 – Environmental Services Administration

30275 – IPPD Plans & Programming	30682 – Recycling & Solid Waste
BUREAU OF INFRASTRUCTURE MAINTENANCE & OPS	30683 – Environmental Remediation
30511 – Infrastructure & Ops Assistant Director’s Office	30684 – Environmental Sustainability
30522 – Electrical Maintenance	30685 – Environmental Watershed
30523 – Electrical Traffic Maintenance	30689 – Environmental Energy
30524 – Electrical Services-Meter Operations	

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:	
A Department of Transportation was formed from the Oakland Public Works Department and the Police Department; however, it will not be implemented officially until July 1, 2017.	

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 Units -	Language Goal	Language Actual
Call Center	SP= 1 CH = 1	SP= 1 CH = 1

Key: SP= Spanish CH= Chinese

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
ADA Program Brochure	YES	YES	
Adopt a Drain Flyer	YES	YES	Vietnamese
Adopt a Spot Request & Agreement	YES	YES	
Battery Recycling : Safe and Legal in Oakland	YES	YES	Vietnamese
Bike Newsletter	YES	YES	Vietnamese
Bike Share Postcard	YES	YES	Vietnamese & Arabic
Creek to Bay Day Postcard	YES	YES	
Creek to Bay Day Poster	YES	YES	
Donation Request Template	YES	YES	
Donation "Thank You" Template	YES	YES	
Earth Day Flyer	YES	YES	
Earth Day Postcard	YES	YES	
Earth Day Poster	YES	YES	
Earth Day 2016 – ECAP Action Posters	YES	YES	
Earth EXPO Postcard	YES	YES	
Earth EXPO Poster	YES	YES	
Earth EXPO 2017 – Event Live Translation	YES	YES	
El Nino – Be Storm Ready Pamphlet	YES	YES	
Environmentally Sensitive Vegetation Management	YES	YES	Vietnamese
Greenware Ordinance Flyer	YES	YES	Vietnamese
Guide for Oakland Food Vendors	YES	YES	Vietnamese
Home Energy Efficiency Outreach Material	YES	YES	
How Trash Gets into Our Creeks	YES	YES	
Photo Documentation Tips	YES	YES	
Recycling Program Guide	YES	YES	Vietnamese

Report a Problem Information Card	YES	YES	
Residential Fat, Oil & Grease Postcard	YES	YES	
Small Business Recycling	YES	YES	
Telegraph Avenue Progress Report	YES	YES	
Telegraph Avenue Project Safety Improvements	YES	YES	Vietnamese & Korean
Tool Maintenance Guide	YES	YES	
Volunteer/Event Hotline Outgoing Messages	YES	YES	
Volunteer Opportunities	YES	YES	
Volunteer Guidelines & Safety Sheet	YES	YES	
Volunteer Waiver	YES	YES	
Volunteer Sign In Sheet	YES	YES	
Volunteer Incident/Injury Report Form	YES	YES	
Website Document Titles	YES	YES	
Zero Waste SFD Service Brochure	YES	YES	Vietnamese
Zero Waste MFD Service Brochure	YES	YES	Vietnamese
Zero Waste 1-2-3 Composting Instruction Card	YES	YES	Vietnamese
Zero Waste Commercial Service Brochure	YES	YES	Vietnamese & Korean
Zero Waste Bulky Pickup Program Announcement Postcard	YES	YES	Vietnamese
Zero Waste Bulky Pickup Program Confirmation Notice (Single Family)	YES	YES	Vietnamese
Zero Waste Bulky Pickup Program Confirmation Notice (Multi Family)	YES	YES	Vietnamese
Zero Waste Compost Giveaway Flyer	YES	YES	Vietnamese

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

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
OPW Front Desk	238-3961	Completed
OPW Right-of-Way Management & Construction	238-3051	Completed
Recycling Hotline	238-7283	Completed
Volunteer Opportunities	238-7630	Completed
OPW Call Center	615-5566	Completed
Event Hotline	238-7611	Completed
Adopt-a-Spot Event Hotline	238-7630	Completed

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
689	15	2	3	YES	1	3	YES

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

The Oakland Public Works (OPW) department has continued to effectively comply with the Equal Access to Services Ordinance this past reporting year.

During this reporting year, the Oakland Call Center which is located at 7101 Edgewater Drive has a total of five (5) FTEs designated as PCPs. Currently, the staff consists of one (1) Call Center Manager; four (4) Public Service Representatives of which two (2) are bilingual; along with two (2) Exempt Limited Duration employees. The bilingual Call Center staff continue to provide language translation services to Chinese and Spanish speaking citizens on a daily basis to ensure that all service requests are logged, dispatched, tracked and followed up. The Call Center's specific voicemail phone lines that are designated to Chinese and Spanish speaking citizen remains in effect with assisting in reporting a problem (*see links below*).

<http://www2.oaklandnet.com/oakca1/groups/pwa/documents/report/oak052055.pdf> and
<http://www2.oaklandnet.com/oakca1/groups/pwa/documents/report/oak052056.pdf>.

OPW Administration has a total of one (1) FTE designated as a PCP along with one (1) part-time Senior Aide. The positions are located at the main reception information desk at 250 Frank H Ogawa Plaza, Suite 4314; and are responsible for the day-to-day operations of assisting and directing the public and other City staff.

Within the Bureau of Engineering and Construction (BEC), there are 3 FTE's designated as PCP's. These positions are located at 250 Frank Ogawa Plaza, 4th floor, Suite 4344, and serve the public information needs for Engineering and Construction, Right-of-Way Management, and Traffic planning as well as the central point of contact for Transportation Administration.

The Bureau of Facilities and Environment (BFE) have a total of 3.0 FTE's designated as PCP's. These positions are located in the BFE's Assistant Director's office at 7101 Edgewater Drive and the Facilities Services Administration office, Building 2 at 250 Frank Ogawa Plaza, 1st Floor.

OPW continues to strive to better serve the LES community and Oakland citizens as a whole. We realize that there are still challenges. One challenge that we faced this reporting year is that we lost 2 (two) employees (PCPs) in our Call Center due to a retirement and a voluntary resignation. However, we are determined to stay committed to providing the best possible

services through our language specific phone lines; website(s); mobile application(s); and special community-based events we sponsor throughout the year.

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

OPW has continued to commit to hiring more bilingual candidates and to provide more outreach efforts to the LES community. OPW's recruitments and hiring selections are closely reviewed by the Department of Human Resources Management and Equal Access to ensure that the needs of the LES community are met. Currently, OPW have staff that is proficient in Spanish, Cantonese, Mandarin, Vietnamese, Tagalog, Arabic, German, Persian, French and Hindi.

This reporting year, OPW expanded their hiring outreach efforts to numerous colleges and universities and hired several part-time Engineering Interns, Student Trainees, and a part-time Office Assistant I. These are all students from various diverse backgrounds that work in several units of the department. This is a great opportunity for OPW to help students gain insight and knowledge of how Oakland City Government works and specifically how OPW serves the LES community and the citizens of Oakland in general.

OPW also continues to use volunteers at several of our annual departmental events and activities (i.e., Creek to Bay Day, Earth EXPO/Earth Day, etc.). These events are attended in large numbers by the LES community and some volunteers serve as translators periodically.

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

One positive change that occurred in this last reporting year, is a Department of Transportation was established from OPW and the Police Department. However, this new department will not be implemented officially until July 1, 2017. It will consist of approximately a staff of 300+ and 18 work units. This change will create a more in-depth description of the services provided to the LES community in that next reporting year there will be two separate reports, one from Oakland Public Works and one from the Department of Transportation.

In addition, the OPW Call Center staff continues to attend community meetings to inform the LES community of the services we offer and to listen to the communities concerns and issues. During this reporting year, the Call Center staff attended several community meetings and the meetings were well attended by both Spanish and Chinese speaking community members. There were interpreters there to translate their questions and the answers from staff.

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

One additional measure OPW has implemented is the Transportation Planning unit created a Bike Share postcard which describes to the community a "new and easy way to connect to downtown, BART or buses and a fun, healthy way to get around." It was translated in Spanish, Chinese, Vietnamese and Arabic. There will be two community sessions to get the word out about this new and exciting opportunity on October 1, 2017 and October 22, 2017.

Also, the Transportation Planning unit had the Telegraph Avenue Progress Report translated in Spanish and Chinese. This report describes the recent changes to Telegraph Avenue concerning safety and the user-friendliness for walking and biking.

Another measure that was implemented this reporting year, is the Environmental Services unit translated several Zero Waste materials in Spanish, Chinese, Vietnamese and one document was even translated in Korean. These materials include:

- Zero Waste Commercial Service Brochure (translated in Spanish, Chinese, Vietnamese and Korean)
- Zero Waste Bulky Pickup Program Announcement Postcard
- Zero Waste Bulky Pickup Program Confirmation Notice (Single Family)
- Zero Waste Bulky Pickup Program Confirmation Notice (Multi Family)
- Zero Waste Compost Giveaway Flyer

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

The Oakland Call Center has future plans to expand and will be recruiting for their two Public Service Representative vacancies that are currently filled by Exempt Limited Duration employees. It will also be receiving three (3) additional staff members to bring the total Super PCPs in the Call Center to ten (10). This effort is very much needed due to the increased volume of service requests (80%) the Call Center have received over the last three years.

There will be two separate reports next year, one from Oakland Public Works and one from the Department of Transportation. This change will allow both departments to present a more in-depth and comprehensive description of the services provided to the LES community in the next reporting year.

OPW still plans to form a departmental committee to explore more outreach efforts to better serve the LES community.

B. Translation of Written Vital Documents Assessment

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

These notices are posted at the OPW main reception information desk at 250 Frank Ogawa Plaza – Administration, Suite 4314; Construction & Engineering, Suite 4344; Environmental Services, Suite 5302; and OPW Call Center, 7101 Edgewater Drive – Building #2.

2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated? As shown in Table 4A, 98% of vital documents were translated into threshold languages (*two documents were only translated in Spanish*). This reporting year, eighteen (18) additional vital documents were added in which all but two were translated in Spanish and Chinese; several were translated in Vietnamese; one was translated in Korean; and one was translated in Arabic.

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

The Environmental Services unit was able to translate the following materials in Spanish and Chinese:

- How Trash Gets Into our Creeks (Spanish and Chinese)
- Tool Maintenance Guide (Spanish and Chinese)
- Photo Documentation Tips
- Donation Request Template
- Donation "Thank You" Template
- Website Document Titles
- Volunteer/Event Hotline Outgoing Messages
- Earth Expo 2017 – Event Live Translation
- Earth Day 2016 – ECAP Action Posters

C. Multilingual Telephone Messages Assessment

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

As shown in Table 5, OPW have five (5) locations that provide multilingual telephone messages:

- OPW Administration Main Reception Information Desk Line – 238-3961
- OPW Construction – 238-3051
- Recycling Hotline – 238-7283
- Volunteer Opportunities – 238-7630
- OPW Call Center – 615-5566
- Event Hotline – 238-7611
- Adopt-a-Spot Event Hotline – 238-7630

All the above phone lines have message scripts in Spanish, Cantonese and Mandarin and OPW Construction and Environmental Services have now added Vietnamese scripts to their hotlines.

D. Assessment of Department Communication with LES Populations

1. Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

OPW participated in the Equal Access to City Services Survey this year for the two-week period beginning February 14, 2017 through February 28, 2017. There was a total of eight (8) PCP's who partook in the survey. The survey locations were the OPW Main Reception Information Desk (238-3961) and the Construction/Right-of-Way Management Permit Counter (238-3651) which both locations are located at 250 Frank H. Ogawa Pl., Suites 4314 and 4344. The other location was the Oakland Call Center main line (615-5566) which is located at 7101 Edgewater Drive, Building 2.

As noted in the table below, there were a total of 3859 clients/citizens that were asked the survey questions via telephone or walk-in. Thirteen (13) noted Spanish as their primary language; three (3) noted Cantonese as their primary language; one noted Mandarin and other as their primary language. The remaining 3841 noted English as their primary language. Please note that there was a total of 50 hard copy surveys that were filled out by walk-in clients/citizens.

During this two-week survey period, the department was able to encourage more clients/citizens to participate in the survey from the last survey period. This is encouraging to say the least, but we have to think of more creative ways in presenting the survey to our clients. And even though we had hard copies of the survey translated in Spanish and Chinese displayed at both our reception/information desks, some clients/citizens just were not willing to fill them out. Further discussion is needed to explore more effective methods to improve our outreach efforts to better serve the LES community.

**Public Works Department
 Equal Access to City Services Survey 2017**

Tally Sheet Totals for Two Week Period (2/14/17 thru 2/28/17)

LANGUAGE	TOTAL
English	3841
Spanish	13
Chinese/Cantonese	3
Chinese/Mandarin	1
Other	1
TOTAL	3859

Total Number of Actual Surveys = 50

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

OPW Administration and BEC/Right-of-Way Management have copies of Equal Access' "Removing Language Barriers – Enhancing Communication" pamphlets translated in Spanish and Chinese at the main reception information desk and the new Permit Counter information desk; both located at 250 Frank Ogawa Plaza, 4th floor.

OPW continues to work closely with Equal Access in its efforts to inform LES populations of their right to access services and works with Human Resources to recruit bilingual staff as needed.

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

OPW will continue its outreach efforts to the LES community through our departmental events and activities; community meetings; information and event hotlines; flyers, posters, pamphlets and other materials that are beneficial in informing the public the services we provide.

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

There were no oral or written complaints filed with the Department regarding bilingual services during this reporting period.

E. Action Plan

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

OPW's Goals for Next Year:

- Oakland Call Center will expand and add more staffing
- OPW will form a departmental committee to explore more outreach efforts

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

These notices are posted at the OPW main reception information desk/counters at 250 Frank Ogawa Plaza – Administration, Suite 4314; Construction & Engineering, Suite 4344; Environmental Services, Suite 5302; and OPW Call Center, 7101 Edgewater Drive – Building #2.

The Department will be posting the Final Report of the OAKLAND PUBLIC WORKS FY 2016-2017 EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN on the Equal Access Program website which can be accessed at the following link:
<http://www2.oaklandnet.com/Government/o/HumanResources/s/EqualAccess/index.htm>.

