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CITY OF OAKLAND
AGENDA REPORT

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TO: Office of the City Administrator
ATTN: Dan Lindheim
FROM: Office of the City Administrator – Equal Access Division
DATE: June 9, 2009

RE: **Revised Status Report On the Implementation of the Equal Access to Services Ordinance and Recommendations for Improving Language Access to City Services for Oakland's Limited English Speaking Population for the Period July 1, 2008 Through June 30, 2009**

SUMMARY

This report provides the City Council with the annual compliance report for implementation of the Equal Access to Services Ordinance (Ordinance No. 12324 C.M.S.) for the period July 1, 2008 through June 30, 2009.

EXECUTIVE SUMMARY

The Equal Access Office during this reporting period has identified significant accomplishments toward moving the City's departments into compliance with the Equal Access Ordinance.

In FY 2008-09 the City hired the approximate equivalent of 16 bilingual full time employees (FTEs) to Point of Contact Positions (PCP). These individuals have direct contact with members of the public. Of the 16 FTEs hired, the equivalent of five FTEs identified as Chinese speaking and 11 FTEs as Spanish speaking.

In addition, the Equal Access Office for the first time calculated and established numeric position goals to determine when a department is providing a sufficient level of service to the Limited-English Proficient (LEP) Spanish and Chinese populations of Oakland. Based on the 2000 U.S. Census and the 2006 American Community Survey data, the Equal Access Office deems the citywide Spanish (LEP) population to be 12.4% and the Chinese (LEP) population to be 4.5%. The City of Oakland currently has 9.57% Spanish speaking PCP employees and 3.12% Chinese speaking PCP employees.

Among the fourteen Tier 1 or Tier 2 Departments [Equal Access Ordinance SEC. 2.30.020 (k) and(l)], six agencies met the citywide goals in FY 2008-09: the City Administrator's Office, City Council Office, Community and Economic Development Agency, Department of Human Services, Oakland Library and Public Works Agency.

The Equal Access Office (EAO), the Office of Personnel and Resource Management (OPRM), City Council and the Office of Parks and Recreation (OPR) collaborated in expanding bilingual

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recruitment efforts for the 2009 hiring process to fill summer part-time positions in OPR. The expanded recruitment efforts for OPR resulted in 893 applicants, of which 235 self-certified as bilingual applicants; 104 speak Spanish and 51 speak Chinese. OPR and OPRM are in the process of finalizing the testing, hiring and assigning of new staff. This collaborative recruitment effort will result in each recreation center listed as deficient in bilingual staff from the Equal Access compliance report, being assigned, at minimum, one bilingual employee. This summer the Office of Parks and Recreation will provide a dramatic increase in the access to service to LEP Spanish and Chinese communities neighboring these centers and participating in OPR summer programs.

The Equal Access Office also found that the City continues to face an ongoing challenge to successfully recruit and hire bilingual PCPs to positions in the Police and Fire Departments. The Police Department currently has 5.88% Spanish speaking PCPs department wide and 1.95% Chinese speaking PCPs. The Fire Department has 9.03% Spanish speaking PCPs and 1.08% Chinese speaking PCPs. Additional bilingual PCPs will have to be hired to meet citywide goals. The Equal Access Office will work with OPRM, the Police Department, the Fire Department and community groups during the next hiring process to ensure that qualified bilingual candidates are recruited and ultimately hired to positions in the Police and Fire Departments.

The regular meetings between City departments and the Equal Access Office, established to complete department compliance plans, continue to provide insight into the efforts and achievements made by the City of Oakland to provide a sufficient level of service to the LEP Spanish and Chinese speaking populations. This report is a compilation of that data and each department's plan to achieve the goals of the Equal Access Ordinance.

FISCAL IMPACT

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

BACKGROUND

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

- (1) The number and languages of the Limited English Speaking Group
- (2) The number of Public Contact Positions (PCP) in each Department covered by this Ordinance, listed by job title
- (3) The number of Bilingual Employees in Public Contact Positions, their titles, office locations, and the language(s) other than English that the persons speak (Bilingual Employee is defined in the Ordinance as a City employee who is proficient in the English

- language and a language other than English that is spoken by not less than 10,000 Limited English Speaking Persons who are Oakland residents)
- (4) A numerical assessment of the additional Bilingual Employees in Public Contact Positions needed to meet the requirements of Section 2.30.030 *Equal Access to Services*. Departments comply with their obligations under this Section if they provide the same level of service to members of the Substantial Number of Limited English Speaking Persons Group(s) as they provide English speakers.
 - (5) If assessments indicate a need for additional Bilingual Employees in Public Contact Positions to meet the requirements of Section 2.30.030, a description of each Department's plan for filling the positions, including the estimated number of vacancies in Public Contact Positions, and a brief narrative describing the methods or means employed to ensure a pool of qualified bilingual applicants, and a brief narrative describing the method of processing each qualified applicant, including the methods used to assess language skills
 - (6) A list of all Public Contact Positions filled during the fiscal year, a list of those Public Contact Positions filled with Bilingual Employees, and a copy of each of the qualified applicant pool lists for each position filled, identifying whether each applicant had bilingual capabilities
 - (7) A narrative assessment of the procedures used to facilitate communication with members of the Substantial Number of Limited English Speaking Persons Group(s), which shall include an assessment of the adequacy of the procedures
 - (8) The name, address, telephone number and contact person of each recruitment firm used to search for qualified applicants for City employment positions
 - (9) For each firm, the total number of City employees hired from the firm in the current year, including the employee's title and Department of employment, and the number of Bilingual Employees hired from the firm to fill Public Contact Positions, including their title and Department of employment
 - (10) A narrative assessing the adequacy of each firm to recruit applicants for Public Contact Positions in each of the Concentrated Number of Limited English Speaking Persons Group(s)
 - (11) If the firm has been inadequate in recruiting applicants to fill Public Contact Positions in each of the Substantial Number of Limited English Speaking Persons Group(s), a description of the actions to be taken to improve performance
 - (12) A list of each Department's written materials required to be translated under this Article [the Equal Access Ordinance], the languages into which they have been translated, and the persons who have reviewed the translated material for accuracy and appropriateness
 - (13) A description of each Department's procedures for accepting and resolving complaints of an alleged violation of this Article [the Equal Access Ordinance]
 - (14) A description of the written policies on providing services to members of the Substantial Number of Limited English Speaking Persons Group(s)

- (15) A report regarding the adequacy of service to members of the Limited English Speaking Persons Group(s)
- (16) Any other information requested by City Council necessary for the implementation of this Article [the Equal Access Ordinance].

KEY ISSUES AND IMPACTS

All City Agencies completed a compliance report for FY2008-09 and submitted it to the Equal Access Office (*Attachment A*). In addition, the Equal Access Office Director and a representative from the City Administrator's Office met with each Agency Director, key Agency staff and each Agency's language access coordinator to discuss Agency compliance in detail, review every budgeted position in the Agency to determine PCP and bilingual status and to make updates to the list of translated materials and multilingual phone lines for the Agency. The results of these compliance efforts are presented in the tables below.

1. Number and Languages of the Limited English Speaking Group

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

For the current fiscal year, the City Administrator, based on 2000 U.S. Census and 2006 American Community Survey data, deems the citywide Spanish LEP population to be 12.4% and the Chinese LEP population to be 4.5%.¹ These figures reflect the target percentages of bilingual PCPs in offices providing citywide services.

For offices providing local services to one or more neighborhoods in the City, a range of the LEP Spanish and Chinese populations was calculated using 2000 U.S. Census and 2006 American Community Survey data and by mapping population regions through the use of the City of Oakland's geographic information system (GIS). Each local office target percentage of bilingual

¹ The 12.4% Spanish LEP population is based on data from the 2000 U.S. Census and 2006 American Community Survey, where persons have identified themselves as Spanish speakers at home and speak English less than "very well." The 4.5% Chinese LEP population is based on the same data, where persons have identified themselves as Chinese speakers at home and speak English less than "very well."

PCPs was determined by calculating a range of the LEP populations in the area served by the office.

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

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

The tables below show every position budgeted in FY2008-09 in the City that is a Public Contact Position (PCP) as described by the Ordinance, listed by job title. A narrative function is also included to provide additional detail on how each position (or set of positions) interacts with the general public. Currently the City has 2408.08 FTE in Public Contact Positions.

City Administrator’s Office & Divisions

Job Title (Classification)	FTE	Function
Admin Asst II	0.50	Special Permits front desk reception
Administrative Analyst I	1.00	Special Permits Administrative Support
Asst to the City Administrator	1.00	Equal Access Director
Asst to the City Administrator	1.00	Measure Y
Asst to the City Administrator	1.00	Nuisance Abatement
City Administrator Analyst	1.00	Equal Access staff
Complaint Investigator II	3.00	CPRB complaint investigation
Exec Assistant	1.00	CPRB
Mayor’s PSE, PT	1.00	CAO Admin front desk reception
Program Analyst I	2.00	Equal Access staff
Program Analyst I & III	2.00	NSD City-County Neighborhood Initiative
Program Analyst I , II, III	1.50	Marketing, Public Art & Cultural Funding

Total PCP: 16.00

City Attorney’s Office

Job Title (Classification)	FTE	Function
Agency Administrative Manager	1.00	Neighborhood Law Corp Program Manager
Claims Investigator II & III	2.00	Investigation of claims with includes responding to a variety of questions from claimants either by

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		phone or walk-in.
Deputy City Attorney II	3.00	Misdemeanor Prosecution Attorneys meet with community members, business leaders to support efforts to criminally prosecute misdemeanors and infractions. Also, interacts with defendants in these actions.
Exec Asst to City Attorney	1.00	City Attorney's reception desk and liaison to community for the City Attorney
Exempt Limited Duration Employee	3.00	Neighborhood Law Corps Attorneys meets with community members and business leaders to support civil actions filed that address quality of life issues facing the City of Oakland. Also, interacts with defendants in these actions.
Legal Communications Officer	1.00	City Attorney's PIO
Public Service Representative	3.00	City Attorney's reception desk
Receptionist to the City Attorney	1.00	City Attorney's Office reception desk

Total PCP: 15.00

City Auditor's Office

Job Title (Classification)	FTE	Function
Exec Asst to the City Auditor	1.00	City Auditor's reception desk and liaison to community for the City Auditor
Receptionist to the City Auditor	1.00	City Auditor's reception desk

Total PCP: 2.00

City Clerk's Office

Job Title (Classification)	FTE	Function
Office Assistant II	1.00	Front desk reception areas, 1 st Floor
Public Service Rep.	1.00	Front desk reception areas, 2 nd Floor

Total PCP: 2.00

City Council Office

Job Title (Classification)	FTE	Function
City Council Admin Asst	4.50	Council District & front desk reception
City Councilmember's Asst	16.00	Council District constituent affairs
Exec Asst to the City Council	1.00	Front desk reception

Total PCP: 21.50

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Community & Economic Development Agency

Job Title (Classification)	FTE	Function
Account Clerk II	2.00	Provides customer services and performs cashiering functions
Administrative Analyst I	1.00	Provides customer services and participates in public information projects.
Administrative Asst I and II	17.50	Receives and screens visitors and telephone calls. Provides information and refers callers to appropriate persons. Responds to customer service inquiries.
Administrative Services Mgr II	1.00	Provides customer services and participates in public information projects.
Community Dev Prgm Coordinator	3.00	Assists with the management and coordination of Community Development Block Grant funded activities; provides technical assistance to CD Boards at the monthly meetings; completes monitoring site visits on contracted project; examines supporting documents submitted with payment requests to establish proper authorization and conformance with agreements, contracts and grant regulations.
Construction Inspector Sup (Field & Office)	4.00	Performs inspection of major public works construction projects and associated tasks. Responds to and resolves complaints from the public relating to assigned projects.
Employment Services Supervisor	1.00	Provides Enterprise Zone Program information to Businesses and the general public.
Engineer, Assistant II (Office)	4.00	Interprets codes and regulations in the performance of plan check activities. Investigates routine complaints regarding existing conditions of buildings and public works facilities.
Engineer, Civil (Office)	10.00	Plans and design streets, storm, sewer and other public works facilities. Reviews and approves subdivision and land development proposals for compliance with engineering standards.
Engineer, Civil Supv (Office)	1.00	Plans, assigns, and supervises the Civil Engineers in designing streets, storm, sewer, and other public works facilities.
Engineer, Transportation (TSD)	3.00	Responds to citizens' complaints about traffic safety.
Engineer, Transportation Supv	1.00	Represents the Transportation Services Division

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(TSD)		in public meetings.
Engineering Intern, PT	0.50	Assists in monitoring contractor's work in the filed for compliance with the project plans and specifications.
Engineering Technician II (Office) (2FTEs/TSD)	4.00	Responds to citizens' complaints about traffic safety.
Hearing Officer	2.00	Plans, organizes and conducts arbitration hearings and renders written decisions regarding tenant and landlord petitions; conducts mediation sessions and prepares written mediation agreements.
Home Management Counselor III	1.00	Monitors defaults and delinquencies in mortgage payments; provides counseling to home owners, landlords, and tenants.
Housing Development Coordinator III & IV	7.00	(III) Coordinates the development and implementation of housing development and emergency housing projects and programs. (IV) Organizes, facilitates and supervises City participation in major housing development, emergency housing, and financing programs and projects.
Loan Servicing Administrator	1.00	Develops and maintains loan accounting and servicing systems, prepares and presents a broad range of informative accounting and loan portfolio management reports for loans.
Loan Servicing Specialist	2.00	Provides loan servicing services on residential and rental property mortgages and home repair loans held by the City of Oakland.
Manager, Zoning	1.00	Supervises project planners
Monitoring & Evaluation Supervisor	1.00	Coordinates, monitors, and evaluates Community Development Block Grant and redevelopment programs. Develops and implements monitoring and evaluation systems to ensure contract compliance on housing projects.
Mortgage Advisor	2.00	Processes and approves housing rehabilitation loans; reviews legislation of new programs. Assembles loan packages for submission to lenders; interprets federal housing laws for the public; writes applications for rehabilitation programs.
Mortgage Loan Supervisor	1.00	Processes and approves housing rehabilitation

		loans; reviews legislation of new programs. Processes and approves housing rehabilitation loans; reviews legislation of new programs.
Office Assistant II	7.00	Front desk reception; sets appointments and answers telephones
Permit Technician II	2.00	Primary public contact at building counter.
Planner I, II, III and IV	37.00	Daily public contact in reviewing development projects.
Principal Inspection Supv	4.00	First line supervision of building inspectors.
Process Coordinator II & III	5.00	Daily public contact in helping projects get built.
Program Analyst II & III	3.00	Manages Rent Adjustment cases. Writes administrative decisions in Rent Adjustment cases. Answers public inquiries in person and by phone. Processes applications to remove units from rental housing market. Drafts program forms.
Public Service Representative & PPT	14.00	Front desk reception; answers telephones.
Rehabilitation Advisor III	4.00	Inspects buildings offered for rehabilitation; prepares a list of deficiencies; assist home owners in the planning for rehabilitation and provide assistance in the planning stage; selection of contractor, and construction phase.
Rehabilitation Paint Technician	1.00	Provides technical support for the paint program; inspects residential properties, analyzes needs, determines amount of material and supplies required; advises homeowners and conducts training classes.
Specialty Combination Inspector Senior	6.00	Provides supervision to the Specialty Combo Inspector.
Specialty Combination Inspector	46.00	Reviews plans, issues permits, and makes field inspections on new and existing residential buildings and on minor commercial buildings.

Total PCP: 200.00

Contracting & Purchasing

Job Title (Classification)	FTE	Function
Administrative Asst II	2.00	Front desk reception/assist vendors with iSupplier applications
Contract Compliance Field Tech	1.00	Project site visits and interviews workers for collection of information

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Contract Compliance Office Asst	1.00	Supports efforts to conduct site visits and interview when investigating non-compliance in prevailing wage and living wage
Employment Services Supervisor	1.00	Works with Oakland residents employed on construction jobs or seeking employment opportunities and pre-apprenticeship training.
Job Developer	1.00	Works with businesses and potential workers seeking employment opportunities and pre-apprenticeship training
Office Asst II	1.00	Works with contractors to complete transactions at Contract Administration front desk

Total PCP: 7.00

Finance & Management Agency

Job Title (Classification)	FTE	Function
Collections Officer	7.00	Pursue collection of City receivables, i.e., outstanding fees owed, unpaid balances, etc.
Public Service Representative & PT	19.50	Provides customer service to prospective employees or Parking Citation Center customers.
Revenue Asst	13.00	Provides tax information to City residents and businesses who are obligated to pay City taxes.
Tax Auditor II	7.00	Performs field audits to determine liability for business licenses and other taxes.
Tax Enforcement Officer II	13.00	Collects taxes and fees owed to the City; provides taxpayer assistance; and conducts compliance investigations.
Tax Representative II	8.00	Collects taxes and fees owed to the City; provides taxpayer assistance; and conducts compliance investigations.

