

Equal Access to Services Ordinance Annual Compliance Report Fiscal Year 2023-24

ATTACHMENT A

COVER PAGE

CONTENTS:

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

Dep	Name of Document	SP	CH	VI	A	K	TA	Other	Other2
OPL	Family fun			1	1				
PBD	Demographics Survey		1						
EWD	Mobile food vending (4 files)	1	1						
HCD	Oakland Eviction Moratorium Ordinance and Legal Updates	1							
HRM	Tongan test								
OPL	August Calendar		1						
OFD	PEP PPT		1	1					
Auditor	Dept Names and questions	1	1						
DOT	Seminary Avenue Paving Project	1	1						
DOT	Seminary Ave postcard #1	1	1						
CAO	Translation of Restaurant Resources Brochure	1	1						
HSD	SCPVolunteer phone call policy		1	1					
CAO	Title VI Plan & other doc	1	1						
HSD	Family Partnership Headstart Forms	1	1						
OPD	Police Chief Recruitment Survey	1	1						
HCD	RAP's Eviction Moratorium Digital Ads	1	1						
DOT	Seminary Ave postcard #1	1	1						
OPD	Police Chief Recruitment Flyer	1	1						
MAYOR	Talking Point Survey			1					
HRM	Tongan review						1		
Council	Clinton Park Survey	1		1					
AUDITOR	Investigation Report	1	1	1					
DOT	Survey result translation		1						
MAYOR	Talking Point translation		1	1					
OFD	Active Shooter Training		1	1					
OPL	September newsletter		1						
OIG	the OIG Annual Report	1	1						
PBD	Planning for Oakland	1	1						
OPRYD	Girl, Flag football league	1	1						
DWES	Release of Info Agreement (2)	1	1	1					
OPW	Project Number 1000820	1	1	1	1				
Council	Clinton Park Survey-updates	1	1	1					
HCD	Code Compliance Relocation Brochures	1	1	1					
OPRYD	Green waste translation	1	1			1			
OFD	PEP PPT	1							

OFD	Active Shooter Training	1						
FINANCE	VM Script + Recording	1	1					
OPL	October OPL calendar		1					
EWD	Coliseum survey	1	1					
DOT	Open house	1	1					
OPRYD	Trifold -soccer mania	1	1					
HSD	Closure day flyer	1	1	1				
PEC	VM Script + Recording		1					
OPW	Lake Meritt Signage	1	1					
HCD	PRO Housing Grant Info	1	1					
OPW	PR Letter Transition Request - 1000920 SSR 83-503		1					
OPW	High Street Bulky Block Party Flyer	1						
HRM	FMLA form		1					
DOT	7th Street Fact Sheet	1	1					
OFD	PEP PPT					1		
DVP	DVP questions	1	1					
DOT	7th Street Survey	1	1		1			
OAS	Outreach Flyer	1	1					
DOT	7th Street Fact Sheet			1	1			
OPW	Urban forest postcard	1	1					
Council	D2 Newsletter		1					
OCA	Claim letter	1						
DOT	Door hanger	1	1					
FINANCE	VPT Request for Refund form	1	1	1				
OPW	UFP Powerpoint Presentation	1	1					
OPW	UFP Executive Summary	1	1					
DOT	7th Street Questions		1		1			
DOT	OakDOT Safe Streets/Bike-Ped Program	1	1	1				
PBD	Safety Element	1	1					
DOT	Speed Bump Form	1	1					
HRM	Arabic test review				1			
OPW	Claim	1						
OPW	Rain drain	1	1					
HCD	RAP Contact Flowchart	1	1					
HCD	RAP's updated Eviction Moratorium digital ads	1	1					
DWES	Measure FF 2024 notice - Viet review			1				

DWES	Measure Z 2024 notice - Viet review			1				
HSD	Community Day of Thanks Flyer-review	1	1	1				
OPW	Toy appeal - claim form		1					
OPW	UFP Boards Questions	1	1					
DOT	Post card	1	1					1
OPW	Storm drain hotspot survey -review	1	1					
Finance	Business Tax Brochures	1						
DOT	Upper Telegraph Project Open House flyer	1	1					1
DRE	Demographics Card		1					
OPD	When to call 911 script		1					
DWES	Measure FF and Z updates	1	1	1				
HSD	Senior companion program froms		1	1				
PBD	Upper Telegraph Survey	1	1					1
OPR	Mother of the Year Nomination Form	1	1					
PBD	Upper Telegraph Survey Added Text	1	1					1
OPW	Wilma Chan Park Sign		1					
HSD	Volunteer timesheet		1	1				
PBD	Upper Telegraph Surve 3rd request	1	1					1
EAO	Tagalog Test						1	
OPW	Small Construction Contract Tip Sheet	1	1					
OPW	Foothill Ped Rehab Letter	1		1				
OPW	Wilma Chan Park Sign-edited sign		1					
OPD	When to call 911 script - added text		1					
OPW	14th St Safe Routes PR Letter	1	1					
HSD	Senior companion Brochure		1	1				
OPW	CITYWIDE SPEED BUMP INSTALLATION	1						
DWES	Flyer translation review			1				
HSD	Foster Grandparent Application		1	1				
DOT	Corridor Selection Memo & Engagement Memo		1					
OPW	CITYWIDE STREET RESURFACING	1	1					
OPR	OPRYD Summer Catalog	1	1					
CAO	When to Call 911		1					
DOT	Upper Telegraph Open House		1					
OAS	OAS Free Clinic Flyer	1	1					
HRM	Tagalog Test						1	
CAO	Oakland Fresh Flyer		1	1				

DOT	Bike Clings Text & BPAC Text	1	1	1				
CAO	When you call 911 & LNY Safety Tips			1				
EAO	Language Access Complaint Form			1				
DOT	UBM Income Confirmation Survey	1	1					
OPR	Town Camp Flyer 2024 Text	1	1					
OPW	Letters for 1006466 Cary Avenue Trash Capture Project	1	1					
EWD	Activate Event Impact Survey	1	1	1				
OPW	Bulky Block Party	1	1					
OPR	Town Family Fun Fest	1	1					
DOT	73rd Ave - Survey, Flyer, Mailer	1	1					
OPR	Director's letter and Town Camp Info	1	1					
HCD	Relocation Application	1	1					
CAO	Winterstorm / Shelter Info	1	1					
OPR	Carmen Flores Registration Email	1						
HCD	Public Notice - CAPER	1	1					
DOT	Watch For Bikes Stickers (review)	1	1	1				
OPW	Sanitary Sewer Rehab Letter	1	1					
CAO	NSC file Canva	1	1	1				
OPW	City Pavement Rehabilitation Letter	1	1					
PBD	Short translation	1	1					
DOT	Bike Clings - proofread		1					
OPW	Pollution Surface Cleaning info and quiz QUOTE	1						
OPW	Medela Parkway Trash Capture Project	1	1					
DOT	8th Street Streetscape Improvements Fact Sheet	1	1	1				
OPW	Correction Notice Letter	1						
OPW	Correction Notice Letter		1	1	1	1		
PBD	Phase 2 Flyer	1	1		1	1		
OPW	Sewer Letter (E15th Street)		1					
OPW	Holiday Closure Notices	1	1					
OPR	Summer Camp Flyer	1	1					
EWD	Business Assistance Form	1	1					
OPR	New Arroyo Viejo Website Text	1						
OPW	Storm drainage postcard	1	1					
DVP	MAM Translation						1	
OPW	Biz Resources Flyer	1	1	1				

OPW	Door Hanger	1	1					
OPW	Urban Forest Plan	1	1					
OPW	Biz Resources Flyer - Revise & Review	1	1	1				
CAO	Website Survey	1	1					
PBD	Interpretation inquiry text	1	1					
DOT	WO UBM E-mail Notification	1	1					
HRM	Career Expo Flyer	1	1					
OPW	Earth Day Flyer	1	1					
CAO	Website Survey Review	1	1					
OPW	MMM Waste Management Inserts	1	1					
OPW	MMM Waste Management Inserts			1				
OPW	Compost Giveaway Posters	1	1	1	1	1		
OFD	Tsunami Week	1	1					
OPD	APP Cover Letter (review)		1					
DOT	Franklin Complete Streets	1	1					
OPW	As Needed Citywide Paving	1						
FINANCE	Recruitment flyer	1	1					
OFD	Tsunami Week- follow up text	1	1					
FINANCE	Contractor Rental Business Applications	1						
FINANCE	Contractor Rental Business Applications		1					
OPR	Holiday Closure Notices (13 notices)	1	1					
DWES	App Review			1				
OPW	Project Number 1006066 and 1006466 Letters	1						
HCD	Rent Registration Info Sheet	1	1					
OPW	mandatory business trash service	1	1	1	1	1		
OPW	SANITARY SEWER REHABILITATION	1	1					
DOT	Administrative Review		1					
OPL	Reading Log			1	1			
OPL	Summer Calendar & Blurbs		1	1	1			
DOT	Lakeshore Bike Lanes Project	1	1					
HSD	TUGO. cab, and paratransit documents		1	1				
OPW	Complaint - Trash Bins	1						
PBD	DOSP Handbook	1	1					
OPW	Appeal to Trash Citation	1						
EWD	Oakland Small Business Week	1	1					

CAO	Electrification Banner	1	1						
OFD	CERT Commodity Exercise	1							
EWD	Mobile Vendors Advertisement	1							
OPW	Public Notice Sanitary Sewer Rehab (2)	1	1						
OPW	Stop Waste Notices Insert	1	1						
OFD	Community Action Planning Agendas	1							
OCA	Get Involved! flyer					1			
DOT	Bike Newsletter Winter 2024	1	1	1					
OPW	Sanitary Sewer Notice Project Number 1006211	1	1						
DOT	Administrative Review								1
EWD	Economic Consultant RFQ				1				
HCD	Quick Guide to Registration	1							
OPL	Summer 2024 Adult Card		1	1		1			
OFD	Local Roadmaps - Assessment Workshop Materials	1							
OPR	Community Park Clean-Up Blurb	1							
HRM	Medical Letter				1				
OPW	Recycling Brochure	1	1	1					
CAO	NNO Flyer	1	1						
COUNCIL	Oakland Budget Webinar	1	1	1					
PEC	Audio File	1							
HSD	Community Survey		1			1			2
EWD	Jack London Temescal/Telegraph BID		1						
OPW	Citywide Mini Parks Project		1	1		1			
EWD	Jack London Temescal/Telegraph BID Ballot		1						
HCD	Rent Registration Info & FAQs	1							
OPR	Carmen Flores Welcome Letter	1							
OPR	Holiday notice (proofread)	1	1						
FINANCE	Business Tax Appeal		1						
CAO	Get Involved, Make a Difference	1	1						
DOT	Embarcadero West brochure		1						
OPW	Hey Oakland!	1	1	1					
DOT	2nd Street Transit Hub		1						
OPR	Liability Waiver	1	1						
OPW	Lake Merritt Algae Warning Sign (review)	1	1						

OPR	Town Camp at FRC Welcome Letter	1						
OCA	Claims letters (2)	1						
DVP	2025-2029 DVP Spending Plan Survey	1						
HSD	Community Survey Flyers		1		1		2	2
DOT	Citation				1			
DOT	Citation Review		1					
OPW	Appeal	1						
HCD	Tenant Move-Out Agreement Ordinance	1	1					
OPW	Appeal	1						
OPR	Garden Parties Spreadsheet	1	1					
DOT	Citation Review		1					
HRM	Telephone script		1					
POLCom	Town Hall Meeting IG post	1	1					
OPW	Appeal	1						
DVP	DVP Funded Services Brochures	1						
DWES	Poster review			1				
EWD	Public Art RFP Info	1	1					
PIO	EOC public release (shelter)	1	1					
PIO	EOC public release (power outage)	1	1					
PIO	EOC public release (curfew)	1	1					
OPL	End of Summer Celebration Flyer			1	1			
DOT	Zine Draft		1					
OFD	Local Roadmaps to Community Resilience	1						
Total translations produced = 430		SP = Spanish	CH = Chinese	VI = Vietnamese	A = Arabic	K = Korean	TA = Tagalog	
		37.20%	40.20%	12.50%	4.40%			

Dept	Service Date	Event	Hrs. SP	Hrs. CA	Hrs. VI	Hrs. MA	Hrs. A	Other	Other Language	Type of Meeting
CLERK	7/18/2024	ORSA/ City Council	6	6						Web meeting
HCD	7/11/2024	RAP hearing	2							Web meeting
HCD	8/14/2024	RAP hearing			2					Web meeting
HCD	7/18/2024	RAP hearing	2							Web meeting
HCD	7/19/2024	Moratorium Workshop	2							Web meeting
HSD	7/20/2024	Advisory Board Meeting	2	2						Web meeting
OFD	7/29/2024	Personal Emergency Preparedness Training		2	2	2				Web meeting
POLCOM	8/5/2024	Chief of Police hiring search	2							In person
DWE	7/26/2024	Capital improvement project	2		2	2				In person
HCD	8/10/2024	RAP hearing			2	2				Web meeting
COUNCIL	8/17/2024	Chamber of Commerce			2	2				In person
OFD	8/26/2024	Personal Emergency Preparedness Training		2	2	2				Web meeting
HCD	9/6/2024	RAP hearing	2							Web meeting
OFD	9/6/2024	Personal Emergency Preparedness Training	2							In person
CLERK	9/11/2024	ORSA/ City Council	2	2						Web meeting
CLERK	9/19/2024	Concurrent Meeting of the ORSA / City Council	2	2						Web meeting
HSD	9/27/2024	Senior Companion/Foster Grandparents Monthly Volunteer Meeting	2	2						In person
CAO	9/20/2024	Safety Presentation		2						In person
HSD	9/21/2024	Headstart advisory board	2	2						Web meeting
CLERK	10/3/2024	ORSA/ City Council	6	6						Web meeting
CLERK	10/17/2024	ORSA/ City Council	6	6						Web meeting
HCD	9/28/2024	Rent Board Meeting	2							Web meeting
OFD	10/9/2024	Personal Emergency Preparedness Training		2	2					In person
CAO	10/18/2024	Neighborhood meeting	2							In person
HSD	10/25/2024	Senior Companion/Foster Grandparents Monthly Volunteer Meeting		2						In person
CAO	11/10/2024	EA Interview	2							In person
CLERK	11/7/2024	ORSA/ City Council	6	6						Web meeting
CAO	11/10/2024	EA Interview	2							In person
Clerk	11/7/2024	ORSA/ City Council	6	6						Web meeting
OPW	11/15/2024	Urban Forestry Project Coordinator	2	2						Web meeting
OPW	11/29/2024	Urban Forestry Project Coordinator	2	2						In person
Clerk	12/5/2024	ORSA/ City Council	6	6						Web meeting
HSD	11/29/2024	Volunteers meeting	2	2						In person
HCD	12/5/2024	RAP hearing	2							Web meeting
HCD	12/11/2024	RAP hearing	2		2					Web meeting
HCD	12/12/2024	RAP hearing	2		2					Web meeting
HCD	12/4/2024	RAP hearing	2							Web meeting
CLERK	12/19/2024	ORSA/ City Council	2	2						Web meeting
HCD	12/18/2024	RAP hearing			2					Web meeting
HSD	12/21/2023	Advisory Board Meeting	2	2						Hybrid
HSD	12/27/2023	Foster Grandparent Volunteer Recognition		3.5						In person
Clerk	1/16/2024	City Council Meeting	6.5	6.5						Web meeting
HCD	1/16/2024	RAP Hearing	2				2			Web meeting
DOT	1/17/2024	Upper Telegraph Open House		2						In person
HSD	1/18/2024	Advisory Board Meeting	2	2						Hybrid

HCD	1/30/2024	RAP Hearing	2		2					Web meeting
HSD	1/24/2024	Senior Companion Monthly Meeting		2						In person
CLERK	2/6/2024	City Council Meeting	6.5	6.5						Web meeting
CLERK	2/20/2024	City Council Meeting	6.5	6.5						Web meeting
OFD	2/15/2024	PEP Training		3						n/a
HSD	2/15/2024	Head Start Advisory Board	2	2						Hybrid
HCD	2/27/2024	RAP Hearing	2							Web meeting
CLERK	3/6/2024	City Council Meeting	6	6						Web meeting
HSD	2/28/2024	Senior Companion Monthly Meeting		2						In person
HCD	3/13/2024	RAP Hearing	2		2					Web meeting
HCD	3/26/2024	RAP Hearing	2							Web meeting
CLERK	3/19/2024	City Council Meeting	6.5	6.5						Web meeting
HSD	3/14/2024	Head Start Advisory Board								Hybrid
HSD	3/27/2024	Head Start Meeting		1				1	Taishanese	Web meeting
OFD	3/21/2024	PEP Training	2							In person
HSD	3/27/2024	Senior Companion Monthly Meeting		2						In person
Clerk	4/16/2024	City Council Meeting	6	6						Hybrid
HSD	4/2/2024	HSD Training	1.5	1.5						Web meeting
HCD	4/10/2024	RAP Hearing	2							Web meeting
HCD	4/23/2024	RAP Hearing		2						Web meeting
HCD	4/22/2024	RAP Mediation	3		3					Web meeting
OFD	4/24/2024	Local Roadmaps	1							In person
HCD	4/15/2024	RAP Hearing	2							In person
OFD	4/28/2024	Commodity Point of Distribution Exercise	2							In person
HSD	4/24/2024	Senior Companion Monthly Meeting		2						In person
HCD	5/7/2024	Community Mediation Case		2						Web meeting
HCD	5/20/2024	BAHFA Bond Affordable Housing for Oaklanders	1.5							Web meeting
HCD	5/9/2024	Rent Board Meeting						3	Tigrinya	In person
CLERK	5/7/2024	City Council Meeting	6	6						Web meeting
CLERK	5/21/2024	City Council Meeting	6	6						Web meeting
HSD	5/16/2024	Head Start Advisory Board Meeting	2	2						Hybrid
HCD	5/13/2024	RAP Hearing	2							Web meeting
HSD	5/22/2024	Senior Companion Monthly Meeting		2						In person
CLERK	6/4/2024	City Council Meeting	6	6						Web meeting
CLERK		City Council Meeting	6	6						Web meeting
OFD	5/21/2024	Local Roadmaps	8							In person
HSD	5/24/2024	Sogje Training	1.5	1.5						Web meeting
COUNCIL	5/28/2024	2024 City Budget Webinar	2	2	2	2				Web meeting
OFD	5/23/2024	Active Shooter Training	2							In person
DVP	7/25/2024	Gender Based Violence Activity Meeting	2							In person
CLERK	6/12/2024	City Council Meeting	6.5	6.5						Web meeting
HSD	6/6/2024	Parent Meeting								In person
HSD	6/13/2024	Head Start Advisory Board Meeting	2	2						In person
CLERK	6/13/2024	City Council Meeting	2.5							Web meeting
HRM	6/20/2024	HRM VM Recording								In person
CLERK	6/28/2024	City Council Meeting	6	6						Web meeting

HSD	6/26/2024	Senior Companion Monthly Meeting		2.5						In person
HCD	6/27/2024	HRRB Board Meeting/Appeal Hearing						3	Tigrinya	In person
CLERK	7/2/2024	City Council Meeting	6	6						Web meeting
CLERK	7/16/2024	City Council Meeting	6	6						Web meeting
HCD	7/8/2024	RAP Remote Hearing	2							Web meeting
Total interpretation hours = 469			SP = Spanish	CA = Cantonese	VI = Vietnamese	MA = Mandarin	A = Arabic			
			48.40%	40.80%	6.20%	2.60%				

Table: ACSDT1Y2022.C16001

American Community Survey C16001 Language Spoken at Home for the Population 5 Years and Older		
	Oakland city, California	
Label	Estimate	Margin of Error
Total:	406,554	±2,443
Speak only English	254,750	±7,884
Spanish:	88,710	±7,137
Speak English "very well"	47,242	±5,304
Speak English less than "very well"	41,468	±4,749
French, Haitian, or Cajun:	4,127	±1,417
Speak English "very well"	3,740	±1,365
Speak English less than "very well"	387	±376
German or other West Germanic languages:	1,124	±381
Speak English "very well"	902	±363
Speak English less than "very well"	222	±141
Russian, Polish, or other Slavic languages:	1,734	±765
Speak English "very well"	1,374	±704
Speak English less than "very well"	360	±287
Other Indo-European languages:	6,630	±1,942
Speak English "very well"	5,192	±1,554
Speak English less than "very well"	1,438	±1,010
Korean:	1,728	±876
Speak English "very well"	1,065	±742

American Community Survey C16001 Language Spoken at Home for the Population 5 Years and Older		
Speak English less than "very well"	663	±452
Chinese (incl. Mandarin, Cantonese):	24,874	±3,590
Speak English "very well"	8,254	±1,788
Speak English less than "very well"	16,620	±2,498
Vietnamese:	5,817	±1,629
Speak English "very well"	2,075	±802
Speak English less than "very well"	3,742	±1,107
Tagalog (incl. Filipino):	3,047	±1,548
Speak English "very well"	1,917	±1,119
Speak English less than "very well"	1,130	±608
Other Asian and Pacific Island languages:	7,257	±2,529
Speak English "very well"	3,891	±1,554
Speak English less than "very well"	3,366	±1,403
Arabic:	1,347	±1,046
Speak English "very well"	981	±892
Speak English less than "very well"	366	±314
Other and unspecified languages:	5,409	±2,143
Speak English "very well"	2,888	±1,317
Speak English less than "very well"	2,521	±1,708

Department Name: Oakland Animal Services
Fiscal Year: FY2023-2024

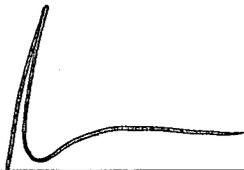


EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Ann Dunn, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for [Oakland Animal Services] was submitted on 6/1/20/24.