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

ORGANIZATION	ADDRESS LINE 1	JOB CLASS	HIRE DATE	PCP	LANGUAGE
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Exec Asst to the Director	28-JAN-08	NO	
30111 - Director and Human Resources Unit	250 FRANK H. OGAWA PLAZA	Manager, Agency Administrative Support Services Supervisor	14-MAY-12	NO	
30112 - Human Resources	PWA FISCAL	Administrative Assistant I	30-SEP-96	NO	
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Administrative Assistant II	26-OCT-15	YES	
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Administrative Assistant II (CONF)	05-OCT-92	NO	
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Manager, Support Services	23-OCT-06	NO	
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Office Assistant I, PT		NO	
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	24-NOV-01	NO	
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	04-DEC-06	NO	
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	22-MAY-89	NO	
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	01-MAY-89	NO	
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Program Analyst I	21-MAY-12	NO	
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Program Analyst I		NO	
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Support Services Supervisor		NO	
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Account Clerk II	17-AUG-15	NO	
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Account Clerk III	13-OCT-14	NO	
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Account Clerk III	22-JAN-11	NO	Spanish
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Account Clerk III	11-MAY-15	NO	Chinese
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Account Clerk III	31-DEC-05	NO	
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Accountant I	29-MAY-12	NO	
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Accountant I	15-SEP-86	NO	
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Accountant II	02-JAN-01	NO	
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Accountant III	01-AUG-01	NO	
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Accountant III	04-JUN-01	NO	
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Accountant III	24-OCT-05	NO	
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Administrative Services Manager II	24-APR-89	NO	
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Budget & Grants Administrator	23-JUL-90	NO	
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Senior Aide, PT	14-NOV-90	NO	Tagalog
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Temp Contract Svcs Employee, PT	21-JUL-14	NO	
30131 - Public Works Call Center	250 FRANK H. OGAWA PLAZA	Exempt Limited Duration Employee	09-JUN-12	NO	
30131 - Public Works Call Center	250 FRANK H. OGAWA PLAZA	Management Assistant	10-AUG-15	NO	
30131 - Public Works Call Center	250 FRANK H. OGAWA PLAZA	Public Service Representative	13-AUG-90	YES	
30131 - Public Works Call Center	250 FRANK H. OGAWA PLAZA	Public Service Representative	29-OCT-12	YES	
30131 - Public Works Call Center	250 FRANK H. OGAWA PLAZA	Public Service Representative	11-JAN-10	YES	Spanish
30131 - Public Works Call Center	250 FRANK H. OGAWA PLAZA	Public Service Representative	07-JUN-14	YES	
30131 - Public Works Call Center	250 FRANK H. OGAWA PLAZA	Business Analyst II	16-AUG-10	YES	Chinese
30181 - Management Information Systems	250 FRANK H. OGAWA PLAZA	Manager, Technology Pgm	24-APR-06	NO	
30181 - Management Information Systems	250 FRANK H. OGAWA PLAZA	Administrative Assistant II	08-APR-96	NO	
30211 - Engineering and Construction - Adm	250 Frank Ogawa Plaza	Administrative Services Manager I	25-JAN-10	NO	
30211 - Engineering and Construction - Adm	250 Frank Ogawa Plaza	Administrative Assistant II	28-SEP-05	NO	
30211 - Engineering and Construction - Adm	250 FRANK H. OGAWA PLAZA	Assist Director, Pub Works Agency	06-OCT-03	NO	
30211 - Engineering and Construction - Adm	250 FRANK H. OGAWA PLAZA	Program Analyst II	07-FEB-83	NO	
30211 - Engineering and Construction - Adm	250 FRANK H. OGAWA PLAZA	Project Manager II	14-MAR-16	YES	
30214 - ADA Programs	250 Frank Ogawa Plaza	Program Analyst III	08-NOV-93	NO	
30214 - ADA Programs	250 Frank Ogawa Plaza	Program Analyst I	31-MAR-14	NO	
30214 - ADA Programs	250 Frank Ogawa Plaza	Project Manager II	10-APR-06	NO	
30214 - ADA Programs	250 Frank Ogawa Plaza	Architectural Assistant (Office)	05-AUG-97	NO	Spanish
30232 - Construction Management and Mat	250 Frank Ogawa Plaza	Construction Inspector (Field)	06-MAY-85	NO	
30232 - Construction Management and Mat	250 Frank Ogawa Plaza	Construction Inspector (Field)	18-APR-88	NO	
30232 - Construction Management and Mat	250 Frank Ogawa Plaza	Construction Inspector (Field)	17-JUL-06	NO	
30232 - Construction Management and Mat	250 Frank Ogawa Plaza	Construction Inspector, Sup II	15-MAR-04	NO	German/Persian
30232 - Construction Management and Mat	250 Frank Ogawa Plaza	Engineer, Civil (Field)	24-JAN-00	NO	Arabic/French
30232 - Construction Management and Mat	250 Frank Ogawa Plaza	Engineer, Civil (Field)	18-JAN-05	NO	
30232 - Construction Management and Mat	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Field)	27-FEB-01	NO	
30232 - Construction Management and Mat	250 Frank Ogawa Plaza	Engineer, Transportation Assistant	04-APR-94	NO	Chinese
30232 - Construction Management and Mat	250 Frank Ogawa Plaza	Engineering Intern, PT	25-JAN-99	NO	Chinese
30232 - Construction Management and Mat	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	11-JUN-11	NO	
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	22-MAY-19	NO	Spanish
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	22-AUG-11	NO	
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	29-OCT-12	NO	
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	02-SEP-14	NO	
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	15-OCT-96	NO	
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	02-SEP-14	NO	
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	11-MAY-15	NO	Spanish
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Civil (Office)	14-MAY-12	NO	
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Civil (Office)	29-OCT-12	NO	Hindi
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Engineer, Civil Supv (Office)	29-MAY-12	NO	
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4	Spatial Data Analyst III	28-AUG-06	NO	Chinese
30232 - Construction Management and Mat	7101 Edgewater Dr - Bldg 4		11-APR-16	NO	

30233 - Project Management	250 Frank Ogawa Plaza	Capital Improvement Project Coor	04-JUN-01	NO	Chinese
30233 - Project Management	250 Frank Ogawa Plaza	Capital Improvement Project Coor	12-NOV-13	NO	
30233 - Project Management	250 Frank Ogawa Plaza	Capital Improvement Project Coor		NO	
30233 - Project Management	250 Frank Ogawa Plaza	Capital Improvement Project Coor	30-DEC-91	NO	
30233 - Project Management	250 Frank Ogawa Plaza	Administrative Assistant II	03-APR-96	NO	
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coor	23-OCT-06	NO	
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Capital Improvement Project Coor	19-AUG-97	NO	
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Project Manager I	15-JUL-02	NO	
30234 - Facilities Planning and Development	250 Frank Ogawa Plaza	Account Clerk III	12-APR-04	NO	
30235 - Surveying	7101 Edgewater Dr - Bldg 4	Chief of Party	26-NOV-12	NO	
30235 - Surveying	7101 Edgewater Dr - Bldg 4	City Land Surveyor	02-AUG-04	NO	
30235 - Surveying	7101 Edgewater Dr - Bldg 4	Surveying Technician (Field)		NO	
30235 - Surveying	7101 Edgewater Dr - Bldg 4	Surveying Technician (Field)	02-SEP-08	NO	
30241 - Engineering Design and ROW - Admi	250 Frank Ogawa Plaza	Administrative Assistant II	30-APR-01	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	Architectural Associate (Field)	13-FEB-90	NO	Hindi
30242 - Streets and Structures	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)		NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	17-FEB-96	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	18-JAN-05	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	17-OCT-88	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	Engineer, Civil (Office)	04-FEB-91	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	Engineer, Civil (Office)	18-OCT-10	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	Student Trainee, PT		NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	Drafting/Design Technician, Sr	20-MAY-91	NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	08-FEB-99	NO	Chinese
30242 - Streets and Structures	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	19-FEB-13	NO	Tagalog
30242 - Streets and Structures	250 Frank Ogawa Plaza	Engineer, Civil (Office)		NO	
30242 - Streets and Structures	250 Frank Ogawa Plaza	Engineer, Civil Supv (Office)	09-JUN-03	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	11-OCT-04	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	09-JUN-03	NO	Chinese
30243 - Right of Way Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	29-MAR-04	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	15-OCT-01	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	11-OCT-04	NO	Persian
30243 - Right of Way Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	07-NOV-16	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	11-OCT-04	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	04-MAR-89	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Construction Inspector (Field)		NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Construction Inspector (Field)	29-MAR-04	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Construction Inspector Sup (Field)	27-OCT-08	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	10-JUN-91	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	10-JUN-91	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Engineer, Civil Supv (Office)	08-JAN-01	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Administrative Assistant II	02-JUN-87	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Arbicultural Inspector	25-JUL-87	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	29-MAR-04	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	05-JAN-87	NO	Chinese
30243 - Right of Way Management	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	18-AUG-14	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Engineer, Civil (Office)		NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Engineer, Civil (Office)		NO	Chinese
30243 - Right of Way Management	250 Frank Ogawa Plaza	Engineering Technician II (Office)		NO	Chinese/Vietnamese
30243 - Right of Way Management	250 Frank Ogawa Plaza	Engineering Technician, Sr (Office)	18-JAN-00	NO	
30243 - Right of Way Management	250 Frank Ogawa Plaza	Engineering Technician, Sr (Office)	18-APR-11	NO	Spanish
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Drafting Technician, Int (Office)		NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	13-NOV-12	YES	Chinese
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	25-FEB-91	NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil Supv (Office)	17-FEB-04	NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineering Intern, PT	04-AUG-14	NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	09-JUN-14	NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	12-JUN-95	NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	04-JAN-16	NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	23-APR-07	NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	07-JUL-03	NO	
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil Supv (Office)	30-MAR-15	NO	Korean/Spanish
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	04-JUN-07	NO	
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Program Analyst II		NO	
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Program Analyst III		NO	
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Program Analyst III	19-DEC-05	NO	
30245 - Watershed and Stormwater Program	250 Frank Ogawa Plaza	Watershed Program Supervisor	30-MAR-98	NO	
30261 - Transportation Services - Administra	250 Frank Ogawa Plaza	Administrative Assistant II	13-NOV-06	YES	
30261 - Transportation Services - Administra	250 Frank Ogawa Plaza	Engineer, Civil Principal	23-APR-90	NO	
30261 - Transportation Services - Administra	250 Frank Ogawa Plaza	Director of Transportation		NO	
30261 - Transportation Services - Administra	250 Frank Ogawa Plaza	Program Analyst II		NO	Chinese
30261 - Transportation Services - Administra	250 Frank Ogawa Plaza	Program Analyst III		NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Transportation	25-MAR-13	NO	
30264 - Traffic Capital Projects	250 Frank Ogawa Plaza	Engineer, Transportation	10-MAY-04	NO	

30524 - Electrical Services: Meter Operations	250 Frank Ogawa Plaza	Parking Meter Repair Worker	NO	26-AUG-86
30524 - Electrical Services: Meter Operations	250 Frank Ogawa Plaza	Parking Meter Repair Worker	NO	17-MAR-14
30524 - Electrical Services: Meter Operations	250 Frank Ogawa Plaza	Parking Meter Repair Worker	NO	03-JAN-05
30524 - Electrical Services: Meter Operations	250 Frank Ogawa Plaza	Parking Meter Repair Worker	NO	17-JAN-06
30524 - Electrical Services: Meter Operations	250 Frank Ogawa Plaza	Parking Meter Repair Worker	NO	02-SEP-97
30524 - Electrical Services: Meter Operations	250 Frank Ogawa Plaza	Parking Meter Repair Worker	NO	01-APR-02
30524 - Electrical Services: Meter Operations	250 Frank Ogawa Plaza	Parking Meter Repair Worker	NO	04-MAR-02
30524 - Electrical Services: Meter Operations	250 Frank Ogawa Plaza	Public Works Supervisor I	NO	15-DEC-97
30524 - Electrical Services: Meter Operations	250 Frank Ogawa Plaza	Administrative Assistant I	NO	31-OCT-88
30531 - Infrastructure Maint Admin	7101 Edgewater Dr - Bldg 4	Management Assistant	NO	24-SEP-01
30531 - Infrastructure Maint Admin	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	NO	22-AUG-88
30532 - Storm Drain Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	NO	03-AUG-02
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	NO	15-DEC-97
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	NO	14-APR-01
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Public Works Supervisor I	NO	19-APR-99
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Public Works Supervisor II	YES	21-AUG-89
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Street Maintenance Leader	NO	20-SEP-10
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Street Maintenance Leader	NO	09-MAY-05
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Administrative Assistant I	NO	06-OCT-03
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	NO	14-OCT-02
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	NO	28-MAR-16
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	NO	08-JUL-13
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	NO	29-SEP-14
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	NO	02-FEB-04
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	NO	31-AUG-13
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	NO	16-FEB-93
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	NO	11-FEB-91
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	NO	03-JUL-93
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	NO	05-JAN-15
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	NO	17-JAN-89
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	NO	23-JUL-01
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	NO	13-MAY-02
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Administrative Assistant II	NO	24-AUG-09
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	NO	28-JAN-85
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	NO	18-MAY-15
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Program Analyst II	NO	18-OCT-04
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Operations Manager	NO	23-SEP-86
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	NO	05-OCT-87
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	NO	27-DEC-99
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	NO	25-NOV-98
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	NO	29-JAN-96
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	NO	18-OCT-93
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor II	NO	12-OCT-87
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor II	NO	01-OCT-94
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	21-OCT-02
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	15-OCT-12
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	01-OCT-12
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	24-JAN-83
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	14-MAY-12
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	15-MAR-93
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	19-AUG-02
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	25-JUN-12
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	27-OCT-03
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	19-APR-99
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	14-JUN-97
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	28-OCT-13
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	14-MAR-94
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	24-JAN-11
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	20-OCT-02
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	12-OCT-87
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	20-OCT-86
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	23-JAN-12
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	22-AUG-88
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	23-OCT-07
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	29-AUG-88
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	09-SEP-06
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	NO	02-JAN-07
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Planner	NO	08-JUL-13
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	NO	02-JAN-07
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	NO	02-JAN-07
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	NO	22-OCT-07
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	NO	23-DEC-13
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	NO	12-NOV-13

30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	06-JAN-14	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	12-JUL-10	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	24-JUN-00	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	10-JAN-00	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	18-AUG-01	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	02-JAN-07	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	02-JAN-07	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	18-OCT-99	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	16-FEB-93	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	13-JUN-14	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	22-APR-91	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	09-MAY-11	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	02-JAN-07	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	01-JUL-06	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	07-FEB-00	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	22-JUN-02	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	23-DEC-13	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	02-JUN-07	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	02-JAN-07	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	07-APR-08	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	23-DEC-13	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	20-MAR-99	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	08-AUG-09	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	23-OCT-07	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	29-APR-13	NO
30534 - Street & Sidewalk Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	17-MAR-14	NO
30534 - Street & Sidewalk Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	04-MAR-00	NO
30534 - Street & Sidewalk Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	13-MAY-13	NO
30534 - Street & Sidewalk Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	01-MAR-14	NO
30534 - Street & Sidewalk Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	09-MAY-05	NO
30534 - Street & Sidewalk Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	05-JAN-15	NO
30534 - Street & Sidewalk Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	15-DEC-97	NO
30534 - Street & Sidewalk Maintenance	5050 COLISEUM WAY	Street Maintenance Leader	09-MAY-05	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Concrete Finisher	07-MAY-90	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Heavy Equipment Operator	12-OCT-87	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Heavy Equipment Operator	31-MAR-14	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Heavy Equipment Operator	12-OCT-87	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Public Works Maintenance Worker	27-MAR-89	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Public Works Maintenance Worker	21-DEC-03	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Public Works Maintenance Worker		NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Public Works Maintenance Worker	17-MAR-14	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Public Works Maintenance Worker	30-DEC-91	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Public Works Maintenance Worker	20-SEP-10	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Public Works Maintenance Worker	14-FEB-00	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Public Works Supervisor I	04-FEB-91	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Public Works Supervisor II	11-DEC-00	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Street Maintenance Leader	11-FEB-91	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Street Maintenance Leader	21-APR-86	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Street Maintenance Leader	19-APR-99	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Street Maintenance Leader	02-JAN-07	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Street Maintenance Leader	14-JAN-85	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Street Maintenance Leader	20-SEP-10	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Street Maintenance Leader	30-APR-84	NO
30534 - Street & Sidewalk Maintenance	750 50th Ave.	Street Maintenance Leader	31-AUG-09	NO
30534 - Street & Sidewalk Maintenance	5921 Shepherd Canyon Rd	Public Works Maintenance Leader	16-FEB-93	NO
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4	Concrete Finisher	11-OCT-93	NO
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	06-JUL-04	NO
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	25-JUN-12	NO
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	28-AUG-09	NO
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	03-AUG-13	NO
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	20-MAY-17	NO
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	13-MAY-13	NO
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	24-NOV-14	NO
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	07-JUN-14	NO
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	31-MAR-14	NO
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	17-FEB-04	NO
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	21-FEB-78	NO
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	09-MAY-05	NO
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	07-MAY-90	NO
30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	15-DEC-97	NO
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	27-FEB-06	NO
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic		NO
30541 - Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	15-AUG-03	NO