Total PCP: 67.50

Fire Department

Job Title (Classification)	FTE	Function
Admin Asst I and II	5.00	Communicate with walk-in "customers", who seek services such as request a fire investigation report, schedule for inspection, pay fire plan review, etc.
Captain of Fire Dept.	54.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Emergency Planning	7.00	Provide emergency training and planning within

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Coordinator & Sr.		the city and to the public (e.g., Citizens of Oakland Response to Emergency – CORE)
Engineer of Fire Dept.	83.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Exec Asst to Agency Director	1.00	Respond to phone calls, walk-in “customers” regarding fire services and fire department administration, public relations, etc.
Fire Communications Dispatcher & Sr.	22.00	Answer all 9-1-1 calls regarding the emergency service from the public
Fire Communications Supervisor	1.00	Answer all 9-1-1 calls regarding the emergency service from the public
Fire Fighter	187.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Fire Fighter Paramedic	93.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Fire Investigator	4.00	Provide investigation in identifying the cause of fire; they may have to interview witnesses
Fire Marshall, Assistant	1.00	Provide investigation in identifying the cause of fire; they may have to interview witnesses; occasionally discuss issues about Fire Codes with the citizens
Fire Prevention Bureau Inspector, Civil	9.00	Inspect buildings per the Fire Code; work with building owners/tenants to resolve complications
Fire Protection Engineer	2.00	Review and approve fire plans and discuss with the customers regarding the plan
Fire Safety Education Coordinator	2.00	Provide planning and training to the public, especially to the school age children; they conduct fire prevention activities and education
Fire Suppression District Inspector	6.00	Inspect properties and mitigation non-compliance vegetation problems
Hazardous Materials Inspector II and Sr.	3.00	Inspect businesses and mitigate haz mat non-compliance problems
Lieutenant of Fire Dept.	67.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.
Management Assistant	1.00	Communicate with walk-in “customers”, who seek for services such as request for fire investigation report, schedule for inspection, pay

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		fire plan review, etc.
Management Intern	1.00	Mainly providing CORE services to the public and outreach for public education
Manager, Emergency Services	1.00	Planning for emergency service, manage and direct Emergency Operating Center (EOC) activities during the major disasters
Office Asst II	4.00	Mainly in-take phone calls from the public regarding fire services

Total PCP: 553.00

Human Services

Job Title (Classification)	FTE	Function
Admin Asst I	3.00	Senior Center reception staff
Case Manager I and II	11.00	Linkages and Multipurpose Senior Services staff – serves Oakland clients to live independently
Early Childhood Instructor	60.80	Head Start Instructors
Family Advocate	11.70	Head Start advocates for Head Start families
Food Program Monitor	6.50	Year round lunch program staff provide free lunch to children and youth
Headstart Program Coordinator	8.00	Supervises Headstart Center Directors and oversees interaction with Head Start families
Info & Referral Specialist	0.53	Provides information and referral via telephone and walk-in to the public
Nurse Case Manager	3.00	Multipurpose Senior Services staff – serves Oakland clients to live independently
Office Asst I & II	1.60	Admin reception & Senior Center staff
Outreach Worker	1.07	Provides information and referral via telephone and walk-in to the public
Senior Aide	1.50	Admin reception or participants in a federal employment training program and placed in private business/Community Based Organizations (CBOs)
Senior Center Director	4.00	Interacts with Senior Center members to ensure comprehensive programs for seniors
Senior Services Prgm Asst	1.00	Provides support to the Senior Aide Employment program and its participants
Senior Services Supervisor	2.00	Coordinates volunteers and works with Senior Aides
Temp Contract Services Employee, PT	5.6	Safe Walk to School monitors ensure children travel to and from school safely.

Total PCP: 121.67

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Library

Job Title (Classification)	FTE	Function
Administrative Librarian	1.00	Plans, organizes, directs, and reviews the operations and activities of a division in the Department of Library Services; Develops new programs and concepts; to interact with library patrons and the public.
Associate Director, Library	1.00	Provides support to, act on behalf of the Library Director. Provides direction re: policies, operations, facilities and system-wide issues.
Chief Curator of History	1.00	AAMLO Curator; plans, organizes, manages and directs the work of the Oakland Public Library's Historical Archives and reference collections; manages the Museum's history collection; participates in developing and implementing all aspects of history exhibitions, programs and publications; coordinates special projects.
Director of Library Services	1.00	Library Director
Executive Asst	1.00	Frontline reception and assistance to Director
Librarian I & II, including PT and PPT	53.87	Librarians at Main, Branches and Technical Services. Performs specialized and general reference, readers advisory, materials selection, program planning, and cataloging.
Library Aide & PT & PPT	49.20	Performs a wide variety of general library and clerical tasks in support of library operations and services. Provides directional assistance and circulation assistance to patrons.
Library Assistant & PT & PPT	36.14	Performs a variety of library duties including assisting in the operation of a branch library or specialized program or service within a library department. Provides directional assistance, general reference assistance, and circulation assistance to patrons.
Literacy Asst & PT	1.50	Performs a variety of duties in the library's literacy programs for adult students and children; teaches students and volunteers; and provides support in the training and directing of volunteer tutors.
Management Asst	1.00	Provides employment assistance and direction to the general public.

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Museum Collections Coordinator (Archivist)	1.00	Provides collection management and archival processing for the African American Museum & Library; coordinates collection management functions, including curatorial, registration and conservation; responsible for special projects.
Museum Guard, PT	4.00	Provides assistance toward ensuring that the Library is a safe and accommodating place for the public and staff. Guards are not expected to do this alone. Instead they are expected to work cooperatively with all library staff to maintain the security of the building and the safety of those using it.
Museum Project Coordinator	1.00	Plans, produces and evaluates a variety of special projects including program development, contract administration and budget development and administration.
Program Analyst I, PT	0.20	Assists in program planning, research, analysis and development; drafts grant proposals and reports; assists in the implementation of programs; provides assistance to community organizations, district boards and citizen advisory bodies.
Senior Librarian & PT	7.38	Performs specialized reference, readers' advisory, library needs assessment, coordination of material selection; and to perform as working supervisor to professional, paraprofessional & clerical staff.
Senior Library Assistant	6.00	Implements library programs and directs paraprofessionals and other support staff; assists in the operation of a branch library or library department or be in charge of the daily operations of a library unit. Provides directional assistance, general reference assistance, and circulation assistance to patrons.
Senior Literacy Asst	2.00	Assists in the daily operation of the Library's literacy program; performs a variety of duties in the library's literacy programs for adult students and children; teaches students and volunteers; and provides support in the training and directing of volunteer tutors.
Student Trainee, PT	2.76	Supports the education and physical enrichment of the after-school students. This includes

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		assistance with arts and crafts, interactive games, computer programming, physical activities and distribution of snacks.
Supervising Librarian & PPT	6.00	Directs the operations of the Main Library, Branch Libraries, Technical Services, and special services; trains, and supervises library staff; maintains close liaison with the public; researches problems and make recommendations; implements new library procedures.

Total PCP: 177.05

Mayor's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Admin Asst to the Mayor	2.00	Provide information and services to general public
City Administrator Analyst	2.00	Provide information and services to general public
Deputy Director, Prg Planning & Dev	4.00	Provide information and services to general public
Mayor	1.00	Provide information and services to general public
Mayor's PSE 14	12.00	Provide information and services to general public
Mayor's PSE 51	1.00	Provide information and services to general public
Project Manager III	2.00	Provide information and services to general public
Temp Contract Svcs Employee, PT	1.00	Provide information and services to general public

Total PCP: 25.00

Museum

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Museum Docent Coordinator	1.00	Direct docent programs and provide exhibition/tour information to school groups and public.
Museum Guard & PPT	11.00	Provide the full range of duties to secure the safety of the Museum building, collections, and public visitors. Provide information to visitors, respond to questions and inquiries.
Museum Security Guard IV	1.00	Supervises Museum Guards who provide

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		protection to staff, visitors and the museum collections and secure the building and grounds; respond to inquiries or concerns from the public.
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Total PCP: 13.00

Office of Parks and Recreation

Job Title (Classification)	FTE	Function
Administrative Assistant I	1.00	Front Desk Receptionist addressing customer questions.
Assistant to the Director	1.00	Works with the public in the course of managing recreation administrative operations.
Data Entry Operator	1.00	Troubleshoots customer online registration issues.
Director of Recreation Services	1.00	Works with the public in managing and overseeing the department.
Executive Assistant	1.00	Communicates with public seeking information from the Director's Unit.
Facility Security Assistant, PPT	0.75	Works at enterprise facilities to assist customers hosting events, ensuring facility and participants remain safe.
Gardner Crew Leader	1.00	Works with public in the field in the course of overseeing field preparation.
Lifeguard, PT	11.28	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Marine and Aquatics Program Supervisor	1.00	Works with the public in the course of supervising marine and aquatic program sites, staff and operations.
Naturalist, Supervising	1.00	Works with the public in the course of supervising naturalist programs, staff and operations.
Office Manager	1.00	Provides public with enterprise facility rental information via, phone, email and in person.
Pool Manager, PT	2.51	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Program Analyst II	1.00	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.
Public Service Representative, PPT	4.00	Provides public with enterprise facility rental information via, phone, email and in person.
Recreation Attendant II, PT	1.39	Works at enterprise facilities to assist customers

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		hosting events.
Recreation Center Director	12.00	Frontline customer service interaction in the field at recreation sites while developing and overseeing multiple site programs and services provided to the public.
Recreation General Supervisor	2.00	Works with the public in the course of supervising recreation program sites, staff and operations.
Recreation Leader II, PPT	16.25	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Recreation Program Director	11.00	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.
Recreation Specialist I, PT	1.75	Frontline customer service interaction in the field while providing cultural arts programs and services.
Recreation Specialist II, PPT	5.95	Frontline customer service interaction in the field at recreation sites while providing programs and services.
Recreation Supervisor	9.00	Works with the public in the course of supervising recreation sites, staff and operations.
Water Safety Instructor, PT	3.72	Frontline customer service interaction in the field at recreation sites while providing programs and services
Sports Program Coordinator	2.00	Works with the public while coordinating recreational sporting programs and events.

Total PCP: 93.6

Police Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>
Admin Analyst II	6.00	Respond to citizen requests for crime statistics and/or investigation status and interact with potential Police Officer Trainee candidates.
Admin Asst I	5.00	Front desk reception and phone responsibilities
Admin Services Manager II	1.00	Crime report inquiries, Public Records requests, sex and drug offender registration inquiries.
Animal Care Attendant, PT	6.00	Place animals with citizens' through adoption program.
Animal Control Officer	12.00	Responds to citizens calls for service.

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Animal Control Supervisor	1.00	Responds to customer service issues, caller complaints
Captain of Police	9.00	Attends community service meetings, handles egregious service issues, emergency response
Crossing Guard, PT & PPT	29.13	Assists public across streets.
Director of Animal Services	1.00	Responds to public records requests, service issues, and requests for information.
Exec Asst to Agency Director	1.00	Front desk reception and phone responsibilities for the Chief's Office.
Facility Manager	1.00	Interfaces with vendors and contractors.
Lieutenant of Police	25.00	Attends community service meetings, handles escalated calls for service, point of contact for community leaders.
Management Asst	1.00	Responds to public inquiry regarding annual report, police interaction with City Council
Neighborhood Services Coordinator	15.00	Coordinates and attends community meetings, provides public with information, recruits civilian volunteers
Police Communications Dispatcher, II, & Sup	74.00	Manage all emergency calls from public
Police Evidence Technician	19.00	Interacts with citizens at crime scenes.
Police Officer	628.00	Respond to civilian calls for police service, maintain peace in City of Oakland
Police Personnel Oper Specialist	1.00	Interacts with potential Police Officer Trainee candidates. Handles requests from outside agencies pertaining to backgrounds.
Police Property Specialist & Sup	10.00	Return seized property to members of public when appropriate.
Police Records Specialist & Sup	50.00	Counter and phone services in response to request for Crime Reports
Police Services Tech II	44.00	Take police reports from citizens.
Ranger	3.00	Responds to all park related service calls from public.
Sergeant of Police	130.00	Respond to police calls, take reports, handle service complaints.
Veterinarian	1.00	Responds to animal emergencies from the public.
Veterinary Technician	2.00	Assists in responding to animal emergencies from the public
Volunteer Program Specialist II	1.00	Supervises and responds to citizen inquiries, questions, complaints associated with the Animal

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		Shelter.
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Total PCP: 1078.13

Public Works

Job Title (Classification)	FTE	Function
Clean City Specialist, Sr.	1.00	Coordinates and supports volunteer events for Keep Oakland Clean and Beautiful. Based from 750 – 50 th Avenue.
Clean Community Supervisor	1.00	Supervises illegal dumping reduction education and investigation. Supervises volunteer program for Keep Oakland Clean and Beautiful. Located at 750 – 50 th Avenue.
Environmental Services Intern	1.00	Responds and supports Recycling Hotline
Litter/Nuisance Enforcement Officer	6.00	Investigates illegal dumping incidents. Conducts community outreach to reduce incidents of illegal dumping. Based from 750 – 50 th Avenue.
Public Service Representative	6.00	Four FTE serve as call takers in the PWA Call Center (615-5566) located at 7101 Edgewater Drive. One FTE staffs the Public Works front desk reception (250 Frank H. Ogawa Plaza, 4 th Floor).

Total PCP: 15.00

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

Currently the City has 306.01 FTE bilingual employee working in a Public Contact Position.

City Administrator's Office & Divisions

Job Title (Classification)	FTE	Function	Location	# Bilingual/ Language
Administrative Analyst I	1.00	Special Permits	City Hall, CPRB, 11 th floor	1.00/Cantonese & Mandarin
Asst to the City Administrator	1.00	Equal Access Director	City Hall, Equal Access, 9 th floor	1.00/Cantonese & Mandarin
Asst to the City	1.00	Nuisance Abatement	City Hall,	1.00/Spanish

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Administrator			Nuisance Abatement, 11 th floor	
City Administrator Analyst	1.00	Equal Access staff	City Hall, Equal Access, 9 th floor	1.00/Spanish
Program Analyst I	1.00	Equal Access staff	City Hall, Equal Access, 9 th floor	1.00/Spanish

Total Bilingual PCP: 5.00

City Attorney's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Claims Investigator III	1.00	Investigation of claims with includes responding to a variety of questions from claimants either by phone or walk-in.	City Hall, OCA, 6 th floor	1.00/Spanish
Deputy City Attorney II	3.00	Misdemeanor Prosecution Attorneys meet with community members, business leaders to support efforts to criminally prosecute misdemeanors and infractions. Also, interacts with defendants in these actions.	City Hall, OCA, 6 th floor	1.00/Spanish
Exempt Limited Duration Employee	3.00	Neighborhood Law Corps Attorneys meets with community members and business leaders to support civil actions filed that address quality of life issues facing the City of Oakland. Also, interacts with defendants in these actions.	City Hall, OCA, 6 th floor	1.00/Spanish
Legal Communications Officer	1.00	City Attorney's PIO	City Hall, OCA, 6 th floor	1.00/Spanish

Total Bilingual PCP: 4.00

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City Clerk's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Public Service Rep.	1.00	Front desk reception areas	City Hall, 2 nd floor	1.00/Spanish

Total Bilingual PCP: 1.00**City Council Office**

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
City Council Admin Asst	4.50	Council District & front desk reception	City Hall, 2 nd floor	0.25/Cantonese & Mandarin 1.00/Spanish
City Councilmember's Asst	12.00	Council District constituent affairs	City Hall, 2 nd floor	2.00/Mandarin 2.50/Spanish
Exec Asst to the City Council	1.00	Front desk reception	City Hall, 2 nd floor	1.00/Spanish

Total Bilingual PCP: 6.75**Community & Economic Development Agency**

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Account Clerk II	1.00	Provides customer services and performs cashiering functions	Dalziel Bldg., 2 nd floor	1.00/Mandarin
Administrative Asst I & II	2.00	Receives and screens visitors and telephone calls. Provides information and refers callers to appropriate persons. Responds to customer service inquiries.	Dalziel Bldg., 2 nd floor	2.00/Spanish
Construction Inspector Sr (Office)	2.00	Performs inspection of major public works construction projects and associated tasks. Responds to and resolves complaints from the public relating to assigned projects.	Dalziel Bldg., 2 nd floor	2.00/Spanish
Employment Services Supervisor	1.00	Provides Enterprise Zone Program information to Businesses and the general	Dalziel Bldg., 3 rd floor	1.00/Spanish

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		public.		
Engineer, Assistant II (Office)	1.00	Interprets codes and regulations in the performance of plan check activities. Investigates routine complaints regarding existing conditions of buildings and public works facilities.	Dalziel Bldg., 2 nd floor	1.00/Cantonese
Engineer, Civil (Office)	3.00	Plans and design streets, storm, sewer and other public works facilities. Reviews and approves subdivision and land development proposals for compliance with engineering standards.	Dalziel Bldg., 2 nd floor	3.00/Cantonese 1.00/Mandarin
Engineer, Civil Supv (Office)	1.00	Plans, assigns, and supervises the Civil Engineers in designing streets, storm, sewer, and other public works facilities.	Dalziel Bldg., 2 nd floor	1.00/Cantonese
Engineer, Transportation	1.00	Responds to citizen complaints about traffic safety.	Dalziel Bldg., 4 th floor	1.00/Mandarin
Engineering Technician II (Office)	1.00	Responds to citizen complaints about traffic safety.	Dalziel Bldg., 2 nd floor	1.00/Spanish
Hearing Officer	1.00	Plans, organizes and conducts arbitration hearings and renders written decisions regarding tenant and landlord petitions; conducts mediation sessions and prepares written mediation agreements.	Dalziel Bldg., 5 th floor	1.00/Cantonese
Home Management Counselor III	1.00	Monitors defaults and delinquencies in mortgage payments; provides counseling to home owners, landlords, and tenants.	Dalziel Bldg., 5 th floor	1.00/Spanish
Office Assistant II	1.00	Front desk reception; sets appointments and answers telephones	Dalziel Bldg., 2 nd floor	1.00/Cantonese

Planner I, II, III and IV	6.00	Daily public contact in reviewing development projects.	Dalziel Bldg., 2 nd & 3 rd floor	6.00/Spanish
Process Coordinator II & III	1.00	Daily public contact in helping projects get built	Dalziel Bldg., 2 nd floor	1.00/Spanish
Program Analyst II	1.00	Manages Rent Adjustment cases. Writes administrative decisions in Rent Adjustment cases. Answers public inquiries in person and by phone. Processes applications to remove units from rental housing market. Drafts program forms.	Dalziel Bldg., 5 th floor	1.00/Spanish
Public Service Representative & PPT	3.00	Front desk reception; answers telephones	Dalziel Bldg., 2 nd floor	2.00/Spanish 1.00/Cantonese
Specialty Combination Inspector Senior	2.00	Provides supervision to the Specialty Combo Inspector.	Dalziel Bldg., 2 nd floor	2.00/Spanish
Specialty Combination Inspector	8.00	Reviews plans, issues permits, and makes field inspections on new and existing residential buildings and on minor commercial buildings.	Dalziel Bldg., 2 nd floor	7.00/Spanish

Total Bilingual PCP: 37.00

Contracting & Purchasing

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Office Asst II	1.00	Works with contractors to complete transactions at the Contract Administration front desk	Dalziel Bldg., 3 rd floor	1.00/Spanish

Total Bilingual PCP: 1.00

Finance & Management Agency

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Public Service	19.50	Provides customer service to	Wilson Bldg.,	2.00 Cantonese