Director Signature

Ann Dunn

Type Name

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Ann Dunn	Melinda Tierney	Melinda Tierney
Title	Director of Animal Services	ELDE Shelter Manager	ELDE Shelter Animal
Address	1101 29 th ave, Oakland Ca 94601	1101 29 th ave, Oakland CA 94601	1101 29 th ave, Oakland CA 94601
Phone#	510-535-5602	510-535-5606	510-535-5602
Email	adunn@oaklanca.gov	Mtierney@oaklandca.gov	mtierney@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	33		New Hires		
Public Contact Positions (PCP)	33	100%	New PCP Hires	7	
PCP With Spanish Language Skill	5	15 %	New PCP Hires with SP Skill	2	%
PCP With Chinese Language Skill	1	3 %	New PCP Hires with CH Skill		%

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

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

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: The Assistant Director Position was removed and replaced by the Animal Shelter Manager	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= 4 CH = 2	SP= 5 CH = 01

	SP=	CH=	SP=	CH=
	SP=	CH=	SP=	CH=

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Soecify:
About Oakland Animal Services	Yes	Yes	
Cat Adoption Questionnaire	Yes	Yes	
Cats and Scratching - No Declaw	Yes	Yes	
Children and Dogs	Yes	Yes	
CIRDC Client Information Handout: Kennel Cough	Yes	Yes	
Compliance Notice/Common Animal Related Laws	Yes	Yes	
Conditions for Keeping a Potentially Dangerous Dog	Yes	Yes	
Conditions for Keeping a Vicious Dog	Yes	Yes	
Did You Know that Rabbits	Yes	Yes	
Dog Adoption Questionnaire	Yes	Yes	
Dog License Fee Waiver Application for Service Dogs	Yes	Yes	
Dog Ties	Yes	Yes	
Estimate of Fees	Yes	Yes	
Foster Agreement	Yes	Yes	
Found Animal Report	Yes	Yes	
Fowl in Oakland	Yes	Yes	
H3NZ Canine Flu	Yes	Yes	
Hearing Waiver- Potentially Dangerous Dog	Yes	Yes	
Hearing Waiver - Vicious Dog	Yes	Yes	
Home Quarantine Agreement	Yes	Yes	
Impound Notice/Request for Extension of Hold Period	Yes	Yes	
Introducing Cat to Cat	Yes	Yes	
Introducing Cat to Dog	Yes	Yes	
Introducing Dog to Dog	Yes	Yes	
Lost Animal Report	Yes	Yes	
Notice - Selling Animals	Yes	Yes	
Notice of Seizure of Animal(s)/Post Seizure Hearing Request	Yes	Yes	
Notice to Quarantine Biting Animals	Yes	Yes	
Oakland Animal Control Regulation	Yes	Yes	
OAS Public Sign-In	Yes	Yes	
Owner Surrender Agreement	Yes	Yes	
POD Hearing Result Letter	Yes	Yes	
Potentially Dangerous Dogs Permit	Yes	Yes	
Pre-Seizure Hearing Request	Yes	Yes	
Preventing Cat Litter Box Problems	Yes	Yes	
Proof of Service VDD	Yes	Yes	
Property Inspection Requirements Prior to Release of Any Dog	Yes	Yes	
Property Inspection Requirements Prior to Release of Potentially Dangerous or	Yes	Yes	
Puppy House Training	Yes	Yes	
Rabbit Adoption Questionnaire	Yes	Yes	
Refusal to Quarantine Biting Animal	Yes	Yes	
Request for Extension of Hold Period	Yes	Yes	
Request for Hearing	Yes	Yes	
Request for Post Seizure Hearing	Yes	Yes	
Sorry We Missed You	Yes	Yes	
Spay/Neuter Appointment	Yes	Yes	

Department Name: Animal Services
 Fiscal Year: FY2023-2024

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

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Oakland Animal Services	510-535-5602	Working to obtain CH speaker to record. Should be completed by end of fiscal year

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Oakland Animal Services	1101 29 th ave	94601	510-535-5602	15	5	15%	1	3

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

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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Department Name: Oakland Animal Services
 Fiscal Year: FY2023-24

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
33	15	4	5	Yes	2	1	no

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

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

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

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

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

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

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

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

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

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

B. Translation of Written Vital Documents Assessment

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

Language translation notices are posted in the lobby areas of OAS.
1101 29th ave Oakland CA, 946011

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

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

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

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

C. Multilingual Telephone Messages Assessment

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

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

D. Assessment of Department Communication with LES Populations

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

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

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

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

E. Action Plan

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

Department Name: Oakland Animal Services
Fiscal Year: FY2023-24

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

OAKLAND ANIMAL SERVICES PCP STAFFING LIST JUNE 30 2024

ORGANIZATION	ADDRESS	JOB_CLASS	POSITION_	HIRE_DATE	NEW HIRE	PCP_POSIT	PCP_LANG
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant	44011.41	25-AUG-18		NO	
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant	44006.37	03-NOV-18		NO	
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant	44010.37	03-JAN-17		NO	
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant	44007.37	02-APR-22		NO	Spanish
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant	44008.37	07-JUL-14		NO	
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant	44009.37	30-SEP-23	YES	NO	
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	44005.23	09-OCT-06		NO	
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	44005.23	24-MAR-18		NO	
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	44005.23	21-JAN-23		NO	Spanish
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	44005.23	18-MAY-19		NO	
62111 - Animal Services	1101 29TH AVENUE	Animal Care Attendant, PT	44005.23	02-JAN-97		NO	
62111 - Animal Services	1101 29TH AVENUE	Animal Care Services Supe	44407.44	17-JUN-14		NO	
62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	43993.13	09-JAN-21		YES	
62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	43994.24	30-NOV-19		YES	
62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	43989.58	28-JAN-08		YES	
62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	43991.2	19-JAN-15		YES	
62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	43990.15	27-JUL-19		YES	
62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer	43992.12	30-MAR-15		YES	
62111 - Animal Services	1101 29TH AVENUE	Animal Control Officer, PP	43996.31	18-MAR-13		YES	
62111 - Animal Services	1101 29TH AVENUE	Director of Animal Service	43987.26	15-FEB-20		YES	
62111 - Animal Services	1101 29TH AVENUE	Exempt Limited Duration E	47795.48	06-APR-19		NO	
62111 - Animal Services	1101 29TH AVENUE	Public Service Representat	44000.38	08-JUL-23	YES	YES	
62111 - Animal Services	1101 29TH AVENUE	Public Service Representat	44001.41	05-AUG-23	YES	YES	
62111 - Animal Services	1101 29TH AVENUE	Public Service Representat	43999.38	16-SEP-23	YES	YES	Spanish
62111 - Animal Services	1101 29TH AVENUE	Registered Veterinary Tecl	44004.26	11-DEC-21		YES	Spanish
62111 - Animal Services	1101 29TH AVENUE	Registered Veterinary Tecl	44246.44	15-APR-23		YES	
62111 - Animal Services	1101 29TH AVENUE	Temp Contract Svcs Emplc	47497.47	06-JAN-24	YES	NO	
62111 - Animal Services	1101 29TH AVENUE	Temp Contract Svcs Emplc	47498.47	06-JAN-24	YES	NO	
62111 - Animal Services	1101 29TH AVENUE	Temp Contract Svcs Emplc	47457.47	25-NOV-23	YES	NO	
62111 - Animal Services	1101 29TH AVENUE	Veterinarian	44245.44	11-JUN-22		YES	
62111 - Animal Services	1101 29TH AVENUE	Veterinarian	43985.26	27-APR-24	YES	YES	
62111 - Animal Services	1101 29TH AVENUE	Volunteer Program Specia	43984.2	09-MAR-19		YES	Chinese

Department Name: CAO
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Monica Davis, on behalf of Jestin D. Johnson, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the City Administrator's Office was submitted on

_____.

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

Director Signature

Monica Davis, on behalf of Jestin D. Johnson

Department Name: CAO
 Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: CAO

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Jestin D. Johnson	Winnie Woo	Winnie Woo
Title	City Administrator	City Administrator Analyst	City Administrator Analyst
Address	1 Frank H. Ogawa Plaza, 3 rd Floor	1 Frank H. Ogawa Plaza, 3rd Floor	1 Frank H. Ogawa Plaza, 3rd Floor
Phone#	(510) 238-3301	(510) 238-7798	(510) 238-7798
Email	JDJohnson@oaklandca.gov	wwoo@oaklandca.gov	wwoo@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees			New Hires		
Public Contact Positions (PCP)	34	100%	New PCP Hires	2	100%
PCP With Spanish Language Skill	4	6%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	3	5%	New PCP Hires with CH Skill	0	0%

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

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

Department Name: CAO
 Fiscal Year: FY2023-2024

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

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

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Total # of vital documents reported = 0			

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

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

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

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

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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Department Name: CAO
 Fiscal Year: FY2023-2024

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
69	34	11%=3	4	Yes	5%=1	3	Yes

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

The City Administrator's Office and its divisions are comprised of a total of 69 Full-Time Employees (FTE). There are currently 34 Public Contact Positions (PCP). The Spanish speaking PCP goal for the City Administrator's Office is 11%, which equates to about 3 FTEs. And the Chinese speaking PCP goal is 5%, which equates to about 1 FTEs. Currently the City Administrator's Office has met these goals for FY 2023-24 as the office currently has 3 FTEs that are Spanish speaking PCP and 3 FTEs that are Chinese speaking PCP. We have an additional 6 FTEs that are non-PCP that are bilingual (3 Spanish speakers, 1 Vietnamese, and 1 Chinese speaker).

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

During this fiscal year, the City Administrator's Office has hired a total of 4 FTEs, which none are PCP designated. One of newly hired staff is bilingual and is in process of taking the bilingual test. The City Administrator's Office has made a conscious effort to hire candidates that are bilingual in various positions to ensure that the office is well supported with bilingual speakers.

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

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

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

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

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

Department Name: CAO
Fiscal Year: FY2023-2024

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.
Language translation notices are posted in the lobby and in public areas of the City Administrator's Office and its divisions.
Notice posted at 1 City Hall, 3d Floor, City Administrator's Office Reception Area
2. Describe the percentage of vital documents translated into threshold language(s).
What is the corrective action plan and timeline in getting the rest of the documents translated?
All vital documents have been translated.
3. Describe other materials the Department has provided in multiple languages?
None

C. Multilingual Telephone Messages Assessment

1. Provide an assessment on the provision of multilingual messages and hotlines.
All phone lines have been translated.

Completed.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.
The City Administrator's Office continues to work with its staff and Equal Access to ensure that any information that is provided to the public is translated into Spanish, Chinese and Vietnamese. And the office has also made additional efforts to hire bilingual candidates in positions that are not designated as PCP to help ensure that we have staff in help with engaging the LES populations.
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).

No complaints were received during this fiscal year. And the City Administrator's Office will continue to work with Equal Access to ensure that any and all information that is provided to the public is translated into Spanish, Chinese and Vietnamese.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
The City Administrator's Office will continue to focus on translating public documents into Spanish, Chinese, Vietnamese, Arabic and Korean. to ensure that the LES community is informed on City programs and services that are available.

CAO PCP STAFFING LIST June 30, 2024						
ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_P	PCP_LANG
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Assistant City Administrator	24-JUL-21		NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Assistant City Administrator	05-MAR-18		NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Assistant City Administrator	19-MAY-03		NO	Spanish
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Assistant to the City Administrator	21-MAY-18		NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Assistant to the City Administrator	26-JUL-99		YES	Spanish
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Assistant to the City Administrator	06-MAY-17		NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Assistant to the City Administrator	10-OCT-00		NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	City Administrator	05-JUN-23		NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	City Administrator Analyst	11-SEP-17		NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	City Administrator Analyst	29-MAY-21		NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	City Administrator Analyst	22-AUG-16		NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	City Administrator Analyst	07-FEB-11		YES	Chinese
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Deputy City Administrator	15-OCT-22		NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Deputy City Administrator	13-DEC-05		NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Exec Asst to Asst City Administrator	25-JUN-22		NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Executive Asst to the City Administrator	19-OCT-19		NO	Spanish
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Food Program Monitor, PT	12-JUN-17		YES	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Food Program Monitor, PT	06-JUN-16		YES	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Food Program Monitor, PT	29-MAY-21		YES	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Food Program Monitor, PT	11-JUN-22		YES	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Food Program Monitor, PT	12-JUN-15		YES	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Manager, Human Services	20-AUG-22		NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Office Assistant II	29-OCT-22		NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Program Analyst II	07-JAN-08		NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Project Manager III	30-MAR-24	Yes	NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Project Manager III	27-MAY-23		NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Receptionist, PT	22-JAN-22		YES	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Student Trainee, PT	07-AUG-21		NO	
02111 - City Administrator: Adm	One Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	23-MAY-16		NO	
02112 - Communications & Med	One Frank Ogawa Plaza	City Administrator Analyst	04-FEB-23		YES	
02112 - Communications & Med	One Frank Ogawa Plaza	City Administrator Analyst	19-FEB-22		YES	
02112 - Communications & Med	One Frank Ogawa Plaza	Exempt Limited Duration Employee	10-JUN-23		YES	
02112 - Communications & Med	One Frank Ogawa Plaza	Project Manager III	14-MAR-16		YES	
02112 - Communications & Med	One Frank Ogawa Plaza	Public Information Officer II	11-JUN-22		YES	
02112 - Communications & Med	One Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	21-JAN-23		YES	
02141 - Homelessness	One Frank Ogawa Plaza	Administrative Assistant I	25-JUN-22		NO	

02141 - Homelessness	One Frank Ogawa Plaza	Administrative Assistant II	02-NOV-19		NO	
02141 - Homelessness	One Frank Ogawa Plaza	Assistant to the City Administrator	28-JUL-18		NO	
02141 - Homelessness	One Frank Ogawa Plaza	Assistant to the City Administrator	01-MAR-14		NO	
02141 - Homelessness	One Frank Ogawa Plaza	Program Analyst II	21-JAN-23		NO	
02141 - Homelessness	One Frank Ogawa Plaza	Volunteer Program Specialist II	17-OCT-22		NO	
02151 - City Administrator Call C	One Frank Ogawa Plaza	Assistant to the City Administrator	13-AUG-90		YES	
02151 - City Administrator Call C	One Frank Ogawa Plaza	City Administrator Analyst	11-JAN-10		YES	Spanish
02151 - City Administrator Call C	One Frank Ogawa Plaza	Exempt Limited Duration Employee	21-JAN-23		YES	
02151 - City Administrator Call C	One Frank Ogawa Plaza	Exempt Limited Duration Employee	15-MAY-00		YES	
02151 - City Administrator Call C	One Frank Ogawa Plaza	Exempt Limited Duration Employee	27-NOV-21		YES	
02151 - City Administrator Call C	One Frank Ogawa Plaza	Exempt Limited Duration Employee	10-DEC-22		YES	
02151 - City Administrator Call C	One Frank Ogawa Plaza	Public Service Representative	29-OCT-12		YES	
02151 - City Administrator Call C	One Frank Ogawa Plaza	Public Service Representative	19-SEP-20		YES	
02151 - City Administrator Call C	One Frank Ogawa Plaza	Public Service Representative, Senior	16-AUG-10		YES	Chinese
02161 - Sustainability and Energy	One Frank Ogawa Plaza	Manager, Sustainability Program	22-DEC-14		NO	
02161 - Sustainability and Energy	One Frank Ogawa Plaza	Program Analyst III	31-MAR-14		NO	
02161 - Sustainability and Energy	One Frank Ogawa Plaza	Program Analyst III	27-NOV-21		NO	
02171 - ADA Programs	One Frank Ogawa Plaza	Disability Access Coordinator	07-OCT-17		YES	Vietnamese
02171 - ADA Programs	One Frank Ogawa Plaza	Program Analyst I	24-JUN-23		YES	
02191 - Neighborhood Services	One Frank Ogawa Plaza	Neighborhood Services Coordinator	05-FEB-22		YES	Spanish
02191 - Neighborhood Services	One Frank Ogawa Plaza	Neighborhood Services Coordinator	22-NOV-76		YES	
02191 - Neighborhood Services	One Frank Ogawa Plaza	Neighborhood Services Coordinator	03-OCT-20		YES	Chinese
02191 - Neighborhood Services	One Frank Ogawa Plaza	Neighborhood Services Coordinator	13-JAN-18		YES	
02191 - Neighborhood Services	One Frank Ogawa Plaza	Office Assistant I, PT	19-JUN-17		YES	
02191 - Neighborhood Services	One Frank Ogawa Plaza	Police Services Technician II	06-JAN-14		YES	
02191 - Neighborhood Services	One Frank Ogawa Plaza	Police Services Technician II	06-JAN-14		YES	Spanish
02191 - Neighborhood Services	One Frank Ogawa Plaza	Program Analyst III	02-NOV-19		YES	
02191 - Neighborhood Services	One Frank Ogawa Plaza	Program Analyst III	01-MAY-89		YES	
02311 - Equal Opportunity Progr	One Frank Ogawa Plaza	Administrative Assistant II (CONF)	23-FEB-19		NO	Spanish
02311 - Equal Opportunity Progr	One Frank Ogawa Plaza	EEO & Civil Rights Director	03-OCT-11		NO	
02311 - Equal Opportunity Progr	One Frank Ogawa Plaza	Equal Opportunity Specialist	27-APR-24	Yes	NO	
02311 - Equal Opportunity Progr	One Frank Ogawa Plaza	Equal Opportunity Specialist	23-JUL-12		NO	Chinese
02311 - Equal Opportunity Progr	One Frank Ogawa Plaza	Equal Opportunity Specialist	06-NOV-17		NO	



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Barbara J. Parker, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Office of the City Attorney was submitted on June 13, 2024.

A handwritten signature in cursive script that reads "Barbara J. Parker".