30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	NO	05-NOV-07	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	NO		NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	NO		Spanish
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	NO	19-MAY-05	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	NO	12-MAY-14	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	NO	07-DEC-92	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Service Worker	NO	15-AUG-07	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Service Worker	NO	03-DEC-07	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Service Worker	NO	27-SEP-04	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Auto Equipment Service Worker	NO	02-OCT-06	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Body Repair Worker	NO	14-FEB-95	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Body Repair Worker	NO	26-SEP-05	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Body Repair Worker	NO	02-JUN-08	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Parts Technician	NO	09-JUN-14	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Parts Technician	NO	19-NOV-07	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Parts Technician	NO		Spanish
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Parts Technician	NO		NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Services Superintendent	NO	01-JUN-99	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Supervisor	NO	13-AUG-07	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Supervisor	NO	11-AUG-03	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Equipment Supervisor	NO	15-JUN-98	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Facility Security Assistant, PT	NO	29-SEP-14	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Facility Security Assistant, PT	NO	31-MAR-14	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Fleet Compliance Coordinator	NO	11-MAY-15	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	NO	25-JUN-12	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	NO	23-OCT-06	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	NO	11-MAR-91	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	NO	31-MAR-14	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	NO	31-MAR-14	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	NO	20-DEC-04	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	NO	19-OCT-98	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	NO	06-NOV-06	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	NO	04-MAR-96	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Service Worker	NO	05-10-15	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Service Worker	NO	29-APR-13	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Service Worker	NO	29-AUG-05	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Service Worker	NO	18-SEP-95	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Supervisor	NO	07-JAN-13	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Heavy Equipment Supervisor	NO	05-NOV-07	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Manager, Equipment Services	NO	26-MAY-14	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Office Assistant II	NO	13-JAN-88	NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Temp Contract Svcs Employee, PT	NO		NO
30541	-	Equipment Services Administration	7101 Edgewater Dr - Bldg 2	Temp Contract Svcs Employee, PT	NO		NO
30541	-	Equipment Services Administration	250 Frank Ogawa Plaza	Electro-Mechanical Machinist	NO	13-MAR-00	NO
30541	-	Equipment Services Administration	250 Frank Ogawa Plaza	Heavy Equipment Mechanic	NO	31-MAR-14	NO
30541	-	Equipment Services Administration	250 Frank Ogawa Plaza	Heavy Equipment Mechanic	NO	11-MAY-15	NO
30541	-	Equipment Services Administration	250 Frank Ogawa Plaza	Heavy Equipment Mechanic	NO	31-MAR-14	NO
30611	-	Facilities & Environ Asst. Director's Office	7101 Edgewater Dr - Bldg 2	Administrative Services Manager I	NO	01-OCT-87	NO
30611	-	Facilities & Environ Asst. Director's Office	7101 Edgewater Dr - Bldg 2	Administrative Assistant II	YES	05-MAY-08	YES
30611	-	Facilities & Environ Asst. Director's Office	7101 Edgewater Dr - Bldg 4	Asst Director, Pub Works Agency	NO	11-DEC-06	NO
30621	-	Facility Services Admin	250 Frank Ogawa Plaza	Administrative Analyst II	NO	10-SEP-96	YES
30621	-	Facility Services Admin	250 Frank Ogawa Plaza	Administrative Assistant II	NO	07-OCT-02	NO
30631	-	Facility Services Admin	7101 Edgewater Dr - Bldg 2	Facilities Complex Manager	NO	29-MAY-12	NO
30632	-	Civic Center Complex	150 Frank H. Ogawa Plaza	Manager, Building Services	NO	06-MAY-95	NO
30632	-	Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	NO	28-JUL-98	NO
30632	-	Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	NO	10-DEC-96	NO
30632	-	Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	NO	02-JAN-01	NO
30632	-	Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	NO	26-SEP-06	NO
30632	-	Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	NO	29-NOV-97	NO
30632	-	Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	NO	31-JAN-04	NO
30632	-	Civic Center Complex	150 Frank H. Ogawa Plaza	Stationary Engineer	NO	18-AUG-03	NO
30632	-	Civic Center Complex	150 Frank H. Ogawa Plaza	Stationary Engineer	NO	27-MAY-17	NO
30632	-	Civic Center Complex	150 Frank H. Ogawa Plaza	Stationary Engineer, Chief	NO	10-MAY-04	NO
30632	-	Civic Center Complex	250 Frank Ogawa Plaza	Custodian	NO	01-FEB-99	NO
30632	-	Civic Center Complex	250 Frank Ogawa Plaza	Custodian	NO	21-JUL-14	NO
30632	-	Civic Center Complex	250 Frank Ogawa Plaza	Custodian	NO	24-NOV-97	NO
30632	-	Civic Center Complex	250 Frank Ogawa Plaza	Custodian	NO	06-MAY-02	NO
30632	-	Civic Center Complex	250 Frank Ogawa Plaza	Custodian	NO	18-FEB-14	NO
30632	-	Civic Center Complex	250 Frank Ogawa Plaza	Custodian Supervisor	NO	08-NOV-99	NO
30632	-	Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PPT	NO	21-JUL-14	NO
30632	-	Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PPT	NO	16-FEB-16	NO
30632	-	Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PPT	NO	16-FEB-16	NO
30632	-	Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PPT	NO	16-FEB-16	NO

30632 - Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	02-FEB-15	NO
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	16-FEB-16	NO
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	02-FEB-15	NO
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	21-NOV-05	NO
30632 - Civic Center Complex	250 Frank Ogawa Plaza	Custodian, PT	03-MAY-10	NO
30633 - Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	18-FEB-14	NO
30633 - Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	06-JUL-02	NO
30633 - Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	17-MAY-04	NO
30633 - Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	11-MAY-92	NO
30633 - Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	29-APR-98	NO
30633 - Hall of Justice Complex	150 Frank H. Ogawa Plaza	Custodian	31-JAN-04	NO
30633 - Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	16-FEB-16	NO
30633 - Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	04-MAR-13	NO
30633 - Hall of Justice Complex	250 Frank Ogawa Plaza	Custodian, PT	28-MAY-13	NO
30633 - Hall of Justice Complex	250 Frank Ogawa Plaza	Maintenance Mechanic	31-JUL-06	NO
30633 - Hall of Justice Complex	7101 Edgewater Dr - Bldg 2	Stationary Engineer	24-AUG-09	NO
30633 - Hall of Justice Complex	7101 Edgewater Dr - Bldg 2	Stationary Engineer	09-JUN-14	NO
30633 - Hall of Justice Complex	1000 Oak Street	Stationary Engineer, Chief	05-NOV-07	NO
30634 - Plant Operations	250 Frank Ogawa Plaza	Construction & Maintenance Mechanic	17-DEC-90	NO
30634 - Plant Operations	250 Frank Ogawa Plaza	Custodian	16-FEB-16	NO
30634 - Plant Operations	250 Frank Ogawa Plaza	Custodian	04-JAN-99	NO
30634 - Plant Operations	7101 Edgewater Dr - Bldg 2	Stationary Engineer	30-SEP-02	NO
30634 - Plant Operations	1000 Oak Street	Stationary Engineer	07-DEC-13	NO
30634 - Plant Operations	1000 Oak Street	Stationary Engineer	30-JUN-97	NO
30634 - Plant Operations	1000 Oak Street	Stationary Engineer	23-MAR-98	NO
30634 - Plant Operations	1000 Oak Street	Stationary Engineer, Chief	10-JAN-05	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian	16-MAR-15	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian	07-OCT-98	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian	11-JAN-97	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian	20-OCT-06	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian	08-DEC-03	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian	28-MAY-13	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian	16-JUL-05	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian	16-FEB-16	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian	21-FEB-07	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian	18-FEB-14	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian	20-NOV-06	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian, PPT	22-MAY-04	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian, PPT	25-JUL-98	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian, PT	03-AUG-02	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian, PT	02-FEB-15	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian, PT	31-AUG-02	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian, PT	01-AUG-05	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian, PT	22-JAN-11	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian, PT	16-APR-11	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian, PT	18-APR-98	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian, PT	16-FEB-16	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian, PT	13-NOV-10	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian, PT	10-JUL-10	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian, PT	16-SEP-00	NO
30635 - Roving Custodial	666 Bellvue Ave	Custodian, PT	03-MAY-10	NO
30635 - Roving Custodial	8201 EDGEWATER DRIVE	Custodian	16-FEB-16	NO
30635 - Roving Custodial	8201 EDGEWATER DRIVE	Custodian	07-JAN-13	NO
30635 - Roving Custodial	250 Frank Ogawa Plaza	Custodian Services Supervisor I	03-OCT-11	NO
30635 - Roving Custodial	250 Frank Ogawa Plaza	Custodian	24-SEP-04	NO
30635 - Roving Custodial	250 Frank Ogawa Plaza	Custodian	19-JUN-04	NO
30635 - Roving Custodial	250 Frank Ogawa Plaza	Custodian	02-FEB-02	NO
30635 - Roving Custodial	250 Frank Ogawa Plaza	Custodian, PT	31-JAN-15	NO
30635 - Roving Custodial	250 Frank Ogawa Plaza	Custodian, PT	02-FEB-15	NO
30635 - Roving Custodial	250 Frank Ogawa Plaza	Custodian, PT	31-JAN-15	NO
30635 - Roving Custodial	250 Frank Ogawa Plaza	Custodian, PT	09-JUL-12	NO
30635 - Roving Custodial	250 Frank Ogawa Plaza	Custodian, PT	31-JAN-15	NO
30635 - Roving Custodial	250 Frank Ogawa Plaza	Custodian, PT	28-MAY-13	NO
30635 - Roving Custodial	250 Frank Ogawa Plaza	Maintenance Mechanic	07-DEC-13	NO
30635 - Roving Custodial	250 Frank Ogawa Plaza	Maintenance Mechanic	23-NOV-15	NO
30635 - Roving Custodial	250 Frank Ogawa Plaza	Maintenance Mechanic	02-FEB-15	NO
30635 - Roving Custodial	250 Frank Ogawa Plaza	Painter	27-MAY-14	NO
30635 - Roving Custodial	250 Frank Ogawa Plaza	Pool Technician	16-JUL-90	NO
30635 - Roving Custodial	250 Frank Ogawa Plaza	Pool Technician	18-JUL-87	NO
30635 - Roving Custodial	250 Frank Ogawa Plaza	Pool Technician, PPT	14-APR-14	NO
30635 - Roving Custodial	7101 Edgewater Dr - Bldg 4	Custodian Services Supervisor I	02-JUL-07	NO
30635 - Roving Custodial	7101 Edgewater Dr - Bldg 4	Custodian	19-JUL-97	NO
30635 - Roving Custodial	7101 Edgewater Dr - Bldg 4	Custodian	23-AUG-93	NO

30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	05-JAN-15	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	16-DEC-85	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	29-MAR-96	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	11-Sep-06	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	15-DEC-07	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	06-SEP-97	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	09-JUN-14	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	08-MAR-08	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	08-JUN-13	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	02-FEB-02	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	08-AUG-09	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	08-JUL-05	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	27-JUN-11	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	09-JUL-08	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	15-OCT-88	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	04-SEP-12	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	05-JUL-83	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	10-MAY-82	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	04-SEP-12	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	14-APR-14	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	08-NOV-80	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	03-MAY-10	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor II	06-AUG-12	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Administrative Assistant I	01-AUG-92	NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Arboricultural Inspector	21-JAN-14	NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Arboricultural Inspector	27-APR-91	NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree High Climber	14-AUG-93	NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree High Climber	20-JUL-83	NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Supervisor I	18-FEB-89	NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	23-NOV-02	NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	07-SEP-09	NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	14-FEB-05	NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	15-NOV-10	NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	24-AUG-96	NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	13-JUN-98	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	21-MAY-07	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	20-JAN-15	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Electrician	03-NOV-97	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Electrician	28-JUN-10	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Electrician Leader	31-JAN-05	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Painter	03-NOV-99	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Painter	02-SEP-87	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Painter	23-JAN-89	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Plumber	26-OCT-02	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Plumber	15-APR-02	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Plumber	01-NOV-94	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Carpenter	19-NOV-07	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Carpenter	26-MAR-07	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Carpenter	18-OCT-93	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Carpenter	26-MAR-07	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Carpenter	26-MAR-07	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	29-APR-13	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	12-JUN-00	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	31-JUL-06	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	28-OCT-02	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Supv I	10-DEC-90	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Maintenance Mechanic	21-MAY-07	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Maintenance Mechanic	15-MAY-85	NO
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr - Bldg 2	Maintenance Mechanic	15-MAY-00	NO
30671 - SCGA Admin	750 50th Ave.	Administrative Assistant II	03-MAY-06	NO
30671 - SCGA Admin	750 50th Ave.	Public Works Operations Manager	21-OCT-91	NO
30672 - Street Cleaning	5050 COLISEUM WAY	Public Works Maintenance Worker	09-MAY-05	NO
30672 - Street Cleaning	5050 COLISEUM WAY	Public Works Supervisor I	23-JUL-01	NO
30672 - Street Cleaning	5050 COLISEUM WAY	Public Works Supervisor I	10-JUL-00	NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	29-AUG-05	NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	01-OCT-12	YES
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	25-OCT-07	NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	01-MAR-14	NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	22-JUL-01	NO

30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	04-MAY-87	NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	13-MAY-02	NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	23-JAN-89	NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	29-APR-13	NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	12-OCT-87	NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	10-OCT-06	NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	03-SEP-13	NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	04-MAR-85	NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	03-SEP-13	NO
30672 - Street Cleaning	750 50th Ave.	Public Works Supervisor II	12-OCT-87	NO
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Maintenance Leader	20-JUN-92	NO
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	18-JAN-05	NO
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	10-SEP-96	NO
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	16-APR-90	NO
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	19-FEB-82	NO
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	13-MAY-13	NO
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	23-OCT-06	NO
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	17-JUL-89	NO
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	28-JUL-97	NO
30673 - Graffiti Abatement & Rapid Responses	5050 COLISEUM WAY	Electrical Painter	11-JAN-88	NO
30673 - Graffiti Abatement & Rapid Responses	5050 COLISEUM WAY	Electrical Painter	18-APR-88	NO
30673 - Graffiti Abatement & Rapid Responses	5050 COLISEUM WAY	Facility Security Assistant, PT	03-SEP-13	NO
30673 - Graffiti Abatement & Rapid Responses	750 50th Ave.	Painter	16-SEP-13	NO
30673 - Graffiti Abatement & Rapid Responses	750 50th Ave.	Painter	19-APR-99	NO
30673 - Graffiti Abatement & Rapid Responses	750 50th Ave.	Public Works Maintenance Worker	22-MAY-87	NO
30673 - Graffiti Abatement & Rapid Responses	750 50th Ave.	Public Works Maintenance Worker	22-OCT-02	NO
30673 - Graffiti Abatement & Rapid Responses	750 50th Ave.	Public Works Maintenance Worker	09-MAY-11	NO
30673 - Graffiti Abatement & Rapid Responses	750 50th Ave.	Public Works Maintenance Worker	07-JUL-14	NO
30673 - Graffiti Abatement & Rapid Responses	750 50th Ave.	Public Works Maintenance Worker	29-SEP-14	NO
30673 - Graffiti Abatement & Rapid Responses	750 50th Ave.	Street Maintenance Leader	22-AUG-88	NO
30673 - Graffiti Abatement & Rapid Responses	750 50th Ave.	Street Maintenance Leader	07-MAY-90	NO
30673 - Graffiti Abatement & Rapid Responses	750 50th Ave.	Public Works Supervisor I	15-DEC-97	NO
30673 - Graffiti Abatement & Rapid Responses	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	23-NOV-15	NO
30674 - Illegal Dumping	5050 COLISEUM WAY	Public Works Supervisor I	29-JUN-98	NO
30674 - Illegal Dumping	5050 COLISEUM WAY	Street Maintenance Leader	13-MAY-02	NO
30674 - Illegal Dumping	5050 COLISEUM WAY	Street Maintenance Leader	11-MAR-85	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	23-NOV-15	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	05-JUL-89	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	13-OCT-03	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	23-NOV-15	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	20-MAY-87	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-JAN-11	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	16-JAN-85	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	13-JUN-11	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	15-DEC-07	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	28-JUN-10	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	13-JUL-96	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	14-JAN-85	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	15-DEC-97	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Supervisor II	14-AUG-93	NO
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	16-OCT-01	NO
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	28-OCT-03	NO
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	11-OCT-93	NO
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	18-AUG-86	NO
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	01-MAR-14	NO
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	04-SEP-12	NO
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	23-NOV-15	NO
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	09-MAY-05	NO
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	02-JAN-07	NO
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Supervisor I	29-OCT-03	NO
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	23-MAY-87	NO
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	01-MAY-10	NO
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	17-JAN-05	NO
30681 - Environmental Services Admin	250 Frank Ogawa Plaza	Administrative Assistant II	03-JAN-07	NO
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Manager, Environmental Services	24-AUG-04	NO
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Environment Svcs Analyst, Asst	12-OCT-98	NO
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Program Analyst I	23-MAY-87	YES
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist	02-OCT-00	NO
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist	01-DEC-93	NO
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist	08-JUN-15	NO
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist, Senior	14-JUL-97	NO
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Recycling Specialist, Senior	11-SEP-07	NO
30682 - Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plaza	Solid Waste/Recycling Prog Sup	30-JUL-01	NO

30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Environmental Program Specialist	06-JUL-15	NO
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Environmental Program Specialist	06-JUL-15	NO
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Environmental Program Supervisor	03-OCT-05	NO
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Management Intern	20-JUL-15	NO
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Program Analyst II	10-NOV-14	NO
30683 - Env Svcs Environmental Remediation	250 Frank Ogawa Plaza	Program Analyst III	10-SEP-13	NO
30684 - Env Svcs Sustainability	250 Frank Ogawa Plaza	Manager, Sustainability Pgm	22-DEC-14	NO
30684 - Env Svcs Sustainability	250 Frank Ogawa Plaza	Program Analyst II	31-MAR-14	NO
30685 - Env Svcs Watershed Program	250 Frank Ogawa Plaza	Program Analyst II	10-NOV-14	NO
30685 - Env Svcs Watershed Program	250 Frank Ogawa Plaza	Student Trainee, PT	19-JAN-15	NO
30685 - Env Svcs Watershed Program	250 Frank Ogawa Plaza	Student Trainee, PT	17-SEP-13	NO
30689 - Env Svcs Energy Group	250 Frank Ogawa Plaza	Electrical Engineer II	16-SEP-02	NO
30689 - Env Svcs Energy Group	250 Frank Ogawa Plaza	Management Intern, PT	22-JUN-15	NO

Department Name: Oakland Police Department
Fiscal Year: 2016-17



CITY OF OAKLAND

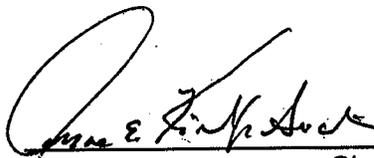
EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Oakland Police Department
FISCAL YEAR: 2016-2017

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

I, Chief Anne E. Kirkpatrick, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Oakland Police Department was submitted on 4Aug17.