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Representative		prospective employees or Parking Citation Center customers.	2 nd floor; Dalziel Bldg., 1 st floor & 6 th floor	1.00/Cantonese & Mandarin 4.00/Spanish
Revenue Asst	13.00	Provides tax information to City residents and businesses who are obligated to pay City taxes.	Wilson Bldg., 5 th floor	1.00/Spanish
Tax Auditor II	7.00	Performs field audits to determine liability for business licenses and other taxes.	Wilson Bldg., 5 th floor	1.00/Cantonese
Tax Enforcement Officer II	13.00	Collects taxes and fees owed to the City; provides taxpayer assistance; and conducts compliance investigations.	Wilson Bldg., 5 th floor	1.00/Spanish
Tax Representative II	8.00	Collects taxes and fees owed to the City; provides taxpayer assistance; and conducts compliance investigations.	Wilson Bldg., 5 th floor & Dalziel Bldg., 1 st floor	1.00/Cantonese 1.00/Cantonese & Mandarin 1.00/Spanish

Total Bilingual PCP: 13.00

Fire Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Admin Asst I and II	6.00	Communicate with walk-in "customers", who seek for services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.	EMS, 47 Clay Street	1.00/Spanish
Captain of Fire Dept.	55.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 18A	1.00/Spanish
Engineer of Fire Dept.	83.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 21B; RTE A; RTE C	2.00/Spanish 1.00/Cantonese
Fire	22.00	Answer all 9-1-1 calls	OES	1.00/Spanish

Communications Dispatcher & Sr. Fire Fighter	186.00	regarding the emergency service from the public Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Batt 03A; Station 03A, 03B, 03C, 04A, 04B, 04C, 08A, 08C, 13A, 13C, 15A, 17A, 18A, 18B, 18C, 21A, 22B, 23B	2.00/Mandarin 22.00/Spanish
Fire Fighter Paramedic	93.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 01A, 08C, 13A, 13B, 17A, 18A, 19A, 24B, 24C, 29A Batt 04A	2.00/Cantonese 11.00/Spanish
Fire Prevention Bureau Inspector	9.00	Inspect buildings per the Fire Code; work with building owners/tenants to resolve complications	Dalziel Bldg., 3 rd floor	2.00/Spanish
Lieutenant of Fire Dept.	67.00	Provide emergency and rescue services to residents, community service, public education, vegetation management inspection, etc.	Station 04C, 10B, 18A, 18C, 28B,	7.00/Spanish 1.00/Cantonese
Management Assistant	1.00	Communicate with walk-in "customers", who seek for services such as request for fire investigation report, schedule for inspection, pay fire plan review, etc.	Dalziel Bldg., 3 rd floor	1.00/Spanish
Management Intern	1.00	Mainly providing CORE services to the public and outreach for public education	OES, 1605 MLK Jr. Way	1.00/Cantonese
Manager, Emergency Services	1.00	Planning for emergency service, manage and direct Emergency Operating Center (EOC) activities during the	OES, 1605 MLK Jr. Way	1.00/Spanish

		major disasters		
Temp Contract Svcs Employee, PT	1.00	Mainly providing CORE services to the public and outreach for public education	OES, 1605 MLK Jr. Way	1.00/Spanish

Total Bilingual PCP: 56.00

Human Services

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Case Manager I and II	11.00	Linkages and Multipurpose Senior Services staff – serves Oakland clients to live independently	Wilson Bldg., 4 th floor	1.00/Cantonese 1.60/Spanish
Early Childhood Instructor	60.80	Head Start Instructors	1010 E. 15 th St., 274 12 th St., 6818 Lion Way, 1050 7 th St., 1058 W. Grand Ave., 1266 26 th Ave., 1701 E. 19 th St., 2228 E. 15 th St., 2563 International Blvd., 2701 22 nd Ave., 4335 Virginia Ave., 7200 Bancroft Ave., 7701 Krause Ave., 8501 International Blvd., 9202 International Blvd., 9600 Edes Ave.	4.00/Cantonese 6.00/Mandarin 18.00/Spanish
Family Advocate	11.70	Head Start advocates for Head Start families	2228 E. 15 th St., 2701 22 nd Ave., 6818	4.40/Spanish

			Lion Way, 7200 Bancroft, 8501 International	
Nurse Case Manager	3.00	Multipurpose Senior Services staff – serves Oakland clients to live independently	Wilson Bldg., 4 th floor	1.00/Cantonese

Total Bilingual PCP: 39.66

Library

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Assistant Director	1.00	Provides information and services to general public on behalf of Library Director	Main	1.00/Spanish
Director of Library Services	1.00	Library Director	Main	1.00/Spanish
Executive Asst	1.00	Frontline reception for Director	Main	1.00/Spanish
Librarian I & II, including PT and PPT	53.87	Librarians at Main, Branches and Technical Services. Performs specialized and general reference, readers advisory, materials selection, program planning, and cataloging;	Various, Asian Branch; Main; MLK Jr. Branch; W. Oakland Branch; Temescal Branch; Latin American Branch; Melrose Branch	1.24/Cantonese 2.04/Mandarin 6.37/Spanish
Senior Librarian & PT	6.00	Performs specialized reference, readers' advisory, library needs assessment, coordination of material selection; and to perform as working supervisor to professional, paraprofessional and clerical staff.	Asian; Main	1.00/Mandarin 1.00/Spanish
Supervising	6.00	Directs the operations of the	Main	1.00/Mandarin

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Librarian & PPT		Main Library, Branch libraries, Technical Services, and special services; trains, and supervises library staff; maintains close liaison with the public; researches problems and make recommendations; implements new library procedures.		1.00/Spanish
Library Aide & PT & PPT	49.20	Performs a wide variety of general library and clerical tasks in support of library operations and services. Provides directional assistance and circulation assistance to patrons.	Various; Asian Branch; Main; Melrose Branch; Latin American Branch; West Oakland Branch	2.80/Cantonese 5.62/Spanish
Library Assistant PT & PPT	36.14	Performs a variety of library duties including assisting in the operation of a branch library or specialized program or service within a library department. Provides directional assistance, general reference assistance, and circulation assistance to patrons.	Various; Main; Asian; Brookfield Village; Elmhurst Branch; Latin American Branch; Melrose Branch	3.04/Cantonese 0.10/Mandarin 7.49/Spanish
Senior Library Assistant	6.00	Implements library programs and directs paraprofessionals and other support staff. Assists in the operation of a branch library or library department or be in charge of the daily operations of a library unit. Provides directional assistance, general reference assistance, and circulation assistance to patrons.	Asian	1.00/Cantonese
Program Analyst I, PT	0.20	Assists in program planning, research, analysis and development; drafts grant	Main	0.20/Spanish

		proposals and reports; assists in the implementation of programs; provides assistance to community organizations, district boards and citizen advisory bodies;		
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Total Bilingual PCP: 36.90

Mayor's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
City Administrator Analyst	2.00	Provide information and services to general public	3 rd floor, City Hall	1.00/Spanish
Deputy Director, Prg Planning & Dev	4.00	Provide information and services to general public	3 rd floor, City Hall and 9 th floor, City Hall	1.00/Spanish
Mayor's PSE 14	12.00	Provide information and services to general public	OAC, 1 st floor, City Hall and 3 rd floor, City Hall	2.00/Spanish 1.00/Cantonese & Mandarin

Total Bilingual PCP: 5.00

Museum

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Museum Guard & PPT	11.00	Provide the full range of duties to secure the safety of the Museum building, collections, and public visitors. Provide information to visitors, respond to questions and inquiries.	1000 Oak St.	0.06/Spanish 0.12/Cantonese & Mandarin

Total Bilingual PCP: 0.18

Parks and Recreation

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Lifeguard, PT	11.28	Frontline customer service	POOLS:	2.36/Chinese

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		interaction in the field at recreation sites while providing programs and services.	defremery, Fremont, Lions, Live Oak, Temescal	1.69/Spanish
Program Analyst II	1.00	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.	Discovery, 2521 High St.	1.00/Spanish
Public Service Representative, PPT	4.00	Provides public with enterprise facility rental information via, phone, email and in person.	Dalziel Bldg., 3 rd floor	1.00/Spanish
Recreation Center Director	12.00	Frontline customer service interaction in the field at recreation sites while developing and overseeing multiple site programs and services provided to public.	Lincoln Square	1.00/Chinese
Recreation Leader II, PPT	16.25	Frontline customer service interaction in the field at recreation sites while providing programs and services.	Redwood Heights	0.75/Spanish
Recreation Program Director	11.00	Frontline customer service interaction in the field at recreation sites while developing and providing programs and services to the public.	Carmen Flores San Antonio, Allendale Boating	4.00/Spanish
Recreation Supervisor	9.00	Works with the public in the course of supervising recreation sites, staff and operations.	Manzanita	1.00/Spanish
Water Safety Instructor, PT	3.72	Frontline customer service interaction in the field at recreation sites while providing programs and services	Pools: defremery, Fremont, Lions, Live Oak, Temescal	2.32/Chinese 1.42/Spanish

Total Bilingual PCP: 16.54

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Police Department

<u>Job Title</u> <u>(Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Admin Analyst II	4.00	Respond to citizen requests for crime statistics and/or investigation status and interact with potential Police Officer Trainee candidates.	Dalziel Bldg., Suite D	1.00/Cantonese & Mandarin
Admin Asst I	4.00	Front desk reception and phone responsibilities		1.00/Spanish 1.00/Cantonese
Animal Control Attendant, PT	6.00	Place animals with citizens' through adoption program.	Animal Shelter, Field	0.43/Spanish
Animal Control Officer	10.00	Responds to citizen calls for service.	Animal Shelter, Field	1.00/Cantonese & Mandarin
Captain of Police	10.00	Attends community meetings, handles egregious service issues, emergency response	Eastmont Substation, Police Admin Bldg, Field	1.00/Cantonese 1.00/Spanish
Lieutenant of Police	28.00	Attends community meetings, handles escalated calls for service, point of contact for community leaders.	Eastmont Substation, Police Admin Bldg, Field	1.00/Cantonese
Neighborhood Services Coordinator	15.00	Coordinates and attends community meetings, provides public with information, recruits civilian volunteers	Dalziel Bldg., 6 th floor	5.00/Spanish 2.00/Cantonese & Mandarin
Police Comm Dispatcher	64.00	Manage all emergency calls from public	7101 Edgewater	5.00/Spanish
Police Officer	628.00	Respond to civilian calls for police service, maintain peace in City of Oakland	Eastmont Substation, Police Admin Bldg, Field	6.00/Cantonese 1.00/Mandarin 44.00/Spanish
Police Records Specialist & Sup	56.00	Counter and phone services in response to request for Crime Reports	Police Admin Bldg., Eastmont Substation	3.00/Cantonese 2.00/Spanish
Police Services Tech II	45.00	Take police reports from citizens.	Eastmont Substation,	1.00/Cantonese 1.00/Spanish

			Police Admin Bldg, Field	
Sergeant of Police	134.00	Respond to police calls, take reports, handle service complaints.	PAB; Field; Ranger Station, Eastmont Substation	3.00/Cantonese 3.00/Spanish

Total Bilingual PCP: 84.43

Public Works

<u>Job Title (Classification)</u>	<u>FTE</u>	<u>Function</u>	<u>Location</u>	<u># Bilingual/ Language</u>
Public Service Representative	2.00	PWA Call Center call taker	7101 Edgewater Drive	1.00/Spanish 1.00/Mandarin & Cantonese
Clean Community Supervisor	1.00	Supervises illegal dumping reduction education and investigation. Supervises volunteer program for Keep Oakland Clean and Beautiful. Located at 750 – 50 th Avenue.	MSC, 750 50 th Ave.	1.00/Spanish

Total Bilingual PCP: 3.00

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

Following is a numerical assessment of the additional bilingual employees needed in Public Contact Positions. It is for quantitative reporting purposes only.

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

City Administrator’s Office and Divisions

- Citizens Police Review Board (3.00 PCP) needs 0.38 FTE Spanish and 0.14 FTE Chinese
- ADA Programs (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Public Art (0.50 PCP) needs 0.07 FTE Spanish and 0.03 FTE Chinese
- Cultural Funding (0.50 PCP) needs 0.07 FTE Spanish and 0.03 FTE Chinese
- Marketing (0.50 PCP) needs 0.07 FTE Spanish and 0.03 FTE Chinese

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City Attorney's Office

- Administration Excluded Claims (7.00 PCP) needs 0.32 FTE Chinese
- Claims (2.00 PCP) needs 0.09 FTE Chinese
- Litigation (3.00 PCP) needs 0.14 FTE Chinese
- Advisory (3.00 PCP) needs 0.14 FTE Chinese

City Auditor's Office

- City Auditor's Office (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese

City Clerk's Office

- City Clerk's Office (2.00 PCP) needs 0.09 FTE Chinese

City Council's Office

- Reception Desk (1.50 PCP) needs 0.07 FTE Chinese
- District 1 (2.50 PCP) needs 0.12 FTE Chinese
- District 2 (2.50 PCP) needs 0.31 FTE Spanish
- District 3 (2.50 PCP) needs 0.31 FTE Spanish
- District 4 (2.50 PCP) needs 0.12 FTE Chinese
- District 5 (2.50 PCP) needs 0.12 FTE Chinese
- District 6 (2.50 PCP) needs 0.31 FTE Spanish and 0.12 FTE Chinese
- District 7 (2.50 PCP) needs 0.31 FTE Spanish and 0.12 FTE Chinese
- At Large (2.50 PCP) needs 0.31 FTE Spanish and 0.12 FTE Chinese

Community & Economic Development Agency

- Major Projects (12.00 PCP) needs 0.54 FTE Chinese
- Zoning (22.00 PCP) needs 0.99 FTE Chinese
- City Planning - Other (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Engineering and Construction - Administration (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Project Delivery - Administration (1.00 PCP) needs 0.05 FTE Chinese
- Construction Management and Material Testing (0.50 PCP) needs 0.07 FTE Spanish and 0.03 FTE Chinese
- Project Management (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Engineering Design and ROW – Administration (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Transportation Services - Administration (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Traffic Safety Program (6.00 PCP) needs 0.75 FTE Spanish
- Inspection Services Administration – Other (3.00 PCP) needs 0.38 FTE Spanish and 0.14 FTE Chinese

- Inspection Services – Other (11 PCP) needs 0.37 FTE Spanish
- Building Inspection – Residential – Other (8.00 PCP) needs 1.00 FTE Spanish
- Engineering Services (5.00 PCP) needs 0.23 FTE Chinese
- Building Inspection – Commercial – Other (37.00 PCP) needs 1.67 FTE Chinese
- District 2 (4.00 PCP) needs 0.18 FTE Chinese
- District 3 (8.50 PCP) needs 0.39 FTE Chinese
- District 4 (16.00 PCP) needs 0.72 FTE Chinese
- Building Codes – Residential – Other (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Building Services – Other (5.00 PCP) needs 0.62 FTE Spanish
- Workforce Development (1.00 PCP) needs 0.05 FTE Chinese
- Redevelopment Center (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- HOC Support Staff (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Housing Development (8.00 PCP) needs 1.00 FTE Spanish and 0.36 FTE Chinese
- Municipal Lending (14.00 PCP) needs 1.74 FTE Spanish and 0.64 FTE Chinese
- CDBG Coordination (5.00 PCP) needs 0.62 FTE Spanish and 0.23 FTE Chinese
- Home Ownership Programs (3.00 PCP) needs 0.14 FTE Chinese

Contracting and Purchasing

- Contract Compliance and Employment (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
- Purchasing (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Contract Administration (1.00 PCP) needs 0.05 FTE Chinese

Finance and Management

- Parking Enforcement (1.50 PCP) needs 0.19 FTE Spanish and 0.07 FTE Chinese
- Business License Tax (10.00 PCP) needs 0.24 FTE Spanish and 0.45 FTE Chinese
- Litter Fee Ordinance Admin (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Rent Adjustment (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Revenue Audit (9.00 PCP) needs 1.12 FTE Spanish
- Revenue Collections (10.00) needs 1.24 FTE Spanish and 0.45 FTE Chinese
- Employment and Classification (3.00 PCP) needs 0.38 FTE Spanish

Fire Department

- Inspectional Services (9.00 PCP) needs 0.41 FTE Chinese
- Fire Communications (5.00 PCP) needs 0.62 FTE Spanish and 0.23 FTE Chinese
- Communications Emergency Dispatch (18.00 PCP) needs 1.24 FTE Spanish and 0.81 FTE Chinese
- Emergency Service/Suppression (459.00 PCP) needs 15.90 FTE Spanish and 15.64 FTE Chinese

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- Airport (23.00 PCP) needs 0.86 FTE Spanish and 1.04 FTE Chinese
- Fire Chief (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Fire Marshals Office (5.00 PCP) needs 0.23 FTE Chinese
- Certified Unified Program Agency (5.00 PCP) needs 0.62 FTE Spanish and 0.23 FTE Chinese
- Arson Investigation (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
- Engineering (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Vegetation Management (7.00 PCP) needs 0.87 FTE Spanish and 0.32 FTE Chinese
- Budget and Planning Admin (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Education and Training (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Fire Support and Services (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Measure N – Paramedic (1.00 PCP) needs 0.05 FTE Chinese

Human Services

- Administration (5.60 PCP) needs 0.20 FTE Spanish and 0.26 FTE Chinese
- Senior Center – Citywide (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
- West Oakland Senior Center (1.00 PCP) needs 0.04 FTE Spanish and 0.03 FTE Chinese
- North Oakland Senior Center (1.00 PCP) needs 0.04 FTE Spanish
- Downtown Oakland Senior Center (1.00 PCP) needs 0.04 FTE Spanish
- East Oakland Senior Center (1.00 PCP) needs 0.16 FTE Spanish
- Head Start Citywide (19.12 PCP) needs 0.80 FTE Chinese
- Franklin Head Start (0.80 PCP) needs 0.08 FTE Spanish
- 1266 26th Ave Head Start (2.50 PCP) needs 0.08 FTE Chinese
- San Antonio CDC Head Start (3.30 PCP) needs 0.33 FTE Chinese
- Sungate Head Start (3.20 PCP) needs 0.13 FTE Chinese
- Manzanita Head Start (1.60 PCP) needs 0.10 FTE Chinese
- Linkages Program (4.00 PCP) needs 0.18 FTE Chinese
- Senior Companion Program (1.50 PCP) needs 0.19 FTE Spanish
- Outreach Program (1.06 PCP) needs 0.14 FTE Spanish and 0.05 FTE Chinese
- Oakland Paratransit for the Elderly and Disabled (2.59 PCP) needs 0.33 FTE Spanish and 0.12 FTE Chinese
- Senior Aide Program (2.00 PCP) needs 0.09 FTE Chinese
- Year Round Lunch Program (6.5 PCP) needs 0.81 FTE Spanish and 0.30 FTE Chinese