Director Signature

Barbara J. Parker

Type Name

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Barbara J. Parker	Daryl Young	Mark Forte
Title	City Attorney	Administrative Analyst I	Legal Services Coordinator
Address	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza
Phone#	510-238-3815	510-238-6622	510-238-2960
Email	bparker@oaklandcityattorney.org	dyoung@oaklandcityattorney.org	mforte@oaklandcityattorney.org

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	78		New Hires	7	
Public Contact Positions (PCP)	9 (2 are vacant)	100%	New PCP Hires	2	100%
PCP With Spanish Language Skill	1	%	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	1	%	New PCP Hires with CH Skill	0	%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
General & Complex Litigation Division	
Advisory Division	
Affirmative Litigation, Enforcement & Innovation Division	
Operations Division	

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

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

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

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

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

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

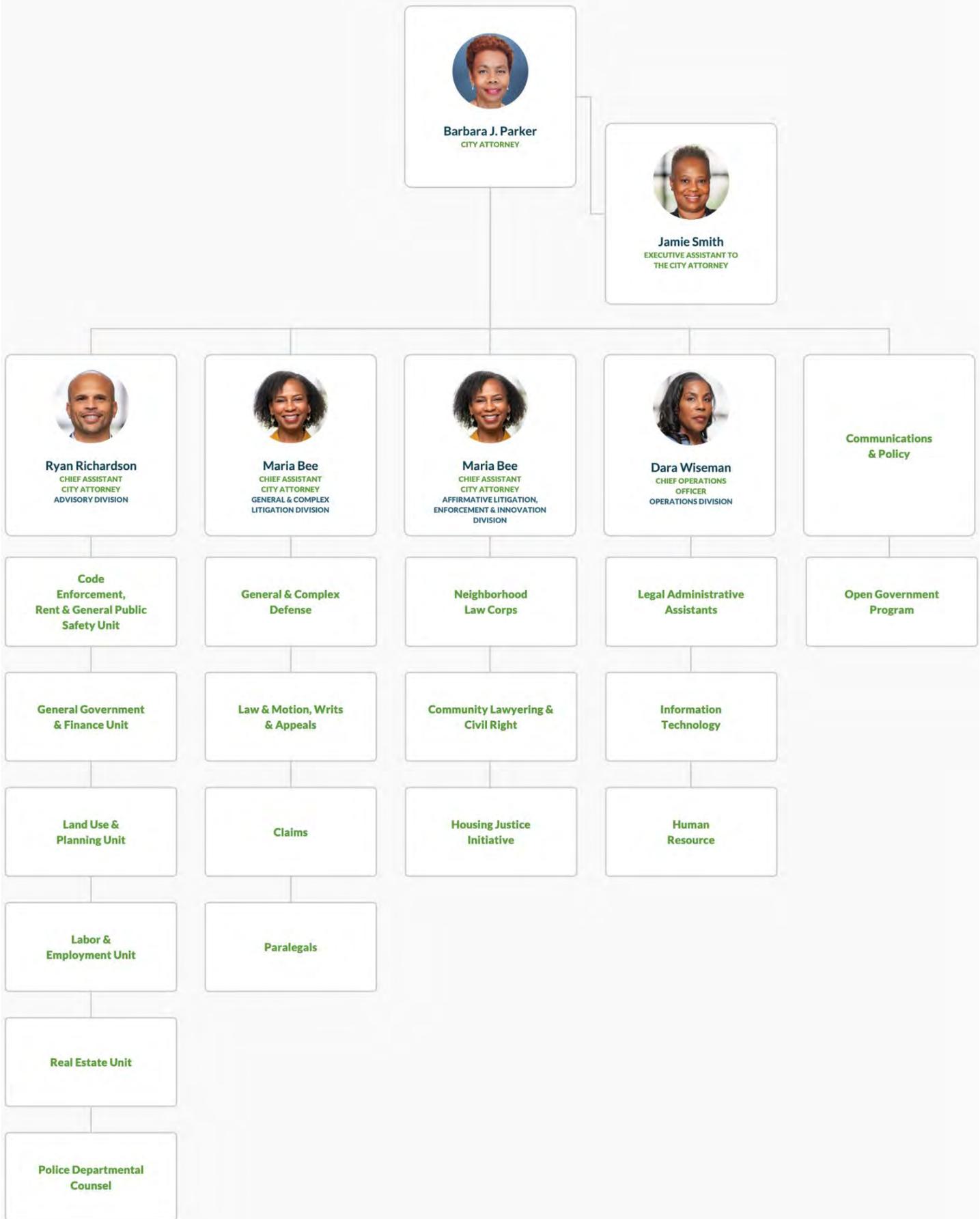
Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beat and firehouses.

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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.



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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
78	9	1	1	YES	1	1	YES

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

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

During FY 2023-2024, the City Attorney's Office had seventy-eight authorized FTE's. As of June 2024, seventy-five of these positions were filled with FTEs. The total number of positions identified as Public Contact Positions (PCPs) remained the same during this fiscal year. The Department's current PCP positions are as follows: Five NLC Attorneys (3 are currently vacant), one Public Service Representative, one Claims Investigator, one Open Government Coordinator and one Agency Administrative Manager (position currently Frozen).

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

During the fiscal year, three PCP positions became vacant (NLC Attorney's) and one vacant PCP position remained frozen (Agency Administrative Manager). The Office is in the process of filling the three vacant (non-frozen) PCP positions.

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

The City Attorney's Office's public website offers online translation of the website content in 103 languages, including English.

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

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

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

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

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

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

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

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.
The required notices continue to be posted in the City Attorney 6th floor reception area, 1 Frank H. Ogawa Plaza on the wall and on the counter. Notice is also posted on the City Attorney's website (www.oaklandcityattorney.org). The City Attorney's official website offers language translation to 103 different languages, including English.
2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
Each of the City Attorney's vital documents, are translated into Spanish and Chinese. The Claim form and information are also available in Vietnamese and are available to the public on-line and in the 6th floor reception area at 1 Frank H. Ogawa Plaza.
No corrective action plan is necessary as the Department is in compliance with the requirements.
3. Describe other materials the Department has provided in multiple languages?

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

follows:

- a. FAQs: Regarding Oakland’s Travel and Hospitality Worker Right to Recall Ordinance, (Effective May 26, 2021)
- b. FAQs: Protecting Workers and Communities During a Pandemic – COVID-19 Emergency Paid Sick Leave Ordinance (Effective May 12, 2020).
- c. FAQs: Regarding Civil Rights with Regard to Harassment and Discrimination Against Oaklanders During Shelter in Place.
- d. FAQ: Protecting Survivors of Domestic and Other Interpersonal Violence or Abuse During Shelter in Place.
- e. FAQ: Oakland’s Hotel Workers Protection & Employment Standards Ordinance (Effective Dec. 23, 2018).

C. Multilingual Telephone Messages Assessment

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

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

City Attorney staff members recorded these messages.

D. Assessment of Department Communication with LES Populations

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

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

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

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

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

E. Action Plan

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

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

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

CITY ATTORNEY'S OFFICE JUNE 2024

DEPARTMENT	ORGANIZATION	ADDRESS LINE	JOB CLASS	HIRE_DATE	NEW_FTE	PCP_POS	LANGUAGE
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Accountant II	22-JAN-22	NO	NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Administrative Analyst I	05-MAR-22	NO	NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Agency Administrative Manager			YES	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	City Attorney	29-APR-91	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	City Attorney, Assistant	02-JUN-14	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	City Attorney, Assistant	15-APR-13	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Claims Investigator III	22-JUN-15	NO	YES	Cantonese
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney II	11-JAN-20	NO	NO	Spanish
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney II	17-JAN-13	NO	NO	
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Deputy City Attorney II	14-OCT-23	YES	NO	Cantonese
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	24-JUN-23	NO	NO	Spanish & Arabic
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	07-JAN-23	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	11-JUN-22	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	19-FEB-22	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	20-SEP-21	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	28-MAY-19	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	21-JAN-23	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	14-MAY-22	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	05-FEB-22	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	28-NOV-20	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	30-NOV-19	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	24-SEP-18	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	09-APR-18	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney III	09-JAN-17	NO	NO	Manarin
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Deputy City Attorney III	18-MAR-23	NO	NO	
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Deputy City Attorney III	05-JUL-16	NO	NO	
CITY ATTORNEY	04511 - Labor/Employment	1 Frank Ogawa Plaza	Deputy City Attorney III	16-AUG-21	NO	NO	
CITY ATTORNEY	04511 - Labor/Employment	1 Frank Ogawa Plaza	Deputy City Attorney III	04-JAN-21	NO	NO	
CITY ATTORNEY	04511 - Labor/Employment	1 Frank Ogawa Plaza	Deputy City Attorney III	06-AUG-12	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	22-AUG-22	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	22-JAN-22	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	01-AUG-20	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	06-APR-19	NO	NO	French
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	07-JAN-19	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	04-FEB-14	NO	NO	Cantonese
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	02-SEP-08	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	06-AUG-01	NO	NO	Spanish
CITY ATTORNEY	04511 - Labor/Employment	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	14-OCT-23	YES	NO	
CITY ATTORNEY	04511 - Labor/Employment	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	14-JUN-10	NO	NO	Spanish
CITY ATTORNEY	04511 - Labor/Employment	1 Frank Ogawa Plaza	Deputy City Attorney IV, Senior	21-AUG-06	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney V	28-NOV-22	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney V	05-MAR-22	NO	NO	

CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney V	24-FEB-18	NO	NO	
CITY ATTORNEY	04211 - Litigation Unit	1 Frank Ogawa Plaza	Deputy City Attorney V	14-MAY-12	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney V	04-JUN-18	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney V	11-DEC-17	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Deputy City Attorney V	08-JUN-15	NO	NO	
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Deputy City Attorney V	20-JAN-24	YES	NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Executive Assistant to the City Attorney	28-SEP-12	NO	NO	
CITY ATTORNEY	04311 - Advisory Unit	1 Frank Ogawa Plaza	Executive Asst to the Asst City Attorney	29-SEP-14	NO	NO	Spanish
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	30-OCT-23	YES	NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	19-AUG-23	YES	NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Information System Administrator	24-OCT-16	NO	NO	Cantonese
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Legal Administrative Assistant	05-NOV-18	NO	NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Legal Administrative Assistant	26-AUG-13	NO	NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Legal Administrative Assistant	05-NOV-01	NO	NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Legal Administrative Assistant	11-SEP-01	NO	NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Legal Administrative Assistant	10-JUN-91	NO	NO	Vietnamese
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Legal Administrative Assistant, Sup	11-DEC-95	NO	NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Legal Support Supervisor	03-JAN-17	NO	NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Manager, Legal Administrative Services	07-JUL-97	NO	NO	
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Neighborhood Law Corps Attorney	19-AUG-23	YES	YES	Spanish
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Neighborhood Law Corps Attorney			YES	
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Neighborhood Law Corps Attorney	19-MAR-22	NO	YES	
CITY ATTORNEY	04411 - Affirmative Litigation	1 Frank Ogawa Plaza	Neighborhood Law Corps Attorney			YES	
CITY ATTORNEY	04111 - Affirmative Litigation	1 Frank Ogawa Plaza	Neighborhood Law Corps Attorney			YES	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Open Govt & Legal Services Coord	24-NOV-14	NO	YES	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Paralegal	20-AUG-22	NO	NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Paralegal	31-OCT-20	NO	NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Paralegal	18-APR-20	NO	NO	Spanish
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Paralegal	30-NOV-19	NO	NO	Spanish
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Paralegal	11-DEC-17	NO	NO	Cantonese
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Paralegal	13-NOV-17	NO	NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Paralegal	28-SEP-15	NO	NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Public Service Representative	25-JUN-22	NO	YES	
CITY ATTORNEY	04511 - Labor/Employment	1 Frank Ogawa Plaza	Special Counsel	28-DEC-19	NO	NO	
CITY ATTORNEY	04511 - Labor/Employment	1 Frank Ogawa Plaza	Special Counsel - Labor & Employment	10-NOV-14	NO	NO	
CITY ATTORNEY	04111 - City Attorney Admin	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	08-SEP-20	NO	NO	



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT CERTIFICATION

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

I, MICHAEL C. HOUSTON, CITY AUDITOR, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for THE OFFICE OF THE CITY AUDITOR was submitted on June 24, 2024.

Michael C. Houston, City Auditor
Type Name & Title

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: OFFICE OF THE CITY AUDITOR

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

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	7 (of 14 FTE budgeted)		New Hires	2	
Public Contact Positions (PCP)	4	57%	New PCP Hires		100%
*PCP With Spanish Language Skill	2	50%	New PCP Hires with SP Skill	1	50%
PCP With Chinese Language Skill	0	0	New PCP Hires with CH Skill		%

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

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Michael C. Houston, City Auditor	
Eduardo Luna, Assistant City Auditor	
Dena Shupe, Assistant to the City Auditor	
Orsolya Kovesdi, Performance Audit Manager	
Stephanie Noble, Performance Audit Manager	
Mark Carnes, Senior Performance Auditor	
Daniel Williams, Senior Performance Auditor	

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

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

Table 4A Vital Documents List

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
1. Performance Audit Reports	Yes	Yes	
2. Annual Reports	Yes	Yes	
3. Annual Whistleblower Reports	Yes	Yes	
4. Whistleblower Posters	Yes	Yes	
Total # of vital documents reported = 4			

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

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

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

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

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

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

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

C III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
7	4	0.11	1	YES	0.5	0	NA

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

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

Ongoing efforts to achieve compliance:

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

SEC. 2.30.040 Bilingual Staffing: Our goal is to hire staff that represent our diverse Oakland community. Currently, our Office is understaffed with only 6 employees: 1 PCP employee speaks Spanish fluently, 2 PCP employees speak some **Spanish**, and 1 PCP employee is fluent in **Hungarian and Romanian**.

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

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

In the **HEADER** of our website, we placed a Google™ Translate button providing machine translation in **26 different languages** ranging from Afrikaans to Vietnamese, ensuring many Limited English Speaking (LES) populations can read, in their native language, about our Office, how to submit a Whistleblower complaint, and read frequently asked questions about the Program.

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

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

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

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

The Office of the City Auditor carefully evaluates all applicants for PCP positions with a critical eye towards bilingual abilities. However, a lack of bilingual skills is not a disqualifying factor as the Office has no BPCP requirement nor does the position description require them. Nonetheless, the Office is committed to hiring individuals from diverse backgrounds and different ethnicities. We are a small office, with only 14 budgeted FTEs. We are also constrained by the rules and procedures of Civil Service, MOU agreements and City procedures in our hiring selection process. Still, some of our staff members have bi- and tri-lingual capabilities.

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

Positive Changes:

In August 2023 we issued our first, citywide, [multilingual Risk Assessment Survey](#).

The Office of the City Auditor conducted an annual risk assessment to develop our annual audit work plan and gathered input from all Oaklanders (including City leadership, City employees, community organizations, and Oakland residents) on the issues, departments, and/or City activities they are most concerned about and want to see audited. The survey was translated into Spanish, Vietnamese, and Chinese and was sent to constituents, various Chambers throughout Oakland and posted on social media.

We also published a [Whistleblower Investigation Report](#) impacting a couple of different communities in Oakland (primarily Chinatown). With the help of the Equal Access Office, we translated this report into Spanish, Vietnamese, and Chinese and it was circulated widely to various chambers of commerce.

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

None this year.

B. Translation of Written Vital Documents Assessment

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

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



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

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



SUBMIT A COMPLAINT

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

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

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

HOW TO SUBMIT A COMPLAINT

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

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

None.

C. Multilingual Telephone Messages Assessment

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

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

The Whistleblower confidential hotline is for reporting fraud, waste, and abuse in City government, and is available to City employees, contractors, vendors, and residents. To ensure the LES population has full access to this service, directions for submitting a whistleblower complaint, an explanation of the Whistleblower Protection Ordinance and Frequently Asked Questions, are available on our website

in **26 different languages** and our website indicates that if a LES person wants to file a complaint through our hotline or submit a report online, [interpretation services are available at no cost to them](#).

D. Assessment of Department Communication with LES Populations

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

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

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

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

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

E. Action Plan

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

Our action plan is similar to last year:

- Update, when possible, our outgoing phone message to mirror our automatic email reply message implemented in 2021 – we have not accomplished this task yet.
- Translate the executive summaries of all our audits.
- Work with the Equal Access Office to obtain interpreters and implement the tools to allow limited English-speaking persons access to online meetings.

AUDITOR'S OFFICE PCP STAFFING LIST JUNE 30

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_ PCP_LANG
07111 - City Auditor	One Frank Ogawa Plaza	Assistant to the Director	10-APR-17		Yes Some Spanish
07111 - City Auditor	One Frank Ogawa Plaza	City Auditor, Assistant	03-JUN-19		Yes
07111 - City Auditor	One Frank Ogawa Plaza	Performance Audit Manager	25-APR-16		Yes Hungarian/ Romanian/ Understands Spanish
07111 - City Auditor	One Frank Ogawa Plaza	Performance Audit Manager	24-JUN-23	YES	NO
07111 - City Auditor	One Frank Ogawa Plaza	Performance Auditor, Sr.	07-DEC-15		NO
07111 - City Auditor	One Frank Ogawa Plaza	Performance Auditor, Sr.	16-JUL-18		NO
07111 - City Auditor	One Frank Ogawa Plaza	Temp Contract Svcs Employee,	28-OCT-23	YES	Yes Spanish

Department Name: CITY CLERK
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, ASHA REED, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for OFFICE OF THE CITY CLERK was submitted on MAY 24, 2024.

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

Director Signature

Asha Reed

Type Name

Department Name: CITY CLERK
 Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: CITY CLERK

Table 1	Department Director	Language Access Coordinator (LAC) & Single Point of Contact (SPOC)
Name	Asha Reed	Evelyn Parodi
Title	City Clerk	Management Assistant
Address	1 Frank Ogawa Plaza, Suite 201	1 Frank Ogawa Plaza, Suite 201
Phone#	510-238-3226	510-238-7979
Email	areed@oaklandca.gov	eparodi@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	16		New Hires	3	
Public Contact Positions (PCP)	7	100%	New PCP Hires		100%
PCP With Spanish Language Skill	1	14 %	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	1	14 %	New PCP Hires with CH Skill	0	%

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

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

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	X Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= 1 CH = 1	SP= 1 CH =1
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Department Name: CITY CLERK
Fiscal Year: FY2023-2024

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

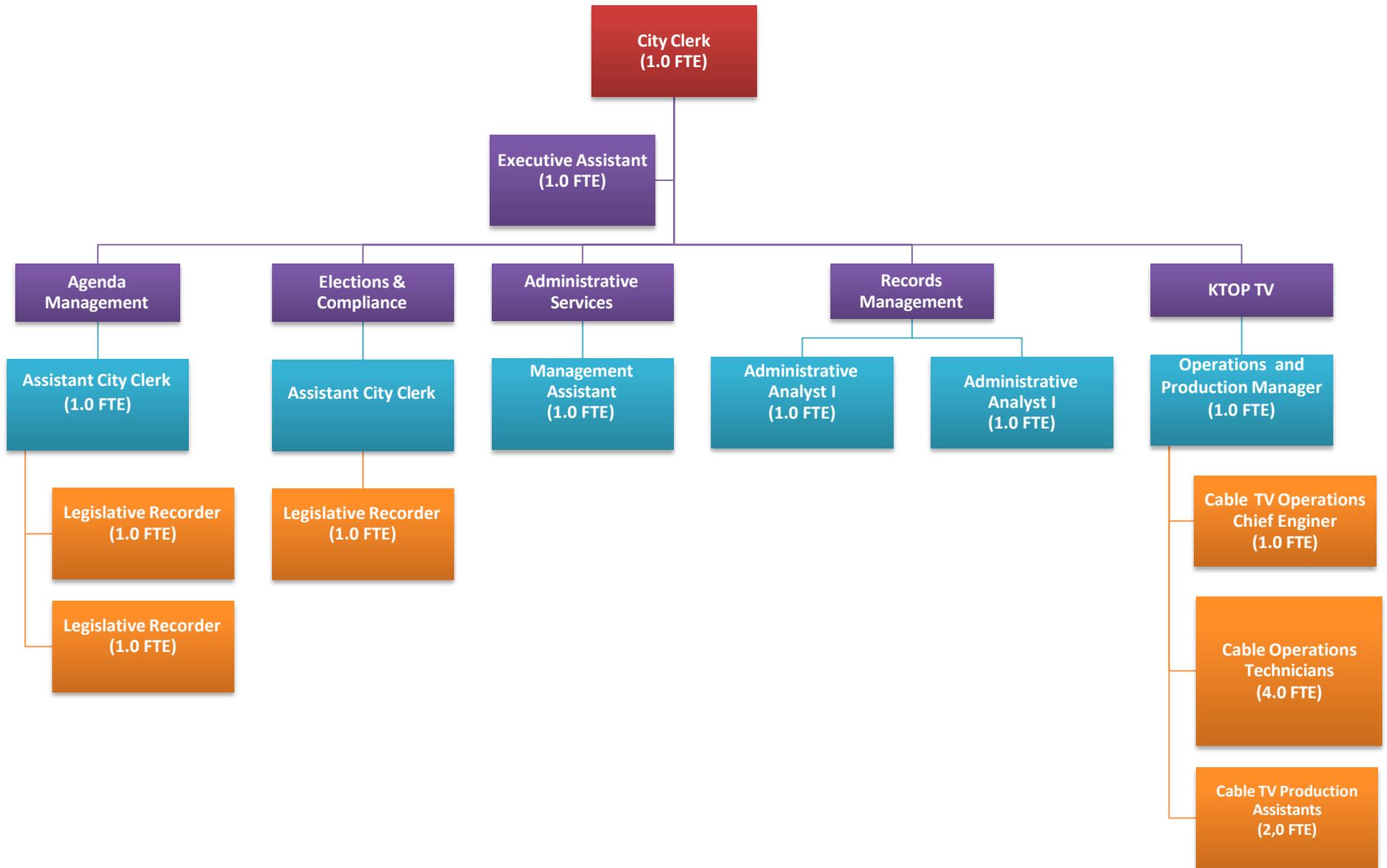
Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – Please describe below
Action Plan & Timeline: The equal access ordinance does not require agenda materials to be translated. The Office of the City Clerk works to ensure non-English speaking citizens have access to participate in meetings using multilingual speaker cards and provide simultaneous translation at meetings. In the future we do hope to get to a place to translate agendas	

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

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

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

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



Department Name: City Clerk’s Office
 Fiscal Year: FY2023-2024

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: City Clerk’s Office

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
16	7	1	1	1	1	1	1

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

1. Provide an assessment of the Department’s effort to achieve compliance with the Equal Access Ordinance (EAO).
 The Office of the City Clerk has maintained compliance with the EAO. While agenda materials are not required to be multilingual, the Office has maintained meeting translation over the last 3 years

2. Describe the Department’s effort in outreach, recruitment and hiring of bilingual candidates.
 The Office of the City clerk does not do it’s own direct recruitment. We rely on HR for all recruitment services

3. Highlight positive changes, successes, and best practices.
 We’ve been able to secure continuous funding to provide translation services at council meetings

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.
 The Office of the City Clerk is always looking for ways to use technology to provide additional services to LES persons.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.
 Notices are placed in our office lobby at the Office of the City Clerk located at 1 Frank Ogawa Plaza, City Hall, 2nd Floor as well as on our agendas.