 8-7-17
Signature & Date

**ANNE E. KIRKPATRICK,
CHIEF OF POLICE**

Print Name & Title

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	John Lois	Apryl Belland-Smith	Kiona Suttle
Title	Assistant Chief of Police	Administrative Analyst II	Police Services Manager I
Address	455 7 th Street, 8 th Floor	455 7 th Street, 7 th Floor	455 7 th Street, 7 th Floor
Phone#	510-235-3365	510-238-2288	510-238-4736
Email	Jlois@oaklandnet.com	Abelland-Smith@oaklandnet.com	ksuttle@oaklandnet.com

Table 2 Department Employee Statistics					
Total # of FTE Employees	1252				
Public Contact Positions (PCP)	1151		New PCP Hires This Fiscal Year	60	
PCP With Spanish Language Skill	182	15.8 %	New PCP Hires With Spanish Language Skill	5	8.33 %
PCP With Chinese Language Skill	62	5.4 %	New PCP Hires With Chinese Language Skill	1	1.67 %

*FTE refers to full-time-equivalent.

Table 2A New Hires This Fiscal Year (by position)	
Chief of Police	1
Criminalist II	1
Crossing Guards	9
Grant Coordinator	1
Intake Technician	1
Police Cadets	8
Police Officer Trainee	34
Police Records Specialist	4
Student Trainee	1

*New Hires refers to vacant position filled this fiscal year.

Table 3A. Department Organization Structure	
Office of Chief – Administration	Bureau of Services
Chief of Staff	Communications Division
Public Information	OPD 911 Dispatch
Internal Affairs	Police Personnel and Training Division
Fiscal Services	Personnel Section
Office of the Inspector General	Training Section/Field Training Program
Intelligence	Recruiting and Background
Research and Planning	PAS/PRIME
Assistant Chief of Police	Records Division
Ceasefire/COMPSTAT	Public Records Request Unit
Bureau of Field Operations West	Warrants
Bureau of Field Operations Administration	Information Systems
Police Area 1	Property and Evidence

Police Area 2	Information Technology/Fleet
Police Area 3	Criminal Investigations Division
Bureau of Field Operations East	Criminalistics
Police Area 4	Identification Section
Police Area 5	Robbery, Burglary & Felony Assault
Special Operations Division	Theft Misdemeanor Crimes & Task Forces
Traffic Investigation and Enforcement	Homicide
Special Operations Section	Youth & School Safety Section
Parking Enforcement	Police Evidence Unit
	Crime Analysis

Table 3B. Department Organization Structure Update

Any changes occurred in the organization structure this fiscal year? No 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	Language Goal	Language Actual
Records & Warrants (103240/103242)	SP= 1 CH = 1	SP= 4 CH = 5
Communications (103310)	SP= 9 CH = 4	SP= 12 CH = 2

Key: SP= Spanish CH= Chinese

Table 4A Vital Documents List

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
(TF-2096) Notification to Serve Crime Victims	Yes	Yes	
(TF-3098) Filing Complaint	Yes	Yes	
(TF-3202) Tow Resource Guide	Yes	Yes	
(TF-869) Resource Card for Victims of Violent Crimes	Yes	Yes	
Courtesy Warning for Parked Cars	Yes	Yes	
Safety Tips – Avoid Being a Robbery Victim	Yes	Yes	
ATM Safety Tips	Yes	Yes	
Holiday Safety Tips	Yes	Yes	
Safety Brochure	Yes	Yes	
Sexual Assault Resource Card – Marsy's Card	Yes	Yes	
(TF-862-2) Citizen Crime Report	Yes	Yes	
(TF-3053) Business Information Record Card	Yes	Yes	
(TF-3168) Identity Theft	Yes	Yes	
(TF-2093) Vehicle Release Free (stored vehicles)	Yes	Yes	
(TF-3354) Mental Health Resource Card	Yes	Yes	
(TF-3211) Laws Governing Peddler & Vendors	Yes	Yes	
(TF-3330) Youth & Family Services Resource Brochure	Yes	Yes	
Commercial Security Tips and Facts	Yes	Yes	
(TF-748) Vehicle Release Form	Yes	Yes	
Petition to Seal & Destroy Arrest Records	Yes	Yes	
Police Commission Member Application Form	Yes	Yes	
Miranda Rights - Text	Yes	Yes	
Illegal Food Vending Handout	Yes	Yes	

Table 4B. Vital Documents Status Summary

Are all of the department's vital documents translated into Spanish and Chinese? Yes No – Please provide an action plan below

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Chief of Police	238-3365	Completed
Internal Affairs Division	238-3161	Completed
Patrol Desk (Information)	238-3455	Completed
Drug/Prostitution Hotline	238-3784	Completed
Fireworks Hotline	238-2373	Completed
Sexual Assault Tip Line	637-0298	Completed
Traffic Complaint	238-3155	Completed
Chinatown Substation	238-7930	Completed
Neighborhood Services Division	986-2715	Completed
Chinatown Substation	238-7930	Completed
Criminal Investigation Division	238-3744	Completed
Emergency	777-3211	Completed
Non-Emergency	777-3333	Completed
Records Division	238-3021	Completed

Table 6 Analysis by Community Based Service Locations				PCP	SP SPEAKING		CH SPEAKING	
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
Police Administration Building	455 7 th Street	94607	238-2455	646	86	13%	37	6%
Eastmont Sub-Station	2651 73 rd Avenue	94621	777-8500	386	62	16%	13	3%
Communications	7101 Edgewater Drive	94621	777-3333	67	12	18%	2	3%
Recruiting & Background and Internal Affairs	250 Frank H. Ogawa Plaza, Suite 1333, 6303, C and D	94612	238-3339 238-3161	142	19	13%	9	6%
Domestic Violence Unit	470 27 th Street	94612	587-2505	11	3	27%	1	9%

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
1252	1151	131	182	Yes	65	62	No

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

The Equal Access Ordinance was enacted to ensure that Oakland residents, regardless of their English proficiency, have full and equal access to City services. The Oakland Police Department (OPD) considers providing this access a top priority. Oakland is a very diverse city and OPD’s recruiting and hiring effort goals are designed to match that diversity. Currently, OPD has an authorized strength of 794 sworn and 441.54 civilian personnel. Approximately 1,151 of those positions are public contact positions. Currently, there are 182 Spanish and 62 Chinese bilingual employees assigned in locations throughout the department.

The hiring goals were 131 Spanish and 65 Chinese. OPD exceeded the number of Spanish speaking personnel and is short by three (3) Chinese speaking personnel designated in public contact positions, maintaining 182 Spanish and 62 Chinese. Attracting Chinese candidates does present a challenge but OPD continues to coordinate targeted outreach.

The Department continues to focus on attracting Chinese and Spanish speaking candidates by coordinating the following outreach activities:

- Coordinating Spanish and Cantonese speaking Citizen Police Academies
- Advertising in language diverse newspapers
- Coordinating Chinese and Spanish speaking officers and professional staff attending community events
- Increasing visibility within the Chinese and Spanish communities by coordinating events and providing educational material in appropriate languages

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

OPD continues to coordinate with the EAO and Human Resources Management (HRM). EAO provides training and technical assistance. Outreach, recruitment and hiring is a collaborative effort with HRM. OPD Personnel and HRM staff meet on a regular basis to discuss recruitment and outreach strategies. OPD also consults with community partners to gain insight on how to attract a diverse group of candidates. Strategies include advertising and education. OPD attends community events on a regular basis to advertise and provide educational material. Recruitment and outreach strategies also include but are not limited to the following:

- Hosting a Spanish and Cantonese speaking Citizen's Police Academy.
- Maintaining continued partnership with the Unity Council in the Fruitvale district to ensure bilingual candidates are afforded opportunities to compete in entry level positions. This includes exploring alternative workshop and seminar venues in an effort to provide assistance geared toward improving writing and interviewing skills.
- Producing, maintaining and distributing Department recruitment posters in Chinese and Spanish to each area of the City using Community Resource Officers (CROs) and Neighborhood Services Coordinators (NSCs) to promote job opportunities.
- Providing job flyers to the NSCs and Equal Access Coordinators for PCPs. These designated recruitments are advertised within Chinese and Spanish speaking communities, such as the Chinese Chamber of Commerce and the Unity Council non-profit organizations.
- Maintaining relationships with criminal justice law enforcement programs and social science directors of local universities, colleges and high schools to promote law enforcement careers.
- Attending career events and job fairs with local faith-based communities to increase awareness and improve participation from Oakland residents.
- Maintaining recruitment website at www.opdjobs.com.
- Having recruitment activities aired on KTVU.
- Attending the annual Cinco de Mayo celebration.
- Attending Chinese New Year Parade.

These efforts seem adequate and as a result we have met Equal Access goals for Spanish speaking individuals and are only lack three (3) Chinese speaking individuals. OPD continues to evaluate recruitment and outreach efforts to determine effectiveness.

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

OPD reviews the Equal Access survey results to assess the needs of our citizens. OPD continues to build upon the outreach efforts currently in practice. Outreach focuses on the Spanish and Chinese speaking communities. These efforts seem adequate as diversity is reflected in the OPD academies. OPD has successfully collaborated with the San Francisco Police Department to provide training for OPD. For no cost to OPD, to meet the hiring goal and take the opportunity to strengthen relationship already established with SFPD, three academies were hosted by the SFPD. The SFPD 251st, the SFPD 252nd and the SFPD 253rd academies graduated 13 officers. Of the 13 a total of 1 (one) Cantonese and 3 (three) Spanish speakers graduated. The San Francisco Police Department (SFPD) 251st, 252nd and 253rd academies graduated 13 officers. Of the 13 a total of 1 (one) Cantonese and 3 (three) Spanish speakers.

Of the 24 graduates from the 175th academy, two (2) speak Chinese and three (3) speak Spanish.

Of the 17 graduates from the 176th academy, three (3) speak Spanish. Please refer to Table 1 for additional demographic information.

Table 1: Demographic Information

Class	Starting Date	Starting Number	Gender	Oakland Resident	Language	Ending Date	Ending Number
SFPD #251	Feb 1, 2016	5	1 Female 4 Males	2	1 Cantonese/Mandarin 0 Spanish	9/23/16	4
SFPD #252	Mar 14, 2016	5	2 Female 3 Males	0	0 Cantonese/Mandarin 3 Spanish	11/04/16	5
SFPD #253	Apr 11, 2016	6	3 Females 3 Males	0	0 Cantonese/Mandarin 2 Spanish	12/2/16	4
175 th	Jul 11, 2016	50	7 Females 43 Males	9	3 Cantonese/Mandarin 10 Spanish	1/27/17	24
176 th	Oct 31, 2016	28	5 Females 23 Males	6	1 Cantonese/Mandarin 7 Spanish	5/19/17	17

The OPD was successful in hiring bilingual civilian employees during fiscal year 2016-2017. A total of 26 positions were filled and 3 were filled with bilingual employees. Out of the 3 bilingual positions 1 was a public contact position (refer to Table 2).

Table 2: Department Civilian Hiring for FY 2016-2017

Classification	Positions	Spanish	Chinese
*Chief of Police	1		
Criminalist II	1		
Crossing Guard, PT	9		
Grants Coordinator	1		
*Intake Technician	1		1
Police Cadet	8		2
*Police Records Specialist	4		
Student Trainee, PT	1		
Total	26		3

*Public Contact Positions

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

The OPD is committed to hiring bilingual candidates to serve the City of Oakland and to expand access to services offered. In addition to hiring staff, OPD hosted one (1) Spanish speaking and one (1) Cantonese speaking Citizen's Police Academy (CPA). The CPA is a five

(5) week program and provides community members with an overview of OPD functions and a forum for police-citizen dialogue. Each academy graduated approximately 40 participants.

The Department also utilizes the Language Interpretation Line (LIL), which provides over 20 different language interpretations over the phone. This is used when bilingual staff members are not available. The LIL option is utilized most frequently at the 911 Communications Center when non-English speakers reach out for assistance over the phone.

The OPD also utilizes an internal system called Telestaff when seeking out language translation to better meet the needs of the citizens. The Telestaff database holds all personnel data, which can be queried to locate employees who have the needed language skills.

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

The Department's plan for the next 12 months is to continue to expand on the various outreach efforts already being utilized. The Department plans to increase involvement within the Spanish and Chinese speaking communities while continuing to work closely with the Equal Access staff.

We will continue to:

- Hold workshops at community and religious facilities within the city of Oakland to assist interested individuals in acquiring the skills needed to pass the POT written exam.
- Host Citizen Police Academies in Spanish and Cantonese.
- Maintain relationships with the Peralta Community Colleges (i.e., Laney and Merritt), which offer report writing courses to students interested in becoming a police officer and obtaining a higher education.
- Maintain efforts to utilize a diverse group of community members to participate in the oral board interview panel during the POT selection process.
- Offer practice tests at various locations through-out the city of Oakland to promote visibility and easy access for applicants interested in becoming a police officer.
- Maintain selective and focused outreach to a diverse pool of applicants for positions such as Police Communication Dispatchers (PCDs), Police Services Technicians (PSTs), Police Evidence Technicians (PETs) and Parking Control Technicians (PCTs).
- Continue to be transparent with respect to the recruiting and hiring process and open to community suggestions about recruitment strategies.

B. Translation of Written Vital Documents Assessment

- 1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who**

“speak the languages, are available.” Please list the locations in which the Department has posted notices.

- Police Communications Center Lobby (7101 Edgewater Bldg. 8)
- Police Administration Building Records Counter/Patrol Desk/Lobby/2nd and 3rd floor and Chief’s Office on the 8th floor (455 7th Street)
- Eastmont Sub-Station (2651 73rd Avenue)
- Internal Affairs Division (250 Frank H. Ogawa Plaza, Suite C)
- Recruiting & Background Unit (250 Frank H. Ogawa Plaza, Suite D)
- Special Victims Unit (470 27th Street)

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

The Oakland Police Department is in 100% compliance with translating vital documents into the two threshold languages, Chinese and Spanish. As a practice, the Department works with Equal Access when there are new or revised documents that require translation and the documents are stored in their database.

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

No, there were no new documents translated during this reporting period. See attachment 1 for vital documents reported last fiscal year.

C. Multilingual Telephone Messages Assessment

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

The Oakland Police Department has maintained the phone message recording in Chinese and Spanish languages for all public contact units.

D. Assessment of Department Communication with LES Populations

1. Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

OPD does ensure there are visible postings regarding interpretation services at pre-designated locations accessible to the public. Based on the 2017 EAO Language Access Survey results, OPD will reassess visibility of signs to ensure they are well placed and vivid. Our goal is to meet the needs of our residents and ensure they are up-to-date. The Department’s goal is to continue to work closely with Equal Access staff and maintain compliance with the ordinance, as well as Administrative Instruction 145.

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

Training Bulletin VIII-R (Language Access) sets forth the Department's policy and procedure to inform personnel of the need to provide language access services when encountering a Limited English Proficient (LEP) person. The OPD is committed to providing language assistance services to individuals who are LEP as part of the Department's community policing philosophy. The OPD takes all reasonable steps to ensure there is timely and accurate communication available to all individuals regardless of their primary language.

Training Bulletin VIII also addresses the use of an interpreter in situations such as police contacts, Miranda admonitions, follow-up investigative interviews, formal interviews, consent searches, search warrants, offense reports and translated documents.

Additionally, Training Bulletin VIII-R provides guidelines in determining the type of interpreter needed, depending on the circumstances of the incident.

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

The OPD follows Administrative Instruction 145 and the Equal Access Ordinance to inform LES Spanish and Chinese populations of their rights to bilingual services. There are visible postings regarding interpretation services at pre-designated locations accessible to the public. The phone lines are interpreted in both languages and vital documents that are required for the public are translated and made available.

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

There were no complaints regarding the provision of bilingual oral and written services. The Department's General Order regarding complaints (i.e., Department General Order M-3) sets forth the procedural steps to receive, respond, investigate and document complaints. All Department personnel have received specific training on how to handle the complaint process. The OPD documents all complaints made.

The Internal Affairs Division (IAD), along with supervisory staff Department-wide, are responsible for the intake of complaints. Depending on the nature of the complaint, the IAD will assign an investigator, who after completing the investigation determines the disposition. These are public contact positions. There is one dedicated Chinese speaking position and one dedicated Spanish speaking position. The Chinese speaking position will be recruited by HRM at the beginning of the fiscal year 17-18.

E. Action Plan

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

The OPD is committed to serving the community with equal and fair access to its services, regardless of the language spoken. The Department's commitment includes, but is not limited to, the following:

- Utilizing existing bilingual staff regardless of whether staff is in an identified public contact position;
- Continuing to maintain all public contact positions;
- Ensuring all required documents are translated;
- Continuing to recruit diverse pool of candidates with language capabilities and;
- Increasing relationships with the Spanish and Chinese speaking communities.