Library

- Administrative Unit (1.00 PCP) needs 0.14 FTE Chinese
- Main Library Administration (1.00 PCP) needs 0.14 FTE Chinese
- Art/History/Literature (8.42 PCP) needs 1.20 FTE Chinese
- Magazines and Newspapers (4.84 PCP) needs 0.68 FTE Chinese
- Science Business and Sociology (9.56 PCP) needs 1.34 FTE Chinese

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- Circulation/Automation (7.46 PCP) needs 0.05 FTE Chinese
- Dimond Branch (9.20 PCP) needs 0.28 FTE Chinese
- MLK Jr Branch (4.80 PCP) needs 0.17 FTE Spanish
- Temescal Branch (7.10 PCP) needs 0.08 FTE Chinese
- Bookmobile (1.56 PCP) needs 0.07 FTE Spanish and 0.05 FTE Chinese
- Lakeview Branch (4.60 PCP) needs 0.19 FTE Spanish and 0.46 FTE Chinese
- Latin American Branch (6.42 PCP) needs 0.20 FTE Chinese
- West Oakland Branch (4.87 PCP) needs 0.20 FTE Spanish and 0.15 FTE Chinese
- African-American Museum and Library (5.40 PCP) needs 0.54 FTE Chinese
- Director Unit (4.20 PCP) needs 0.19 FTE Chinese
- Financial and Administrative Services Office (5.00 PCP) needs 0.62 FTE Spanish and 0.23 FTE Chinese
- Computer Services (0.50 PCP) needs 0.07 FTE Spanish and 0.03 FTE Chinese
- Community Relations (0.60 PCP) needs 0.08 FTE Spanish and 0.03 FTE Chinese
- On-Call Public Services (5.64 PCP) needs 0.59 FTE Spanish
- Literacy (4.08 PCP) needs 0.51 FTE Spanish and 0.19 FTE Chinese
- Childrens Services (7.76 PCP) needs 0.37 FTE Spanish and 0.35 FTE Chinese

Mayor's Office

- Administration Excluded Reception Desk and OAC (19.00 PCP) needs 0.86 FTE Chinese
- Administration – Reception Desk (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese

Museum

- Museum Security Services and Operation (13.00 PCP) needs 1.56 FTE Spanish and 0.47 FTE Chinese

Parks and Recreation

- Directors Unit (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Administrative Services (3.00 PCP) needs 0.38 FTE Spanish and 0.14 FTE Chinese
- Area 1 Rec. Center (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Aquatics Supervision (3.56 PCP) needs 0.17 FTE Spanish and 0.17 FTE Chinese
- Area 3 Administration (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Bushrod Recreation Center (1.75 PCP) needs 0.07 FTE Spanish
- Golden Gate Recreation (2.00 PCP) needs 0.08 FTE Spanish
- Mosswood Recreation (1.75 PCP) needs 0.07 FTE Spanish and 0.06 FTE Chinese
- Allendale Recreation Center (1.00 PCP) needs 0.06 FTE Chinese
- Dimond Recreation Center (1.75 PCP) needs 0.06 FTE Chinese
- Franklin Recreation Center (1.00 PCP) needs 0.09 FTE Spanish and 0.10 FTE Chinese
- Manzanita Recreation Center (1.75 PCP) needs 0.18 FTE Chinese

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- Redwood heights Recreation Center (2.00 PCP) needs 0.12 FTE Chinese
- FM Smith Recreation Center (1.75 PCP) needs 0.07 FTE Spanish and 0.11 FTE Chinese
- San Antonio Recreation Center (1.00 PCP) needs 0.10 FTE Chinese
- Arroyo Recreation Center (1.75 PCP) needs 0.28 FTE Spanish
- Brookdale Recreation Center (1.00 PCP) needs 0.24 FTE Spanish and 0.03 FTE Chinese
- Ira Jinkins Recreation Center (1.75 PCP) needs 0.28 FTE Spanish
- Rainbow Recreation Center (1.75 PCP) needs 0.28 FTE Spanish
- Tassafaranga Recreation Center (1.75 PCP) needs 0.42 FTE Spanish
- Central Reservations (7.14 PCP) needs 0.33 FTE Chinese
- Special Programs (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Rotary Nature Center (1.75 PCP) needs 0.22 FTE Spanish and 0.08 FTE Chinese
- Boating (1.75 PCP) needs 0.08 FTE Chinese
- Tennis (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- City-Wide Sports (1.75 PCP) needs 0.22 FTE Spanish and 0.08 FTE Chinese
- Girls Sports (1.50 PCP) needs 0.19 FTE Spanish and 0.07 FTE Chinese
- Youth and Adult Sports (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Area One Special Sports Program (0.75 PCP) needs 0.10 FTE Spanish and 0.04 FTE Chinese
- Community Gardens (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Malonga Casquelourd Center (1.75 PCP) needs 0.22 FTE Spanish and 0.08 FTE Chinese
- Studio One (2.75 PCP) needs 0.35 FTE Spanish and 0.13 FTE Chinese
- City-Wide Programs Unit (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Radical Roving Recreation (2.75 PCP) needs 0.35 FTE Spanish and 0.13 FTE Chinese
- Discovery Center (1.00 PCP) needs 0.05 FTE Chinese
- Ball Fields Maintenance (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- At-Risk Youth (1.75 PCP) needs 0.22 FTE Spanish and 0.08 FTE Chinese

Police Department

- Internal Affairs (27.00 PCP) needs 2.35 FTE Spanish and 1.22 FTE Chinese
- Police Area 1 (202.00 PCP) needs 19.04 FTE Spanish and 5.10 FTE Chinese
- Police Area 2 (178.00 PCP) needs 9.07 FTE Spanish and 5.01 FTE Chinese
- Police Area 3 (188.00 PCP) needs 7.31 FTE Spanish and 5.46 FTE Chinese
- Special Operations (52.00 PCP) needs 4.45 FTE Spanish and 1.34 FTE Chinese
- Communications Unit (80.00 PCP) needs 4.92 FTE Spanish and 3.60 FTE Chinese
- Records Unit (3.00 PCP) needs 0.38 FTE Spanish and 0.14 FTE Chinese
- Records and Warrants (29.00 PCP) needs 2.60 FTE Spanish
- Traffic BFO (86.13 PCP) needs 5.68 FTE Spanish and 1.88 FTE Chinese
- Animal Shelter (27.00 PCP) needs 2.92 FTE Spanish and 0.22 FTE Chinese
- Property/Theft (16.00 PCP) needs 0.99 FTE Spanish and 0.80 FTE Chinese
- Youth and Family Services (60.00 PCP) needs 4.44 FTE Spanish and 2.70 FTE Chinese

- Assault (23.00 PCP) needs 2.86 FTE Spanish and 1.04 FTE Chinese
- Office of the Chief – Administration (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
- Bureau of Investigations Admin (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Property and “Evidence (10.00 PCP) needs 1.24 FTE Spanish and 0.45 FTE Chinese
- Identifications Sections (6.00 PCP) needs 0.75 FTE Spanish and 0.27 FTE Chinese
- Criminal Investigations (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
- Homicides (14.00 PCP) needs 0.74 FTE Spanish and 0.63 FTE Chinese
- CID Targeted Enforcement Task Force (7.00 PCP) needs 0.32 FTE Chinese
- Robbery (14.00 PCP) needs 0.75 FTE Spanish and 0.63 FTE Chinese
- Bureau of Services – Administrations (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Research, Planning and Crime Analysis (5.00 PCP) needs 0.62 FTE Spanish and 0.23 FTE Chinese
- Bureau of Administrations (2.00 PCP) needs 0.25 FTE Spanish and 0.09 FTE Chinese
- Police Personnel (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Police Information Technology (4.00 PCP) needs 0.50 FTE Spanish and 0.18 FTE Chinese
- Bureau of Field Operations – Administrations (3.00 PCP) needs 0.38 FTE Spanish and 0.14 FTE Chinese

Public Works

- Human Resources (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese
- Clean Oakland Program (2.00 PCP) needs 0.09 FTE Chinese
- Litter Enforcement (6.00 PCP) needs 0.75 FTE Spanish and 0.27 FTE Chinese
- Environmental Services Recycling and Solid (1.00 PCP) needs 0.13 FTE Spanish and 0.05 FTE Chinese

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

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

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

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There were 76.09 FTE hired in PCP positions and 15.49 FTE were bilingual in Spanish or Chinese (Cantonese/Mandarin) in FY 2008-09. *Attachment B.*

Qualified applicants pool list and data provided by the City of Oakland Finance and Management Agency, Office of Personnel and Resource Management. *Attachment C.*

PCP Filled

City Administrator's Office & Divisions

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Administrative Analyst I	1.00	1.00/Cantonese & Mandarin
PCP New Hire Total:	1.00	Bilingual PCP New Hire Total: 1.00

City Auditor's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Exec Asst to the City Auditor	1.00	
Receptionist to the City Auditor	1.00	
PCP New Hire Total:	2.00	Bilingual PCP New Hire Total: 0.00

City Council's Office

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
City Council Admin Assistant	1.00	
City Councilmember's Assistant	4.00	1.00/Mandarin 1.00/Spanish
PCP New Hire Total:	5.00	Bilingual PCP New Hire Total: 2.00

Community & Economic Development Agency

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Administrative Assistant I	2.00	1.00/Spanish
Mortgage Advisor	1.00	
Specialty Combination Inspector	1.00	
PCP New Hire Total:	4.00	Bilingual PCP New Hire Total: 1.00

Finance & Management Agency

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Public Service Representative	1.00	1.00/Cantonese
PCP New Hire Total:	1.00	Bilingual PCP New Hire Total: 1.00

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Fire Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Temp Contract Svcs Employee, PT	1.00	1.00/Spanish
Fire Fighter Trainee	18.00	1.00/Spanish
PCP New Hire Total:	19.00	Bilingual PCP New Hire Total: 1.00

Human Services

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Case Manager I, PPT	1.60	1.60/Spanish
Head Start Program Coordinator	1.00	1.00/Spanish
PCP New Hire Total:	2.60	Bilingual PCP New Hire Total: 2.60

Library

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Librarian I, PT	0.20	0.05/Spanish
Librarian II, PT	0.14	
Library Aide, PT	4.02	0.03/Spanish; 0.18/Cantonese
Library Assistant, PT	0.42	0.30/Spanish
Library Asst, PPT	0.50	
PCP New Hire Total:	5.28	Bilingual PCP New Hire Total: 0.56

Mayor

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Deputy Director, Prg Planning & Dev	1.00	
Temp Contract Svcs Employee, PT	1.00	
PCP New Hire Total:	2.00	Bilingual PCP New Hire Total: 0.00

Parks and Recreation

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Recreation Leader II, PPT	1.00	
Recreation Program Director	1.00	
Recreation Specialist II, PPT	5.25	0.75/Spanish
PCP New Hire Total:	7.25	Bilingual PCP New Hire Total: 0.75

Police Department

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Administrative Services Manager II	1.00	
Animal Care Attendant, PT	2.29	
Crossing Guard (PT)	0.47	
Police Communications Dispatcher	4.00	
Police Evidence Technician	1.00	
Police Officer	9.00	1.00/Spanish
Police Property Specialist	1.00	
Police Records Specialist	1.00	
Police Services Technician II	1.00	1.00/Spanish

PCP New Hire Total: 21.76 Bilingual PCP New Hire Total: 2.00

Public Works

<u>Job Title (Classification)</u>	<u>FTE</u>	<u># Bilingual/Language</u>
Public Service Representative (employee laid off and working as temporary in PWA Call Center)	1.00	1.00/Mandarin & Cantonese
Public Service Representative (employee bumped into position as a result of October 2008 reductions)	1.00	1.00/Spanish
Clean City Specialist, Sr.	1.00	

PCP New Hire Total: 3.00 Bilingual PCP New Hire Total: 2.00

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

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

Currently, many Departments contact the Equal Access Office if there is a need for a Cantonese, Mandarin, or Spanish speaking interpreter. Equal Access staff assist when available or schedule

an interpreter. Additionally, bilingual staff from Departments have been identified and are utilized when needed. Staff also have access to over-the-phone interpretation services to communicate with limited English speaking persons who speak other languages when bilingual staff are not available.

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

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

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

Not applicable.

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

Not applicable.

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

Not applicable.

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

The tables below show vital documents that each department is using to provide vital information to the Public about the Department's services or programs regularly. The translated documents have been reviewed by staff. Staff will also ensure the documents not marked with "X" will be translated and available to the public.

City Administrator's Office & Divisions

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
ADA			
ADA Program Brochure	X	X	
Citizens' Police Review Board			
CPRB Program Brochure	X	X	Vietnamese
Community Outreach Flyer	X	X	
Cultural Arts & Marketing			
Artisan Market Place Application	X	X	
Artisan Handbook	X	X	
Equal Access			
Equal Access Ordinance	X	X	
Equal Access Complaint Form	X	X	Vietnamese

City Attorney's Office

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

City Clerk's Office

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

Community & Economic Development Agency

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

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

Summary of Restrictions for Affordable Homeownership Development	X	X	
Rent Adjustment Section:			
Informational Brochure	X	X	
Just Cause Information	X	X	
Just Cause Ordinance	X	X	
Notice to Tenants	X	X	
Outreach Postcard	X	X	
Rent Adjustment Ordinance Brochure	X	X	
Planning and Zoning			
How to Contact Us	X	X	
Important Additions and Alterations for Residents	X	X	
Site Plans	X	X	

City Council's Office

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
District 5			
Welcome letter on Web Page	X	X	Vietnamese

Contracting & Purchasing

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

Finance & Management Agency

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

Fire Department

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

Human Services

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

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Library

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Comment Forms	X	X	
Current Calendar Link (Web) – some events	X	X	
Guidelines for Library Behavior	X	X	
Library Card Registration Form	X	X	Korean, Vietnamese
Library Fines & Fees	X	X	
Library Privacy Policy	X		
Library Services/Extended Library Services to Disabled	X	X	Vietnamese
Main Library Map	X	X	
Web Pages	X	X	
Welcome to Oakland Public Library Brochure	X	X	
Welcome to Oakland Public Library DVD	X	X	Korean, Vietnamese
Your Library Card Handout (borrowing rules, etc.)	X	X	Vietnamese

Mayor

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

Museum

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

Parks and Recreation

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>
Office of Parks and Recreation 2009 Brochure (64 pg. comprehensive annual program activity guide)	X	X	
OPR Activity/Program Registration Form	X	X	Vietnamese
Facility/Park Use Application	X	X	
OPR Summer Hiring Event Flyers	X	X	Vietnamese

Multiple Recreation Center Program Flyers (Allendale, Arroyo Viejo, Carmen Flores, FM Smith, Lincoln Square, Manzanita, San Antonio, Citywide Sports, Girls Sports)	X	X	
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Police Department

Vital Public Documents	Spanish	Chinese	Other Language(s)
(TF-862-2) Citizen Additional Report			
(TF-952) Parking Courtesy Warning	X	X	
(TF-1084) Property Record/Receipt and Release	X	X	
(TF-2096) Notification to Sex Crime Victim	X	X	
(TF-3053) Business Information Record Card	X	X	
(TF-3075) Noise Complaint Notice	X	X	
(TF-3098) Filing a Complaint	X	X	Vietnamese
(TF-3104) Vehicles "For Sale" Parking Warning	X	X	
(TF-3107) Annoyance Call Procedures	X	X	
(TF-3145) Alarm Activation Notice	X	X	
(TF-3168) Identity Theft	X	X	
(TF-3202) Tow Resource Guide	X	X	
(TF-3264) Citizen Notification Card	X	X	
(TF-3267) Identity Theft Summary Report	X	X	
Property Section			
ALCO Sheriff Info. Form	X	X	
OPD Bicycle Unit Release Form	X	X	
OPD Property Section Release Form	X	X	
YFSD			
(TF-869) Resource Card for Vic. Of Violent Crimes	X	X	
Records Division			
(TF-2093) Vehicle Release Fee (stored vehicles)	X	X	
(TF-2093a) Tow Advisement (Sideshow)	X	X	
(TF-2093a) Vehicle Towed and Impounded	X	X	
(TF-2093b) Vehicle Towed in Violation of 14602	X	X	
Impound Fee Ordinance 12649	X	X	
Post Storage Tow Hearing Form	X	X	
Vehicle Release Authorization by Owner	X	X	

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Animal Services Section			
About the Oakland Animal Services	X	X	
After Hours Cages Information Card	X	X	
Cat Adoption Questionnaire	X	X	
Cats and Scratching Form	X	X	
Children and Dogs Info. Form	X	X	
Conditions for Keeping a Potential Dangerous Dog	X	X	
Conditions for Keeping a Vicious Dog	X	X	
Did You Know About Rabbits?	X	X	
Dog Adoption Questionnaire	X	X	
Dog Bite Info. Form	X	X	
Dogs in Oakland Flyer	X	X	
Estimate of Fees Form	X	X	
Fowl in Oakland	X	X	
Free Spay and Neuter Surgery for Cats	X	X	
Home Quarantine Agreement	X	X	
Introducing Cats to Cats Info. Form	X	X	
Introducing Cats to Dogs Info. Form	X	X	
Introducing Dogs to Dogs Info. Form	X	X	
Is a Small Dog Right for Me?	X	X	
Kitten Proofing Your Home Info. Form	X	X	
List of Veterinary Clinics	X	X	
Multiplication Chart for Breeding Cats Info.	X	X	
Municipal Code Changes for Animals Info.	X	X	
Myths and Facts about Spaying and Neutering	X	X	
New Fees for Animal Services	X	X	
Pet Adoption Form	X	X	
Potentially Dangerous Dog Permit	X	X	
Preventing Litter Box Problem Info. Form	X	X	
Property Inspection Requirement Form	X	X	
Puppy House Training Info. Form	X	X	
Quarantine Notice	X	X	
Rabbit Adoption Questionnaire	X	X	
Rabies Control Disposition Notice	X	X	
Refusal to Quarantine Biting Animal	X	X	

Request for Hearing (Potentially Dangerous Dog)	X	X	
Six Months Property Inspection Requirement Form	X	X	
Statement of Account	X	X	
Statement of Buyer Form	X	X	
To Adopt You Must	X	X	
Vicious Dog License	X	X	
Volunteer Application	X	X	
When Dogs Bite in Oakland	X	X	
When to Give Your Dog Freedom	X	X	

Public Works

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

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

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

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

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

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

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

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

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

Language Access Coordination With Departments

During the process all City Agencies completed a compliance report and submitted it to the Equal Access Office. The Equal Access Office Director and a representative from the City Administrator's Office then met with each Agency Director, key Agency staff and each Agency's language access coordinator to discuss Agency compliance in detail, review every budgeted position in the Agency to determine PCP and bilingual status, and made updates to the list of translated materials and multilingual phone lines for each Agency.