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
 40% plus the translation of live council meetings. The Equal access ordinance does not require the translation of agendas and materials

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

Department Name: City Clerk's Office
Fiscal Year: FY2023-2024

Domestic Partnership

Public Records Information: The website will translate directions on how to request public records

Speaker Card

C. Multilingual Telephone Messages Assessment

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

The main line has a multilingual message

D. Assessment of Department Communication with LES Populations

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

N/A

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

The Office of the City Clerk received one complaint. Due to the timeline requested for translation, our office could not fulfill the request, however, we will investigate ways to use technology to provide on demand translation when live translation is not available.

E. Action Plan

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

The Office of the City Clerk is hoping to use a program that will allow LES persons to translate agendas into the language of their choice.

CITY CLERK'S OFFICE PCP STAFFING LIST JUNE 30, 2024

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_	PCP_LANG
03121 - City Clerk Unit	One Frank Ogawa Plaza	Legislative Recorder	17-FEB-24	YES	YES	Laotian
03121 - City Clerk Unit	One Frank Ogawa Plaza	City Clerk, Assistant	02-APR-22		YES	
03121 - City Clerk Unit	One Frank Ogawa Plaza	Legislative Recorder	03-FEB-24	YES	YES	
03121 - City Clerk Unit	One Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	08-AUG-20		YES	
03121 - City Clerk Unit	One Frank Ogawa Plaza	Management Assistant	27-SEP-04		YES	
03121 - City Clerk Unit	One Frank Ogawa Plaza	Administrative Analyst I	14-JUN-96		YES	
03121 - City Clerk Unit	One Frank Ogawa Plaza	City Clerk	22-APR-13		YES	Spanish
03121 - City Clerk Unit	One Frank Ogawa Plaza	Legislative Recorder	23-OCT-06		YES	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Stage Manager, PT	01-NOV-17		NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable Operations Technician	31-MAR-00		NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable Operations Technician	01-APR-00		NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Operations Chief Engineer	08-JAN-18		NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Production Assistant	09-APR-12		Yes	Chinese
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Production Assistant	12-MAR-01		NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable Operations Technician	10-SEP-02		NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable TV Production & Operations	12-JUN-89		NO	
03211 - KTOP Operations	One Frank Ogawa Plaza	Cable Operations Technician	03-JUL-95		NO	

Department Name: City Council
Fiscal Year: FY2023-2024

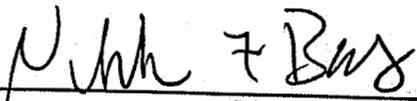


EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Nikki Fortunato Bas, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for City Council was submitted on 7.16.24.



Director Signature

Nikki Fortunato Bas, Council President.

Type Name

Department Name: City Council
 Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: CITY COUNCIL

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

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	38		New Hires	2	
Public Contact Positions (PCP)	38	100%	New PCP Hires	2	100%
PCP With Spanish Language Skill	4	4%	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	0	0%	New PCP Hires with CH Skill	0	%

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

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

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No X Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
	SP= 3 CH = 2	SP= 4 CH = 0
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =
	SP= CH =	SP= CH =

Department Name: City Council
 Fiscal Year: FY2023-2024

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
None			
Total # of vital documents reported =			

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

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Council Main phone number	510 238-3266	Complete
District 5	510 238-7005	Complete

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

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

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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Department Name: City Council
 Fiscal Year: FY2023-2024

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
38	38	4.	4	yes	2	0	no

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

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

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

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

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

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

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

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

B. Translation of Written Vital Documents Assessment

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

At the City Council’s Reception desk at City Hall, 1 Frank Ogawa Plaza Suite 226, Oakland, Ca
 On prominent display is a sign provided by Language Line Services announcing that interpretation

services are available in Multiple languages.

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

Each Councilmember determines which documents need to be translated for distribution to monolingual constituents. The Council Office does not have a tally of all documents disseminated from council offices nor a tally of those that have been translated into Chinese or Spanish languages. We understand that district flyers have been printed in various languages and distributed to the community.

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

As a practical matter, when Councilmembers have a constituent population with a large number of Spanish or Chinese speakers, meeting announcements are printed in that language as well as English. In addition, each Council Member has a web page that can be translated into other Languages by the user.

C. Multilingual Telephone Messages Assessment

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

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

D. Assessment of Department Communication with LES Populations

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

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

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

None received.

E. Action Plan

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

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

CITY COUNCIL OFFICES PCP STAFFING LIST JUNE 30 2024						
ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	YES	PCP_POSITIO	PCP_LANG
00011 - Council Administration	1 Frank Ogawa Plaza	City Council PSE 14	05-MAR-18		YES	
00011 - Council Administration	1 Frank Ogawa Plaza	Temp Contract Svcs Employee	04-OCT-16		YES	
00011 - Council Administration	1 Frank Ogawa Plaza	City Council PSE-51	03-AUG-98		YES	
00111 - District One Unit	1 Frank Ogawa Plaza	City Council PSE 14	20-FEB-23		YES	
00111 - District One Unit	1 Frank Ogawa Plaza	City Council PSE-51	23-JAN-21		YES	
00111 - District One Unit	1 Frank Ogawa Plaza	Council Member	07-JAN-13		YES	
00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE-51	01-MAR-23		YES	
00211 - District Two Unit	1 Frank Ogawa Plaza	City Council PSE-51	18-OCT-21		YES	Spanish
00211 - District Two Unit	1 Frank Ogawa Plaza	Council Member	07-JAN-19		YES	
00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE 14	19-JUL-22		YES	
00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	03-JAN-22		YES	
00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE-51	18-JAN-21		YES	
00311 - District Three Unit	1 Frank Ogawa Plaza	Council Member	04-JAN-21		YES	
00311 - District Three Unit	1 Frank Ogawa Plaza	City Council PSE-51	04-JAN-21		YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	15-JAN-24	YES	YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE 14	05-JUN-23		YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE 51	09 JAN 23		YES	Separated
00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE-51	09-JAN-23		YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	Council Member	09-JAN-23		YES	
00411 - District Four Unit	1 Frank Ogawa Plaza	City Council PSE 14	09 JAN 23		YES	Separated
00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14	05-FEB-24	YES	YES	Spanish
00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14	27-NOV-23	YES	YES	
00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14	03-APR-23		YES	
00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14	04-OCT-21		YES	
00511 - District Five Unit	1 Frank Ogawa Plaza	City Council PSE 14	11-JAN-20		YES	
00511 - District Five Unit	1 Frank Ogawa Plaza	Council Member	07-JAN-13		YES	Spanish
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	10-JUL-23	YES	YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	27-MAR-23		YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14	07-FEB-23		YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE 14, PT	30-JAN-23		YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	City Council PSE-51	09-JAN-23		YES	
00611 - District Six Unit	1 Frank Ogawa Plaza	Council Member	09-JAN-23		YES	
00711 - District Seven Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	12 JAN 24	YES	YES	Separated
00711 - District Seven Unit	1 Frank Ogawa Plaza	City Council PSE 14, PPT	25 JUL 23	YES	YES	Separated
00711 - District Seven Unit	1 Frank Ogawa Plaza	City Council PSE 14	24-JAN-22		YES	
00711 - District Seven Unit	1 Frank Ogawa Plaza	City Council PSE-51	04-JAN-21		YES	
00711 - District Seven Unit	1 Frank Ogawa Plaza	Council Member	04-JAN-21		YES	
00911 - Council At Large Unit	1 Frank Ogawa Plaza	City Council PSE 14	12-JUN-23		YES	
00911 - Council At Large Unit	1 Frank Ogawa Plaza	City Council PSE-51	18-APR-20		YES	
00911 - Council At Large Unit	1 Frank Ogawa Plaza	City Council PSE-51	19-MAR-18		YES	Spanish
00911 - Council At Large Unit	1 Frank Ogawa Plaza	Council Member	05-JAN-09		YES	



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, **MAC MUIR**, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for **COMMUNITY POLICE REVIEW AGENCY (CPRA)** was submitted on **6/21/2024**.

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

Director Signature

Mac Muir, CPRA Executive Director

Type Name

Department Name: Community Police Review Agency (CPRA)
 Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Community Police Review Agency (CPRA)

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Mac Muir	Mika Bell	Mika Bell
Title	Executive Director	Administrative Analyst II	Administrative Analyst II
Address	250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza
Phone#	510.238.2258	510.238.2040	510.238.2040
Email	mmuir@oaklandca.gov	mbell@oaklandca.gov	mbell@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	15		New Hires	9	
Public Contact Positions (PCP)	11	100%	New PCP Hires	7	100%
PCP With Spanish Language Skill	2	16 %	New PCP Hires with SP Skill	1	14 %
PCP With Chinese Language Skill	2	16 %	New PCP Hires with CH Skill	1	14 %

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

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

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

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

Department Name: Community Police Review Agency (CPRA)
 Fiscal Year: FY2023-2024

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
CPRA Complaint Form	Y	Y	
CPRA Informational Flyer	Y	Y	
Total # of vital documents reported =	2		

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

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
CPRA Main Line – Voicemail Instructions	(510)238-3159	Complete

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

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

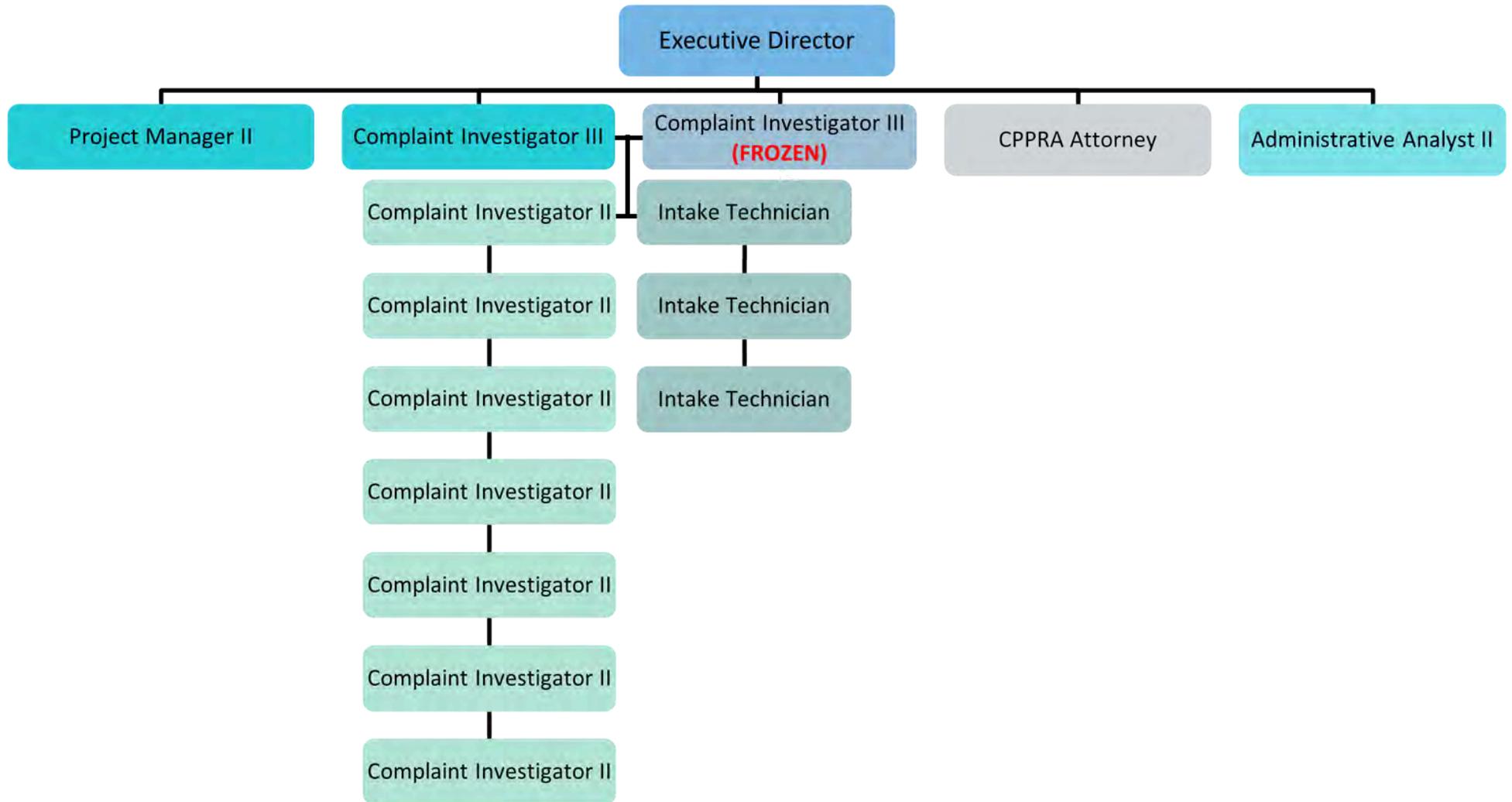
Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Community Police Review Agency (CPRA) Organizational Structure



Department Name: Community Police Review Agency (CPRA)
 Fiscal Year: FY2023-2024

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: COMMUNITY POLICE REVIEW AGENCY (CPRA)

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
15	11	11%	2	YES	5%	2	YES

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).
 The Community Police Review Agency strives to provide equitable access to services to all members of the Oakland community. While the Agency has a relatively small staff, staff members include two (2) certified Spanish speakers and two (2) certified Cantonese (Chinese) speakers, well above the levels mandated by the City of Oakland's Equal Access Ordinance (EAO).
 Additionally, both the Agency's complaint forms and its App-based digital complaint platform are available in all City of Oakland threshold languages to ensure equal access to the complaint process. The Agency works with the City's Equal Access Department to provide outside translation services as necessary when additional language support is needed as part of an Agency's investigation or to respond to members of the Oakland community whose primary language is not English.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.
 The Community Police Review Agency will continue to assess language access and prioritize bilingual certification for new hires.

3. Highlight positive changes, successes, and best practices.
 The Community Police Review Agency continues to ensure members of the Oakland community have access to bilingual services as required.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.
 The Community Police Review Agency continues to ensure LES persons have meaningful access to the services.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.
 Notices of language access services are posted in the receptionist area of the Community Police Review Agency office at 250 Frank Ogawa Plaza Suite 6302.

Department Name: Community Police Review Agency (CPRA)
Fiscal Year: FY2023-2024

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

All the Community Police Review Agency's vital documents are available to community members in the threshold languages.

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

C. Multilingual Telephone Messages Assessment

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

All outgoing messages of the CPRA voicemail system have been translated into threshold languages.

D. Assessment of Department Communication with LES Populations

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

The Community Police Review Agency has bilingual staff to provide translation services in Spanish and Chinese. In the event we need any interpretation services, staff uses the City of Oakland Language Line.

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

The Community Police Review Agency did not receive any language access complaints.

E. Action Plan

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

The Community Police Review Agency will continue to focus on recruitment efforts to hire candidates with bilingual proficiencies, ensure employees know how to use the language access line, and ensure community engagement and outreach activities include bilingual staff.

CPRA PCP STAFFING LIST JUNE 30, 2024

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW H	PCP_I	PCP_LANG
66211 - Community Police R 250 Frank H. Ogawa Plaza S		Administrative Analyst II	14-DEC-15		NO	
66211 - Community Police R 250 Frank H. Ogawa Plaza S		Complaint Investigator II	14-OCT-23	YES	YES	
66211 - Community Police R 250 Frank H. Ogawa Plaza S		Complaint Investigator II	04-OCT-10		YES	Spanish
66211 - Community Police R 250 Frank H. Ogawa Plaza S		Complaint Investigator II	14-OCT-23	YES	YES	
66211 - Community Police R 250 Frank H. Ogawa Plaza S		CPRA Attorney	18-SEP-06		NO	
66211 - Community Police R 250 Frank H. Ogawa Plaza S		Executive Director CPRA	24-JUN-23		NO	
66211 - Community Police R 250 Frank H. Ogawa Plaza S		Exempt Limited Duration Employee	13-APR-24	YES	YES	
66211 - Community Police R 250 Frank H. Ogawa Plaza S		Exempt Limited Duration Employee	25-NOV-23	YES	YES	
66211 - Community Police R 250 Frank H. Ogawa Plaza S		Exempt Limited Duration Employee	11-NOV-23	YES	YES	
66211 - Community Police R 250 Frank H. Ogawa Plaza S		Exempt Limited Duration Employee	02-MAR-24	YES	YES	Spanish
66211 - Community Police R 250 Frank H. Ogawa Plaza S		Exempt Limited Duration Employee	17-FEB-24	YES	No	
66211 - Community Police R 250 Frank H. Ogawa Plaza S		Intake Technician	26-NOV-22		YES	
66211 - Community Police R 250 Frank H. Ogawa Plaza S		Intake Technician	16-OCT-06		YES	Chinese
66211 - Community Police R 250 Frank H. Ogawa Plaza S		Intake Technician	07-APR-14		YES	
66211 - Community Police R 250 Frank H. Ogawa Plaza S		Temp Contract Svcs Employee, PT	20-JAN-24	YES	No	
66211 - Community Police R 250 Frank H. Ogawa Plaza S		Complaint Investigator II	23-Jul-12	YES	Yes	Chinese

Department Name: Race and Equity
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Darlene Flynn, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Department of Race and Equity was submitted on 6.18.2024



Director Signature

Darlene Flynn
Type Name

Department Name: Department of Race and Equity
 Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Darlene Flynn	Jacque Larrainzar	Ayanna Allen
Title	Director	Program Analyst III	Executive Assistant
Address	1 Frank H Ogawa Plaza 11 th floor	1 Frank H Ogawa Plaza 11 th floor	1 Frank H Ogawa Plaza 11 th floor
Phone#	510-238-	510-238-7657	510-238-6401
Email	DFlynn2@oaklandca.gov	JLarrainzar@oaklandca.gov	asallen@oaklandca.gov

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

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
The department has four full-time employees	and a part-time intern ending 628.24
Darlene Flynn, Director	Daniel Tan, Management Intern, PT
Ayanna Allen, Executive Assistant to the Director	Due to the small size of our department, there are no
Jacque Larrainzar, Program Analyst III	Divisions or units.
Amy Ferguson-Yap, Program Analyst III	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: The department cut a data analyst position due to budget cuts as well as funds to hire consultants.	