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

Each public contact department has posters displayed in the following areas:

- The patrol desk of the Eastmont sub-station
- The lobby of the Communications Division
- The lobby of the Criminal Investigation Division, located on the second floor of the Police Administration building
- The Records kiosk in the lobby of the Police Administration Building (two posters are displayed in this area)
- The lobby of the Internal Affairs Division

The Department’s annual compliance report will be posted on the www.oaklandpolice.com website after City Council approves the FY 2014-2015 Equal Access Annual Compliance Plan. This will be presented by the HRM staff in September 2017, at the Finance Management Meeting.

Police Officer Distribution

Police Area	Police Officers	Spanish BPCP	Chinese BPCP	Other Languages
Area 1 (94607, 94612)	96	12	6	10
Area 2 (94608, 94609, 94611, 94618)	64	2	2	10
Area 3 (94602, 94606, 94610)	67	18	3	5
Area 4 (94601, 94611)	77	17	1	3
Area 5 (94603, 94605, 94621)	87	17	1	5
Other Divisions (CID, IAD, Training, etc.)	197	0	9	16
Totals	588	66	22	49
Percentages		11.22%	3.74%	8.33%

Police Evidence Technician and Police Services Technician II Distribution

Police Area	PSTII/PET	Spanish BPCP	Chinese BPCP	Other Languages
Area 1 Police Evidence/Services Technicians	8	1	2	2
Area 2 Police Evidence/Services Technicians	10	1	1	
Area 3 Police Evidence/Services Technicians	6		2	
Area 4 Police Evidence/Services Technicians	8	1		
Area 5 Police Evidence/Services Technicians	10	1		1
Other Divisions Police Evidence/Services Technicians	35	7	4	1
Totals	77	11	9	4
Percentages		14.29%	11.69%	5.19%

Footnote – Police beat area map can be located on City of Oakland website
<http://www2.oaklandnet.com/Government/o/OPD/index.htm>

Per labor agreement, Police officers can bid for different shirts and bids are reviewed based on seniority.

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRING_DATE	PCP	LANGUAGE
101110 - Office of Chief - Administration	455 7th Street	Police Records Specialist		YES	Chinese
101110 - Office of Chief - Administration	455 7th Street	Sergeant of Police (PERS)	25-JAN-93	YES	Spanish
101110 - Office of Chief - Administration	455 7th Street	Chief of Police	25-FEB-97	YES	
101110 - Office of Chief - Administration	455 7th Street	Chief of Police, Assistant	09-JUN-12	YES	
101110 - Office of Chief - Administration	455 7th Street	Deputy Chief of Police (PERS)	23-SEP-91	YES	
101110 - Office of Chief - Administration	455 7th Street	Technical Communications Specialist	09-JUN-08	YES	
101112 - Public Information Unit	455 7th Street	Police Officer (PERS)	11-DEC-06	YES	
101112 - Public Information Unit	455 7th Street	Police Officer (PERS)	16-JUN-92	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Intake Technician	16-SEP-16	YES	Chinese
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Police Officer (PERS)	25-SEP-13	YES	Polish
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Lieutenant of Police (PERS)	16-SEP-96	YES	Spanish
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Police Officer (PERS)	18-APR-97	YES	Spanish
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Police Officer (PERS)	23-NOV-99	YES	Spanish
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Sergeant of Police (PERS)	11-JUL-05	YES	Spanish
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Administrative Analyst II	30-SEP-91	NO	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Captain of Police (PERS)	10-FEB-92	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Captain of Police (PERS)	25-APR-97	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Intake Technician	21-NOV-15	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Intake Technician	26-OCT-15	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Lieutenant of Police (PERS)	25-JUN-90	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Police Officer (PERS)	10-MAR-08	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Police Officer (PERS)	23-APR-97	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Police Records Specialist	18-FEB-14	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Police Records Specialist	20-JAN-14	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Police Records Supervisor	15-DEC-86	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Project Manager III	12-OCT-15	NO	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Sergeant of Police (PERS)	03-FEB-99	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Sergeant of Police (PERS)	06-JAN-97	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Sergeant of Police (PERS)	11-JUL-05	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Sergeant of Police (PERS)	12-SEP-94	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Sergeant of Police (PERS)	14-FEB-00	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Sergeant of Police (PERS)	15-OCT-07	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Sergeant of Police (PERS)	22-JUN-00	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Sergeant of Police (PERS)	27-FEB-98	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Sergeant of Police (PERS)	28-NOV-05	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Sergeant of Police (PERS)	30-JUL-01	YES	
101120 - Internal Affairs	250 Frank H. Ogawa Plaza	Sergeant of Police (PERS)	30-MAY-00	YES	
101130 - Office of the Inspector General	455 7th Street	Lieutenant of Police (PERS)	22-MAR-99	YES	
101130 - Office of the Inspector General	455 7th Street	Police Officer (PERS)	11-DEC-06	YES	
101130 - Office of the Inspector General	455 7th Street	Police Performance Auditor	05-NOV-07	YES	
101130 - Office of the Inspector General	455 7th Street	Police Performance Auditor	13-MAR-06	NO	
101130 - Office of the Inspector General	455 7th Street	Police Performance Auditor	15-APR-13	NO	
101130 - Office of the Inspector General	455 7th Street	Police Pgrm & Performance Auditor	29-NOV-04	YES	
101130 - Office of the Inspector General	455 7th Street	Police Records Specialist	21-AUG-00	YES	
101130 - Office of the Inspector General	455 7th Street	Sergeant of Police (PERS)	21-JAN-92	YES	
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	07-FEB-92	YES	Chinese
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	23-JAN-93	YES	Greek
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	12-JUL-93	YES	Spanish
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	08-OCT-90	YES	
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	14-APR-98	YES	
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	22-MAY-00	YES	
101140 - Intelligence Unit	455 7th Street	Police Officer (PERS)	23-APR-01	YES	
101140 - Intelligence Unit	455 7th Street	Sergeant of Police (PERS)	28-MAY-91	YES	
102110 - PAS Admin	455 7th Street	Administrative Analyst II	11-JAN-10	NO	Chinese
102110 - PAS Admin	455 7th Street	Police Records Specialist	02-FEB-15	YES	Chinese
102110 - PAS Admin	455 7th Street	Administrative Analyst II	06-JUN-00	YES	
102110 - PAS Admin	455 7th Street	Administrative Analyst II	25-FEB-08	NO	

102110 - PAS Admin	455 7th Street	Administrative Analyst II	28-DEC-96	NO	Chinese
102130 - Identification Detail	455 7th Street	Police Services Technician II	02-DEC-13	YES	
102130 - Identification Detail	455 7th Street	Police Services Technician II	13-FEB-08	YES	
102130 - Identification Detail	455 7th Street	Police Services Technician II	25-JUL-88	YES	
102130 - Identification Detail	455 7th Street	Police Services Technician II	30-JUN-08	YES	
102130 - Special Victims Section	455 7th Street	Police Services Technician II	03-OCT-88	YES	
102130 - Special Victims Section	455 7th Street	Sergeant of Police (PERS)	07-FEB-92	YES	
102140 - Research, Planning & Crime Analysis	455 7th Street	Management Assistant	19-JAN-15	NO	
102140 - Research, Planning & Crime Analysis	455 7th Street	Police Services Manager I	08-SEP-14	NO	
102280 - Crime Analysis Unit	455 7th Street	Administrative Analyst II	19-JUN-06	NO	
102280 - Crime Analysis Unit	455 7th Street	Crime Analyst	02-DEC-13	YES	
102280 - Crime Analysis Unit	455 7th Street	Crime Analyst	09-MAY-16	NO	
102280 - Crime Analysis Unit	455 7th Street	Crime Analyst	11-APR-16	NO	
102280 - Crime Analysis Unit	455 7th Street	Crime Analyst	14-FEB-17	NO	
102280 - Crime Analysis Unit	455 7th Street	Police Services Manager I	25-JAN-16	NO	
102310 - Bureau of Investigation	455 7th Street	Deputy Chief of Police (PERS)	06-SEP-91	YES	
102310 - Criminal Investigations	455 7th Street	Police Records Specialist	18-FEB-14	YES	Chinese
102310 - Criminal Investigations	455 7th Street	Administrative Analyst II	23-OCT-89	NO	Tagalog/Filipino
102310 - Police Evidence Tech Unit	455 7th Street	Sergeant of Police (PERS)	28-MAY-91	YES	Spanish
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	28-JAN-08	YES	Chinese
102320 - Homicide	455 7th Street	Police Officer (PERS)	02-OCT-03	YES	Spanish
102320 - Homicide	455 7th Street	Police Officer (PERS)	06-FEB-06	YES	Spanish
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	05-JUN-06	YES	Spanish
102320 - Homicide	455 7th Street	Lieutenant of Police (PERS)	08-MAR-99	YES	
102320 - Homicide	455 7th Street	Lieutenant of Police (PERS)	14-JAN-91	YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	02-MAR-88	YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	05-JUN-06	YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	12-MAY-98	YES	
102320 - Homicide	455 7th Street	Police Officer (PERS)	23-JUL-08	YES	
102320 - Homicide	455 7th Street	Police Records Specialist	03-MAR-99	YES	
102320 - Homicide	455 7th Street	Police Services Technician II	02-DEC-13	YES	
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	10-MAR-00	YES	
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	14-FEB-00	YES	
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	15-JAN-03	YES	
102320 - Homicide	455 7th Street	Sergeant of Police (PERS)	26-JUN-00	YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	16-JAN-96	YES	Chinese
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	08-MAY-98	YES	German
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	21-JAN-97	YES	Japanese
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	13-MAR-00	YES	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	17-MAY-02	YES	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	21-APR-14	YES	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	25-APR-97	YES	Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	09-DEC-13	YES	Thai
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Lieutenant of Police (PERS)	03-AUG-98	YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	01-JUL-95	YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	03-FEB-92	YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	05-JUN-06	YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	06-FEB-06	YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	12-JUL-08	YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	19-JUL-14	YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	19-JUN-89	YES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Sergeant of Police (PERS)	21-FEB-97	YES	
102321 - Secret Service - BAIT	455 7th Street	Police Officer (PERS)	07-DEC-00	YES	Spanish
102322 - Targeted Enforcement Task Force II	455 7th Street	Police Officer (PERS)	11-DEC-06	YES	
102324 - Felony Assault & Gang Section	455 7th Street	Police Officer (PERS)	26-FEB-07	YES	Spanish
102324 - Felony Assault & Gang Section	455 7th Street	Police Officer (PERS)	17-SEP-12	YES	
102324 - Felony Assault & Gang Section	455 7th Street	Police Records Specialist	02-JUN-97	YES	
102324 - Felony Assault & Gang Section	455 7th Street	Sergeant of Police (PERS)	21-DEC-98	YES	
102330 - CID Burglary	455 7th Street	Police Officer (PERS)	15-OCT-07	YES	

102330 - CID Burglary	455 7th Street	Police Officer (PERS)	26-FEB-07	YES
102330 - CID Burglary	455 7th Street	Police Officer (PERS)	26-SEP-05	YES
102330 - CID Burglary	455 7th Street	Police Records Specialist	01-JUL-13	YES
102330 - CID DEA	455 7th Street	Police Officer (PERS)	23-JAN-93	YES
102330 - CID Robbery	455 7th Street	Police Services Technician II	06-JAN-14	YES
102330 - CID Robbery	455 7th Street	Police Services Technician II	24-MAR-14	YES
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	03-OCT-11	YES
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	12-SEP-11	YES
102330 - Robbery & Burglary Section	455 7th Street	Sergeant of Police (PERS)	01-APR-98	YES
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	01-AUG-11	YES
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	01-AUG-11	YES
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	09-JUL-07	YES
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	16-DEC-13	YES
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	20-FEB-12	YES
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	23-APR-01	YES
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	25-MAR-13	YES
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	26-FEB-07	YES
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	28-JAN-08	YES
102330 - Robbery & Burglary Section	455 7th Street	Sergeant of Police (PERS)	01-AUG-11	YES
102330 - Robbery & Burglary Section	455 7th Street	Sergeant of Police (PERS)	10-FEB-92	YES
102330 - US Marshal Service	455 7th Street	Police Officer (PERS)	25-SEP-13	YES
102330 - US Marshal Service	455 7th Street	Police Officer (PERS)	25-SEP-13	YES
102340 - Property/Theft	455 7th Street	Administrative Assistant I	08-AUG-88	YES
102340 - Theft Admin Unit	455 7th Street	Sergeant of Police (PERS)	29-JAN-94	YES
102350 - CID Felony Assault	455 7th Street	Police Officer (PERS)	22-JUL-02	YES
102350 - CID Felony Assault	455 7th Street	Police Officer (PERS)	01-AUG-11	YES
102350 - CID Felony Assault	455 7th Street	Police Officer (PERS)	20-FEB-12	YES
102350 - Domestic Violence Unit	470 27th Street	Police Officer (PERS)	17-SEP-12	YES
102350 - Domestic Violence Unit	470 27th Street	Police Officer (PERS)	17-SEP-12	YES
102350 - Domestic Violence Unit	470 27th Street	Police Officer (PERS)	21-APR-14	YES
102350 - Domestic Violence Unit	470 27th Street	Sergeant of Police (PERS)	05-JUN-06	YES
102350 - Domestic Violence Unit	470 27th Street	Police Officer (PERS)	04-OCT-95	YES
102350 - Domestic Violence Unit	470 27th Street	Police Officer (PERS)	16-DEC-13	YES
102350 - Domestic Violence Unit	470 27th Street	Police Officer (PERS)	16-DEC-13	YES
102350 - Domestic Violence Unit	470 27th Street	Police Officer (PERS)	17-SEP-12	YES
102350 - Domestic Violence Unit	470 27th Street	Police Officer (PERS)	28-JUL-12	YES
102350 - Domestic Violence Unit	470 27th Street	Police Officer (PERS)	29-NOV-99	YES
102350 - Domestic Violence Unit	470 27th Street	Police Records Specialist	14-APR-03	NO
102350 - Juvenile Intake	455 7th Street	Police Services Technician II	02-DEC-13	YES
102350 - Juvenile Intake	455 7th Street	Police Officer (PERS)	21-APR-14	YES
102350 - Juvenile Intake	455 7th Street	Police Officer (PERS)	22-SEP-14	YES
102350 - Special Victims Section	455 7th Street	Police Officer (PERS)	25-SEP-13	YES
102350 - Special Victims Section	455 7th Street	Police Services Technician II	02-DEC-13	YES
102350 - Special Victims Section	455 7th Street	Police Officer (PERS)	16-DEC-13	YES
102350 - Special Victims Section	455 7th Street	Police Officer (PERS)	08-OCT-01	YES
102350 - Special Victims Section	455 7th Street	Police Officer (PERS)	28-NOV-05	YES
102350 - Special Victims Section	455 7th Street	Sergeant of Police (PERS)	30-MAY-00	YES
102350 - Special Victims Section	455 7th Street	Police Officer (PERS)	01-MAR-99	YES
102350 - Special Victims Section	455 7th Street	Police Officer (PERS)	03-AUG-98	YES
102350 - Special Victims Section	455 7th Street	Police Officer (PERS)	08-DEC-00	YES
102350 - Special Victims Section	455 7th Street	Police Officer (PERS)	11-DEC-06	YES
102350 - Special Victims Section	455 7th Street	Police Officer (PERS)	11-JUL-05	YES
102350 - Special Victims Section	455 7th Street	Police Officer (PERS)	13-JAN-96	YES
102350 - Special Victims Section	455 7th Street	Police Officer (PERS)	13-MAR-06	YES
102350 - Special Victims Section	455 7th Street	Police Officer (PERS)	17-MAY-02	YES
102350 - Special Victims Section	455 7th Street	Police Officer (PERS)	20-JAN-99	YES
102350 - Special Victims Section	455 7th Street	Police Officer (PERS)	21-FEB-11	YES
102350 - Special Victims Section	455 7th Street	Police Officer (PERS)	23-JUL-08	YES
102350 - Special Victims Section	455 7th Street	Police Officer (PERS)	25-SEP-13	YES