Each Department's Language Access Coordinator's responsibility is to provide information to the Equal Access Office on the language access plan, update the position control report regularly and provide the status to the Equal Access Office, ensure that posted information is available in the languages spoken by the substantial number of limited English speaking persons groups SEC.2.30.020 (d), ensure Department staff have access to the over-the-phone interpretation services when no bilingual PCP or non-PCP staff is available, and ensure each Department's vital documents have been or will be translated, as well as the Department's main telephone number voicemail messages are available in the necessary languages.

The table below lists the Agency Director and the appointed Language Access Coordinator including job title, email and phone number for each City Agency.

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Tier 1 and Tier 2 Public Contact Departments

<u>Department</u>	<u>Agency Head</u>	<u>Language Access Coordinator (LAC)</u>	<u>LAC's Title</u>	<u>LAC's Email @ oaklandnet.com</u>	<u>LAC's Phone @238-</u>
City Administrator	Dan Lindheim	Michelle Taylor-Lloyd	Executive Assistant	mtaylorlloyd	3487
City Attorney	John Russo	Rosemarie Sanchez	Legal Administrative Services Manager	rmsanchez@oaklandcityattorney.org	3827
City Clerk	LaTonda Simmons	Fendy Guan	Management Assistant	fguan	7979
City Council	Jane Brunner	Susan Sanchez	Executive to the Oakland City Council	sasanchez	3266
Community & Economic Development	Walter Cohen	Sarah Schlenk	Administrative Manager	sschlenk	3982
Contracting & Purchasing	Deborah Barnes	Mary Mayberry	Administrative Services Manager I	mmayberry	7324
Finance & Management	Joseph Yew	Kip Walsh	Administrative Services Manager II	kwalsh	7494
Fire	Gerald Simon	Jacqueline Curtis	Asst. to the Director / Personnel Manager / Legislative Coordinator	jdcurtis	5228
Human Services	Andrea Youngdahl	Dana Perez	Projects Coordinator	dperez	3247
Library	Carmen Martinez	Crystal Ramie-Adams	Human Resources Manager	cramie	6716
Mayor	Ron Dellums	Cheryal Kidd	Office Manager	ckidd	3460
Parks & Recreation	Audree Jones-Taylor	Dana Riley	Assistant to the Director	driley	6495
		Jason Mitchell	Administrative & Fiscal Manager	jwmitchell	3926
Police	Howard Jordan	David Downing	Captain	ddowning	7048

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Public Works	Raul Godinez II	Stephanie Hom	Agency Administrative Manager	shom	2908
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Non Tier 1 or Tier 2 Public Contact Departments

<u>Department</u>	<u>Agency Head</u>	<u>Language Access Coordinator (LAC)</u>	<u>LAC's Title</u>	<u>LAC's Email @ oaklandnet.com</u>	<u>LAC's Phone @238-</u>
City Auditor	Courtney Ruby	Erica Harrold	Executive Assistant	eharrold	3379
Information Technology	Bob Glaze	Esther Frazier	Administrative Analyst II	efrazier	2186
Museum	Lori Fogarty	Sandy Wong	Management Assistant	swong	6709

Recorded Telephonic Messages

Not included in any of the required sections of this compliance plan, but of importance to note, the tables below show the status of every recorded multilingual telephonic message needed to meet the requirements of *Section 2.30.080 Recorded Telephonic Messages*.

The recorded telephonic messages in Franklin and Lincoln Square Recreation Center, and Live Oak Pool have been recorded in English, Cantonese and Mandarin. The messages in Arroyo, Brookdale, Carmen Flores, Ira Jinkins, Rainbow, and San Antonio Recreation Center, and Fremont Pool have been recorded in English and Spanish. The Police Non-Emergency message has been recorded in English, Spanish and TDD for the deaf, Cantonese and Mandarin messages will be added. The OPD's drug hot line has been recorded in English, Spanish, Cantonese, Mandarin, Vietnamese and Cambodian. The remaining telephonic messages listed below will be recorded in English, Spanish, Cantonese and Mandarin.

City Administrator's Office & Divisions

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Citizens Police Review Board	x3159	In Progress
City Administrator's Office - Front Desk	x3031	Complete
Cultural Arts Hotline	x2241	Complete
Equal Access	x6813	Complete
Special Business Permits	x6914	Complete
Special Business Permits (for taxi)	x8527	Complete

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City Attorney's Office

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
City Attorney - Front Desk	x3601	In Progress
Claims Division	x6337	In Progress

City Auditor's Office

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

City Clerk's Office

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

City Council's Office

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

Community & Economic Development Agency

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

Contracting & Purchasing

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

Finance & Management Agency

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

Fire Department

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

Human Services

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

Information Technology

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
DIT Cable Complain (City Auditor's Office)	238-3567	In Progress

Library

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

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Mayor

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Mayor's Front Desk	x3141	Complete
Mayor's Toy Drive Hotline	777-8697	Complete
Oaklanders' Assistance Center	444-2489	Complete

Museum

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

Parks and Recreation

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
General information	x7275	In Progress
Reservations	x3187	In Progress
Arroyo Recreation Center	510-615-5755	Complete (EN/SP)
Brookdale Recreation Center	510-535-5632	Complete (EN/SP)
Carmen Flores Recreation Center	510-535-5631	Complete (EN/SP)
Franklin Recreation Center	510-238-7741	Complete (EN/CH)
Fremont Pool	510-535-5614	Complete (EN/SP)
Ira Jinkins Recreation Center	510-615-5959	Complete (EN/SP)
Lincoln Square Recreation Center	510-238-7738	Complete (EN/CH)
Live Oak Pool	510-238-2292	Complete (EN/CH)
Manzanita Recreation Center	510-535-5625	Complete (EN/SP)
Rainbow Recreation Center	510-615-5751	Complete (EN/SP)
San Antonio Recreation Center	510-535-5608	Complete (EN/SP)
Tassafaronga Recreation Center	510-615-5764	Complete (EN/SP)

Police Department

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
Animal Services	535-5603	In Progress
Chief of Police	x3365	In Progress
Chinatown Police Resource Center	x7930	Complete (EN/CH)
Criminal Investigation Division	x3744	In Progress
Drug/Prostitution Hotline	x3784	Complete
Fireworks Hotline	x2373	Complete

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Internal Affairs Division	x3161	In Progress
Neighborhood Services	986-2715	In Progress
Non Emergency	777-3333	Complete (EN/SP/TDD) In Progress (CH)
Patrol Desk (Information)	x3455	In Progress
Records Division	x3021	In Progress
Traffic Complaint	x3155	In Progress
Traffic Division	x3552	In Progress
Youth Intake Unit	x3641	In Progress

Public Works

<u>Function</u>	<u>Multilingual Lines</u>	<u>Status</u>
PWA Call Center	615-5566	In Progress
PWA Front Desk	x3961	In Progress
Recycling Hotline	x7283	In Progress
Volunteer Opportunities	x7630	In Progress

Firefighter FY '07-'08 Recruitment and Hiring Statistics

The recruitment for firefighters was not reflected in the FY '07-'08 Equal Access Ordinance report. The following attached chart documents recruitment and hiring statistics of bilingual firefighters.

Recruitment and Hiring Statistics - Firefighter 2007-08²					
Firefighter Recruitment 2007	Total Number of Applicants	Total # of Applicants with Bi-lingual Skills	Total # of Applicants Interviewed	Total # of Applicants Hired	Total # of Applicants hired w/Bilingual Skills
By the Numbers	1856	Chinese = 41 Spanish = 244	1,104	18, 11 currently left in the academy	1, 1 = Spanish
Advertising & Recruitment Sources	Colleges: Informational Sessions held @ Merritt College on applying for Oakland Fire in the evening	Community: 350 Informational flyers sent to Oakland Community Based Organizations on becoming an Oakland Firefighter. Over 300 letters sent to CBO's requesting opportunity to present info on Oakland Fire.	Advertising: Oakland Tribune, Asian Weekly, Post El Mundo, Chronicle, & Web	Announcements: Sent to other Cities and Counties announcing Firefighter 2007	Hours: OPRM extending hours to pick up applications to 9:00PM in the evenings
Point of Clarification:	**1856 candidates were invited to take the written exam **1703 candidates showed up for the written exam (153 candidates did not appear) **1104 candidates passed the written exam and moved forward to the oral exam ** 596 candidates passed the oral exam ** 555 candidates passed the physical agilities exam **Of the 555 candidates who passed the physical agilities exam 277 candidates passed the Interview: Please Note: 18 candidates moved forward to participate in the Academy, no candidates have been hired to date				

² Table and data provided by the City of Oakland Fire Department and Office of Personnel and Resource Management

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Parks and Recreation Hiring Event

In collaboration with Office of Personnel Resource Management (OPRM) and Equal Access Office, the Office of Parks and Recreation (OPR) greatly expanded bilingual recruitment efforts during the 2009 spring hiring process to fill the current vacancies within the Office of Parks and Recreation. OPR's spring hiring event provided announcement materials translated into Spanish, Chinese and Vietnamese and were widely distributed to over 190 community base organizations (CBOs), to include faith based, targeted bilingual cultural and civic organizations. Recruitment efforts took place at Recreation Centers, High Schools, Peralta College System, and CSU Eastbay; with special outreach to targeted ESL Centers. Staff conducted significant outreach to the Chinatown and Fruitvale communities to solicit potential candidates. Hiring announcements appeared in local newspapers including the Oakland Tribune, Sing Tao Daily, El Mundo, Post and ANG Newspaper Groups. Public Service Announcements were posted on KTOP, OaknetNews and the City website, as well as aired on both Chinese Radio and Spanish Radio. Moving forward the City will use many of these recruitment efforts to fill future PCP and non-PCP positions.

The expanded recruitment efforts for the OPR spring hiring events resulted in 1,203 part-time candidates interviewed, of which 893 passed the oral exam qualifying them for the hiring list. Of the 893 applicants, 235 self-certified themselves bilingual; 104 spoke Spanish, 26 Cantonese and 25 Mandarin. The testing of candidate's ability to speak a second language is administered by the OPRM. OPR is in the process of hiring/testing bilingual staff and assigning staff. Recreation Centers listed as deficient in bilingual staff from the latest Equal Access Report will be assigned, *at minimum*, one bilingual staff.

The City's intent is to use the aforementioned recruitment process and potential hires to fill the Public Contact Position vacancies. The Office of Parks and Recreation is working with OPRM to establish mock interviews within the next few weeks to ensure potential candidates have the best opportunity to succeed. The City's efforts to recruit, select and place the most qualified candidates to meet the community program and language requirements will continue to evolve as the ordinance is refined and the collaboration between OPRM and the Equal Access Office matures. In addition, OPR bilingual staff will speak at local College and University systems to target Spanish and Chinese speaking clubs and organizations, as well as students majoring in Recreation, Sociology or Horticultural. The purpose of the visits will be to share with the students the benefits of working for the City of Oakland, and to encourage more minorities into the profession. OPRM has also teamed up with the California Parks & Recreation Minority Association to ensure that collectively, as a state, we enhance the recruitment of bilingual professionals in the field of Parks, Recreation and Conservation.

List of Attachments

- A. Department Compliance Plan
- B. PCP Location Summary
- C. Qualified Application Pool Lists

RECOMMENDATIONS AND RATIONALE

Submitting Annual Compliance Plan with Complete Fiscal Year Data

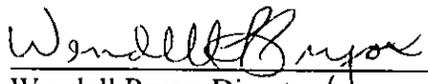
Equal Access to Services Ordinance SEC.2.30.100 (b) states: "By June 1 of each year, the City Manager (now City Administrator) shall submit to the City Council an annual compliance plan which is the Equal Access Compliance annual report." In order to submit a report with complete data for a particular fiscal year (July 1 to June 30), the report cannot be finished "by June 1."

Staff recommends that the Equal Access to Services Ordinance be revised to change the due date for the annual compliance plan from "By June 1," to "For presentation at the Council's first regularly scheduled Committee meetings in September."

ACTION REQUESTED BY THE CITY COUNCIL

Staff requests that City Council accept this informational report on the status of implementation of the Equal Access to Services Ordinance.

Respectfully submitted,


Wendell Pryor, Director
Office of Personnel Resource Management

Prepared by:
Monique Tsang, Equal Access Director

APPROVED AND FORWARDED TO THE
FINANCE AND MANAGEMENT COMMITTEE:


Office of the City Administrator

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Attachment B
PCP Location Summary

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Definition of Abbreviations

FTE	Full Time Employee
PCP	Public Contact Position
VAC PCP	Vacant Public Contact Position
NEW PCP	New Hire Public Contact Position in FY 08-09
SP PCP	Spanish Speaking Public Contact Position
SP %	Current Spanish Speaking Employee Percentage
CH PCP	Chinese (Cantonese/Mandarin) Speaking Public Contact Position
CH %	Current Chinese (Cantonese/Mandarin) Speaking Employee Percentage
CW SP	Citywide Sufficient Spanish Speaking Employee Goal
GIS SP	Per Global Information System: Local (Neighborhood) Sufficient Spanish Speaking Employee Goal
CW CH	Citywide Sufficient Chinese (Cantonese/Mandarin) Speaking Employee Goal
GIS CH	Per Global Information System: Local (Neighborhood) Sufficient Chinese (Cantonese/Mandarin) Speaking Employee Goal

CITY OF OAKLAND

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW/SP	CH Need	CH PCP	CH %	CW/CH
CITY OF OAKLAND GRAND TOTAL		4362.23	2408.08	185.76	74.89		230.38	9.57%	12.4%		75.07	3.12%	4.5%

City Administrator's Office

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW/SP	CH Need	CH PCP	CH %	CW/CH
Administration	1 Frank Ogawa Plz	22.00	6.50	0.50	1.00		1.00	15.38%	12.4%		1.00	15.38%	4.5%
CAO Administration (Tier 2)		22.00	6.50	0.50	1.00		1.00	15.38%	12.4%		1.00	15.38%	4.5%
Equal Access Unit	1 Frank Ogawa Plz	4.00	4.00	1.00	0.00		2.00	50.00%	12.4%		1.00	25.00%	4.5%
Citizens Police Review Board	1 Frank Ogawa Plz	5.00	3.00	0.00	0.00	0.38	0.00	0.00%	12.4%	0.14	0.00	0.00%	4.5%
Equal Opportunity Programs	150 Frank Ogawa Plz	3.00	0.00										
ADA Programs	1 Frank Ogawa Plz	2.50	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
Ethics Unit	1 Frank Ogawa Plz	2.00	0.00										
Budget Office	250 Frank Ogawa Plz	13.50	0.00										
CAO Divisions (Tier 2)		30.00	8.00	1.00	0.00		2.00	25.00%	12.4%		1.00	12.50%	4.5%
Public Art	1 Frank Ogawa Plz	3.00	0.50	0.00	0.00	0.07	0.00	0.00%	12.4%	0.03	0.00	0.00%	4.5%
Cultural Funding	1 Frank Ogawa Plz	1.00	0.50	0.00	0.00	0.07	0.00	0.00%	12.4%	0.03	0.00	0.00%	4.5%
Marketing	1 Frank Ogawa Plz	6.00	0.50	0.00	0.00	0.07	0.00	0.00%	12.4%	0.03	0.00	0.00%	4.5%
Oakland Film Office	1 Frank Ogawa Plz	2.00	0.00										
KTOP Operations	250 Frank Ogawa Plz	12.80	0.00										
CAO Cultural Arts & Marketing (Tier 2)		24.80	1.50	0.00	0.00		0.00	0.00%	12.4%		0.00	0.00%	4.5%
City Administrator's Office (Tier 2)		76.80	16.00	1.50	1.00		3.00	18.75%	12.4%		2.00	12.50%	4.5%

City Attorney's Office

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW/SP	CH Need	CH PCP	CH %	CW/CH
Administration Excluded Claims	1 Frank Ogawa Plz	31.00	7.00	0.00	0.00		1.00	14.29%	12.4%	0.32	0.00	0.00%	4.5%
Claims	1 Frank Ogawa Plz	2.00	2.00	0.00	0.00		1.00	50.00%	12.4%	0.09	0.00	0.00%	4.5%
OCA Administration (Tier 2) + Claims (Tier 1)		33.00	9.00	0.00	0.00		2.00	22.22%	12.4%	0.00	0.00	0.00%	4.5%
Litigation	1 Frank Ogawa Plz	17.00	3.00	0.00	0.00		1.00	33.33%	12.4%	0.14	0.00	0.00%	4.5%
OCA Litigation (Tier 2)		17.00	3.00	0.00	0.00		1.00	33.33%	12.4%	0.00	0.00	0.00%	4.5%
Advisory	1 Frank Ogawa Plz	27.00	3.00	0.00	0.00		1.00	33.33%	12.4%	0.14	0.00	0.00%	4.5%
OCA Advisory (Tier 2)		27.00	3.00	0.00	0.00		1.00	33.33%	12.4%	0.00	0.00	0.00%	4.5%
City Attorney's Office (Tier 1 & 2)		77.00	15.00	0.00	0.00		4.00	26.67%	12.4%	0.00	0.00	0.00%	4.5%

City Auditor's Office													
Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW SP	CH Need	CH PCP	CH %	CW.CH
City Auditor Unit	1 Frank Ogawa Plz	10.00	2.00	0.00	2.00	0.25	0.00	0.00%	12.4%	0.09	0.00	0.00%	4.5%
City Auditor (Non Tier 1 or 2)		10.00	2.00	0.00	2.00		0.00	0.00%	12.4%		0.00	0.00%	4.5%
City Auditor's Office (Non Tier 1 or 2)		10.00	2.00	0.00	2.00		0.00	0.00%	12.4%		0.00	0.00%	4.5%