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

Department Name: Department of Race and Equity
 Fiscal Year: FY2023-2024

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Department of Race and Equity one-pager brochure describing the work of the department https://www.oaklandca.gov/documents/document-brochure	Yes	Yes	NA
Total # of vital documents reported = 1			

Table 4B. Vital Documents Status Summary	
Department’s known vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline:	
No other vital documents have been identified for translation per EAO section 2.30.050.	

Table 5. Multilingual Telephone Recordings		
Location Description- City Hall 11 th floor	Telephone Number	Status
Public Line	(510) 238-3638	Completed
Executive Assistance Line	(510) 238-6401	Completed
Director’s Line	(510) 238-2904	Completed
Program Analysts Line	(510) 238-7657	Completed
Program Analyst Line	(510) 238-7184	Completed

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

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

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

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

Table 8. OPD & OFD Report on Language Interpretation Line NA	
Vendor Name: NA	
Top 5 languages requested: NA	
FY Total Usage Minutes: NA	
FY Total Expenditure: NA	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Department Name: Department of Race and Equity
 Fiscal Year: FY2023-2024

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Race and Equity

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
4	NA	NA	NA	NA	NA	NA	NA

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

The Department of Racial Equity (DRE) works with City departments to create a city where our diversity is maintained, racial disparities have been eliminated and racial equity has been achieved. Most of our work is conducted in collaboration with other city Departments. DRE provides them with technical assistance and training to implement racial equity in their operations.

In the context of achieving compliance with the Equal Access Ordinance this means removing barriers for meaningful engagement and inclusion for Limited English-speaking communities and individuals so they can access information, services and programs provided by the City.

In our own operations we have taken the following actions to achieve compliance as follows:

- Offer the public information about their rights under the language access ordinance by posting notices in our office public spaces.
- Offer resources and information to department staff regarding Language Access requirements so they can provide translation and interpretation services to the public as needed and assist Oakland residents to exercise their rights under the Language Access Ordinance.
- Offer a one-pager brochure in our [website](#) with information about the mission, vision, and work of the department in Spanish, Chinese and English.

In our work with other departments, we have taken the following actions to make sure that reasonable steps are taken by Equity team leads and team members to ensure LEP Persons have meaningful access to information and ways of participating in public meetings and dialogue on policy discussions that impact their everyday lives as part of our work to advance racial equity:

- **Encourage Equity teams to set an strategic goal to promote inclusion and full participation for all residents of the City.**
- Designed an Inclusive Outreach and Engagement Guide to support department staff in the planning and creation of outreach plan to supplement the racial equity analysis worksheet to consider removing barriers to participation for Limited English Speakers to advance racial equity.
- Provide technical assistance to staff involved in outreach and engagement activities to consider translation and interpretation needs \for public meetings and outreach

Department Name: Department of Race and Equity
Fiscal Year: FY2023-2024

materials and consider budget, staffing and time adjustments to provide them as needed as part of departments racial equity work

- Adoption of [AI 6802 on Inclusive engagement](#) to set citywide standards for inclusive engagement. The AI encourages departments to budget resources and staff time to plan engagement and outreach activities with enough time to provide translation and interpretation services as needed. The AI was drafted with input from the Language Access and ADA programs.
- Staff the City-wide Inclusive Engagement Workgroup in collaborations with the City - wide Communications office in the CAO to support staff involved in outreach and engagement activities by sharing information, resources and training to coordinate and improve how the City engages with its residents. Training provided to workgroup members during this reporting period included presentation about the Language Access Office and how to access translation and interpretation services and how to manage translations for projects in collaboration with the Language Access Office.
- Supported the creation and hiring of a new Citywide engagement officer in the CAO to improve the City's systems and coordination of inclusive engagement.
- Supported training to outreach and engagement staff on Language Access policies and procedures and how to work with interpreters and translators.
- Referrals and contact information for new department staff working on engagement and outreach in equity teams to Language Access.

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

During this reporting period DRE did not conduct any recruitment or hiring processes for the department.

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

The creation of a city-wide inclusive outreach and engagement workgroup to better coordinate COVID-19 outreach to Limited English Speakers resulted in a number of programmatic changes that benefited these communities. According to the National League of Cities our efforts resulted in one of the biggest success stories of the nation's response to COVID 19. While the country struggled to get people vaccinated and protected from infection, Alameda County and Oakland were among the best performers in the country when it comes to death rates and vaccinations, despite having a large proportion of more-vulnerable residents, including many people living in poverty. See: <https://www.nationalcivicleague.org/ncr-article/civic-engagement-success-story-alameda-county-oakland-and-covid-19/>

The workgroup has continued to provide training's to support staff working in outreach and engagement efforts. For this reporting period the pieces of training related to Language Access were very well received by staff and the series has been repeated twice per the request of City employees working in these areas. We are very thankful to Language Access for their support to make these workshops available to employees and help us do a better job serving ELS residents. As a result of coordination and collaboration amongst departments request for translations and interpretation in meetings hosted by the City have increased.

In addition to the citywide engagement workgroup DRE has built a city-wide network of equity teams and offers all City employees free access to the Advancing Racial Equity Academy. Two modules of the academy focus on community engagement as a crucial piece of implementing equity citywide. These modules include information and promote the use of the

Department Name: Department of Race and Equity
Fiscal Year: FY2023-2024

services provided by the Language Access Office. We also encourage department staff to plan for the inclusion of Limited English Speakers (LES) in their events, planning meetings, and public-facing policy discussions, as well as plan events and meetings and outreach materials with consideration for including members of our community who speak other languages and might need translated materials or interpretation and encourages staff to coordinate with the Language Access Program.

Providing Language Access to 40% of our residents an essential part of our Department's inclusive engagement work and communications practices. The Inclusive Engagement and Outreach Guide – a tool used by equity teams to support their departments in the design and planning of outreach and engagement efforts- includes guiding questions about language access and information about how to contact Language Access Services.

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

In 2021 the Citywide Engagement workgroup started to draft administrative instruction (AI) to provide guidance for departments to create operating procedures around engagement. Our department consulted with Language Access. Language Access input for the drafting of the AI was key to imbed Language Access best practices in how we conduct engagement in the City of Oakland. The [AI 6802 Inclusive Engagement](#) was adopted by the City on January of 2023. DRE briefed senior staff on the new AI and worked with Human Resources to add it to employee training so employees can read and acknowledge the new policy. DRE is also working in collaboration with the Engagement Officer to create a training on the AI and set a system to provide technical assistance and support to departments working on implementation.

DRE also supported the DOT to create Standard Operating Procedures (SOPs) that are now used as sample operating procedures for departments working on implementation of the AI and a [geographic equity toolbox](#) update that includes language access data points to facilitate planning and implementation of outreach strategies. Language Access is now part of these operating procedures and is incorporated in the planning for mayor City projects that require public consultation. DRE plans to support similar processes in coordination with City-wide Engagement and Communications.

B. Translation of Written Vital Documents Assessment

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

Posters and brochures regarding the City's Language Access Program, rights and complaint procedure, as well as forms to file complaints- if desired by the public- are visibly posted at City Hall, 11th-floor at elevators on East and West sides of the floor. Posters have also been visibly placed in the conference room and Language Access Cards have been provided to all department staff along with training on how to use them. Language Line Cards are also visibly placed at our waiting area, on our executive Administrative' s desk in case they are needed to contact interpretation services.

Location of notices: 1 Frank H Ogawa Plaza 11th floor, Oakland. East & West wings of floor.

Department Name: Department of Race and Equity
Fiscal Year: FY2023-2024

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
 - a. The department's website is currently the main form of communication with the public. Our mission and scope of work are readily available to the public [here](#). Content can be translated using the google translate button at the bottom of the page.
 - b. Per the suggestion of the Language Access Office our department created a one-pager brochure which is available in Spanish and Chinese on our website [here](#)
 - c. No other documents have been identified as vital at this point.

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

To support Department to set baselines for engagement and outreach we created a set of demographic data cards. The cards have been used by several departments to track demographics in attendance to public meetings and set goals to improve engagement and outreach. The cards are offered in Chinese, English, Spanish and Korean and have been used for the Downtown Plan Process, General Plan, several Transportation projects and efforts in Parks and Rec.

C. Multilingual Telephone Messages Assessment

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

Language Services translated a written script for the department's voice mail messages in Chinese and Spanish in 2019. Recorded messages for all staff lines include messages in, Spanish and English were added in 2020. In 2021 a Chinese message was added to all lines. Due to the Cyber-attack incident in 2023 some of our messages were lost. DRE plans to have them restored before end of the year.

D. Assessment of Department Communication with LES Populations

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

Limited staff and budget resources do not allow for our department to conduct public outreach.

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

None.

E. Action Plan

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

In our Citywide work:

Department Name: Department of Race and Equity
Fiscal Year: FY2023-2024

- DRE will continue to support Language Access through its equity work city-wide. We will provide information and referrals to staff in Equity Teams regarding translation and interpretation services and will encourage bilingual staff to get tested to provide support for its department's work.
- DRE will continue to support the Inclusive Engagement Workgroup members to model and adopt best practices to provide language access as part of their department engagement strategies.
- DRE will continue to seek opportunities to collaborate and partner with the Language Access Program to provide information and support to advance language access justice.

In our own department work:

- DRE will continue to provide our staff with up-to-date information and materials to provide translations and interpretation for community members as needed.
- DRE will provide community members with information about their language rights and complaint forms at our office location.
- DRE will report any complaints to the Language Access Program as needed and will work to address any issues.

Department Name:
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Emylene Aspilla, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Department of Workplace and Employment Standards was submitted on June 21, 2024.

Emylene Aspilla
Emylene Aspilla (Jun 21, 2024 11:03 PDT)

Director Signature

Emylene Aspilla
Type Name

II. QUANTITATIVE ASSESSMENT REPORT

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

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Emylene Aspilla	Juliet Huang	Juliet Huang
Title	Director	Assistant to the Director	Assistant to the Director
Address	250 Frank Ogawa Plaza, Ste 3341, Oakland CA 94612	250 Frank Ogawa Plaza, Ste 3341, Oakland CA 94612	250 Frank Ogawa Plaza, Ste 3341, Oakland CA 94612
Phone#	(510) 238-6270	(510) 238-7324	(510) 238-7324
Email	easpilla@oaklandca.gov	jhuang@oaklandca.gov	jhuang@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	15 (filled)		New Hires	2	
Public Contact Positions (PCP)	13	87 %	New PCP Hires	1	
PCP With Spanish Language Skill	2	15 %	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	2	15 %	New PCP Hires with CH Skill	0	0%

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

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

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

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

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Minimum Wage Enforcement Claim form	Yes	Yes	Vietnamese
Measure Z Claim form	Yes	Yes	Vietnamese
Right to Recall Interpretive Regulations	Yes	Yes	Vietnamese
Hospitality and travel worker right to recall ordinance poster	Yes	Yes	Vietnamese
Emergency Paid Sick Leave Poster	Yes	Yes	Vietnamese
Emergency Paid Sick leave complaint form	Yes	Yes	Vietnamese
Minimum Wage poster	Yes	Yes	Vietnamese
Measure Z (hotel workers) poster	Yes	Yes	Vietnamese
Living Wage Bulletin	Yes	Yes	Vietnamese
Measure FF FAQ	Yes	Yes	Vietnamese
Regulations for the enforcement of Oakland's employment ordinances	Yes	Yes	Vietnamese
Measure Z – final interpretive regulations	Yes	Yes	Vietnamese
FAQ -Oakland's Hotel Workers protection and Employment Standards ordinance	Yes	Yes	Vietnamese
Total # of vital documents reported = 14			

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

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Minimum Wage phone line	X6270	Active
General phone line	X3970	Active

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

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

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

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

Table 8. OPD & OFD Report on Language Interpretation Line
Vendor Name:
Top 5 languages requested:

FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

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

Department Name: Workplace and Employment Standards

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
15	13	11%	2	Y (15%)	5%	2	Y (15%)

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

DWES has consistently been committed to serving the multi-cultural community that is Oakland. For the fiscal year, DWES has exceeded the Equal Access Ordinance (EAO) goals for threshold languages, which are defined as having more than 10,000 Limited English Proficiency (LEP) residents. The 15% Spanish-speaking PCPs exceeds the 11% goal. The 15% Chinese-speaking exceeds the 5% goal. In addition, DWES also has one (1) Tagalog-speaking and two (2) Cambodian-speaking staff. These are languages with more than 1,000 LEP residents in each. Nearly half (47%) of DWES PCPs speak a threshold or LEP language. Moreover, DWES has translated vital documents to Vietnamese, another LEP language.

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

The department circulates the job announcements to community partners and participated in the March 2024 City Career and Resources Expo by staffing a table with PCP staff. The Department considers recruiting additional employees who are bilingual in the threshold languages as provided in AI 145. Recruitments are evaluated to determine the need for selective certification language and to ensure the PCP goals are met or exceeded. Since DWES is above the minimum requirement and the goal set last fiscal year, it has not applied to require language certification for the open positions but does consider language ability as a positive factor in hiring.

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

DWES has expanded our outreach efforts and have partnered with other agencies and departments. We contracted with the Fair Labor Oakland collaborative to provide outreach and education to workers and businesses, specifically in low wage worker and immigrant communities, about local labor laws. We have also increased outreach as a Department generally around City contracting opportunities for small businesses and labor law enforcement programs. We have attended fourteen external outreach events and held two City sponsored outreach efforts totaling more than 300 participants. As a best practice we ask registrants for these events, in advance, if they require translations services. Additionally, at site visits we provide interpretive services for small business owners and local hotel workers. All DWES events included outreach to immigrant worker and small business owner communities

and offered translation services for attendees of outreach or community engagement meetings.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.
 - Translated thirteen of our vital documents into the threshold languages.
 - Established two multicultural phone lines.
 - Ensured bi-lingual FTE staffed outreach events.
 - Provide interpretive services at site visits and in interviews with hotel workers.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.
 Reception (front desk) 250 Frank Ogawa Plaza, Ste 3341, Webpage
 (www.oaklandca.gov/departments/workplace-employment-standards).
2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
 All (100%) the documents were translated into threshold language(s).
3. Describe other materials the Department has provided in multiple languages?
 Emergency Paid Sick Leave Poster: Spanish, Chinese, Vietnamese
 Emergency Paid Leave Claim Form: Spanish, Chinese, Vietnamese
 Right to Recall Poster: Spanish, Chinese, Vietnamese
 Right to Recall Claim Form: Spanish, Chinese, Vietnamese
 Measure FF (Minimum Wage) Poster: Spanish, Chinese, Vietnamese
 Measure FF (Minimum Wage) Claim Form: Spanish, Chinese, Vietnamese
 Measure FF FAQ: Spanish, Chinese, Vietnamese
 Measure Z Claim form: Spanish, Chinese, Vietnamese
 Measure Z poster: Spanish, Chinese, Vietnamese
 Living Wage Ordinance Bulletin: Spanish, Chinese, Vietnamese
 Hospitality and travel worker right to recall ordinance poster: Spanish, Chinese, Vietnamese
 Regulations for the enforcement of Oakland's employment ordinances: Spanish, Chinese, Vietnamese
 FAQ -Oakland's Hotel Workers protection and Employment Standards ordinance: Spanish, Chinese, Vietnamese

C. Multilingual Telephone Messages Assessment

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

Last year we tasked ourselves with providing a multi-lingual service for our main phone line and we exceeded that goal by also adding the minimum wage line. We regularly use the language access line for translation.

D. Assessment of Department Communication with LES Populations

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

The core of the work we do at DWES is to provide equitable opportunities to Oakland businesses owners and workers, it's interwoven into our department culture. We continually strive to serve LES communities by providing access to documents, translation services when needed, and outreach to communities of color.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).
None.

E. Action Plan

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

We will continue to work closely with our community stakeholders to gain insight into the unique needs of LES populations and ways in which we can address those needs. Particularly, to partner with Fair Labor Oakland collaborative to conduct regular workshops and training designed to educate low-wage Oakland workers on their rights under Measure FF and Z.

Department of Workplace & Employment Standards (DWES)

Organizational Chart and Staff (FY24)

- Business Inclusion/Labor Standards - 5 FTE Budgeted
- Business Inclusion - 8 FTE Budgeted
- Labor Standards - 7 FTE Budgeted

Director
Emylene Aspilla

Assistant to the Director
Juliet Huang

Deputy Director
Laurel Moeslein

Contract Compliance Supervisor
Shelley Darensburg

Senior Compliance Officer
Vivian Inman

Management Assistant
Jasmine Chan

Management Assistant
Christina Jack

Administrative Analyst I
Haici Liu

Compliance Officer
Sophany Hang

Compliance Officer
Paula Peav

FROZEN Assistant Contract Compliance Officer

VACANT Senior Contract Compliance Officer

Senior Compliance Officer
Ron San Miguel

Employment Services Supervisor
Jonothan Dumas

VACANT Administrative Services Manager I

Contract Compliance Officer
Ernestine Nettles

Contract Compliance Officer
Matt Berens

FROZEN Contract Compliance Officer

Interim Contract Compliance Officer
Sheranita Mayo

VACANT Contract Compliance Officer

VACANT Assistant Contract Compliance Officer

VACANT Job Developer

FROZEN Field Tech

Business Inclusion Division

Labor Standards Division

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	POSITION_NO	HIRE_DATE	NEW HIRE	E
67111 - Administrative Support	250 FRANK H. OGAWA PLAZA, 3RD FL	Administrative Analyst I	45471.45471	28-MAR-15		Li
67111 - Administrative Support	250 FRANK H. OGAWA PLAZA, 3RD FL	Assistant to the Director	47305.47305	03-FEB-24	YES	H
67111 - Administrative Support	250 FRANK H. OGAWA PLAZA, 3RD FL	Deputy Director Workplace & Empl Stds	46691.43244	01-APR-23		lv
67111 - Administrative Support	250 FRANK H. OGAWA PLAZA, 3RD FL	Director of Workplace & Employment Stnd	43247.43247	17-SEP-22		A
67211 - Workplace Standards	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer	46944.46944	14-OCT-23	YES	lv
67211 - Workplace Standards	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer, Sr.	43374.42554	01-JUN-15		S.
67211 - Workplace Standards	250 FRANK H. OGAWA PLAZA, 3RD FL	Employment Services Supervisor	43028.3383	13-SEP-04		D
67211 - Workplace Standards	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer	46375.46375	13-SEP-07		B
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer	46692.44313	22-JAN-08		N
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer	46693.44314	06-NOV-06		P
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer	43030.10403	12-MAY-98		H
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer, Sr.	43029.4909	08-OCT-91		lr
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Supervisor	43031.28181	06-OCT-86		D
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Exempt Limited Duration Employee	47974.47974	10-JUN-23		Ji
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Management Assistant	47627.47627	11-FEB-08		C

PCP_POSITION	PCP_LANG_1	Bilingual Cert	
YES	Chinese	Chinese	
NO			
YES			
YES	Tagalog		
YES			
YES	Spanish	Spanish	
YES			
YES	Spanish	Spanish	
YES			
YES	Cambodian		
YES	Cambodian		
YES			
NO			
YES	Chinese	Chinese	

Department Name: EWD
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Ashleigh Kanat, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Economic and Workforce Development Department was submitted on Tuesday, July 2, 2024.