103242 - Records & Warrants	455 7th Street	Police Records Specialist	03-JAN-05	YES	Spanish
103242 - Records & Warrants	455 7th Street	Police Records Specialist	05-AUG-13	YES	Spanish
103242 - Records & Warrants	455 7th Street	Police Records Specialist	29-FEB-16	YES	Spanish
103242 - Records & Warrants	455 7th Street	Police Records Specialist	29-AUG-88	YES	Tagalog/Filipino
103242 - Records & Warrants	455 7th Street	Police Records Specialist	04-JUN-90	YES	Vietnamese
103242 - Records & Warrants	455 7th Street	Administrative Assistant I	15-DEC-08	NO	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	02-FEB-98	YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	03-FEB-14	YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	08-SEP-90	YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	10-NOV-15	YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	14-FEB-17	YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	17-NOV-14	YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	19-JUN-06	YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	24-AUG-09	YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	25-MAR-17	YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	27-MAR-17	NO	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	28-FEB-05	YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	28-FEB-11	YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	29-APR-97	YES	
103242 - Records & Warrants	455 7th Street	Police Services Technician II	06-JAN-14	YES	Chinese
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	06-JUL-15	YES	Chinese
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Supervisor	07-FEB-11	YES	Chinese
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Operator	01-SEP-15	YES	Punjabi
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	05-DEC-15	YES	Spanish
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	05-SEP-00	YES	Spanish
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	09-JUL-01	YES	Spanish
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	14-JAN-02	YES	Spanish
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	14-JAN-02	YES	Spanish
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	28-APR-03	YES	Spanish
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	29-NOV-99	YES	Spanish
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	29-OCI-12	YES	Spanish
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	29-OCI-12	YES	Spanish
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Operator	03-NOV-14	YES	Spanish
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Operator	06-JUL-15	YES	Spanish
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Operator	30-DEC-13	YES	Spanish
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	21-NOV-15	YES	Vietnamese
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	01-FEB-89	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	01-NOV-84	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	01-SEP-15	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	01-SEP-15	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	02-APR-01	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	02-MAY-11	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	02-SEP-99	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	05-DEC-15	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	05-OCI-98	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	05-SEP-00	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	06-OCI-97	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	06-OCI-97	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	07-AUG-00	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	07-FEB-11	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	07-FEB-11	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	08-DEC-14	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	09-DEC-13	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	10-NOV-15	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	12-APR-93	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	14-JAN-08	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	15-JUL-91	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	16-APR-01	YES	
103310 - Communications Unit	7101 Eggewater Drive	Police Communications Dispatcher	17-DEC-13	YES	

106510 - Fiscal Services	455 7th Street	Account Clerk II	02-FEB-15	YES
106510 - Fiscal Services	455 7th Street	Account Clerk II	22-APR-13	NO
106510 - Fiscal Services	455 7th Street	Account Clerk II	24-NOV-14	NO
106510 - Fiscal Services	455 7th Street	Account Clerk II	27-MAY-14	NO
106510 - Fiscal Services	455 7th Street	Accountant III	30-JAN-06	NO
106510 - Fiscal Services	455 7th Street	Grants Coordinator	30-JAN-17	NO
106510 - Fiscal Services	455 7th Street	Police Services Manager I	30-DEC-13	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Records Specialist	27-OCT-14	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	10-OCT-15	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	23-SEP-13	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Officer (PERS)	13-MAY-94	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Officer (PERS)	24-MAR-08	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Officer (PERS)	25-MAY-99	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	23-SEP-13	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	30-JAN-16	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Officer (PERS)	09-JUL-07	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Officer (PERS)	19-FEB-97	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Officer (PERS)	19-JUN-06	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Officer (PERS)	30-JUL-01	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Officer (PERS)	30-JUN-08	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Officer (PERS)	29-DEC-97	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Personnel Oper Specialist	12-JAN-98	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Sergeant of Police (PERS)	12-MAR-16	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	12-OCT-13	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	12-OCT-13	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	12-OCT-13	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	12-OCT-13	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	17-MAR-14	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	18-JAN-14	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	18-JAN-14	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	23-APR-16	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	23-SEP-13	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	23-SEP-13	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	23-SEP-13	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	23-SEP-13	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	23-SEP-13	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	23-SEP-13	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	23-SEP-13	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	28-FEB-15	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	30-JAN-16	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PI	30-JAN-16	NO
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Parking Control Technician, PI	07-MAY-07	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Officer (PERS)	16-JUL-98	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Officer (PERS)	21-APR-14	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Records Specialist	10-SEP-90	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Services Technician II	24-NOV-14	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Crossing Guard, PI	08-FEB-02	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Officer (PERS)	05-JUN-06	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Officer (PERS)	05-OCT-98	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Officer (PERS)	06-FEB-06	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Officer (PERS)	09-JUL-07	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Officer (PERS)	20-APR-15	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Officer (PERS)	25-SEP-13	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Services Technician II	02-DEC-13	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Services Technician II	23-FEB-15	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Services Technician II	24-NOV-14	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Police Services Technician II	16-NOV-98	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Crossing Guard, PPI	29-APR-02	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Crossing Guard, PI	01-DEC-09	YES
106610 - Background & Recruiting	250 Frank H. Ogawa Plaza	Crossing Guard, PI	02-APR-13	YES

107510 - Traffic Operations	2651 73RD AVENUE		Police Officer (PERS)	17-SEP-12	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Officer (PERS)	21-FEB-11	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Officer (PERS)	22-MAY-00	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Officer (PERS)	25-APR-97	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Officer (PERS)	26-JUN-00	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Officer (PERS)	26-JUN-00	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Officer (PERS)	28-MAY-91	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Officer (PERS)	28-NOV-05	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Officer (PERS)	29-NOV-99	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Records Specialist	14-OCT-96	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Records Specialist	21-OCT-13	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Services Technician II	03-MAR-97	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Services Technician II	11-JAN-99	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Services Technician II	13-MAR-06	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Services Technician II	19-OCT-92	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Services Technician II	19-OCT-92	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Services Technician II	23-JUL-11	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Services Technician II	23-NOV-87	YES
107510 - Traffic Operations	2651 73RD AVENUE		Police Services Technician II	25-FEB-08	YES
107510 - Traffic Operations	2651 73RD AVENUE		Sergeant of Police (PERS)	07-MAY-91	YES
107510 - Traffic Operations	2651 73RD AVENUE		Sergeant of Police (PERS)	13-FEB-96	YES
107510 - Traffic Operations	2651 73RD AVENUE		Sergeant of Police (PERS)	17-APR-89	YES
107510 - Traffic Operations	2651 73RD AVENUE		Sergeant of Police (PERS)	25-JAN-93	YES
107510 - Traffic Operations	2651 73RD AVENUE		Sergeant of Police (PERS)	28-MAR-88	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	04-OCT-88	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	17-AUG-13	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician, PI	10-DEC-13	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician, PI	10-SEP-13	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	02-APR-01	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	11-JUL-11	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	27-JUL-99	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician, PPI	21-MAR-11	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician, PPI	27-AUG-07	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician, PPI	28-JAN-08	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Enforcement Supervisor I	26-JUL-99	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	05-NOV-07	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	05-NOV-07	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	05-NOV-07	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	08-JAN-00	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	09-DEC-02	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	10-SEP-96	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	12-SEP-06	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	13-AUG-84	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	13-AUG-84	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	14-APR-03	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	15-OCT-90	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	21-APR-98	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	22-OCT-94	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	23-FEB-99	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	24-MAR-07	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	26-APR-82	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	26-OCT-99	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	28-MAR-89	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician	30-NOV-92	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician, PPI	02-APR-13	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician, PPI	02-JAN-96	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician, PPI	04-NOV-02	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician, PPI	06-JAN-09	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza		Parking Control Technician, PPI	09-JUL-11	YES

107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	10-DEC-13	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	11-JUL-11	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	11-JUL-11	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	12-JUL-10	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	18-MAY-09	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	23-JAN-12	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	25-JUL-95	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	29-MAR-04	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	01-JUN-98	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	02-APR-01	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	02-APR-01	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	02-APR-13	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	02-APR-13	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	08-JAN-11	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	10-JUL-06	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	12-JUL-10	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	12-SEP-06	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	13-JAN-97	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	21-APR-08	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	21-MAR-11	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	21-MAR-11	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	21-MAR-11	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	23-APR-07	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	30-AUG-14	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	30-AUG-14	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	30-JUN-08	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPI	31-AUG-15	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Enforcement Supervisor I	09-DEC-02	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Enforcement Supervisor I	20-JAN-04	YES
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Enforcement Supervisor I	23-APR-94	YES
107511 - SOS ABAI	2651 73RD AVENUE	Police Officer (PERS)	01-AUG-11	YES
107510 - Special Operations	2651 73RD AVENUE	Police Services I technician II	02-FEB-87	YES
107510 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	15-MAR-99	YES
107510 - Special Operations	2651 73RD AVENUE	Administrative Analyst II	17-OCT-02	NO
107710 - Special Operations	2651 73RD AVENUE	Lieutenant of Police (PERS)	02-AUG-96	YES
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	01-AUG-11	YES
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	01-MAR-00	YES
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	03-AUG-98	YES
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	06-MAR-89	YES
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	08-MAY-98	YES
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	14-MAY-90	YES
107710 - Special Operations	2651 73RD AVENUE	Police Officer (PERS)	23-APR-97	YES
107710 - Special Operations	2651 73RD AVENUE	Police Services Technician II	07-DEC-98	YES
107710 - Special Operations	2651 73RD AVENUE	Sergeant of Police (PERS)	11-FEB-91	YES
107710 - Special Operations	2651 73RD AVENUE	Sergeant of Police (PERS)	20-FEB-97	YES
108010 - BFO 2 East	455 7th Street	Lieutenant of Police (PERS)	22-FEB-99	YES
108010 - BFO FTO	455 7th Street	Police Officer (PERS)	10-MAR-00	YES
108010 - District Command Administration	455 7th Street	Police Records Specialist	02-JAN-89	YES
108010 - District Command Administration	455 7th Street	Police Records Specialist	24-NOV-14	NO
108010 - District Command Administration	455 7th Street	Police Records Specialist	16-OCT-89	NO
108010 - District Command Administration	455 7th Street	Sergeant of Police (PERS)	25-JUL-88	YES
108010 - District Command Administration	455 7th Street	Administrative Analyst II	19-MAR-90	NO
108010 - District Command Administration	455 7th Street	Captain of Police (PERS)	13-SEP-94	YES
108010 - District Command Administration	455 7th Street	Police Records Specialist	17-JAN-17	NO
108010 - District Command Administration	455 7th Street	Police Records Specialist	22-JAN-02	YES
108010 - District Command Administration	455 7th Street	Police Records Specialist	27-OCT-15	YES
108010 - District Command Administration	455 7th Street	Police Services Technician II	07-JUL-97	YES
108010 - District Command Administration	455 7th Street	Police Services Technician II	17-DEC-07	YES

108010 - Property and Evidence	455 7th Street	Police Property Supervisor	15-JUL-06	YES	Spanish
108010 - Property and Evidence	455 7th Street	Police Property Specialist	18-JUL-87	YES	Tagalog/Filipino
108010 - Property and Evidence	455 7th Street	Exempt Limited Duration Employee	11-APR-16	NO	
108010 - Property and Evidence	455 7th Street	Police Officer (PERS)	19-JUN-89	YES	
108010 - Property and Evidence	455 7th Street	Police Property Specialist	11-JAN-10	YES	
108010 - Property and Evidence	455 7th Street	Police Property Specialist	19-JUN-02	YES	
108010 - Property and Evidence	455 7th Street	Police Property Specialist	25-AUG-87	YES	
108010 - Property and Evidence	455 7th Street	Police Services Technician II	06-JAN-14	YES	
108010 - Property and Evidence	455 7th Street	Police Services Technician II	10-MAR-97	YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	10-DEC-01	YES	American Sign Lan
108110 - District Area 1	455 7th Street	Police Evidence Technician	30-DEC-13	NO	Chinese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	02-JAN-14	YES	Chinese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	15-OCT-07	YES	Chinese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-MAR-14	YES	Chinese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12	YES	Chinese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	24-APR-01	YES	Chinese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-MAR-13	YES	Chinese
108110 - District Area 1	455 7th Street	Police Services Technician II	23-FEB-15	YES	Chinese
108110 - District Area 1	455 7th Street			NO	Chinese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16	YES	French
108110 - District Area 1	455 7th Street	Police Evidence Technician	20-JAN-15	NO	Hindi
108110 - District Area 1	455 7th Street	Police Officer (PERS)	21-APR-14	YES	Korean
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	27-JAN-97	YES	Korean
108110 - District Area 1	455 7th Street	Police Services Technician II	18-JUN-16	YES	Mien
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	12-SEP-94	YES	Mien
108110 - District Area 1	455 7th Street	Police Officer (PERS)	25-SEP-13	YES	NO
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15	YES	Punjabi
108110 - District Area 1	455 7th Street	Police Officer (PERS)	15-JUL-16	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	20-APR-15	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	20-FEB-97	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	21-APR-14	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	22-JUN-15	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	26-FEB-07	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	26-JUL-10	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	28-JAN-08	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	29-NOV-99	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer Trainee	17-OCT-16	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer Trainee	27-OCT-14	YES	Spanish
108110 - District Area 1	455 7th Street	Police Services Technician II	06-JAN-14	YES	Spanish
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15	YES	Tagalog/Filipino
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15	YES	Tagalog/Filipino
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-MAY-02	YES	Tagalog/Filipino
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15	YES	Vietnamese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	09-NOV-15	YES	Vietnamese
108110 - District Area 1	455 7th Street	Police Officer (PERS)	17-SEP-12	YES	Vietnamese
108110 - District Area 1	455 7th Street	Lieutenant of Police (PERS)	03-FEB-92	YES	
108110 - District Area 1	455 7th Street	Lieutenant of Police (PERS)	08-OCT-02	YES	
108110 - District Area 1	455 7th Street	Lieutenant of Police (PERS)	12-NOV-96	YES	
108110 - District Area 1	455 7th Street	Lieutenant of Police (PERS)	13-MAR-00	YES	
108110 - District Area 1	455 7th Street	Police Evidence Technician	27-APR-15	NO	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	01-AUG-11	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	04-FEB-91	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	05-DEC-11	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	05-JUN-06	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	05-JUN-06	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	08-OCT-01	YES	

108110 - District Area 1	455 7th Street	Police Officer (PERS)	27-JUN-16	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	28-MAY-02	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	29-JUL-98	YES	
108110 - District Area 1	455 7th Street	Police Officer Trainee	17-OCT-16	YES	
108110 - District Area 1	455 7th Street	Police Officer Trainee	17-OCT-16	YES	
108110 - District Area 1	455 7th Street	Police Officer Trainee	17-OCT-16	YES	
108110 - District Area 1	455 7th Street	Police Officer Trainee	27-JUN-16	YES	
108110 - District Area 1	455 7th Street	Police Services Technician II	02-DEC-13	YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	11-DEC-00	YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	14-AUG-89	YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	16-OCT-98	YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	17-FEB-98	YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	17-MAY-02	YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	17-SEP-90	YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	20-JUL-92	YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	22-JUL-02	YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	25-JAN-10	YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	26-JUN-00	YES	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	28-JUL-98	YES	
108110 - District Area 1	455 7th Street	Police Evidence Technician	15-MAR-14	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-SEP-12	YES	
108120 - District Area 2	455 7th Street	Police Evidence Technician	07-APR-14	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-JUN-15	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	29-OCT-12	YES	
108120 - District Area 2	455 7th Street	Sergeant of Police (PERS)	11-SEP-06	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	NO	German	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	25-MAR-13	NO	Portuguese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	03-MAR-14	YES	Punjabi
108120 - District Area 2	455 7th Street	Police Officer (PERS)	06-JAN-14	YES	Punjabi
108120 - District Area 2	455 7th Street	Police Evidence Technician	08-DEC-14	YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-SEP-14	YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	27-JUN-16	YES	Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-SEP-12	YES	Tongan
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-DEC-07	YES	Vietnamese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-SEP-12	YES	Vietnamese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	20-APR-15	YES	Vietnamese
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-SEP-14	YES	Vietnamese
108120 - District Area 2	455 7th Street	Lieutenant of Police (PERS)	06-FEB-89	YES	
108120 - District Area 2	455 7th Street	Lieutenant of Police (PERS)	20-MAY-02	YES	
108120 - District Area 2	455 7th Street	Lieutenant of Police (PERS)	28-MAY-91	YES	
108120 - District Area 2	455 7th Street	Police Evidence Technician	07-APR-14	YES	
108120 - District Area 2	455 7th Street	Police Evidence Technician	14-OCT-02	YES	
108120 - District Area 2	455 7th Street	Police Evidence Technician	29-OCT-12	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	01-AUG-11	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	04-MAY-98	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	06-MAR-00	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	06-NOV-01	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	07-FEB-00	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	07-OCT-98	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	09-MAR-00	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	11-SEP-06	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	11-SEP-06	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	15-FEB-94	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	15-OCT-07	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	
108120 - District Area 2	455 7th Street	Police Officer (PERS)	17-MAR-14	YES	