City Clerk's Office													
Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW SP	CH Need	CH PCP	CH %	CW.CH
City Clerk (1st Floor)	1 Frank Ogawa Plz	3.00	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
City Clerk (2nd Floor)	1 Frank Ogawa Plz	8.50	1.00	0.00	0.00		1.00	100.00%	12.4%	0.05	0.00	0.00%	4.5%
OCC City Clerk (Tier.1)		11.50	2.00	0.00	0.00		1.00	50.00%	12.4%		0.00	0.00%	4.5%
City Clerk's Office (Tier.1)		11.50	2.00	0.00	0.00		1.00	50.00%	12.4%		0.00	0.00%	4.5%

City Council's Office													
Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW SP	CH Need	CH PCP	CH %	CW.CH
Reception Desk	1 Frank Ogawa Plz	1.50	1.50	0.00	0.00		1.50	100.00%	12.4%	0.07	0.00	0.00%	4.5%
Reception Desk (Tier 1)		1.50	1.50	0.00	0.00		1.50	100.00%	12.4%		0.00	0.00%	4.5%
Council Administration	1 Frank Ogawa Plz	6.00	0.00										
District One	1 Frank Ogawa Plz	3.50	2.50	0.00	0.00		0.50	20.00%	12.4%	0.12	0.00	0.00%	4.5%
District Two	1 Frank Ogawa Plz	3.50	2.50	0.00	0.00	0.31	0.00	0.00%	12.4%		1.25	50.00%	4.5%
District Three	1 Frank Ogawa Plz	3.50	2.50	0.00	1.00	0.31	0.00	0.00%	12.4%		1.00	40.00%	4.5%
District Four	1 Frank Ogawa Plz	3.50	2.50	0.00	0.50		0.50	20.00%	12.4%	0.12	0.00	0.00%	4.5%
District Five	1 Frank Ogawa Plz	3.50	2.50	0.00	1.00		2.00	80.00%	12.4%	0.12	0.00	0.00%	4.5%
District Six	1 Frank Ogawa Plz	3.50	2.50	0.00	0.00	0.31	0.00	0.00%	12.4%	0.12	0.00	0.00%	4.5%
District Seven	1 Frank Ogawa Plz	3.50	2.50	0.00	0.00	0.31	0.00	0.00%	12.4%	0.12	0.00	0.00%	4.5%
Council At Large	1 Frank Ogawa Plz	3.50	2.50	0.00	3.50	0.31	0.00	0.00%	12.4%	0.12	0.00	0.00%	4.5%
Excluded Reception Desk (Tier 2)		34.00	20.00	0.00	6.00		3.00	15.00%	12.4%		2.25	11.25%	4.5%
City Council's Office (Tier 1 & 2)		35.50	21.50	0.00	6.00		4.50	20.93%	12.4%		2.25	10.47%	4.5%

Community and Economic Development Agency													
Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW SP	CH Need	CH PCP	CH %	CW CH
Agency Operations - Other	250 Frank Ogawa Plz	24.00	0.00										
CEDA Administration		24.00	0.00										
Major Projects	250 Frank Ogawa Plz	15.50	12.00	1.00	0.00		2.00	16.67%	12.4%	0.54	0.00	0.00%	4.5%
Zoning	250 Frank Ogawa Plz	24.00	22.00	1.00	1.00		4.00	18.18%	12.4%	0.99	0.00	0.00%	4.5%
City Planning - Other	250 Frank Ogawa Plz	5.00	2.00	0.00	0.00	0.25	0.00	0.00%	12.4%	0.09	0.00	0.00%	4.5%
Planning & Zoning		44.50	36.00	2.00	1.00		6.00	16.67%	12.4%		0.00	0.00%	4.5%
Engineering & Construction - Administration	250 Frank Ogawa Plz	7.00	2.00	0.00	0.00	0.25	0.00	0.00%	12.4%	0.09	0.00	0.00%	4.5%
Project Delivery - Administration	250 Frank Ogawa Plz	2.00	1.00	0.00	0.00		1.00	100.00%	12.4%	0.05	0.00	0.00%	4.5%
Construction Management & Material Testing	7101 Edgewater Dr / 250 Frank Ogawa Plz	27.70	0.50	0.50	0.00	0.07	0.00	0.00%	12.4%	0.03	0.00	0.00%	4.5%
Project Management	250 Frank Ogawa Plz	7.00	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
Facilities Planning & Development	250 Frank Ogawa Plz	6.00	0.00										
Surveying	250 Frank Ogawa Plz	6.00	0.00										
Engineering Design & ROW - Administration	250 Frank Ogawa Plz	2.00	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
Streets & Structures	250 Frank Ogawa Plz	15.50	0.00										
Right of Way Management	250 Frank Ogawa Plz	24.00	0.00										
Sanitary Sewer Design	250 Frank Ogawa Plz	14.00	0.00										
Watershed & Stormwater Program	250 Frank Ogawa Plz	5.00	0.00										
Pavement Management	250 Frank Ogawa Plz	2.00	0.00										
Transportation Services - Administration	250 Frank Ogawa Plz	4.00	2.00	0.00	0.00	0.25	0.00	0.00%	12.4%	0.09	0.00	0.00%	4.5%
Transportation Planning	250 Frank Ogawa Plz	7.00	0.00										
Traffic Capital Projects	250 Frank Ogawa Plz	11.50	0.00										
Traffic Safety Program	250 Frank Ogawa Plz	10.00	6.00	0.00	0.00	0.75	0.00	0.00%	12.4%		1.00	16.67%	4.5%
Engineering & Design		150.70	13.50	0.50	0.00		1.00	7.41%	12.4%		1.00	7.41%	4.5%
Inspection Services Admin - Other	250 Frank Ogawa Plz	3.00	3.00	1.00	0.00	0.38	0.00	0.00%	12.4%	0.14	0.00	0.00%	4.5%
Inspection Services - Other	250 Frank Ogawa Plz	12.00	11.00	1.00	0.00	0.37	1.00	9.09%	12.4%		2.00	18.18%	4.5%
Building Inspection - Residential - Other	250 Frank Ogawa Plz	9.00	8.00	1.00	0.00	1.00	0.00	0.00%	12.4%		4.00	50.00%	4.5%
Engineering Services	250 Frank Ogawa Plz	6.00	5.00	0.00	0.00		1.00	20.00%	12.4%	0.23	0.00	0.00%	4.5%
Building Inspection - Commercial -	250 Frank Ogawa Plz	38.00	37.00	8.00	1.00		5.00	13.51%	12.4%	1.67	0.00	0.00%	4.5%
District 2	250 Frank Ogawa Plz	4.00	4.00	0.00	0.00		2.00	50.00%	12.4%	0.18	0.00	0.00%	4.5%
District 3	250 Frank Ogawa Plz	8.50	8.50	3.00	0.00		2.00	23.53%	12.4%	0.39	0.00	0.00%	4.5%
District 4	250 Frank Ogawa Plz	16.00	16.00	1.00	0.00		3.00	18.75%	12.4%	0.72	0.00	0.00%	4.5%
Building Codes - Residential - Other	250 Frank Ogawa Plz	1.00	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
Building Services - Other	250 Frank Ogawa Plz	7.42	5.00	0.00	0.00	0.62	0.00	0.00%	12.4%		2.00	40.00%	4.5%
Inspection Support	250 Frank Ogawa Plz	14.00	12.00	1.00	1.00		2.00	16.67%	12.4%		1.00	8.33%	4.5%
Building Services		118.92	110.50	16.00	2.00		16.00	14.48%	12.4%		9.00	8.14%	4.5%

Community and Economic Development Agency (Continued)

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW SP	CH Need	CH PCP	CH %	CW CH
Economic Development Director	250 Frank Ogawa Plz	3.00	0.00										
Workforce Development	250 Frank Ogawa Plz	5.00	1.00	0.00	0.00		1.00	100.00%	12.4%	0.05	0.00	0.00%	4.5%
Business Development	250 Frank Ogawa Plz	14.00	0.00										
One Stop Small Business Center	250 Frank Ogawa Plz	4.00	0.00										
Economic Development		26.00	1.00	0.00	0.00		1.00	100.00%	12.4%		0.00	0.00%	4.5%
Redevelopment Center	250 Frank Ogawa Plz	10.50	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
Real Estate	250 Frank Ogawa Plz	10.00	0.00										
Coliseum Redevelopment	250 Frank Ogawa Plz	7.00	0.00										
Redevelopment Projects	250 Frank Ogawa Plz	2.25	0.00										
West Oakland Base Reuse	250 Frank Ogawa Plz	6.50	0.00										
Downtown Development	250 Frank Ogawa Plz	10.75	0.00										
Central City East Redevelopment	250 Frank Ogawa Plz	5.50	0.00										
Redevelopment		52.50	1.00	0.00	0.00		0.00	0.00%	12.4%		0.00	0.00%	4.5%
HOC Support Staff	250 Frank Ogawa Plz	6.50	1.00	1.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
Housing Development	250 Frank Ogawa Plz	10.00	8.00	0.00	0.00	1.00	0.00	0.00%	12.4%	0.36	0.00	0.00%	4.5%
Municipal Lending	250 Frank Ogawa Plz	17.00	14.00	4.00	1.00	1.74	0.00	0.00%	12.4%	0.64	0.00	0.00%	4.5%
CDBG Coordination	250 Frank Ogawa Plz	6.00	5.00	1.00	0.00	0.62	0.00	0.00%	12.4%	0.23	0.00	0.00%	4.5%
Residential Rent Arbitration	250 Frank Ogawa Plz	8.00	7.00	1.00	0.00		1.00	14.29%	12.4%		1.00	14.29%	4.5%
Home Ownership Programs	250 Frank Ogawa Plz	3.00	3.00	0.00	0.00		1.00	33.33%	12.4%	0.14	0.00	0.00%	4.5%
Housing		50.50	38.00	7.00	1.00		2.00	5.26%	12.4%		1.00	2.63%	4.5%
CEDA (Tier 1 & 2)		467.12	200.00	25.50	4.00		26.00	13.00%	12.4%		11.00	5.50%	4.5%

Department of Contracting & Purchasing

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW SP	CH Need	CH PCP	CH %	CW CH
Administration	250 Frank Ogawa Plz	2.00	0.00										
Contract Compliance & Employment	250 Frank Ogawa Plz	10.00	4.00	0.00	0.00	0.50	0.00	0.00%	12.4%	0.18	0.00	0.00%	4.5%
Purchasing	150 Frank Ogawa Plz	8.00	2.00	0.00	0.00	0.25	0.00	0.00%	12.4%	0.09	0.00	0.00%	4.5%
Contract Administration	250 Frank Ogawa Plz	5.00	1.00	0.00	0.00		1.00	100.00%	12.4%	0.05	0.00	0.00%	4.5%
Contracting and Purchasing (Tier 2)		25.00	7.00	0.00	0.00		1.00	14.29%	12.4%		0.00	0.00%	4.5%
Contracting and Purchasing (Tier 2)		25.00	7.00	0.00	0.00		1.00	14.29%	12.4%		0.00	0.00%	4.5%

Finance & Management Agency

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW SP	CH Need	CH PCP	CH %	CW CH
Parking Administration	250 Frank Ogawa Plz	4.00	0.00										
Parking Citation Assistance Center	250 Frank Ogawa Plz	16.00	15.00	1.00	1.00		4.00	26.67%	12.4%		2.00	13.33%	4.5%
Meter Operations	Field	18.00	0.00										
Parking Enforcement	250 Frank Ogawa Plz	62.15	1.50	0.00	0.00	0.19	0.00	0.00%	12.4%	0.07	0.00	0.00%	4.5%
FMA Parking Citation (Tier 1)		100.15	16.50	1.00	1.00		4.00	24.24%	12.4%		2.00	12.12%	4.5%
Business License Tax	250 Frank Ogawa Plz	13.00	10.00	0.00	0.00	0.24	1.00	10.00%	12.4%	0.45	0.00	0.00%	4.5%
Litter Fee Ordinance Admin	250 Frank Ogawa Plz	1.00	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
Rent Adjustment	250 Frank Ogawa Plz	2.00	2.00	0.00	0.00	0.25	0.00	0.00%	12.4%	0.09	0.00	0.00%	4.5%
FMA Business License Tax (Tier 1)		16.00	13.00	0.00	0.00		1.00	7.69%	12.4%		0.00	0.00%	4.5%
Budget & Finance Admin	150 Frank Ogawa Plz	5.00	0.00										
Accounting Administration	150 Frank Ogawa Plz	4.00	0.00										
General Ledger	150 Frank Ogawa Plz	17.00	0.00										
Payables	150 Frank Ogawa Plz	7.00	0.00										
Stores Operations	150 Frank Ogawa Plz	10.00	0.00										
Revenue Administration	150 Frank Ogawa Plz	3.00	0.00										
Revenue Audit	150 Frank Ogawa Plz	10.00	9.00	0.00	0.00	1.12	0.00	0.00%	12.4%		2.00	22.22%	4.5%
Revenue Collections	150 Frank Ogawa Plz	11.00	10.00	0.00	0.00	1.24	0.00	0.00%	12.4%	0.45	0.00	0.00%	4.5%
Citywide Liens	150 Frank Ogawa Plz	17.00	16.00	0.00	0.00		2.00	12.50%	12.4%		1.00	6.25%	4.5%
Risk Management	150 Frank Ogawa Plz	7.00	0.00										
Treasury Administration	150 Frank Ogawa Plz	3.00	0.00										
Treasury Operations	150 Frank Ogawa Plz	7.00	0.00										
Treasury Cashiering	150 Frank Ogawa Plz	1.00	0.00										
Treasury Payroll	150 Frank Ogawa Plz	13.00	0.00										
FMA Treasury (Tier 2)		115.00	35.00	0.00	0.00		2.00	5.71%	12.4%		3.00	8.57%	4.5%
Personnel Admin/Human Resource Info Servi	150 Frank Ogawa Plz	6.00	0.00										
Employment and Classification	150 Frank Ogawa Plz	30.00	3.00	1.00	0.00	0.38	0.00	0.00%	12.4%		1.00	33.33%	4.5%
Employee Relations	150 Frank Ogawa Plz	7.00	0.00										
Human Resource Development	150 Frank Ogawa Plz	4.00	0.00										
Employee Benefits Services	150 Frank Ogawa Plz	6.00	0.00										
Retirement Administration	150 Frank Ogawa Plz	5.00	0.00										
FMA Personnel (Tier 2)		58.00	3.00	1.00	0.00		0.00	0.00%	12.4%		1.00	33.33%	4.5%
Finance and Management Agency (Tier 1 & 2)		289.15	67.50	2.00	1.00		7.00	10.37%	12.4%		6.00	8.89%	4.5%

Fire Department

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW SP	CH Need	CH PCP	CH %	CW CH	SWORN
Inspectional Services	250 Frank Ogawa Plz	9.00	9.00	1.00	0.00		2.00	22.22%	12.4%	0.41	0.00	0.00%	4.5%	0.00
OFD Inspections Unit (Tier 1)		9.00	9.00	1.00	0.00		2.00	22.22%	12.4%		0.00	0.00%	4.5%	0.00
Fire Communications	1605 MLK Jr. Way	5.00	5.00	0.00	0.00	0.62	0.00	0.00%	12.4%	0.23	0.00	0.00%	4.5%	0.00
Communications Emergency Dispatch	1605 MLK Jr. Way	18.00	18.00	0.00	0.00	1.24	1.00	5.56%	12.4%	0.81	0.00	0.00%	4.5%	0.00
OFD 911 Dispatch (Tier 1)		23.00	23.00	0.00	0.00		1.00	4.35%	12.4%		0.00	0.00%	4.5%	0.00
Emergency Service/Suppression	Multple Location	470.00	459.00	45.00	18.00	15.90	41.00	8.93%	12.4%	15.64	5.00	1.09%	4.5%	459.00
Airport	751 Air Cargo Way	24.00	23.00	7.00	0.00	0.86	2.00	8.70%	12.4%	1.04	0.00	0.00%	4.5%	23.00
OFD Firehouses (Tier 1)		494.00	482.00	52.00	18.00		43.00	8.92%	12.4%		5.00	1.04%	4.5%	482.00
Fire Chief	150 Frank Ogawa Plz	3.00	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%	0.00
Fire Marshals Office	250 Frank Ogawa Plz	6.00	5.00	1.00	0.00		1.00	20.00%	12.4%	0.23	0.00	0.00%	4.5%	0.00
Certified Unified Program Agency	250 Frank Ogawa Plz	6.00	5.00	1.00	0.00	0.62	0.00	0.00%	12.4%	0.23	0.00	0.00%	4.5%	0.00
Arson Investigation	250 Frank Ogawa Plz	4.00	4.00	0.00	0.00	0.50	0.00	0.00%	12.4%	0.18	0.00	0.00%	4.5%	4.00
Engineering	250 Frank Ogawa Plz	2.00	2.00	0.00	0.00	0.25	0.00	0.00%	12.4%	0.09	0.00	0.00%	4.5%	2.00
Vegetation Management	250 Frank Ogawa Plz	8.00	7.00	2.00	0.00	0.87	0.00	0.00%	12.4%	0.32	0.00	0.00%	4.5%	1.00
Budget and Planning Admin	150 Frank Ogawa Plz	2.00	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%	0.00
Education and Training Admin	250 Victory Ct	5.00	2.00	1.00	0.00	0.25	0.00	0.00%	12.4%	0.09	0.00	0.00%	4.5%	2.00
Fire Support & Services	2459 Champion St	2.00	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%	1.00
Measure N - Paramedic	47 Clay St	7.00	1.00	0.00	0.00		1.00	100.00%	12.4%	0.05	0.00	0.00%	4.5%	1.00
OFD Divisions (Tier 2)		45.00	29.00	5.00	0.00		2.00	6.90%	12.4%		0.00	0.00%	4.5%	11.00
Emergency Services Program	1605 MLK Jr. Way	18.00	11.00	3.00	1.00		2.00	18.18%	12.4%		1.00	9.09%	4.5%	0.00
OFD Emergency Services Program (Tier 2)		18.00	11.00	3.00	1.00		2.00	18.18%	12.4%		1.00	9.09%	4.5%	0.00
Budget	150 Frank Ogawa Plz	2.00	0.00											0.00
Accounts Payable	150 Frank Ogawa Plz	1.00	0.00											0.00
Payroll	150 Frank Ogawa Plz	1.00	0.00											0.00
Time and Attendance	150 Frank Ogawa Plz	1.00	0.00											0.00
In-Service Training	250 Victory Ct	1.00	0.00											0.00
Human Resources	150 Frank Ogawa Plz	3.00	0.00											0.00
Fire Boat		2.00	0.00											0.00
Urban Search-And-Rescue (U.S.A.R.)	6550 Coliseum Way	4.75	0.00											0.00
EMS Training	47 Clay St	1.00	0.00											0.00
OFD Divisions (Non Tier 1 or 2)		16.75	0.00											0.00
Fire Department (Tier 1 & 2)		605.75	554.00	61.00	19.00		50.00	9.03%	12.4%		6.00	1.08%	4.5%	493.00