Ashleigh Kanat
Ashleigh Kanat (Jul 2, 2024 12:32 PDT)

Director Signature

Ashleigh Kanat
Type Name

Department Name:EWD
 Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Ashleigh Kanat	Paul Priaulx	Paul Priaulx
Title	Director	Management Assistant	Management Assistant
Address	250 FHOP, 5 th Floor	250 FHOP, 5 th Floor	250 FHOP, 5 th Floor
Phone#	510.238.4973	510.238.3852	510.238.3852
Email	akanat@oaklandca.gov	ppriaulx@oaklandca.gov	ppriaulx@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	47		New Hires	6	
Public Contact Positions (PCP)	12			1	16.66%
PCP With Spanish Language Skill	7	58.33%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	2	16.66%	New PCP Hires with CH Skill	0	0%

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

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

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

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

Department Name:EWD
 Fiscal Year: FY2023-2024

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Activate Oakland Grant Applications	Yes	Yes	
Business Improvement District Formation Presentation	Yes	No	
Temescal Business Improvement District Renewal Ballots	Yes	Yes	
Facade and Tenant Improvement Grant Program.	Yes	Yes	
Jack London Business Improvement District Renewal Ballots	Yes	Yes	
Intake form for the Neighborhood Business Assistance Program	Yes	Yes	
Small Business Week	Yes	Yes	
Mobile Vending Permit Application	Yes	Yes	
Massage Permit Application	Yes	Yes	

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

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

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

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

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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Department Name: EWD
 Fiscal Year: FY2023-2024

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Economic and Workforce Development Department

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
47	12	1.3	7	Yes	0.6	2	Yes

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

The Economic & Workforce Development Department (EWDD) strives to inform the public of the rapidly changing events that affect Oakland businesses and the Oakland community. EWDD continues to provide translated documentation and services in Spanish and Chinese languages to provide grant application support, City business documentation, business assistance, real estate support, coaching and navigation for City services, and more as detailed in the report. Many of these services are provided at various locations throughout the City of Oakland.

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

EWDD continues to update its internal list of bilingual staff, both City-certified and self-identified bilingual employees. EWDD filled six (6) full time position during this fiscal year. One (1) of the open positions possessed a language requirement and the Spanish speaking employee that was selected for the position continues to work in the same capacity for the department. Of the other five (5) employees that were hired during this fiscal year, one (1) additional employee was bilingual in Spanish.

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

One success for EWDD includes the addition of a bilingual employee to a language certified position. Beyond that, the department includes other employees that are bilingual in languages including Spanish - fourteen (14), Mandarin Chinese - three (3), Cantonese – two (2), Portuguese - two (2), and German - one (1). As a best practice, EWDD is committed to fostering a diverse and inclusive workplace that reflects the vibrant community of Oakland by actively recruiting and retaining qualified candidates from all backgrounds.

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

EWDD has consistently provided bilingual access of translated informational materials in both Spanish and Chinese languages as well as providing business assistance, coaching and navigation to services, hosting events like Small Business Week, Manufacturing Week and Resource Fairs that provide support to LES persons.

B. Translation of Written Vital Documents Assessment

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

EWD posts public notices in public areas and submits printing requests to Equal Access to review for outreach materials. EWD programs include Special Activities, Business Development, Cultural Affairs, Public/Private Development, Real Estate Asset Management, and Workforce Development. EWD continues to work closely with the Equal Access Program to better provide online translation of materials. EWD's locations where these notices are posted are almost all shared with other departments and include:

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

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

- All vital documents in EWD are translated into the threshold languages. These translated vital documents are provided as handouts at various events.

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

- Activate Oakland Grant Applications [Spanish, Chinese]
- Business Improvement District Formation Presentation [Spanish]
- Temescal Business Improvement District Renewal Ballots [Spanish, Chinese]
- Façade and Tenant Improvement Grant Program [Spanish, Chinese]
- Jack London Business Improvement District Renewal Ballots [Spanish, Chinese]
- Intake Form for the Neighborhood Business Assistance Program [Spanish, Chinese]
- Small Business Week [Spanish, Chinese]
- Social media outreach via Facebook and Instagram promoting Small Business Week [Spanish]

C. Multilingual Telephone Messages Assessment

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

- The Business Development's main line offers multilingual interpretation: 510-238-3627.

Department Name: EWD
Fiscal Year: FY2023-2024

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.
 - EWDD provides bilingual access of translated informational materials in both Spanish and Chinese languages as well as hosting events like Small Business Week, Manufacturing Week and Resource Fairs for LES persons.
2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).
 - EWDD did not have any language access complaints this year.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
 - EWDD plans to continue collaborating with Equal Access on all printed documents for program work, in addition to providing bilingual/translated materials for handouts, workshops, clinics, and presentations. An additional effort will be made to increase bilingual communication through the social media platforms used by the department. On-site translation services will continue to be provided as needed through the phone line 510-238-3627.

Equal Access Report FY23-24

Final Audit Report

2024-07-02

Created:	2024-07-02 (Pacific Daylight Time)
By:	Paul Priaulx (ppriaulx@oaklandca.gov)
Status:	Signed
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EWD PCP STAFFING REPORT JUNE 30 2024						
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_POS	BILINGUAL
85111 - Admin: Economic	One Frank Ogawa Plaza	Accountant II	03-SEP-22		NO	Cantonese
85111 - Admin: Economic	250 FRANK H. OGAWA	Administrative Services Manager II	07-NOV-05		NO	Cantonese
85111 - Admin: Economic	One Frank Ogawa Plaza	Director of Economic & Workforce Dev	13-APR-24	YES	NO	NO
85111 - Admin: Economic	One Frank Ogawa Plaza	Director of Economic & Workforce Dev	19-FEB-22		NO	Spanish
85111 - Admin: Economic	One Frank Ogawa Plaza	Executive Assistant to the Director	26-FEB-18		NO	NO
85111 - Admin: Economic	One Frank Ogawa Plaza	Management Assistant	03-JUL-17		NO	NO
85221 - Project Implemen	250 Frank Ogawa Plaza	Administrative Analyst II	20-APR-19		NO	Spanish
85221 - Project Implemen	250 Frank H. Ogawa Plaza	Administrative Assistant I	09-APR-01		NO	NO
85221 - Project Implemen	250 Frank Ogawa Plaza	Manager, Real Property Asset	24-NOV-14		NO	Spanish
85221 - Project Implemen	250 Frank Ogawa Plaza	Project Manager III	04-MAR-13		NO	NO
85221 - Project Implemen	250 Frank Ogawa Plaza	Project Manager III	30-APR-90		NO	Spanish
85221 - Project Implemen	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	05-AUG-23	YES	NO	NO
85221 - Project Implemen	250 Frank Ogawa Plaza	Urban Economic Analyst II	23-SEP-17		NO	NO
85221 - Project Implemen	250 Frank Ogawa Plaza	Urban Economic Analyst III	15-OCT-22		NO	NO
85221 - Project Implemen	250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects	27-OCT-88		NO	NO
85221 - Project Implemen	250 Frank Ogawa Plaza	Urban Economic Coordinator	11-FEB-08		NO	Mandarin Chinese
85221 - Project Implemen	250 Frank Ogawa Plaza	Urban Economic Coordinator	01-MAR-05		NO	NO
85231 - Real Estate	250 Frank Ogawa Plaza	Manager, Real Property Asset	11-JAN-20		NO	NO
85231 - Real Estate	250 Frank H. Ogawa Plaza	Real Estate Agent	18-MAR-23	YES		Mandarin Chinese & Spanish
85231 - Real Estate	250 FRANK H. OGAWA	Real Estate Agent	15-JUN-19	YES		German
85231 - Real Estate	250 Frank Ogawa Plaza	Real Estate Agent	10-OCT-16	YES		Mandarin Chinese & Spanish
85231 - Real Estate	250 Frank Ogawa Plaza	Real Estate Agent, Supervising	10-JUN-23		NO	NO
85244 - Oakland Army Bas	250 Frank Ogawa Plaza	Management Assistant	08-FEB-20		NO	NO
85244 - Oakland Army Bas	250 Frank Ogawa Plaza	Project Manager II	27-JUL-98		NO	NO
85311 - Workforce Develo	250 Frank Ogawa Plaza	Administrative Services Manager II	30-JUL-12		NO	NO
85311 - Workforce Develo	250 FRANK H. OGAWA	Program Analyst II	21-AUG-21		NO	NO
85311 - Workforce Develo	250 Frank Ogawa Plaza	Program Analyst III	27-MAY-23		NO	Luso (Portuguese)
85311 - Workforce Develo	250 FRANK H. OGAWA	Program Analyst III	15-MAR-10		NO	NO
85411 - Economic Develop	250 Frank Ogawa Plaza	Deputy Director, Econ/Workforce Dev	10-JUN-23		YES	Spanish
85411 - Economic Develop	250 Frank Ogawa Plaza	Urban Economic Analyst II	20-JAN-24	YES	NO	Spanish
85411 - Economic Develop	250 Frank Ogawa Plaza	Urban Economic Analyst II	05-SEP-20		NO	NO
85411 - Economic Develop	250 Frank Ogawa Plaza	Urban Economic Analyst III	02-OCT-21		NO	Spanish
85411 - Economic Develop	250 FRANK H. OGAWA	Urban Economic Analyst III	01-MAY-06		NO	NO
85411 - Economic Develop	250 FRANK H. OGAWA	Urban Economic Analyst IV, Projects	15-JUL-17		NO	NO
85511 - Cultural Arts & Ma	One Frank Ogawa Plaza	Program Analyst III	14-NOV-20		YES	Spanish
85521 - Public Art	One Frank Ogawa Plaza	Manager, Cultural Affairs	12-SEP-16		YES	Spanish
85521 - Public Art	One Frank Ogawa Plaza	Program Analyst II	02-MAR-24	YES	YES	NO
85521 - Public Art	One Frank Ogawa Plaza	Program Analyst III	27-JUN-05		NO	
85611 - Special Activities	250 Frank Ogawa Plaza	Business Analyst II	02-MAR-24	YES	NO	NO
85611 - Special Activities	1 Frank Ogawa Plaza	City Administrator Analyst	02-DEC-08		YES	NO
85611 - Special Activities	250 Frank Ogawa Plaza	Deputy Director, Econ/Workforce Dev	07-JAN-13		YES	Portuguese
85611 - Special Activities	1 Frank Ogawa Plaza	Special Activity Permit Inspector	21-MAY-18		YES	Spanish

85611 - Special Activities	1 Frank Ogawa Plaza	Special Activity Permit Inspector	21-MAR-11		YES	Spanish
85611 - Special Activities	250 Frank Ogawa Plaza	Special Activity Permit Technician	08-FEB-20		YES	NO
85631 - Special Events	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	12-NOV-22		NO	NO
85111 - Admin: Economic	251 Frank Ogawa Plaza	Account Clerk III	27-Apr-24	YES	NO	Spanish
85611 - Special Activities	250 Frank Ogawa Plaza	Special Activity Permit Technician	8-Jun-24	YES	NO	NO

Department Name: Finance
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Erin Roseman, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Finance was submitted on May 16, 2024.

A handwritten signature in black ink, appearing to read "Erin Roseman".

Erin Roseman (May 16, 2024 15:40 PDT)

Director Signature

Erin Roseman

PART I Certification Page 2024

Final Audit Report

2024-05-16

Created:	2024-05-16 (Pacific Daylight Time)
By:	Sarah Herbelin (seherbelin@oaklandca.gov)
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Department Name: FINANCE
 Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Finance

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

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	148		New Hires	19	
Public Contact Positions (PCP)	60	100%	New PCP Hires	0*	100%
PCP With Spanish Language Skill	10	16.7%	New PCP Hires with SP Skill	N/A	%
PCP With Chinese Language Skill	5	8.3%	New PCP Hires with CH Skill	N/A	%

*Note: This fiscal year there were 2 promotions among PCP staff: 1 who speaks Spanish and 1 who speaks Chinese.

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

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

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Business Tax	SP= 1 CH = 1	SP= 5 CH = 2
Revenue Collections	SP= 1 CH = 1	SP= 1 CH = 0
Citywide Liens	SP= 1 CH = 1	SP= 0 CH = 0
	SP= CH =	SP= CH =

Department Name: FINANCE
 Fiscal Year: FY2023-2024

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Property Tax Special Assessment Exemption Forms	Yes	Yes	
Request for Ability to Pay Determination for Parking Payment Plans	Yes	Yes	
Revenue Administration Sign-In Sheet	Yes	Yes	
Rental Renewal Instructions	Yes	Yes	
Business Tax Renewal Instructions	Yes	Yes	
Citywide Liens Brochure	Yes	Yes	Vietnamese
Lien Demand Request Form	Yes	Yes	Vietnamese
Vacant Property Tax Petition of Vacancy	Yes	Yes	Vietnamese
Vacant Property Tax Request for Refund Application	Yes	Yes	Vietnamese
Request for Business Tax Refund	Yes	Yes	
Refund Request: Real Property Transfer Tax (RPTT)	Yes	Yes	
Rent Adjustment Program (RAP) Refund Request Form	Yes	Yes	
Residential Landlord Business Tax Refund Form	Yes	Yes	
Front door notice of walk-in hours for building 150	Yes	Yes	
Business Tax Requirements Brochure	Yes	Yes	
Rent Control in Oakland Brochure	Yes	Yes	Vietnamese
Contractor Renewal Instructions	Yes	Yes	
Vacant Property Tax Exemption Applications A-J (10 documents)	Yes	Yes	
Cannabis Tax Rebate Application	Yes	Yes	
Mandatory Garbage Administrative Hearing Questionnaire	Yes	Yes	
New Rental Application	Yes	Yes	
New Business Application-	Yes	Yes	
New Business Application-Limos, Taxis, Ambulance & Trucking	Yes	Yes	
New Contractor Application	Yes	Yes	
Mandatory Garbage Administrative Hearing Questionnaire	Yes	Yes	
Total # of vital documents reported = 35			

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

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

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

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

Department Name: FINANCE
 Fiscal Year: FY2023-2024

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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Department Name: FINANCE
Fiscal Year: FY2023-2024

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Finance

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
148	60	11%	10 (16.7%)	Yes	5%	5 (8.3%)	Yes

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

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

The Finance Department has updated the list of PCP staff to reflect current public contact per job duties. Administrative and technical staff who do not have public contact have been removed from the count and purchasing and retirement staff who have frequent public contact have been added.

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

Two of the Finance Department Super PCP units do not yet meet the language goals. Finance is recruiting to fill positions in these units via language selective certification recruitments and/or creating eligible list for positions within these units that include language selective certification to be available for future vacancies.

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

Currently the Finance Department has three recruitment requisitions in process with language hiring requirements- Tax Enforcement Officer II, Revenue Assistant and Collections Officer to meet the Super PCP requirements in Revenue Collections and Citywide Liens and to increase ratios in the Business Tax Super PCP unit.

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

No major changes from last year.

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

Department Name: FINANCE
Fiscal Year: FY2023-2024

Notices are posted regarding interpretation services available to LES populations at visible locations in our offices. This provides awareness of the services available to the LES communities within the department.

Phone calls are routed to appropriate bilingual staff for assistance.

The Finance Department webpage chat program (Happy Fox Chat) is able to translate customer chats into English and staff responses into the customer's preferred language.

Phone interpreter information, compliance posters, EAO FAQ, and EAO complaint forms were sent out to all Finance staff in May 2024.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.
 - Revenue customer service lobby in 150 Frank H. Ogawa Plaza, Suite 5342.
 - Business Tax lobby at 250 Frank H. Ogawa Plaza, Suite 1320.
 - Finance Director's office 150 Frank H. Ogawa Plaza, Suite 5215.
 - Controller's Purchasing Unit in 150 Frank H. Ogawa Plaza, Suite 6223.

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

The Revenue Management Bureau has translated 100% of its identified vital documents into threshold languages (Chinese and Spanish). Several additional vital documents were identified and translated during the 2023-24 fiscal year. Some forms are additionally translated into Vietnamese. Webpages, including the City's tax registration and payment page, <https://tss.oaklandnet.com/>, can be translated using Google Translate.

3. Describe other materials the Department has provided in multiple languages?
None identified.

C. Multilingual Telephone Messages Assessment

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

The mandatory garbage phone line (510-238-7474) allows callers to leave messages in individual voicemail boxes for Spanish and Chinese speaking staff to return the calls. Finance no longer offers the Spanish/Cantonese option in the phone message greeting for the other units since the selection of the language leads to a voicemail. ITD suggested we make the greeting as simple as possible and when customers speak with a representative, they can be connected with someone who speaks their language or over-the-phone interpreting can be utilized.

D. Assessment of Department Communication with LES Populations

Department Name: FINANCE
Fiscal Year: FY2023-2024

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

The Finance Department has enough Spanish and Chinese certified bilingual staff to provide translation services to the LES community during business hours in person and via phone. In the event that interpretation services are needed for other languages staff use the City of Oakland Language Line.

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

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

E. Action Plan

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

The Finance Department adopted a Business Tax Customer Service Delivery Performance Measure as part of the 2023-25 budget. The goal is to make Business Tax customer service accessible to all Oakland residents by providing translation assistance to all business owners that require it in a timely manner and ensure that all persons or business owners contacting the Business Tax Office who have limited English proficiency are effectively and efficiently served in their language of choice.

Recruitments for Spanish and Chinese speaking Collections Officer, Revenue Assistant, and Tax Enforcement Office II positions are underway.