108130 - District Area 3	455 7th Street	Police Officer (PERS)	05-JAN-15	YES	Chinese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUN-15	YES	Chinese
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	26-JUN-00	YES	Chinese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	5-Jan-15	YES	Chinese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14	YES	Japanese
108130 - District Area 3	455 7th Street	Police Officer (PERS)	03-AUG-15	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-NOV-15	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	11-JUL-05	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	13-JAN-97	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	15-OCT-07	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-SEP-12	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-SEP-14	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-SEP-14	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-SEP-14	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-SEP-14	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	27-JUN-16	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	28-JAN-08	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer Trainee	17-OCT-16	YES	Spanish
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	19-JUN-00	YES	Spanish
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	22-JUL-02	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	01-FEB-16	YES	Tagalog/Filipino
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	Ugriya
108130 - District Area 3	455 7th Street	Police Officer (PERS)	17-SEP-12	YES	Vietnamese
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	04-NOV-94	YES	Vietnamese
108130 - District Area 3	455 7th Street	Captain of Police (PERS)	17-SEP-90	YES	
108130 - District Area 3	455 7th Street	Lieutenant of Police (PERS)	28-FEB-00	YES	
108130 - District Area 3	455 7th Street	Lieutenant of Police (PERS)	28-NOV-88	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	01-AUG-11	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	01-FEB-16	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	01-MAR-00	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	03-AUG-15	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	04-APR-11	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	08-APR-91	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	08-JUN-15	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	08-JUN-15	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-NOV-15	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-NOV-15	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	09-NOV-15	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	13-MAR-00	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	18-AUG-12	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	18-AUG-12	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	18-MAY-15	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	18-OCT-99	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	19-DEC-11	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	19-SEP-91	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	20-APR-15	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14	YES	
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14	YES	

108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14	YES
108130 - District Area 3	455 7th Street	Police Officer (PERS)	21-APR-14	YES
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUL-02	YES
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUN-15	YES
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUN-15	YES
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUN-15	YES
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-JUN-15	YES
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-NOV-99	YES
108130 - District Area 3	455 7th Street	Police Officer (PERS)	22-SEP-14	YES
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-MAR-13	YES
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-MAR-13	YES
108130 - District Area 3	455 7th Street	Police Officer (PERS)	25-SEP-13	YES
108130 - District Area 3	455 7th Street	Police Officer (PERS)	27-JUN-16	YES
108130 - District Area 3	455 7th Street	Police Officer (PERS)	27-JUN-16	YES
108130 - District Area 3	455 7th Street	Police Officer (PERS)	29-JUL-98	YES
108130 - District Area 3	455 7th Street	Police Officer Trainee	17-OCT-16	YES
108130 - District Area 3	455 7th Street	Police Officer Trainee	17-OCT-16	YES
108130 - District Area 3	455 7th Street	Police Officer Trainee	27-JUN-16	YES
108130 - District Area 3	455 7th Street	Police Services Technician II	02-DEC-13	YES
108130 - District Area 3	455 7th Street	Police Services Technician II	05-MAY-07	YES
108130 - District Area 3	455 7th Street	Police Services Technician II	26-MAY-15	YES
108130 - District Area 3	455 7th Street	Police Services Technician II	30-DEC-13	YES
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	01-AUG-11	YES
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	01-OCT-98	YES
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	07-NOV-97	YES
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	12-JUL-93	YES
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	13-OCT-97	YES
108130 - District Area 3	455 7th Street	Sergeant of Police (PERS)	15-OCT-07	YES
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	20-APR-15	YES Arabic
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	09-NOV-15	YES Chinese
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	21-APR-14	YES Chinese
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	27-JUN-16	YES Chinese
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	26-FEB-07	YES Chinese
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	09-NOV-15	YES German
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	09-NOV-15	YES Russian
108140 - District Area 4	2651 73RD AVENUE	Lieutenant of Police (PERS)	28-SEP-98	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Evidence Technician	20-AUG-12	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	08-JUN-98	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	09-DEC-13	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	09-DEC-13	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	09-NOV-15	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	09-NOV-15	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	09-NOV-15	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	11-DEC-06	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	11-JUL-05	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	16-DEC-13	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	16-DEC-13	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	20-APR-15	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	21-APR-14	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	22-JUN-15	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	25-MAR-13	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	25-SEP-13	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	25-SEP-13	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	25-SEP-13	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	26-FEB-07	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	06-FEB-06	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	10-DEC-01	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	17-OCT-96	YES Spanish
108140 - District Area 4	2651 73RD AVENUE	Captain of Police (PERS)	26-AUG-91	YES

108140 - District Area 4	2651 73RD AVENUE	Police Officer I trainee	17-OCT-16	YES
108140 - District Area 4	2651 73RD AVENUE	Police Services Technician II	17-FEB-15	YES
108140 - District Area 4	2651 73RD AVENUE	Police Services Technician II	22-FEB-00	YES
108140 - District Area 4	2651 73RD AVENUE	Police Services Technician II	22-JUN-15	YES
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	01-AUG-11	YES
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	01-AUG-11	YES
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	06-FEB-89	YES
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	10-DEC-01	YES
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	10-JUL-06	YES
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	11-JAN-93	YES
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	15-JUL-96	YES
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	16-JUN-94	YES
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	17-MAY-02	YES
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	21-AUG-06	YES
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	24-MAY-99	YES
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	27-AUG-90	YES
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	28-FEB-00	YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	21-APR-14	YES Chinese
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	22-SEP-14	YES Farsi
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	26-OCT-15	YES Farsi
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	22-JUL-96	YES French
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	16-DEC-13	YES Khmer
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	13-MAY-91	YES Korean
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	02-APR-13	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	09-AUG-99	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	14-MAR-16	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	16-DEC-13	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	17-MAR-14	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	20-APR-15	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	20-APR-15	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	21-APR-14	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	21-APR-14	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	22-JUN-15	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	22-SEP-14	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	22-SEP-14	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	25-APR-97	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	25-OCT-99	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	25-SEP-13	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	25-SEP-13	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	26-JUL-10	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Services Technician II	08-DEC-14	YES Spanish
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	27-JUN-16	YES Tagalog/ Filipino
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	17-JAN-15	YES Tagalog/ Filipino
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	22-SEP-14	YES Vietnamese
108150 - District Area 5	2651 73RD AVENUE	Lieutenant of Police (PERS)	06-JUL-99	YES
108150 - District Area 5	2651 73RD AVENUE	Lieutenant of Police (PERS)	25-APR-97	YES
108150 - District Area 5	2651 73RD AVENUE	Police Evidence Technician	02-MAR-92	YES
108150 - District Area 5	2651 73RD AVENUE	Police Evidence Technician	19-OCT-92	YES
108150 - District Area 5	2651 73RD AVENUE	Police Evidence Technician	24-MAR-14	YES
108150 - District Area 5	2651 73RD AVENUE	Police Evidence Technician	28-APR-14	YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	01-AUG-11	YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	01-FEB-16	YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	01-FEB-16	YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	02-DEC-13	YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	02-DEC-13	YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	02-JUL-07	YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	04-JUN-07	YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	08-JUN-15	YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	09-JUL-07	YES

108150 - District Area 5	2651 73RD AVENUE	Police Services Technician II	16-SEP-91	YES
108150 - District Area 5	2651 73RD AVENUE	Police Services Technician II	26-MAY-15	YES
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	01-AUG-11	YES
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	03-MAR-08	YES
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	05-MAR-07	YES
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	06-FEB-92	YES
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	06-MAR-00	YES
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	11-SEP-06	YES
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	11-SEP-06	YES
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	16-JUN-00	YES
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	17-APR-98	YES
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	21-FEB-11	YES
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	22-MAY-00	YES
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	26-FEB-07	YES
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	28-MAR-88	YES
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	28-SEP-98	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	25-SEP-13	YES Arabic
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	17-SEP-12	YES Chinese
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	17-SEP-12	YES Chinese
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	17-SEP-12	YES Chinese
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	28-FEB-05	YES French
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	25-MAR-13	YES Serbian
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	02-DEC-13	YES Spanish
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	05-DEC-11	YES Spanish
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	09-JUL-07	YES Spanish
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	17-SEP-12	YES Spanish
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	25-MAR-13	YES Spanish
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	25-SEP-13	YES Spanish
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	25-SEP-13	YES Spanish
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	28-JAN-08	YES Spanish
108630 - Ceasaire	2651 73RD AVENUE	Sergeant of Police (PERS)	03-AUG-98	YES Spanish
108630 - Ceasaire	2651 73RD AVENUE	Sergeant of Police (PERS)	11-DEC-06	YES Spanish
108630 - Ceasaire	2651 73RD AVENUE	Sergeant of Police (PERS)	22-JUL-02	YES Spanish
108630 - Ceasaire	2651 73RD AVENUE	Captain of Police (PERS)	28-MAY-91	YES
108630 - Ceasaire	2651 73RD AVENUE	Lieutenant of Police (PERS)	13-JUL-93	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	01-AUG-11	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	01-AUG-11	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	05-DEC-11	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	05-JUN-06	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	09-JUL-07	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	16-DEC-13	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	17-MAR-14	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	17-SEP-12	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	17-SEP-12	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	17-SEP-12	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	20-FEB-12	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	21-APR-14	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	21-APR-14	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	22-JUN-15	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	22-OCT-12	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	25-MAR-13	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	25-SEP-13	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	25-SEP-13	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	26-FEB-07	YES
108630 - Ceasaire	2651 73RD AVENUE	Police Officer (PERS)	26-SEP-11	YES
108630 - Ceasaire	2651 73RD AVENUE	Project Manager II	02-JAN-08	YES
108630 - Ceasaire	2651 73RD AVENUE	Sergeant of Police (PERS)	06-FEB-06	YES
108630 - Ceasaire	2651 73RD AVENUE	Sergeant of Police (PERS)	11-SEP-06	YES
108630 - Ceasaire	2651 73RD AVENUE	Sergeant of Police (PERS)	11-SEP-06	YES

108630 - Ceasefire	2651 73RD AVENUE	Sergeant of Police (PERS)	21-FEB-97	YES
108630 - Ceasefire	2651 73RD AVENUE	Sergeant of Police (PERS)	28-NOV-05	YES
108630 - Ceasefire	2651 73RD AVENUE	Volunteer Program Specialist II	03-JAN-13	YES
108710 - Neighborhood Services Section 1	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	10-NOV-14	YES Chinese
108710 - Neighborhood Services Section 1	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	01-FEB-03	YES Spanish
108710 - Neighborhood Services Section 1	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	01-MAY-89	YES
108710 - Neighborhood Services Section 1	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	07-JUL-97	YES
108710 - Neighborhood Services Section 1	250 Frank H. Ogawa Plaza	Program Analyst III	10-OCT-00	NO
108820 - Neighborhood Services Section 2	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	26-JUL-99	YES Spanish
108820 - Neighborhood Services Section 2	250 Frank H. Ogawa Plaza	Police Services Technician II	06-JAN-14	YES Spanish
108820 - Neighborhood Services Section 2	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	17-SEP-90	YES
108820 - Neighborhood Services Section 2	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	21-NOV-88	YES
108820 - Neighborhood Services Section 2	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	22-NOV-76	YES
108820 - Neighborhood Services Section 2	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	30-MAY-09	YES
108820 - Neighborhood Services Section 2	250 Frank H. Ogawa Plaza	Program Analyst III	24-JUN-91	YES

Department Name: PBD
Fiscal Year:



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Planning & Building
FISCAL YEAR: 2016-2017

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

I, Darin Ranelletti, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Planning & Building was submitted on June 28, 2017.

 6/28/17

Signature & Date

Darin Ranelletti, Interim Director
Print Name & Title

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Darin Ranelletti	Rina Stabler	Rina Stabler
Title	Interim Director	Administrative Service Manager I	Administrative Service Manager I
Address	250 Frank H Ogawa Pz Ste 3315	250 Frank H Ogawa Pz Ste 3315	250 Frank H Ogawa Pz Ste 3315
Phone#	510-238-3663	510-238-6441	510-238-6441
Email	dranelletti@oaklandnet.com	rstabler@oaklandnet.com	rstabler@oaklandnet.com

Table 2 Department Employee Statistics					
Total # of FTE Employees	120		New Hires This Fiscal Year (by position)	8	
Public Contact Positions (PCP)	102		New PCP Hires This Fiscal Year	7	
PCP With Spanish Language Skill	14	14%	New PCP Hires With Spanish Language Skill	3	43%
PCP With Chinese Language Skill	13	13%	New PCP Hires With Chinese Language Skill	2	29%

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

Table 3A. Department Organization Structure	
Admin: Planning & Building	Inspections: Commercial Building
Planning	Inspections: Residential Building
Zoning	Inspections: Infrastructure
Engineering: Project Coordination	Inspections: Neighborhood Preservation
Admin: Building Inspection	
Engineering: Permit Center	
Building & Infrastructure Plan Check	

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
Planning	SP= 1 CH = 1	SP= 5 CH = 1
Zoning		
Admin: Building Inspection		
Inspections: Commercial Building		
Inspections: Residential Building	SP= 2 CH = 2	SP= 2 Office, 7 Field
Inspections: Infrastructure		
Inspections: Neighborhood Preservation		
Engineering: Project Coordination		
Engineering: Permit Center		
Building & Infrastructure Plan Check		

Key: SP= Spanish CH= Chinese

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Billing Appeal	YES	YES	
Condominium Conversion	YES	YES	
Foreclosed & Defaulted Residential Registration Program	YES	YES	
Important Additions and Alterations for Residents	YES	YES	
Keep Oakland Beautiful, Clean and Green	YES	YES	Vietnamese
Mills Act	YES	YES	
Mobile Food Vending Regulations 2017	YES	YES	
Mold and moisture (Landlord & Homeowners)	YES	YES	
Mold and Moisture (Tenant)	YES	YES	
Protect Your Home From Earthquakes	YES	YES	Vietnamese
Single Family Dwellings	YES	YES	
Site Plans	YES	YES	
Smoke Alarm Brochure	YES	YES	Vietnamese
Smoke Detectors and Carbon Monoxide Installation	YES	YES	Vietnamese
Stop Work Brochure	YES	YES	
Undocumented Dwelling	YES	YES	
What is a Variance?	YES	YES	

Table 4B. Vital Documents Status Summary	
Are all of the department's vital documents translated into Spanish and Chinese?	X Yes No – Please provide an action plan below
Action Plan & Timeline:	

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Planning and Zoning – Intake Scheduling Appointment	510-238-3940	Completed
Planning and Zoning – Zoning Division Voicemail	510-238-3911	Completed
Blight Hotline	510-238-3381	Completed
Building Services Division – Billing Appeals Unit	510-238-3452	Completed
Building Services Division – Permit Center	510-238-3891	Completed

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:
PBD

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
120	102	12	14	YES	6	13	YES

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

The Planning and Building Department exceeds compliance goals set with Equal Access to Services Ordinance related to bilingual employees in Public Contact Positions (PCP). The Planning and Building Department has increased Spanish-speaking bilingual PCP staff by 27% and Chinese-speaking bilingual staff by 8% from FY15/16 through hiring. While exceeding bilingual staffing goals an area for improvement would be a more equitable distribution of bilingual staff between office and field positions.

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

During FY16/17 the Planning and Building Department conducted recruitment of 12 PCP positions. For all recruitments, the Planning and Building Department works with Human Resources Management and the Equal Access Office to assess the Public Contact Position status and language requirements for each position. Additionally, the Planning and Building Department advertises each recruitment in publications targeting bilingual candidates.

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

As noted above, the Planning and Building Department has increased PCP Spanish-speaking and Chinese-speaking bilingual staff by 27% and 8% from FY 15/16 respectively. The two Public Service Representative hires in FY16/17 were bilingual staff.

Best practices utilized by the Planning and Building Department include: providing signage in multiple languages; informational hotlines and recorded messages are in English, Spanish, and Chinese; providing informational brochures, community documents, and forms in multiple languages not limited to Spanish, Chinese, and English; utilizing bilingual staff to provide best service to customers as needed; providing simultaneous translation services at community meetings; and advertising RFPs, RFQs, public notices, public hearings, and community meetings in non-English publications to maximize community engagement and access.

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

The Bureau of Planning works collaboratively with the Equal Access Office on projects in the community and utilizes its translation and interpretation services for events, meetings, and handouts.

The Planning and Building Department maintains a departmental list of staff with bilingual language skills not limited to English, Spanish, and Chinese to provide services to Limited English Speaking customers.

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

The Bureau of Planning will continue to work collaboratively with the Equal Access Office on projects in the community to provide scheduled interpreters for events and translation of community meeting agendas and handouts.

Current recruitments and future vacancies in the Planning and Building Department may be selectively certified for bilingual applicants and filled based on the bilingual need at the time of the recruitment.

The Planning and Building Department launched Spanish and Chinese language platforms in the public access platform of Accela, a land-use and permit tracking automated system in December 2016. The Planning and Building Department continues to work collaboratively with the Information Technology Department and Equal Access Office to maintain content and provide services to Limited English Speaking customers through Accela Citizen Access.