Department of Human Services

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	GIS SP	CH Need	CH PCP	CH %	GIS CH
Administration	150 Frank Ogawa Plz	37.60	5.60	0.60	0.00	0.20	0.50	8.93%	12.4%	0.26	0.00	0.00%	4.5%
DHS Administration (Tier 1)		37.60	5.60	0.60	0.00		0.50	8.93%	12.4%		0.00	0.00%	4.5%
Senior Center (Citywide)	150 Frank Ogawa Plz	11.02	4.00	2.00	0.00	0.50	0.00	0.00%	12.4%	0.18	0.00	0.00%	4.5%
West Oakland Senior Center	1724 Adeline St	1.00	1.00	0.00	0.00	0.04	0.00	0.00%	4%-8%	0.03	0.00	0.00%	3%-6%
North Oakland Senior Center	5714 MLK Jr. Way	1.00	1.00	0.00	0.00	0.04	0.00	0.00%	4%-8%		0.00	0.00%	0%-2%
Downtown Oakland Senior Center	200 Grand Ave	1.00	1.00	0.00	0.00	0.04	0.00	0.00%	4%-8%		0.00	0.00%	0%-2%
East Oakland Senior Center	9255 Edes Ave	1.00	1.00	0.00	0.00	0.16	0.00	0.00%	16%-23%		0.00	0.00%	0%-2%
DHS Senior Centers (Tier 1)		15.02	8.00	2.00	0.00		0.00	0.00%	12.4%		0.00	0.00%	4.5%
Head Start Citywide	150 Frank Ogawa Plz	60.48	19.12	0.00	0.00		3.30	17.26%	12.4%	0.80	0.06	0.31%	4.5%
Frank G. Mar Head Start	247 12th St	1.60	0.80	0.00	0.00		0.00	0.00%	0%-4%		0.80	100.00%	21%-47%
Fannie Wall Head Start	647 55th St	3.50	2.70	0.00	0.00		0.00	0.00%	0%-4%		0.00	0.00%	0%-2%
Tassafaronga Head Start	975 85th Ave	0.80	0.80	0.00	0.00		0.80	100.00%	24%-39%		0.00	0.00%	0%-2%
Franklin Head Start	1010 E. 15th St	0.80	0.80	0.00	0.00	0.08	0.00	0.00%	9%-16%		0.80	100.00%	10%-21%
City Towers Head Start	1050 7th St	5.30	4.40	0.00	0.00		1.70	38.64%	4%-8%		0.00	0.00%	0%-2%
West Grand Head Start	1058 West Grand Ave	3.40	3.40	0.00	0.00		0.90	26.47%	7%-10%		0.00	0.00%	0%-2%
(1266 26th Ave) Head Start	1266 26th Ave	2.50	2.50	0.00	0.00		0.80	32.00%	24%-39%	0.08	0.00	0.00%	3%-6%
San Antonio Park Head Start	1701 E. 19th St	4.90	4.10	0.00	0.00		0.80	19.51%	16%-23%		0.80	19.51%	10%-21%
San Antonio CDC Head Start	2228 E. 15th St	3.30	3.30	0.00	0.00		0.80	24.24%	16%-23%	0.33	0.00	0.00%	10%-21%
Sungate Head Start	2563 Int'l Blvd	4.10	3.20	0.00	0.00		1.60	50.00%	24%-39%	0.13	0.00	0.00%	4%-8%
Manzanita Head Start	2701 22nd Ave	2.40	1.60	0.00	0.00		1.60	100.00%	9%-16%	0.10	0.00	0.00%	6%-10%
Virginia Head Start	4335 Virginia Ave	4.00	4.00	0.00	0.00		0.80	20.00%	9%-16%		0.00	0.00%	0%-2%
Seminary Head Start	5818 Int'l Blvd	0.00	0.00										
(6818 Lion Way) Head Start	6818 Lion Way	4.10	4.10	0.00	0.00		1.60	39.02%	9%-16%		1.60	39.02%	6%-10%
Eastmont Mall Head Start	7200 Bancroft Ave	7.60	6.80	0.00	0.00		2.60	38.24%	16%-23%		0.80	11.76%	0%-2%
Arroyo Viejo Head Start	7701 Krause Ave	2.40	2.40	0.00	0.00		0.80	33.33%	16%-23%		0.00	0.00%	0%-2%
85th Avenue Head Start	8501 Int'l Blvd	6.30	6.30	0.00	0.00		2.70	42.86%	24%-39%		1.80	28.57%	0%-2%
92nd Avenue Head Start	9202 Int'l Blvd	6.40	5.60	0.00	0.00		1.60	28.57%	24%-39%		0.00	0.00%	0%-2%
Brookfield Head Start	9600 Edes Ave	4.00	4.00	0.00	0.00		1.60	40.00%	16%-23%		0.00	0.00%	0%-2%
Early Childhood & Family Services - Head Start (Tier 1)		127.88	79.92	0.00	0.00		24.00	30.03%	12.4%		6.66	8.33%	4.5%
Linkages Program	150 Frank Ogawa Plz	5.00	4.00	0.00	0.00		1.00	25.00%	12.4%	0.18	0.00	0.00%	4.5%
Multipurpose Senior Service Program	150 Frank Ogawa Plz	18.13	10.13	0.00	0.00		3.00	29.62%	12.4%		3.00	29.62%	4.5%
Senior Companion Program	150 Frank Ogawa Plz	3.56	1.50	0.00	0.00	0.19	0.00	0.00%	12.4%		1.00	66.67%	4.5%
Outreach Program	150 Frank Ogawa Plz	1.06	1.06	0.00	0.00	0.14	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
Oakland Paratransit for the Elderly and Disabled	150 Frank Ogawa Plz	5.59	2.59	0.00	0.00	0.33	0.00	0.00%	12.4%	0.12	0.00	0.00%	4.5%
Senior Aide Program	150 Frank Ogawa Plz	66.80	2.00	0.00	0.00		1.00	50.00%	12.4%	0.09	0.00	0.00%	4.5%
Ageing & Adult Services (Tier 2)		100.14	21.28	0.00	0.00		5.00	23.50%	12.4%		4.00	18.80%	4.5%
Youth Services Administration	150 Frank Ogawa Plz	1.00	0.00										
Year Round Lunch Program	150 Frank Ogawa Plz	6.50	6.50	0.00	0.00	0.81	0.00	0.00%	12.4%	0.30	0.00	0.00%	4.5%
Youth Services	150 Frank Ogawa Plz	7.00	0.00										
Children & Youth Services and Policy & Planning (Tier 2)		14.50	6.50	0.00	0.00	0.81	0.00	0.00%	12.4%		0.00	0.00%	4.5%
Department of Human Services (Tier 1 & 2)		295.14	121.30	2.60	2.60		29.50	24.32%	12.4%		10.66	8.79%	4.5%

Department of Information Technology

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW,SP	CH Need	CH PCP	CH %	CW,CH
Administrative Services	150 Frank Ogawa Plz	3.00	0.00										
Reprographic Services	150 Frank Ogawa Plz	6.00	0.00										
Customer Support	150 Frank Ogawa Plz	6.00	0.00										
Planning & Coordination	150 Frank Ogawa Plz	1.00	0.00										
Technology Installation Services	150 Frank Ogawa Plz	4.00	0.00										
Network Engineering & Maintenance	150 Frank Ogawa Plz	11.00	0.00										
Desktop Support	150 Frank Ogawa Plz	24.00	0.00										
Server maintenance & Support	150 Frank Ogawa Plz	6.00	0.00										
Project Planning & Coordination	150 Frank Ogawa Plz	2.00	0.00										
Systems & Database Admin	150 Frank Ogawa Plz	4.00	0.00										
Systems Operations	150 Frank Ogawa Plz	5.00	0.00										
Application Development	150 Frank Ogawa Plz	11.00	0.00										
Geographical Information Systems	150 Frank Ogawa Plz	3.00	0.00										
Department of Information Technology		86.00	0.00										
DIT:(Non-Tier-1:or 2)		86.00	0.00										

Library

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	GIS,SP	CH Need	CH PCP	CH %	GIS,CH
Administrative Unit	125 14th St	2.00	1.00	0.00	0.00		1.00	100.00%	0%-4%	0.14	0.00	0.00%	14%-29%
Main Library Administration	125 14th St	1.00	1.00	0.00	0.00		0.00	0.00%	0%-4%	0.14	0.00	0.00%	14%-29%
Art/History/Literature	125 14th St	8.42	8.42	0.80	0.42		1.60	19.00%	0%-4%	1.20	0.00	0.00%	14%-29%
Magazines and Newspapers	125 14th St	4.84	4.84	1.04	0.00		0.00	0.00%	0%-4%	0.68	0.00	0.00%	14%-29%
Science Business and Sociology	125 14th St	10.56	9.56	3.01	0.00		2.00	20.92%	0%-4%	1.34	0.00	0.00%	14%-29%
Childrens Room	125 14th St	7.12	7.12	0.60	0.72		0.37	0.00%	0%-4%		1.00	14.04%	14%-29%
Circulation/Automation	125 14th St	7.46	7.46	0.00	0.22		2.45	32.84%	0%-4%	0.05	1.00	13.40%	14%-29%
Main Library Local Services		41.40	39.40	5.45	1.36		7.42	18.83%	12.4%		2.00	5.08%	4.5%

Library (Continued)

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	GIS SP	CH Need	CH PCP	CH %	GIS CH
Branch Administration	125 14th St	2.00	2.00	0.00	0.00		1.00	50.00%	0%-4%		1.00	50.00%	14%-29%
Brookfield Village Branch	9255 Edes Ave	4.60	4.60	0.00	0.00		1.40	30.43%	16%-23%		1.00	21.74%	0%-3%
Dimond Branch	3565 Fruitvale Ave	9.20	9.20	2.00	0.00		0.00	0.00%	0%-4%	0.28	0.00	0.00%	3%-6%
Eastmont Branch	7200 Bancroft	5.80	5.04	0.24	0.00		1.66	32.94%	16%-23%		0.00	0.00%	0%-3%
Elmhurst Branch	1427 88th Ave	4.60	4.60	1.20	0.00		1.40	30.43%	16%-23%		0.00	0.00%	0%-3%
MLK Jr Branch	6833 Int'l Blvd	4.80	4.80	1.60	0.00	0.17	0.60	12.50%	16%-23%		0.00	0.00%	0%-3%
Montclair Branch	1687 Mountain Blvd	5.40	5.40	1.00	0.00		0.00	0.00%	0%-4%		0.00	0.00%	0%-3%
Rockridge Branch	5366 College Ave	11.00	11.00	1.40	0.89		0.00	0.00%	0%-4%		0.00	0.00%	0%-3%
Temescal Branch	5205 Telegraph Ave	7.10	7.10	0.00	0.50		1.00	14.08%	2%-6%	0.08	0.00	0.00%	1%-4%
Asian Branch	388 9th St	9.80	9.80	1.00	0.00		0.00	0.00%	0%-4%		5.89	60.10%	21%-47%
Bookmobile	1801 Adeline St	1.56	1.56	0.60	0.00	0.07	0.00	0.00%	4%-8%	0.05	0.00	0.00%	3%-6%
Golden Gate Branch	5606 San Pablo Ave	4.20	4.20	1.00	0.00		0.00	0.00%	0%-4%		0.00	0.00%	0%-3%
Lakeview Branch	550 El Embarcadero	4.60	4.60	1.36	0.00	0.19	0.00	0.00%	4%-8%	0.46	0.00	0.00%	10%-21%
Latin American Branch	3301 E. 12th St	6.42	6.42	1.60	0.00		3.97	61.84%	4%-8%	0.20	0.00	0.00%	3%-6%
Melrose Branch	4805 Foothill Blvd	4.48	4.48	1.20	0.00		1.48	33.04%	24%-39%		0.00	0.00%	0%-3%
Piedmont Branch	160 41st St	5.60	5.60	1.60	0.00		0.00	0.00%	0%-4%		0.00	0.00%	0%-3%
West Oakland Branch	1801 Adeline St	4.87	4.87	0.40	0.27	0.20	0.00	0.00%	4%-8%	0.15	0.00	0.00%	3%-6%
African-American Museum & Library	659 14th St	5.40	5.40	1.00	0.00		1.00	18.52%	0%-4%	0.54	0.00	0.00%	10%-21%
Branch Library Local Services		101.43	100.67	17.20	1.66		13.51	13.42%	12.4%		7.89	7.84%	4.5%
Director Unit	125 14th St	4.20	4.20	0.00	0.00		2.20	52.38%	12.4%	0.19	0.00	0.00%	4.5%
Financial & Administrative Services	125 14th St	13.00	5.00	4.00	0.00	0.62	0.00	0.00%	12.4%	0.23	0.00	0.00%	4.5%
Computer Services	125 14th St	4.10	0.50	0.18	0.00	0.07	0.00	0.00%	12.4%	0.03	0.00	0.00%	4.5%
Cataloging/Processing	125 14th St	14.18	0.00										
Community Relations	125 14th St	1.40	0.60	0.00	0.00	0.08	0.00	0.00%	12.4%	0.03	0.00	0.00%	4.5%
Acquisitions	125 14th St	8.40	0.00										
On-Call Public Services	System-wide Placement	5.64	5.64	0.00	0.88	0.59	0.31	5.50%	12.4%		0.37	6.56%	4.5%
Literacy	1801 Adeline St	6.08	4.08	0.00	0.00	0.51	0.00	0.00%	12.4%	0.19	0.00	0.00%	4.5%
Childrens Services	125 14th St	7.76	7.76	1.00	1.38	0.37	0.60	7.73%	12.4%	0.35	0.00	0.00%	4.5%
Teen Services	125 14th St	9.70	9.20	2.00	0.00		1.60	17.39%	12.4%		1.00	10.87%	4.5%
OPL Systemwide Services		74.46	36.98	7.18	2.26		4.71	12.74%	12.4%		1.37	3.70%	4.5%
Department of Public Library (Tier 1)		217.29	177.05	29.83	5.28		25.64	14.48%	12.4%		11.26	6.36%	4.5%

Mayor's Office													
Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW SP	CH Need	CH PCP	CH %	CW CH
Administration Excluded Reception Desk & OAC	1 Frank Ogawa Plz	19.00	19.00	2.00	2.00		3.00	15.79%	12.4%	0.86	0.00	0.00%	4.5%
Administration - Reception Desk	1 Frank Ogawa Plz	1.00	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
Administration - OAC	1 Frank Ogawa Plz	5.00	5.00	0.00	0.00		1.00	20.00%	12.4%		1.00	20.00%	4.5%
Mayor's Administration (Tier 2)		25.00	25.00	2.00	2.00		4.00	16.00%	12.4%		1.00	4.00%	4.5%
Office of the Mayor (Tier 1 & 2)		25.00	25.00	2.00	2.00		4.00	16.00%	12.4%		1.00	4.00%	4.5%

Museum													
Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW SP	CH Need	CH PCP	CH %	CW CH
Administration Unit	1000 Oak St	2.00	0.00										
Museum Services Security & Operation	1000 Oak St	2.00	0.00										
Museum Security Services	1000 Oak St	12.00	13.00	2.00	0.00	1.56	0.06	0.46%	12.4%	0.47	0.12	0.92%	4.5%
Museum Custodial Services	1000 Oak St	3.42	0.00										
Museum Landscape Services	1000 Oak St	2.00	0.00										
Curatorial Services Unit	1000 Oak St	18.90	0.00										
Education Unit	1000 Oak St	4.63	0.00										
Museum Service (Non Tier 1 or 2)		44.95	13.00	2.00	0.00		0.06	0.46%	12.4%		0.12	0.92%	4.5%
Oakland Museum (Non Tier 1 or 2)		44.95	13.00	2.00	0.00		0.06	0.46%	12.4%		0.12	0.92%	4.5%

Office of Parks & Recreation													
Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	GIS SP	CH Need	CH PCP	CH %	GIS CH
Directors Unit	250 Frank Ogawa Plz	7.54	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
Administrative Services	250 Frank Ogawa Plz	5.50	3.00	0.00	0.00	0.38	0.00	0.00%	12.4%	0.14	0.00	0.00%	4.5%
Budget and Fiscal	250 Frank Ogawa Plz	1.00	0.00										
Accounting Unit	250 Frank Ogawa Plz	3.00	0.00										
Personnel Unit	250 Frank Ogawa Plz	2.15	0.00										
Area 1 Rec. Center Supervision	250 Frank Ogawa Plz	1.00	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
Aquatics Supervision	568 Bellevue Ave	4.28	3.56	2.00	0.00	0.17	0.28	7.87%	12.4%	0.17	0.00	0.00%	4.5%
Area 3 Administration	250 Frank Ogawa Plz	1.00	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
OPR Administration (Tier 2)		25.47	9.56	2.00	0.00		0.28	2.93%	12.4%		0.00	0.00%	4.5%

Office of Parks & Recreation (Continued)