FINANCE PCP STAFING REPORT JUNE 30 2024							
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW H	PCP_POSITIO	PCP_LANG_1	
08111 - Finance and Management	150 Frank H. Ogawa	Budget & Management Analyst, Prin	10-JUN-23		NO	Spanish	
08111 - Finance and Management	150 Frank H. Ogawa	Executive Assistant to the Director	24-JUL-21		NO		
08111 - Finance and Management	150 Frank H. Ogawa	Assistant to the Director	03-JAN-05		NO	Spanish	
08111 - Finance and Management	150 Frank H. Ogawa	Assistant to the Director	20-JUN-16		NO		
08111 - Finance and Management	150 Frank H. Ogawa	Administrative Services Manager I	06-JAN-24	YES	NO	Spanish, Tagalog/Filipino	
08111 - Finance and Management	150 Frank H. Ogawa	Account Clerk III	12-NOV-22		NO		
08111 - Finance and Management	150 Frank H. Ogawa	Payroll Personnel Clerk III	01-FEB-20		NO		
08111 - Finance and Management	150 Frank H. Ogawa	Executive Assistant to the Director	28-JUL-08		NO		
08111 - Finance and Management	150 Frank H. Ogawa	Payroll Personnel Clerk III	03-SEP-22		NO		
08111 - Finance and Management	150 Frank H. Ogawa	Director of Finance	17-APR-21		NO		
08111 - Finance and Management	150 Frank H. Ogawa	Exempt Limited Duration Employee	16-SEP-23	YES	NO	-	
08121 - Finance and Management	150 FRANK H. OGAW	Human Resource Systems Analyst, Se	14-JUN-10		NO		
08121 - Finance and Management	150 FRANK H. OGAW	Exempt Limited Duration Employee	17-FEB-24	YES	NO	-	
08121 - Finance and Management	150 FRANK H. OGAW	Human Resource Systems Analyst, Su	20-NOV-06		NO		
08121 - Finance and Management	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	27-APR-24	YES	NO	-	
08121 - Finance and Management	150 FRANK H. OGAW	Retirement Systems Accountant	15-APR-23		NO		
08121 - Finance and Management	150 FRANK H. OGAW	Human Resource Operations Tech, S	22-MAY-89		NO		
08121 - Finance and Management	150 FRANK H. OGAW	Accountant II	13-APR-24	YES	NO	-	
08121 - Finance and Management	150 FRANK H. OGAW	Human Resource Operations Tech, S	17-FEB-24	YES	NO		
08121 - Finance and Management	150 FRANK H. OGAW	Human Resource Operations Tech, S	06-MAR-21		NO		
08121 - Finance and Management	150 FRANK H. OGAW	Manager, Payroll	06-AUG-22		NO		
08121 - Finance and Management	150 FRANK H. OGAW	Exempt Limited Duration Employee	27-APR-24	YES	NO	-	
08121 - Finance and Management	150 FRANK H. OGAW	Temp Contract Svcs Employee, PT	28-OCT-23	YES	NO	-	
08121 - Finance and Management	150 FRANK H. OGAW	Exempt Limited Duration Employee	27-APR-24	YES	NO	Chinese- Mandarin & Cantonese	
08121 - Finance and Management	150 FRANK H. OGAW	Temp Contract Svcs Employee, PT	30-MAR-24	YES	NO	-	
08121 - Finance and Management	150 FRANK H. OGAW	Exempt Limited Duration Employee	30-MAR-24	YES	NO	Chinese-Cantonese	
08211 - Accounting Administration	150 Frank H. Ogawa	Project Manager II	24-APR-17		NO	Russian	
08211 - Accounting Administration	150 Frank H. Ogawa	Accounting Analyst, Principal	16-MAY-20		NO		
08211 - Accounting Administration	150 Frank H. Ogawa	Administrative Analyst I	02-DEC-13		NO	Cantonese	
08211 - Accounting Administration	150 Frank H. Ogawa	Systems Accountant III	04-DEC-06		NO		
08211 - Accounting Administration	150 Frank H. Ogawa	Controller, Assistant	25-JUL-20		NO	Nepali and Hindi	
08211 - Accounting Administration	150 Frank H. Ogawa	Controller	22-SEP-18		NO		
08211 - Accounting Administration	150 Frank H. Ogawa	Accounting Supervisor	04-DEC-06		NO	Chinese	
08222 - General Ledger	150 Frank H. Ogawa	Accounting Supervisor	01-AUG-05		NO		
08222 - General Ledger	150 Frank H. Ogawa	Accountant III	30-MAY-06		NO		
08222 - General Ledger	150 Frank H. Ogawa	Accountant III	01-DEC-09		YES	Chinese	

08222 - General Ledger	150 Frank H. Ogawa	Accountant III	11-MAY-15		NO		
08222 - General Ledger	150 Frank H. Ogawa	Accounting Supervisor	25-APR-16		NO		
08222 - General Ledger	150 Frank H. Ogawa	Accountant III	11-JAN-20		NO		
08222 - General Ledger	150 Frank H. Ogawa	Accountant II	13-APR-24	YES	NO	Hindi, Pakistani Urdu	
08222 - General Ledger	150 Frank H. Ogawa	Accountant III	29-JUN-19		NO		
08222 - General Ledger	150 Frank H. Ogawa	Temp Contract Svcs Employee, PT	18-JUN-18		NO		
08222 - General Ledger	150 Frank H. Ogawa	Accountant II	10-OCT-05		NO		
08241 - Payables	150 Frank H. Ogawa	Accounting Technician	10-APR-06		NO	Spanish	
08241 - Payables	150 Frank H. Ogawa	Accounting Technician	06-FEB-21		NO		
08241 - Payables	150 Frank H. Ogawa	Accounting Technician	30-APR-22		NO		
08241 - Payables	150 Frank H. Ogawa	Accounting Technician	11-AUG-18		NO		
08241 - Payables	150 Frank H. Ogawa	Business Analyst I	25-NOV-23	YES	NO	Hindi, Pakistani Urdu	
08241 - Payables	150 Frank H. Ogawa	Accounting Technician	16-NOV-09		NO	Chinese	
08241 - Payables	150 Frank H. Ogawa	Accounting Technician	27-MAY-23		NO		
08242 - Stores Operations	150 Frank H. Ogawa	Storekeeper II	30-MAR-91		NO		
08242 - Stores Operations	150 Frank H. Ogawa	Storekeeper III	20-MAR-89		NO		
08243 - Purchasing	150 Frank H Ogawa	Administrative Assistant I	08-FEB-20		NO		
08243 - Purchasing	250 FRANK H. OGAWA	Administrative Analyst II	22-JAN-11		NO		
08243 - Purchasing	150 Frank H Ogawa	Buyer	17-FEB-24	YES	YES	-	
08243 - Purchasing	150 Frank H Ogawa	Purchasing Supervisor	05-SEP-01		YES		
08243 - Purchasing	150 Frank H Ogawa	Buyer	16-SEP-23	YES	YES	-	
08243 - Purchasing	150 Frank H Ogawa	Buyer, Senior	05-JUN-17		YES		
08243 - Purchasing	150 Frank H Ogawa	Buyer	10-APR-17		YES	Spanish	
08243 - Purchasing	150 Frank H Ogawa	Exempt Limited Duration Employee	17-DEC-07		NO	Romanian, French?	
08243 - Purchasing	150 Frank H Ogawa	Buyer	10-DEC-12		YES		
08243 - Purchasing	150 Frank H Ogawa	Exempt Limited Duration Employee	12-JAN-19		NO	Spanish, French, German	
08243 - Purchasing	1 Frank Ogawa Plaza	Administrative Analyst II	02-FEB-15		NO		
08243 - Purchasing	150 Frank H Ogawa	Exempt Limited Duration Employee	27-APR-24	YES	NO	-	
08243 - Purchasing	150 Frank H Ogawa	Exempt Limited Duration Employee	14-OCT-23	YES	NO	-	
08411 - Revenue Administration	150 Frank H Ogawa	Revenue & Tax Administrator, Assistant	10-AUG-19		NO		
08411 - Revenue Administration	150 Frank H Ogawa	Business Analyst II	05-OCT-19		YES		
08411 - Revenue Administration	150 Frank H Ogawa	Account Clerk II	11-JUN-22		YES		
08411 - Revenue Administration	150 Frank H Ogawa	Account Clerk III	22-FEB-20		YES		
08411 - Revenue Administration	150 Frank H Ogawa	Revenue Analyst, Principal	22-DEC-14		NO		
08411 - Revenue Administration	150 Frank Ogawa Plaza	Revenue & Tax Administrator	29-OCT-22		NO		
08411 - Revenue Administration	150 Frank Ogawa Plaza	Business Analyst II	15-JUN-19		YES		
08411 - Revenue Administration	150 Frank Ogawa Plaza	Accountant II	18-FEB-23		NO		
08411 - Revenue Administration	150 Frank H Ogawa	Business Analyst I	20-NOV-17		YES		

08411 - Revenue Administration	1 Frank Ogawa Plaza	Account Clerk II	13-OCT-14	YES	
08411 - Revenue Administration	150 Frank H Ogawa Plaza	Account Clerk II	13-NOV-21	YES	
08411 - Revenue Administration	150 Frank Ogawa Plaza	Revenue Analyst, Principal	31-MAY-11	NO	
08411 - Revenue Administration	150 Frank H Ogawa Plaza	Budget & Management Analyst, Prin	26-JUL-10	NO	Spanish
08421 - Revenue Audit Unit	150 Frank H Ogawa Plaza	Tax Auditor II	27-AUG-18	YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	04-DEC-06	YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Auditor II	09-APR-18	YES	Chinese-Mandarin
08421 - Revenue Audit Unit	150 Frank H Ogawa Plaza	Tax Auditor I	04-DEC-06	YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	18-OCT-99	YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Auditor II	13-JUN-11	YES	
08421 - Revenue Audit Unit	150 Frank H Ogawa Plaza	Revenue Operations Supervisor	05-NOV-07	YES	Chinese
08421 - Revenue Audit Unit	150 Frank H Ogawa Plaza	Tax Auditor II	16-NOV-19	YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	22-NOV-99	YES	Spanish
08421 - Revenue Audit Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	30-DEC-02	YES	
08421 - Revenue Audit Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	28-JAN-02	YES	Korean
08421 - Revenue Audit Unit	150 Frank H Ogawa Plaza	Tax Auditor II	20-APR-19	YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Auditor II	06-JUN-16	YES	
08421 - Revenue Audit Unit	150 Frank Ogawa Plaza	Tax Auditor II	31-OCT-20	YES	Spanish
08431 - Business License Tax Unit	150 Frank Ogawa Plaza	Revenue Assistant	29-SEP-97	YES	Spanish
08431 - Business License Tax Unit	250 Frank H. Ogawa Plaza	Revenue Assistant	04-FEB-23	YES	
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	28-JAN-02	YES	
08431 - Business License Tax Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	02-JUN-97	YES	
08431 - Business License Tax Unit	150 Frank H Ogawa Plaza	Tax Enforcement Officer II	05-JUL-16	YES	Spanish
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	11-FEB-02	YES	
08431 - Business License Tax Unit	250 Frank Ogawa Plaza	Revenue Assistant	29-JUN-19	YES	
08431 - Business License Tax Unit	250 Frank H. Ogawa Plaza	Tax Enforcement Officer II	02-APR-12	YES	
08431 - Business License Tax Unit	250 Frank H. Ogawa Plaza	Revenue Assistant	04-FEB-23	YES	
08431 - Business License Tax Unit	250 Frank H. Ogawa Plaza	Cashier	12-NOV-22	YES	Spanish
08431 - Business License Tax Unit	250 Frank H. Ogawa Plaza	Tax Enforcement Officer II	07-JAN-19	YES	Chinese-Cantonese
08431 - Business License Tax Unit	250 Frank H. Ogawa Plaza	Revenue Operations Supervisor	04-DEC-06	YES	Spanish
08431 - Business License Tax Unit	250 Frank H. Ogawa Plaza	Cashier	02-APR-22	YES	Chinese
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Collections Officer	05-NOV-94	YES	Spanish
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Revenue Assistant	09-OCT-17	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Tax Enforcement Officer II	24-JUL-95	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Revenue Assistant	23-MAR-83	YES	
08441 - Revenue Collections Unit	150 Frank Ogawa Plaza	Collections Officer	30-DEC-02	YES	
08441 - Revenue Collections Unit	250 Frank Ogawa Plaza	Tax Enforcement Officer II	10-JUL-06	YES	
08441 - Revenue Collections Unit	150 Frank H Ogawa Plaza	Revenue Assistant	09-OCT-17	YES	

08441 - Revenue Collections U	150 Frank Ogawa Pla	Revenue Assistant	09-JUN-89		YES		
08441 - Revenue Collections U	150 Frank Ogawa Pla	Revenue Operations Supervisor	28-JUN-93		YES		
08441 - Revenue Collections U	150 Frank Ogawa Pla	Collections Officer	29-SEP-97		YES		
08441 - Revenue Collections U	150 Frank Ogawa Pla	Collections Officer	06-DEC-04		YES		
08441 - Revenue Collections U	150 Frank Ogawa Pla	Collections Officer	25-APR-05		YES		
08441 - Revenue Collections U	150 Frank H Ogawa P	Tax Enforcement Officer II	12-OCT-15		YES		
08441 - Revenue Collections U	150 Frank H Ogawa P	Cashier	05-MAR-22		YES		
08441 - Revenue Collections U	150 Frank Ogawa Pla	Revenue Operations Supervisor	28-JAN-02		YES		
08441 - Revenue Collections U	150 Frank Ogawa Pla	Collections Officer	26-OCT-15		YES		
08711 - Treasury Administrati	150 Frank Ogawa Pla	Treasury Administrator	05-OCT-98		NO		
08711 - Treasury Administrati	150 Frank Ogawa Pla	Administrative Assistant II	11-JUL-20		NO		
08721 - Treasury Operations U	150 Frank Ogawa Pla	Business Analyst IV	29-AUG-05		NO		
08721 - Treasury Operations U	150 Frank Ogawa Pla	Financial Analyst	02-MAR-24	YES	NO	-	
08721 - Treasury Operations U	150 Frank Ogawa Pla	Treasury Analyst III	24-DEC-22		NO		
08721 - Treasury Operations U	150 Frank Ogawa Pla	Treasury Administrator, Asst	19-FEB-08		NO		
08721 - Treasury Operations U	150 Frank Ogawa Pla	Investment & Operations Manager	10-OCT-05		NO		
08721 - Treasury Operations U	150 Frank Ogawa Pla	Treasury Analyst III	24-DEC-22		NO		
08721 - Treasury Operations U	150 Frank Ogawa Pla	Financial Analyst, Principal	02-MAR-24	YES	NO	American Sign Language	
08721 - Treasury Operations U	150 Frank Ogawa Pla	Treasury Analyst III	07-DEC-15		NO		
08731 - Treasury Cashiering U	150 Frank Ogawa Pla	Cashier	21-MAR-20		NO		
08751 - Retirement	150 Frank H. Ogawa	Accountant III	19-JAN-16		NO		
08751 - Retirement	150 Frank Ogawa Pla	Benefits Representative	23-JUL-22		Yes	Spanish	
08751 - Retirement	150 Frank Ogawa Pla	Benefits Representative	08-FEB-11		Yes	Vietnamese	
08751 - Retirement	150 Frank Ogawa Pla	Investment & Operations Manager	25-APR-05		NO		
08751 - Retirement	150 Frank Ogawa Pla	Administrative Analyst I	17-JAN-17		NO		
08751 - Retirement	150 Frank Ogawa Pla	Retirement Systems Accountant	27-JAN-06		Yes	Spanish	
08751 - Retirement	150 Frank Ogawa Pla	Administrative Assistant II	31-AUG-13		NO		
08811 - Budget Unit	150 FRANK H. OGAW	Budget & Management Analyst, Prin	10-JUN-23		NO		
08811 - Budget Unit	150 FRANK H. OGAW	Budget & Management Analyst	12-NOV-22		NO		
08811 - Budget Unit	150 FRANK H. OGAW	Budget Administrator	15-SEP-10		NO		
08811 - Budget Unit	150 FRANK H. OGAW	Budget & Management Analyst	02-FEB-13		NO		
08811 - Budget Unit	150 FRANK H. OGAW	Budget & Management Analyst	29-OCT-22		NO		
08811 - Budget Unit	150 FRANK H. OGAW	Budget & Management Analyst, Seni	06-APR-09		NO		
08811 - Budget Unit	150 FRANK H. OGAW	Budget Administrator, Assistant	30-OCT-06		NO		
08811 - Budget Unit	150 FRANK H. OGAW	Budget & Management Analyst, Seni	26-NOV-12		NO		
08811 - Budget Unit	150 Frank H. Ogawa	Business Analyst IV	10-MAR-14		NO		
					60		
					88		

Department Name: Housing and Community Development Department
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Emily Weinstein, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Housing and Community Development Department was submitted on July 10, 2024.


Emily Weinstein (Jul 11, 2024 08:00 PDT)
Director Signature

Emily Weinstein
Type Name

Department Name: Housing and Community Development
 Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Emily Weinstein	Ellen Dillard	Ellen Dillard
Title	Director	Management Assistant	Management Assistant
Address	250 Frank H. Ogawa Plaza, Suite 6301 Oakland, CA 94612	250 Frank H. Ogawa Plaza, Suite 5313 Oakland, CA 94612	250 Frank H. Ogawa Plaza, Suite 5313 Oakland, CA 94612
Phone#	(510) 238-6625	(510) 238-6514	(510) 238-6514
Email	eweinstein@oaklandca.gov	edillard@oaklandca.gov	edillard@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	70		New Hires	12	
Public Contact Positions (PCP)	43	61.42%	New PCP Hires	7	58.33%
PCP With Spanish Language Skill	5	11.62%	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	5	11.62%	New PCP Hires with CH Skill	0	0%

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

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

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting			
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.		
Super PCP Unit	Language Goal FTE		Actual FTE
Municipal Lending (89939)	SP= 1	CH = 1	SP= 0 CH = 0
Rent Adjustment Program	SP= 1	CH = 1	SP= 2 CH = 4
	SP=	CH =	SP= CH =
	SP=	CH =	SP= CH =

Department Name: Housing and Community Development
 Fiscal Year: FY2023-2024

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
HCD Services	Yes	Yes	
HCD Workshop	Yes	Yes	
HCD Workshop Flyer	Yes	Yes	
Tenant Notice – Update	Yes	Yes	
HCD Workshop	No	Yes	
Disaster Assistance Program	Yes	Yes	
District 2 Measure U	Yes	Yes	Vietnamese
Eviction Moratorium Digital Ad Campaign	Yes	Yes	
Rent Registry Forms	Yes	Yes	
Moratorium Phase-Out Materials	Yes	Yes	Arab, Korean, Vietnamese
Oakland Eviction Moratorium Ordinance and Legal Updates	Yes	No	
RAP's Eviction Moratorium Digital Ads	Yes	Yes	
Code Compliance Relocation Brochures	Yes	Yes	Vietnamese
PRO Housing Grant Info	Yes	Yes	
RAP Contact Flowchart	Yes	Yes	
RAP's Updated Eviction Moratorium Digital Ads	Yes	Yes	
Relocation Application	Yes	Yes	
Public Notice – CAPER	Yes	Yes	
Rent Registration Info Sheet	Yes	Yes	
Quick Guide to Registration	Yes	No	
Rent Registration Info & FAQs	Yes	No	
Tenant Move-Out Agreement Ordinance	Yes	Yes	
Total # of vital documents reported = 22			

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

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

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

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

Department Name: Housing and Community Development
 Fiscal Year: FY2023-2024

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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Department Name: Housing and Community Development Department
 Fiscal Year: FY2023-2024

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
70	43	1	5	Yes	1	5	Yes

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

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

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

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

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

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

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

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

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

B. Translation of Written Vital Documents Assessment

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

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

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

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

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

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

C. Multilingual Telephone Messages Assessment

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

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

D. Assessment of Department Communication with LES Populations

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

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

Department Name: Housing and Community Development Department
Fiscal Year: FY2023-2024

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

HCD did not receive oral or written complaints regarding our provision of bilingual services during the reporting period.

E. Action Plan

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

HCD will continue to expand our community outreach efforts by reviewing and making improvements and adjustments to our program materials and websites. Our current practice includes maintaining a list of LES people served within the different divisions of the Department, such as the Rent Adjustment Program, Community Development and Engagement, as well as Administrative and Fiscal. Staff provide follow-ups in the necessary language as required and needed.