B. Translation of Written Vital Documents Assessment

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

Notices are posted at the Permit and Zoning Center counters at 250 Frank H Ogawa Plaza, 2nd Floor. Posted notices include Spanish and Chinese threshold languages.

Notices are posted prominently and readily visible at the Inspections Service counter at 250 Frank H Ogawa Plaza, 2nd Floor.

Departmental administrative staff verifies adequate stock of these documents on a regular basis.

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

The Planning and Building Department has a total of 18 vital documents. 15 have been translated into Spanish (83%) and 14 have been translated into Chinese (78%). Translation of two documents into Spanish and Chinese and one document into Chinese were requested in June 2017 and are expected to be completed by July 30, 2017 to bring departmental totals to 100%. The decrease in vital documents and percentage translated from FY 15/16 is due to a

review of current vital documents by administrative staff and updated revision of three documents to make them current with departmental policies and information.

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

The Bureau of Planning routinely translates public meeting announcements and agendas to better serve Limited English Speaking customers and community.

C. Multilingual Telephone Messages Assessment

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

The Planning and Building Department has five public access telephones lines, four of which have been recorded with multilingual messages. The lines are assigned to bilingual employees who retrieve, translate, and interpret messages on a regular basis.

The fifth line is in the process of being updated to a multilingual message and is expected to be completed by June 30, 2017.

D. Assessment of Department Communication with LES Populations

1. Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?

Two areas of the survey stand out for improvements: Visible language Equal Access signs and the percentage of customers who asked for assistance in their home language (21% did and 18% received it). While language Equal Access notices are posted at all three public counters of the Planning and Building Department they are one of many signs posted. Department staff could cull signage, removing outdated, unnecessary, or irrelevant signs posted in the public areas at the Permit and Zoning Centers. Additionally, the Planning and Building Department can reemphasize Public Contact Position staff offering bilingual language services to better serve customers who are Limited English Speakers.

An area highlighted for improvement from the 2015 EAO Language Access Survey was the high percentage of Limited English Speaking customers who did not find bilingual staff to have sufficient skill to provide satisfactory service. 42% of respondents stated that interpretation services were not sufficient. There was a dramatic decrease in 2017 survey results with only 3% of respondents stating bilingual service was unsatisfactory.

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

The Planning and Building Department facilitates communication with Limited English Speaking populations by providing translated materials and having bilingual staff available for language translation during business hours.

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

Notices are posted at the Permit and Zoning Center counters and Inspection Services counter notifying customers of bilingual services available. Recorded information hotlines are multilingual. Staff in Public Contact Positions inform and ask customers if they would like bilingual services to better assist their needs.

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

The Planning and Building Department did not receive any complaints regarding its provision of bilingual oral and written services.

E. Action Plan

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

The Planning and Building Department will continue to translate departmental vital documents as they are created and updated and make them readily available to the public.

Future vacancies may be selectively certified based on the bilingual need at the time of recruitments. To the extent possible, the Planning and Building Department will continue to provide subject matter expert bilingual interpreters when available to provide service to Limited English Speakers.

The Planning and Building Department will continue to work collaboratively with the Information Technology Department and Equal Access Office to maintain bilingual platforms online through Accela Citizen Access.

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

Notices are posted at all three public counters, Permit, Zoning, and Inspection Services at 250 Frank H Ogawa Plaza, 2nd Floor.

The Planning and Building Department Annual Compliance Plan is made available to the public on the Equal Access Division's website.

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	PCP	LANGUAGE
Planning and Building					
84111 - Admin: Planning, Building &	250 FRANK H. OGAWA PLAZA, 3RD FL	Account Clerk III	24-SEP-07	NO	
84111 - Admin: Planning, Building &	250 FRANK H. OGAWA PLAZA, 3RD FL	Administrative Services Manager I	30-OCT-06	NO	
84111 - Admin: Planning, Building &	250 FRANK H. OGAWA PLAZA, 3RD FL	Business Analyst IV	04-JAN-16	NO	
84111 - Admin: Planning, Building &	250 FRANK H. OGAWA PLAZA, 3RD FL	Exec Asst to the Director	04-DEC-06	NO	
84111 - Admin: Planning, Building &	250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Representative	03-FEB-14	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Deputy Director/City Planner	12-NOV-02	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Graphic Delineator	16-JUN-08	NO	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner II	28-SEP-15	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner II	17-MAY-04	YES	Spanish
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III	22-OCT-07	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III	04-SEP-07	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III	06-AUG-07	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III	27-JUN-05	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III, Historic Preservation	24-OCT-16	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III, Historic Preservation	29-AUG-83	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner IV	24-JAN-05	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner IV	29-APR-03	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner IV	04-NOV-02	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner IV	28-AUG-00	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner V	14-JUN-10	NO	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner V	08-APR-02	NO	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planning Intern, PT	23-JUL-12	NO	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planning Intern, PT	12-OCT-93	NO	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Administrative Assistant I	31-MAR-01	YES	
84211 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Administrative Assistant II	29-SEP-97	YES	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Manager, Zoning	29-JAN-01	NO	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner I	27-FEB-17	YES	Spanish
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner I	20-JUN-16	YES	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner I	12-OCT-15	YES	Chinese
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner II	27-FEB-06	YES	Spanish
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner II	29-AUG-05	YES	Spanish
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner II	07-FEB-01	YES	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner II	07-AUG-89	YES	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner II, Design Review	08-JAN-92	YES	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III	07-NOV-16	YES	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III	02-JAN-07	YES	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III	01-MAY-01	YES	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III	30-DEC-91	YES	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Representative	5-JUL-16	YES	Spanish
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Account Clerk II	13-APR-15	YES	
84412 - Admin: Building Inspection	250 FRANK H. OGAWA PLAZA, 3RD FL	Management Assistant	02-SEP-80	NO	
84412 - Admin: Building Inspection	250 FRANK H. OGAWA PLAZA, 3RD FL	Office Assistant II	07-DEC-15	YES	
84412 - Admin: Building Inspection	250 FRANK H. OGAWA PLAZA, 3RD FL	Office Assistant II	07-DEC-15	YES	Chinese
84412 - Admin: Building Inspection	250 FRANK H. OGAWA PLAZA, 3RD FL	Office Assistant II	27-APR-15	YES	

84412 - Admin: Building Inspection	250 FRANK H. OGAWA PLAZA, 3RD FL	Office Assistant II	05-JAN-15	YES	
84412 - Admin: Building Inspection	250 FRANK H. OGAWA PLAZA, 3RD FL	Office Assistant II	25-JUN-07	YES	
84412 - Admin: Building Inspection	250 FRANK H. OGAWA PLAZA, 3RD FL	Office Manager	11-MAR-96	NO	
84412 - Admin: Building Inspection	250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Rep, Sr	02-JUN-08	YES	
84412 - Admin: Building Inspection	250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Representative	18-JUL-16	YES	Spanish
84412 - Admin: Building Inspection	250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Representative	16-OCT-06	YES	Chinese
84412 - Admin: Building Inspection	250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Representative	30-MAY-89	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Account Clerk II	12-OCT-15	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Administrative Analyst II	21-MAR-05	NO	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Engineer, Assistant II (Office)	12-SEP-16	NO	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Engineer, Assistant II (Office)	28-MAR-88	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Engineer, Civil (Office)	22-FEB-05	YES	Chinese
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Engineer, Civil Principal	29-AUG-11	NO	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Engineer, Civil Supv (Office)	03-JAN-89	NO	Chinese
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Office Assistant II	04-JAN-16	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Office Assistant II	21-DEC-15	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Permit Technician I	06-JUL-15	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Permit Technician I	03-SEP-11	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Permit Technician I	16-OCT-06	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Permit Technician I	24-APR-06	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Permit Technician II	27-AUG-90	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Principal Inspection Supv	23-MAR-92	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Process Coordinator III	21-APR-08	YES	Chinese
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Process Coordinator III	26-JUN-89	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Rep, Sr	07-DEC-15	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Representative	12-SEP-16	YES	Chinese/Taishan
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Representative	27-JUL-87	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Representative	19-MAR-73	YES	Spanish
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Insp, Senior	13-DEC-99	YES	Spanish
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	16-OCT-06	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	10-JUN-91	YES	Vietnamese
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	27-AUG-90	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	31-OCT-89	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	15-MAY-89	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	15-MAY-89	YES	
84421 - Engineering: Permit Center	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	07-NOV-16	YES	Chinese
84421 - Building & Infrastructure Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Engineer, Civil (Office)	09-JUL-01	YES	
84421 - Building & Infrastructure Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Engineer, Civil (Office)	07-AUG-00	YES	Chinese
84421 - Building & Infrastructure Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Engineer, Civil (Office)	10-FEB-75	YES	Chinese
84421 - Building & Infrastructure Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Engineer, Assistant II (Office)	25-AUG-01	YES	
84421 - Building & Infrastructure Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner IV	11-JAN-88	YES	Spanish
84421 - Building & Infrastructure Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Process Coordinator III	02-APR-90	YES	
84421 - Building & Infrastructure Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Engineer, Civil Principal	17-APR-89	YES	Chinese
84451 - Inspections: Commercial Building	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Insp, Senior	23-MAY-05	YES	
84451 - Inspections: Commercial Building	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	13-FEB-07	YES	Spanish
84451 - Inspections: Commercial Building	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	24-JUL-06	YES	

34451 - Inspections: Commercial Bu	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	08-JAN-01	YES	
34451 - Inspections: Commercial Bu	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	15-NOV-99	YES	Spanish
34451 - Inspections: Commercial Bu	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	06-OCT-98	YES	Spanish
34451 - Inspections: Commercial Bu	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	15-MAY-89	YES	
34452 - Inspections: Residential Buil	250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Rep, Sr	24-SEP-07	YES	Chinese
34452 - Inspections: Residential Buil	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	07-DEC-15	YES	Chinese
34452 - Inspections: Residential Buil	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	07-DEC-15	YES	Chinese
34452 - Inspections: Residential Buil	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	10-NOV-14	YES	Spanish
34452 - Inspections: Residential Buil	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	24-JUL-06	YES	
34452 - Inspections: Residential Buil	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	24-JUL-06	YES	
34452 - Inspections: Residential Buil	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	23-MAY-05	YES	
34452 - Inspections: Residential Buil	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	01-NOV-99	YES	
34452 - Inspections: Residential Buil	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	26-OCT-92	YES	Spanish
34452 - Inspections: Residential Buil	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	29-JUL-91	YES	
34452 - Inspections: Residential Buil	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	18-JUN-84	YES	
34452 - Inspections: Residential Buil	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	04-MAR-02	YES	
34453 - Inspections: Infrastructure	250 FRANK H. OGAWA PLAZA, 3RD FL	Construction Inspector, Sr (Office)	23-MAR-95	YES	
34453 - Inspections: Infrastructure	250 FRANK H. OGAWA PLAZA, 3RD FL	Construction Inspector, Sr (Office)	06-JAN-97	YES	
34454 - Inspections: Neighborhood	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III		YES	
34454 - Inspections: Neighborhood	250 FRANK H. OGAWA PLAZA, 3RD FL	Principal Inspection Supv	01-NOV-99	NO	
34454 - Inspections: Neighborhood	250 FRANK H. OGAWA PLAZA, 3RD FL	Program Analyst III	31-OCT-11	NO	
34454 - Inspections: Neighborhood	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	07-DEC-15	YES	
34454 - Inspections: Neighborhood	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	28-APR-14	YES	
34454 - Inspections: Neighborhood	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	28-APR-14	YES	
34454 - Inspections: Neighborhood	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	28-APR-14	YES	
34454 - Inspections: Neighborhood	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	28-APR-14	YES	
34454 - Inspections: Neighborhood	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	06-JAN-14	YES	
34454 - Inspections: Neighborhood	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	12-MAR-07	YES	
34454 - Inspections: Neighborhood	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	12-MAR-07	YES	
34454 - Inspections: Neighborhood	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	13-FEB-07	YES	
34454 - Inspections: Neighborhood	250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	24-JUL-06	YES	

Department Name: Public Ethics Commission
Fiscal Year: 16-17



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

DEPARTMENT NAME: Public Ethics
FISCAL YEAR: 16-17

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

I, Whitney Barazoto, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Public Ethics Commission was submitted on June 20, 2017.


Signature & Date

Whitney Barazoto, Director
Print Name & Title

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Public Ethics Commission

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Whitney Barazoto	Ana Lara	Ana Lara
Title	Director	Administrative Assistant II	Administrative Assistant II
Address	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza
Phone#	510-238-3593	510-238-3593	510-238-3593
Email	wbarazoto@oaklandnet.com	alara-franco@oaklandnet.com	alara-franco@oaklandnet.com

Table 2 Department Employee Statistics					
Total # of FTE Employees	6		New Hires This Fiscal Year (by position)	1	
Public Contact Positions (PCP)	1		New PCP Hires This Fiscal Year	0	
PCP With Spanish Language Skill	1	14 %	New PCP Hires With Spanish Language Skill	0	%
PCP With Chinese Language Skill	0	0 %	New PCP Hires With Chinese Language Skill	0	%

*FTE refers to full-time-equivalent.

*New Hires refers to vacant position filled this fiscal year.

Table 3A. Department Organization Structure	
Public Ethics Commission	7-member Board, 6 FTE staff

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: The Public Ethics separated from the City Administrators Office beginning July 1, 2016. Our numbers last year were included in the City Administrator's report.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting	
Any Super PCP Unit in the department? N/A	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Public Ethics Brochure	yes	yes	
GEA Fact Sheet	yes	yes	
PEC complaint form	yes	yes	

Key: SP= Spanish CH= Chinese

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

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Public Ethics City Hall, 1 st Floo	510-238-3593	Completed

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Public Ethics Commission

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
6	1	0	1	yes	0	0	Yes

This report covers fiscal year 2016-2017 and data is reported as of June 30, 2017.

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

The Public Ethics Commission department recently separated from the City Administrators Office and has assumed the responsibility to report on language access for the department. One challenge is that the department is a very small department and is still settling into assuming all the administrative responsibilities for an independent department. However, to date, we have translated all department vital documents as well as have our main public voicemail.

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

The Public Ethics Commission department recently separated from the Office the City Administrator and moved to a separate office on the first floor of City Hall in June 2015. In its hiring of 5 new employees, the Public Ethics Commission sought candidates who were bilingual and selected a bilingual applicant to fill the Commission’s main public-contact position.

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

One of the positive changes is that we have translated all of our vital documents as well as our voicemail. We also ensure that the language access stand/chart is front and center on our public counter in our main office.

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

We have included access to the Language Line Solutions, and all staff is aware of the service to provide if needed.

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

While all current budgeted positions for the Public Ethics Commission department have been filled, we will try to make it a priority to recruit bilingual interns and volunteers in order to best serve Oakland residents regardless of language spoken.

B. Translation of Written Vital Documents Assessment

1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.
Materials are provided in the lobby area of the Public Ethics Commission office and can be produced upon request.
2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
100% of our vital documents have been translated.
3. Did the Department translate any other written documents in the reporting period in an effort to serve the LES community?
To date, no other written documents were translated.

C. Multilingual Telephone Messages Assessment

1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).
The Public Ethics Commission's main phone line includes translation into Spanish and Chinese.

D. Assessment of Department Communication with LES Populations

1. Please respond to the 2017 EAO Language Access Survey results. In what ways, the Department plans to address the concerns and service gaps identified by the survey?
Due to our new independence from City Administration, the Public Ethics Commission did not participate in the survey this year and has no data to identify. However, we do plan on participating the next time the survey is distributed.
2. Describe in detail the procedures and written policy used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures.
We have included the required accessibility language on our agenda material.
3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services.
We have included the required accessibility language on our agenda material.
4. Did the Department receive any complaints regarding the Department's provision of bilingual oral and written services?
No

E. Action Plan

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

The Public Ethics Commission will work on how to provide equal and fair access to its services by participating in the next survey as well as continue to work with the Equal Access office. In addition, as part of the Commission's direct outreach to Oakland residents, the Commission will utilize all available language resources to communicate out to communities who speak any of the languages in which our staff and Commissioners can communicate.

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

Currently, the Public Ethic's Office posts the language accessibility sign at the front desk. In addition, the Public Ethics website can also be translated into other languages using a Google based interpretation program that is embedded in the browser.

Public Ethics Commission

6/30/2017

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	PCP	LANGUAGE
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Exec Dir, Public Ethics Comm	23-APR-12	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Temp Contract Svcs Employee, PT	07-NOV-16	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Deputy Dir, Public Ethics Comm	30-SEP-15	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Ethics Analyst II	16-FEB-16	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Ethics Analyst I	18-AUG-14	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Ethics Investigator	28-MAR-16	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Administrative Assistant II	06-DEC-03	YES	Spanish