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	GIS SP	CH Need	CH PCP	CH %	GIS CH
Bushrod Recreation Center	560 59th St	3.37	1.75	0.00	0.00	0.07	0.00	0.00%	4%-8%		0.00	0.00%	0%-2%
Defremery Recreation Center	1651 Adeline St	4.36	1.75	0.00	0.00		0.00	0.00%	0%-4%		0.00	0.00%	0%-2%
Golden Gate Recreation Center	1075 62nd St	3.33	2.00	0.00	0.00	0.08	0.00	0.00%	4%-8%		0.00	0.00%	0%-2%
Lincoln Recreation Center	250 10th St	6.30	1.70	0.00	0.00		0.00	0.00%	0%-4%		1.00	58.82%	20%-45%
Montclair Recreation Center	6300 Moraga Ave	9.96	3.75	0.00	0.00		0.00	0.00%	0%-4%		0.00	0.00%	0%-2%
Mosswood Recreation Center	3612 Webster St	4.18	1.75	0.00	0.00	0.07	0.00	0.00%	4%-8%	0.06	0.00	0.00%	3%-5%
Poplar Recreation Center	3131 Union St	2.92	1.75	0.00	0.00		0.00	0.00%	0%-4%		0.00	0.00%	0%-2%
Attendale Recreation Center	3711 Suter St	2.24	1.00	0.00	0.00		1.00	100.00%	9%-16%	0.06	0.00	0.00%	6%-9%
Dimond Recreation Center	3860 Hamly Rd	8.51	1.75	0.00	0.00		0.00	0.00%	0%-4%	0.06	0.00	0.00%	3%-5%
Franklin Recreation Center	1010 E 15th St	2.32	1.00	0.00	0.00	0.09	0.00	0.00%	9%-16%	0.10	0.00	0.00%	10%-19%
Manzanita Recreation Center	1701 22nd Ave	3.37	1.75	0.00	0.00		1.00	57.14%	9%-16%	0.18	0.00	0.00%	10%-19%
Redwood Heights Recreation Center	3883 Aliso Ave	13.73	2.00	0.00	0.00		1.00	50.00%	4%-8%	0.12	0.00	0.00%	6%-9%
FM Smith Recreation Center	1969 Park Blvd	2.80	1.75	0.00	0.00	0.07	0.00	0.00%	4%-8%	0.11	0.00	0.00%	6%-9%
San Antonio Recreation Center	1701 E 19th St	1.73	1.00	0.00	0.00		1.00	100.00%	16%-23%	0.10	0.00	0.00%	10%-19%
Carmen Flores Recreation Center	1637 Fruitvale Ave	1.99	1.00	0.00	0.00		1.00	100.00%	24%-39%		0.00	0.00%	0%-2%
Arroyo Recreation Center	7701 Krause Ave	3.71	1.75	1.00	0.00	0.28	0.00	0.00%	16%-23%		0.00	0.00%	0%-2%
Brookdale Recreation Center	2535 High St	2.08	1.00	0.00	0.00	0.24	0.00	0.00%	24%-39%	0.03	0.00	0.00%	3%-5%
Ira Jenkins Recreation Center	9175 Edes Ave	6.05	1.75	1.00	0.00	0.28	0.00	0.00%	16%-23%		0.00	0.00%	0%-2%
Rainbow Recreation Center	5800 International Blvd	4.20	1.75	0.00	0.00	0.28	0.00	0.00%	16%-39%		0.00	0.00%	0%-2%
Tassafaranga Recreation Center	975 85th Ave	3.09	1.75	0.00	0.00	0.42	0.00	0.00%	24%-39%		0.00	0.00%	0%-2%
Sheffield Village Recreation Center	247 Marlow Dr	3.55	1.75	0.00	0.00		0.00	0.00%	0%-4%		0.00	0.00%	0%-2%
OPR Recreation Centers (Tier 1)		93.79	35.45	2.00	0.00		5.00	14.10%	12.4%		1.00	2.82%	4.5%
Live Oak Aquatics	1055 MacArthur Blvd	2.79	2.56	0.00	0.00		0.00	0.00%	0%-4%		1.07	41.80%	15%-22%
Dimond Aquatics (Lions Pool)	3860 Hanly Rd	5.18	4.84	0.00	0.00		0.15	3.10%	0%-4%		0.26	5.37%	3%-10%
Defremery Aquatics	1269 18th St	2.48	2.09	0.33	0.00		0.00	0.00%	0%-4%		0.06	2.87%	0%-2%
Temescal Aquatics	371 45th St	5.12	4.87	0.00	0.00		0.34	6.98%	0%-4%		0.19	3.90%	0%-2%
Fremont Aquatics	4550 Foothill Blvd	3.02	2.59	0.00	0.00		0.48	18.53%	24%-39%		0.20	7.72%	3%-6%
Castlemont Pool (CLOSED)	8601 MacArthur Blvd	0.00	0.00						9%-23%				0%-4%
McClymonds Pool (CLOSED)	2607 Myrtle St	0.00	0.00						9%-15%				0%-4%
Aquatics Unit (Tier 2)		18.69	16.95	0.33	0.00		0.97	5.72%	12.4%		1.78	10.50%	4.5%

Office of Parks & Recreation (Continued)

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	GIS SP	CH Need	CH PCP	CH %	GIS CH
Central Reservations	250 Frank Ogawa Plz	11.04	7.14	0.00	0.00		1.00	14.01%	12.4%	0.33	0.00	0.00%	4.5%
Special Programs	250 Frank Ogawa Plz	2.44	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
Zoo	4777 Golf Links Rd	1.00	0.00										
Rotary Nature Center	666 Bellevue Ave	8.65	1.75	1.00	0.00	0.22	0.00	0.00%	12.4%	0.08	0.00	0.00%	4.5%
Boating	568 Bellevue Ave	7.95	1.75	0.00	0.00		1.00	57.14%	12.4%	0.08	0.00	0.00%	4.5%
Tennis	666 Bellevue Ave	2.03	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
City-Wide Sports	666 Bellevue Ave / 250 Frank Ogawa Plz	18.65	1.75	0.00	0.00	0.22	0.00	0.00%	12.4%	0.08	0.00	0.00%	4.5%
Girls Sports	Field	2.77	1.50	0.00	0.00	0.19	0.00	0.00%	12.4%	0.07	0.00	0.00%	4.5%
Youth & Adult Sports	666 Bellevue Ave	5.58	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
Area One Special Sports Programs	666 Bellevue Ave	1.14	0.75	0.00	0.00	0.10	0.00	0.00%	12.4%	0.04	0.00	0.00%	4.5%
Community Gardens	666 Bellevue Ave	1.38	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
Feather River Camp	666 Bellevue Ave	1.00	0.00										
Malonga Casquelourd Center	1428 Alice St	3.41	1.75	0.00	0.00	0.22	0.00	0.00%	12.4%	0.08	0.00	0.00%	4.5%
Studio One	365 45th St	7.07	2.75	0.00	0.00	0.35	0.00	0.00%	12.4%	0.13	0.00	0.00%	4.5%
City-Wide Programs Unit	Field	5.30	2.00	1.00	0.00	0.25	0.00	0.00%	12.4%	0.09	0.00	0.00%	4.5%
Radical Roving Recreation	250 Frank Ogawa Plz	5.95	2.75	0.00	0.00	0.35	0.00	0.00%	12.4%	0.13	0.00	0.00%	4.5%
Discovery Center	2521 High St	1.44	1.00	0.00	0.00		1.00	100.00%	12.4%	0.05	0.00	0.00%	4.5%
Ball Fields Maintenance	Field	8.10	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
At-Risk Youth	Field	6.94	1.75	0.00	0.00	0.22	0.00	0.00%	12.4%	0.08	0.00	0.00%	4.5%
OPR City Wide Programs (Tier 2)		101.84	31.64	2.00	0.00		3.00	9.48%	12.4%	0.00	0.00	0.00%	4.5%
Office of Parks and Recreation (Tier 1 & 2)		239.69	93.60	6.33	7.25		9.25	9.88%	12.4%	2.78	2.97%	4.5%	

Police Department

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW SP	CH Need	CH PCP	CH %	CW CH	SWORN
Internal Affairs	250 Frank Ogawa Plz	27.00	27.00	2.00	1.00	2.35	1.00	3.70%	12.4%	1.22	0.00	0.00%	4.5%	22.00
OPD Interani Affairs (Tier 1)		27.00	27.00	2.00	1.00		1.00	3.70%	12.4%		0.00	0.00%	4.5%	22.00
Police Area 1	Field	202.00	202.00	7.00	1.00	19.04	6.00	2.97%	12.4%	5.10	4.00	1.98%	4.5%	194.00
Police Area 2	Field	178.00	178.00	2.00	1.00	9.07	13.00	7.30%	12.4%	5.01	3.00	1.69%	4.5%	170.00
Police Area 3	Field	188.00	188.00	5.00	1.00	7.31	16.00	8.51%	12.4%	5.46	3.00	1.60%	4.5%	175.00
OPD Patrol (Tier 1)		568.00	568.00	14.00	3.00		35.00	6.16%	12.4%		10.00	1.76%	4.5%	539.00
Special Operations	Various	52.00	52.00	4.00	1.00	4.45	2.00	3.85%	12.4%	1.34	1.00	1.92%	4.5%	47.00
Abandoned Car Removal (Tier 1)		52.00	52.00	4.00	1.00		2.00	3.85%	12.4%		1.00	1.92%	4.5%	47.00
Support Operations	Field	24.00	24.00	1.00	1.00		6.00	25.00%	12.4%		4.00	16.67%	4.5%	1.00
Neighborhood Services (Tier 1)		24.00	24.00	1.00	1.00		6.00	25.00%	12.4%		4.00	16.67%	4.5%	1.00
Communications Unit	7101 Edgewater Dr	80.00	80.00	7.00	4.00	4.92	5.00	6.25%	12.4%	3.60	0.00	0.00%	4.5%	5.00
OPD 911 Dispatch (Tier 1)		80.00	80.00	7.00	4.00		5.00	6.25%	12.4%		0.00	0.00%	4.5%	5.00
Records Unit	455 7th St	3.00	3.00	0.00	1.00	0.38	0.00	0.00%	12.4%	0.14	0.00	0.00%	4.5%	1.00
Records & Warrants	455 7th St	29.00	29.00	1.00	0.00	2.60	1.00	3.45%	12.4%		2.00	6.90%	4.5%	1.00
OPD Records Division (Tier 1)		32.00	32.00	1.00	1.00		1.00	3.13%	12.4%		2.00	6.25%	4.5%	2.00
Traffic BFO	Field	86.13	86.13	5.00	0.47	5.68	5.00	5.81%	12.4%	1.88	2.00	2.32%	4.5%	39.00
OPD Traffic Division (Tier 1)		86.13	86.13	5.00	0.47		5.00	5.81%	12.4%		2.00	2.32%	4.5%	39.00
Animal Shelter	1101 23th Ave	27.00	27.00	4.00	2.29	2.92	0.43	1.59%	12.4%	0.22	1.00	3.70%	4.5%	0.00
OPD Animal Control (Tier 1)		27.00	27.00	4.00	2.29		0.43	1.59%	12.4%		1.00	3.70%	4.5%	0.00
Property/Theft	455 7th St	16.00	16.00	1.00	0.00	0.99	1.00	6.25%	12.4%	0.80	0.00	0.00%	4.5%	14.00
OPD Property/Theft (Tier 2)		16.00	16.00	1.00	0.00		1.00	6.25%	12.4%		0.00	0.00%	4.5%	14.00
Youth & Family Services	455 7th St	60.00	60.00	2.00	5.00	4.44	3.00	5.00%	12.4%	2.70	0.00	0.00%	4.5%	51.00
OPD Youth & Family Services (Tier 2)		60.00	60.00	2.00	5.00		3.00	5.00%	12.4%		0.00	0.00%	4.5%	51.00
Assault	455 7th St	23.00	23.00	0.00	2.00	2.86	0.00	0.00%	12.4%	1.04	0.00	0.00%	4.5%	22.00
OPD Assault (Tier 2)		23.00	23.00	0.00	2.00		0.00	0.00%	12.4%		0.00	0.00%	4.5%	22.00
Office of the Chief - Administration	455 7th St	6.00	4.00	1.00	0.00	0.50	0.00	0.00%	12.4%	0.18	0.00	0.00%	4.5%	1.00
Bureau of Investigations Admin	455 7th St	2.00	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%	1.00
Property and Evidence	455 7th St	10.00	10.00	4.00	1.00	1.24	0.00	0.00%	12.4%	0.45	0.00	0.00%	4.5%	0.00
Identifications Sections	455 7th St	6.00	6.00	1.00	0.00	0.75	0.00	0.00%	12.4%	0.27	0.00	0.00%	4.5%	0.00
Criminal Investigations	455 7th St	4.00	4.00	0.00	0.00	0.50	0.00	0.00%	12.4%	0.18	0.00	0.00%	4.5%	2.00
Homicides	455 7th St	14.00	14.00	0.00	0.00	0.74	1.00	7.14%	12.4%	0.63	0.00	0.00%	4.5%	13.00
CID Targeted Enforcement Task Force	455 7th St	7.00	7.00	1.00	0.00		1.00	14.29%	12.4%	0.32	0.00	0.00%	4.5%	7.00
Robbery	455 7th St	14.00	14.00	0.00	0.00	0.75	1.00	7.14%	12.4%	0.63	0.00	0.00%	4.5%	13.00
Bureau of Services - Administrations	455 7th St	2.00	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%	1.00
Research, Planning & Crime Analysis	455 7th St	6.00	5.00	1.00	0.00	0.62	0.00	0.00%	12.4%	0.23	0.00	0.00%	4.5%	1.00
Bureau of Administrations	455 7th St	14.00	2.00	0.00	0.00	0.25	0.00	0.00%	12.4%	0.09	0.00	0.00%	4.5%	1.00
Police Personnel	455 7th St	9.00	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%	0.00
Police Information Technology	455 7th St	4.00	4.00	0.00	0.00	0.50	0.00	0.00%	12.4%	0.18	0.00	0.00%	4.5%	3.00
Background & Recruiting	250 Frank Ogawa Plz	10.00	7.00	1.00	0.00		1.00	14.29%	12.4%		1.00	14.29%	4.5%	5.00
Bureau of Field Operations-Admin	455 7th St	11.00	3.00	0.00	0.00	0.38	0.00	0.00%	12.4%	0.14	0.00	0.00%	4.5%	3.00
OPD Divisions (Tier 2)		119.00	83.00	9.00	1.00		4.00	4.82%	12.4%		1.00	1.20%	4.5%	51.00

Police Department (Continued)

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW,SP	CH Need	CH PCP	CH %	CW,CH	PCPs
Public Information	455 7th St	1.00	0.00											0.00
Office of the Inspector General	455 7th St	12.00	0.00											0.00
Special Investigations Internal (Intelligence Division)	455 7th St	7.00	0.00											0.00
Criminalistics	455 7th St	24.00	0.00											0.00
Training Unit	455 7th St	33.00	0.00											0.00
Fiscal Services	455 7th St	17.00	0.00											0.00
OPD Division (Non-Tier 1 or 2)		94.00	0.00											0.00
Oakland Police Department		1208.13	1078.13	50.00	21.76		63.43	5.88%	12.4%		21.00	1.95%	4.5%	793.00

Public Works Agency

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW,SP	CH Need	CH PCP	CH %	CW,CH
Human Resources	250 Frank Ogawa Plz	13.00	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
Public Works Call Center	7101 Edgewater Dr / 250 Frank Ogawa Plz	5.00	5.00	0.00	2.00		1.00	20.00%	12.4%		1.00	20.00%	4.5%
Clean Oakland Program	750 50th Ave	2.00	2.00	1.00	1.00		1.00	50.00%	12.4%	0.09	0.00	0.00%	4.5%
Litter Enforcement	750 50th Ave	6.00	6.00	2.00	0.00	0.75	0.00	0.00%	12.4%	0.27	0.00	0.00%	4.5%
Env Svcs Recycling & Solid Waste	250 Frank Ogawa Plz	8.00	1.00	0.00	0.00	0.13	0.00	0.00%	12.4%	0.05	0.00	0.00%	4.5%
PWA Divisions (Tier 1)		34.00	15.00	3.00	3.00		2.00	13.33%	12.4%		1.00	6.67%	4.5%

Public Works Agency (Continued)

Unit	Location	FTE	PCPs	VAC PCP	NEW PCP	SP Need	SP PCP	SP %	CW SP	CH Need	CH PCP	CH %	CW CH
Director and Human Resources Unit	250 Frank Ogawa Plz	3.00	0.00										
PWA Fiscal Services	250 Frank Ogawa Plz	10.00	0.00										
Management Info Systems Unit	250 Frank Ogawa Plz	1.00	0.00										
Infrastructure & Ops Asst Director's	7101 Edgewater Dr	3.00	0.00										
Electrical Services Admin	7101 Edgewater Dr	2.00	0.00										
Electrical Maintenance	7101 Edgewater Dr	10.00	0.00										
Electrical Traffic Maintenance	7101 Edgewater Dr	24.00	0.00										
Electrical Engineering	7101 Edgewater Dr	1.00	0.00										
Electrical Projects	7101 Edgewater Dr	13.00	0.00										
Infrastructure Maint Admin	7101 Edgewater Dr	3.00	0.00										
Storm Drain Maintenance	7101 Edgewater Dr	23.00	0.00										
Sewer System Maintenance	7101 Edgewater Dr	49.00	0.00										
Street & Sidewalk Maintenance	7101 Edgewater Dr	57.00	0.00										
Tree Services	7101 Edgewater Dr	19.18	0.00										
Equipment Services Administration	7101 Edgewater Dr	60.00	0.00										
Facilities & Environ Asst. Director's	7101 Edgewater Dr	5.00	0.00										
Facility Services Admin	250 Frank Ogawa Plz	5.00	0.00										
Civic Center Complex	250 Frank Ogawa Plz	26.89	0.00										
Hall of Justice Complex	250 Frank Ogawa Plz	16.50	0.00										
Plant Operations	250 Frank Ogawa Plz	8.00	0.00										
Roving Custodial	250 Frank Ogawa Plz	37.69	0.00										
Project Design	7101 Edgewater Dr	6.00	0.00										
Parks/Bldg Maint Admin	7101 Edgewater Dr	5.00	0.00										
Landscape Maintenance	7101 Edgewater Dr	79.45	0.00										
Special Services	250 Frank Ogawa Plz	11.00	0.00										
Bldgs Electrical & Plainting	7101 Edgewater Dr	5.00	0.00										
Bldgs Plumbing & Area Maint	7101 Edgewater Dr	12.00	0.00										
Bldgs Structural	7101 Edgewater Dr	9.00	0.00										
SCGA Admin	750 50th Ave	3.00	0.00										
Street Cleaning	750 50th Ave	46.50	0.00										
Graffiti Abatement & Rapid Response	750 50th Ave	12.00	0.00										
Illegal Dumping	750 50th Ave	35.00	0.00										
Environmental Services Admin	250 Frank Ogawa Plz	3.00	0.00										
Env Svcs Environmental Remediation	250 Frank Ogawa Plz	4.00	0.00										
Env Svcs Sustainability	250 Frank Ogawa Plz	1.00	0.00										
Env Svcs Watershed Program	250 Frank Ogawa Plz	2.00	0.00										
Env Svcs Engergy Group	250 Frank Ogawa Plz	3.00	0.00										
PWA Divisions (Non Tier 1 or 2)		614.21	0.00										
Public Works Agency		648.21	15.00	3.00	3.00		2.00	13.33%	12.40%	1.00		6.67%	4.46%