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	POSITION_NO	HIRE DATE	NEW HIRE	PCP_POSITION	PCP_LANG
89919 - Admin: Housing & Corr	250 Frank Ogawa Plaza	Account Clerk II	42299.42299	16-MAY-20		NO	
89919 - Admin: Housing & Corr	250 Frank Ogawa Plaza	Accountant II	35813.35813	05-DEC-05		YES	Chinese
89919 - Admin: Housing & Corr	250 Frank Ogawa Plaza	Accountant III	44282.44282	11-JAN-10		NO	Chinese
89919 - Admin: Housing & Corr	250 Frank Ogawa Plaza	Administrative Analyst II	47522.47522	09-DEC-23	YES	YES	
89919 - Admin: Housing & Corr	250 Frank Ogawa Plaza	Administrative Assistant I	43766.43766	15-MAY-21		YES	Spanish
89919 - Admin: Housing & Corr	250 Frank Ogawa Plaza	Assistant to the Director	42629.42629	23-JUL-22		YES	
89919 - Admin: Housing & Corr	250 Frank Ogawa Plaza	Business Analyst III	40132.40132	10-AUG-19		NO	
89919 - Admin: Housing & Corr	250 Frank Ogawa Plaza	Deputy Director, Housing	40598.40598	02-MAR-24	YES	NO	Spanish
89919 - Admin: Housing & Corr	250 Frank Ogawa Plaza	Deputy Director, Housing	44329.44329	03-FEB-24	YES	NO	
89919 - Admin: Housing & Corr	250 Frank Ogawa Plaza	Director of Housing & Community De	35974.22491	23-MAR-22		NO	
89919 - Admin: Housing & Corr	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	47812.47812	17-FEB-24	YES	NO	Japanese
89919 - Admin: Housing & Corr	250 Frank Ogawa Plaza	Loan Servicing Administrator	41458.41458	14-JAN-14		YES	
89919 - Admin: Housing & Corr	250 Frank H. Ogawa Plaza	Loan Servicing Specialist	41271.3801	16-APR-22		YES	
89919 - Admin: Housing & Corr	250 Frank Ogawa Plaza	Management Assistant	43453.38372	25-JUN-08		YES	Tagalog
89919 - Admin: Housing & Corr	250 Frank Ogawa Plaza	Manager, Agency Administrative	47001.47001	30-MAR-15		NO	
89919 - Admin: Housing & Corr	250 Frank H. Ogawa Plaza	Office Assistant II	41269.17516	17-APR-21		NO	
89919 - Admin: Housing & Corr	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	45721.45721	26-NOV-22		NO	
89929 - Housing Development	250 Frank Ogawa Bldg	Administrative Assistant I	41274.1158	11-JAN-20		NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	47796.47796	02-MAR-24	YES	NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	47549.47549	11-JAN-20		NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Home Management Specialist III	36161.10648	25-JUN-12		YES	
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator II	40135.40135	11-DEC-21		NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator II	40136.40136	14-MAY-22		NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator III	46893.46893	11-JUL-20		NO	
89929 - Housing Development	250 Frank Ogawa Bldg	Housing Development Coordinator IV	33325.31574	07-MAY-18		NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Manager, Housing Development	42439.42439	18-JUN-01		NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	46381.46381	29-APR-23		NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	47155.47155	11-SEP-93		NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Manager, Housing Development	47012.47012	08-DEC-05		NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Mortgage Advisor	33330.5315	11-NOV-23	YES	NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Mortgage Advisor	44947.42302	09-FEB-09		YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Program Analyst III	40560.4056	13-NOV-21		NO	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Project Manager	40561.40561	31-OCT-11		NO	
89939 - Municipal Lending	250 Frank H. Ogawa Plaza	Rehabilitation Advisor III	33333.28065	08-JAN-22		YES	
89939 - Municipal Lending	250 Frank Ogawa Plaza	Rehabilitation Advisor III	40650.4065	22-MAY-17		YES	
89949 - CDBG Coordination	250 Frank H. Ogawa Plaza	Community Development Program C	33344.26377	08-JAN-07		YES	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Community Development Program C	33084.24902	27-NOV-06		YES	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Development/Redevelop. Program M	33604.31538	14-JUN-94		YES	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Home Management Specialist II	45191.36634	16-MAY-20		YES	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Home Management Specialist III	45192.40137	27-MAY-14		YES	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Monitoring & Evaluation Supervisor	46710.45417	25-JUL-20		NO	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Program Analyst II	46912.46912	13-APR-24	YES	NO	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Program Analyst II	40138.40138	17-DEC-16		NO	
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Project Manager	46709.44213	01-APR-23		NO	
89969 - Residential Rent Arbitr:	250 Frank Ogawa Plaza	Administrative Analyst I	42296.42296	10-AUG-19		YES	Chinese
89969 - Residential Rent Arbitr:	250 Frank Ogawa Plaza	Administrative Analyst I	42297.42297	02-FEB-15		YES	Chinese
89969 - Residential Rent Arbitr:	250 Frank Ogawa Plaza	Administrative Analyst I	42154.3462	20-DEC-99		YES	
89969 - Residential Rent Arbitr:	250 Frank Ogawa Plaza	Administrative Analyst II	45740.4574	08-SEP-18		YES	
89969 - Residential Rent Arbitr:	250 Frank Ogawa Bldg	Administrative Assistant I	33151.15228	06-AUG-01		YES	

89969 - Residential Rent Arbitr. 250 Frank Ogawa Bldg	Administrative Assistant I	33350.21521	27-MAY-00		YES
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Administrative Assistant II	42304.42304	06-AUG-22		YES
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Exempt Limited Duration Employee	48050.4805	13-APR-24	YES	YES
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Exempt Limited Duration Employee	47450.4745	25-NOV-23	YES	YES
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Exempt Limited Duration Employee	47448.47448	25-NOV-23	YES	YES
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Exempt Limited Duration Employee	46770.4677	16-SEP-23	YES	YES
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Hearing Officer	40562.40562	09-APR-18		YES
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Hearing Officer	38763.38763	14-FEB-17		YES
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Hearing Officer	41464.41464	27-OCT-14		Chinese
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Hearing Officer	36693.36693	25-FEB-08		YES
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Manager, Rent Adjustment Program	40720.4072	08-JAN-22		Spanish
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Program Analyst II	38942.38942	17-OCT-20		Chinese
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Program Analyst II	45933.45933	11-JUL-20		YES
89969 - Residential Rent Arbitr. 250 Frank Ogawa Bldg	Program Analyst II	33375.17923	30-DEC-17		YES
89969 - Residential Rent Arbitr. 250 Frank Ogawa Bldg	Program Analyst II	33376.19527	13-MAR-12		Spanish
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Program Analyst III	42298.42298	07-MAR-05		Spanish
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Project Manager	44215.44215	11-DEC-21		YES
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Project Manager	44214.44214	10-JUL-21		YES
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Rent Adjustment Program Assistant	47879.47879	17-OCT-20		YES
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Rent Adjustment Program Manager,	43403.43403	05-AUG-23	YES	YES
89969 - Residential Rent Arbitr. 250 Frank Ogawa Plaza	Senior Hearing Officer	34838.34838	14-DEC-19		YES

HCD Equal Access Report FY 2023-24

Final Audit Report

2024-07-11

Created:	2024-07-11 (Pacific Daylight Time)
By:	Ellen Dillard (edillard@oaklandca.gov)
Status:	Signed
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"HCD Equal Access Report FY 2023-24" History

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Department Name: Human Resources Management Department
Fiscal Year: FY2023-2024

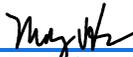


EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Mary Hao, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Human Resources Management Department was submitted for FY2023-24.


Mary Hao (Aug 7, 2024 12:03 PDT)

Director Signature

Mary Hao, Director
Type Name

Department Name: Human Resources Management
 Fiscal Year: 2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: HUMAN RESOURCES MANAGEMENT

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Mary Hao	May Tam	Lara Williams
Title	Director of Human Resources	Program Analyst III	Administrative Services Manager I
Address	150 Frank H Ogawa Plaza	150 Frank H Ogawa Plaza	150 Frank H Ogawa Plaza
Phone#	510-238-3112	510-238-3112	510-238-3112
Email	Mhao@oaklandca.gov	Mtam@oaklandca.gov	Lwilliams@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	48		New Hires	7	
Public Contact Positions (PCP)	5	100%	New PCP Hires	4	
PCP With Spanish Language Skill	3	60%	New PCP Hires with SP Skill	3	
PCP With Chinese Language Skill	1	20%	New PCP Hires with CH Skill	0	

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

Table 3A. Department Organization Structure
Organization Chart Attached

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Equal Access Office was transferred from "Employment & Classification Unit" to "Citywide Training & Organizational Development" within HRM in January 2024.	

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

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

Department Name: Human Resources Management
Fiscal Year: 2023-2024

Table 4A Vital Documents List (Continue)			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Interpretation Equipment Usage Guideline	Yes	Yes	
Interpretation Equipment Poster	Yes	Yes	
Interpretation Equipment Signage and Forms	Yes	Yes	
Language Access Coordinator List	Yes	Yes	
Accessibility Info Template	Yes	Yes	
Translation Glossary	Yes	Yes	
Foreign Language Test	Yes	Yes	
Front Counter Notice (Social Distance)	Yes	Yes	
Zoom Simultaneous Interpretation Introduction	Yes	Yes	
Release & Waiver of Liability & Indemnity Agreement	Yes	Yes	
Civil Rights Title VI Complaint & Compliance Review Procedure	Yes	Yes	
Total:	19	19	

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

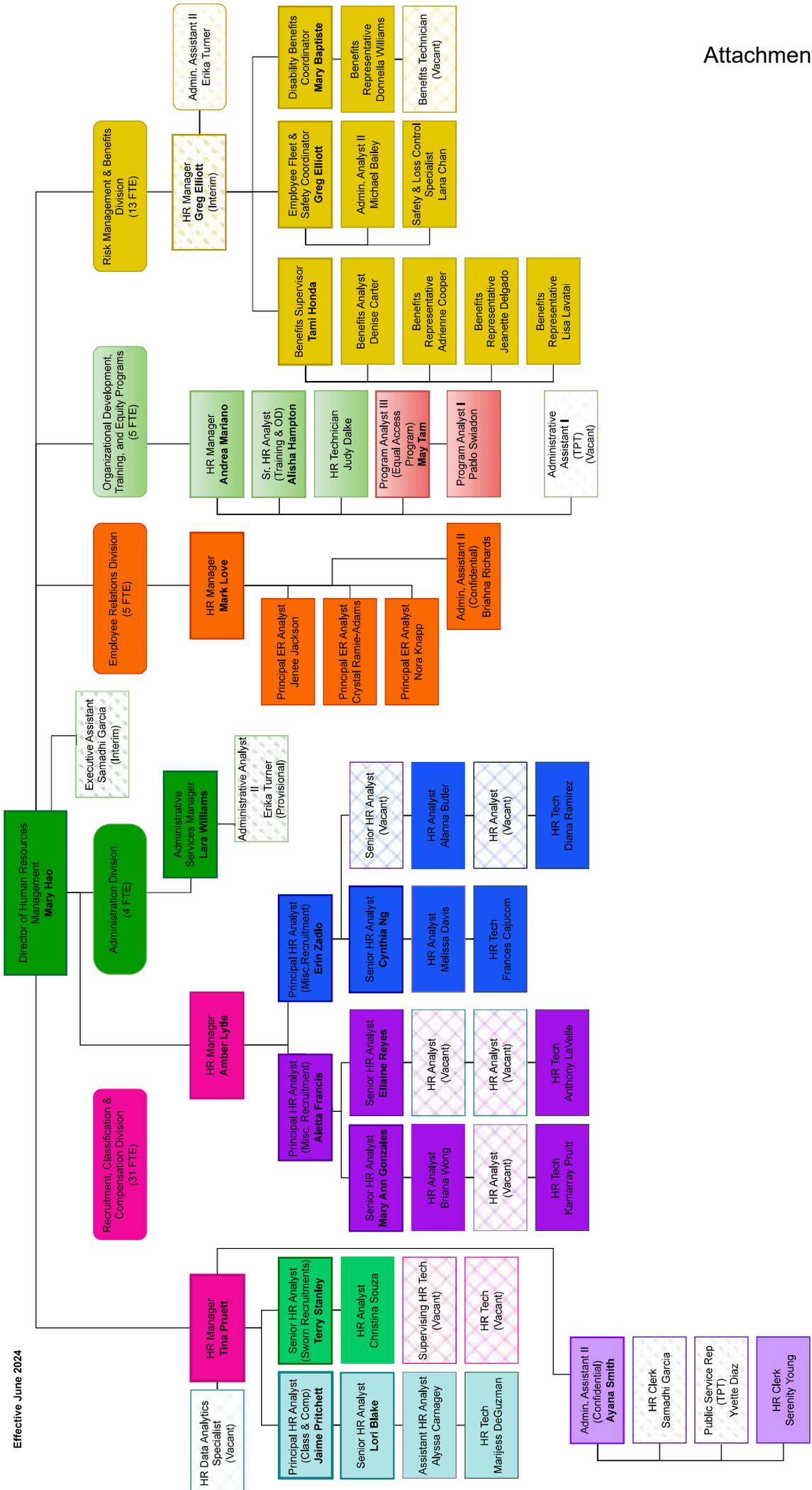
Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Human Resources – Front Desk 150 FOP 2 nd Floor	510-238-3112	EN/SP/CH
Equal Access Office	510-238-2368	EN/CH
Equal Access Office	510-238-6448	EN/SP

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

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

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

Effective June 2024



Department Name: Human Resources Management
 Fiscal Year: FY2023-24

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

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

Department Name: Human Resources Management

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
48	5	11%	3	Yes	5%	1	Yes

Goal = PCP X %

This report covers fiscal year 2023-2024 and data is reported as of June 30, 2024.

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

The Human Resources (HR) department is fully committed to providing language access to its program and services. Among its 48 FTE employees as of June 6, 2024, there are 5 public contact positions (PCP), 3 are fluent in Spanish and 1 is fluent in Chinese. Spanish-speaking PCP increased from 1 employee to 3 employees during this reporting year. All 4 bilingual PCP employees have received City of Oakland bilingual certifications for language proficiency.

In addition, among non-PCP positions, the department also employs staff who can speak Spanish, Chinese, Vietnamese, and Tagalog. The HR department also houses the Equal Access Office, which is responsible for administering language access policies, investigating complaints, and monitoring compliance activities among City of Oakland’s programs and services. Details of Equal Access Office accomplishment are presented in the staff report which includes the coordination of live interpretations for public meetings, production of translated documents, and more.

Citywide Trainings Related to Inclusion, Equity and Equal Access FY 2023-24
A Guide for Healthy Communications
ADA in a Nutshell: The TAKEAWAY for Managers
Administrative Instruction #580 City Race and Equity
Administrative Instruction #71 Equal Employment Opportunity/Anti-Discrimination/Non-Harassment Policy and Complaint Procedure
Advancing Racial Equity – 4 Modules
Bilingual Certification - Administrative Instruction 558 (AI - 558)
Engaging with an ADA / Language Access Lens - (Inclusive Accessibility Training with Equal Access & ADA Programs)
Equity 101
Gender Inclusion Policy AI #73 and Inclusive Language Training
HRM Equity Lab: Immigration and Race
HRM Equity Lab: LGBTQ+ Community, Equity, and Inclusion
Implicit Bias and Social Power
Implementing Equity
Inclusive Engagement, Accountability and Local Government
On Demand Recording: Equity in Agenda Reports Training
Racial Equity Impact Analysis Training (REIA)
Reducing Bias and Cultivating Inclusion in the Workplace

Department Name: Human Resources Management
Fiscal Year: FY2023-24

Results Based Accountability Workshop/ Racial Equity Impact Analysis Worksheet
Title VI Civil Rights Act Training - City of Oakland
Working with People with Access and Functional Needs (PAFN)
Special events & presentations: Indigenous People's Day Lunch & Learn
Special events & presentations: Cesar Chavez Week Education Events
Special events & presentations: Juneteenth Week Education Events

HR's Citywide Training unit has offered an increasing number of inclusion, and community engagement trainings to City employees. Training classes are available to all City employees and announcements go out to City employees monthly. Over 500 classes are also offered through an on-line training platform available to City employees. Language access is a standard training topic included in all new employee orientation and supervisor training module.

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

HR's recruitment team highlighted the following efforts:

- Translated flyers for career expo into other languages: Spanish & Chinese
- Attended Street Festival in Chinatown in August 2023
- Used Google translate to show attendees how to apply for city jobs

City of Oakland Jobs Applicant Data FY 2023-24	
Applicants stated bilingual proficiency in Spanish	19%
Applicants stated bilingual proficiency in Chinese	2%
Applicants stated no bilingual proficiency in Spanish or Chinese	79%
Total Responses	100%

HR continues to support bilingual employees by administering bilingual tests and verifying language proficiency skills. 105 tests were administered this year. Test data is summarized in the table below:

City of Oakland Bilingual Testing Data FY 2023-2024	
Level 1 (Verbal Test)	94
Level 2 (Written Test)	11
Total Tests Taken	105

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

- Live simultaneous interpretation is routinely offered at City Council meetings to encourage civic engagement. Attendees can log in to virtual meeting platform (Zoom) and select to listen to the meetings in English, Spanish or Chinese. The success of this change is a result of a collaboration between the City Clerk's Office, City Council, HR department, and the Equal Access Office.
- The Equal Access Office is fully integrated into the Organizational Development & Training unit of HR. The Organizational Development & Training team has been actively working on improving equity in Oakland over the last five years. Some of the work includes participating in and promoting Citywide Community Engagement Workgroups, HRM Equity Team & Equity Projects, Monthly Racial Equity Department Team Lead Meetings, Race & Equity Team Lead Meetings, Equitable Hiring Toolkit Workgroup, and more. The integration of Equal Access to the unit advances equity work and promotes sharing of ideas, resources and teamwork.

Department Name: Human Resources Management
Fiscal Year: FY2023-24

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.
- HR has increased our number of bilingual employees during this reporting period. Our front desk is staffed with bilingual English/Spanish speaking staff to assist callers and visitors. Staff is trained to use the over-the-phone interpretation line which offers 24/7 around the clock interpretation service of over 100 languages.
 - HR's Equal Access Office has experienced a vacancy this year but was able to fill the position with a bilingual English/Spanish speaking candidate.
 - HR also launched an RFP (Request for Proposal) this year and brought in two new vendors to provide the City with On Demand Remote Interpretations through over the phone interpretation (OPI) and video remote interpreting (VRI) platforms.

B. Translation of Written Vital Documents Assessment

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

- a) 150 Frank Ogawa Plaza, 2nd Floor, Suite #2352: HR Reception Area
- b) 150 Frank Ogawa Plaza, 2nd Floor, Downtown Conference Room/Equal Access Office

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

Nineteen vital documents are available and translated into Spanish and Chinese.

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

The Equal Access Office serves as a central hub to coordinate language services to meet Citywide needs. The table below captures translation and interpretation services coordinated through the HR's Equal Access Office.

Professional Translation & Interpretation Data FY 2023-2024	
Written Translation (translations produced)	430
Verbal Interpretation (interpretation hours provided)	469
Over the Phone Interpretation (interpretation hours provided)	496

C. Multilingual Telephone Messages Assessment

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

HR's main recruitment line has outgoing messages available in English, Spanish and Chinese. The messages were reviewed and updated in June 2024. The Equal Access Office lines also provide outgoing messages in English, Spanish and Chinese.

D. Assessment of Department Communication with LES Populations

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

Posters are displayed prominently at our public counter, letting all visitors know that language service is available at no cost. Much of the City's information are posted online on the City's

Department Name: Human Resources Management
Fiscal Year: FY2023-24

website, which is equipped with Google translation function to instantly translate content into multiple languages.

The recruitment team has translated flyers for the Career Expo into Spanish and Chinese. Certain examinations (e.g., Custodian examinations) were developed with limited English-speaking candidates in mind, by ensuring that the language used is at an appropriate level and adequate time is given to read and respond to the multiple-choice questions.

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

Human Resources did not receive any language access complaints related to its services.

One language access complaint was received by the Equal Access Office in February 2024 in relation to Planning & Building Department and City Clerk's Office. We responded to the complainant and made recommendations to improve City services. The case was closed in June 2024.

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
 - a. Monitor Citywide translation and interpretation contracts and identify service gaps and areas for improvement. New request for proposal will be launched by December 2024 to identify potential service providers for the City of Oakland.
 - b. Offer trainings through Citywide employee training classes, language access coordinators meeting, new employee orientation, and supervisor training academy.
 - c. Review and re-align Language Selective Certification process with current recruitment process and online recruitment platform. Process will be completed by September 2024.
 - d. Launch Citywide language assessment survey to assess language use and the quality of language access service provided by the City of Oakland. Collect public input and suggestions. Survey will be launched by the Equal Access Office by December 2024, and data will be reported in the next annual report.

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW HIRE	EMP_NAME	PCP	PCP_LANG
05111 - Personnel Ad	150 Frank Ogawa Plaza	Administrative Analyst II	09-DEC-13		Turner, Erika Staci	NO	
05111 - Personnel Ad	150 Frank Ogawa Plaza	Administrative Services Manager I	25-JAN-20		Williams, Lara Christina	NO	
05111 - Personnel Ad	150 Frank Ogawa Plaza	Director of Human Resources Management	17-FEB-24	YES	Hao, Mary M	NO	
05111 - Personnel Ad	150 Frank Ogawa Plaza	Executive Assistant to the Director	05-AUG-23	YES	Garcia, Samadhi Irais	YES	Spanish
05111 - Personnel Ad	150 Frank Ogawa Plaza	Human Resources Manager	03-OCT-22		Lytle, Amber Nicole	NO	
05211 - Employment	150 Frank Ogawa Plaza	Administrative Assistant II (CONF)	23-MAR-19		Smith, Ayana Dyese	NO	Spanish
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	22-FEB-20		Butler, Alanna Chanell	NO	
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	21-JAN-23		Davis, Melissa Kay	NO	
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	16-SEP-23	YES	Souza, Christina Lucia	NO	
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	23-APR-18		Wong, Briana Marie	NO	Chinese
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Analyst, Assistant	14-DEC-19		Carnagey, Alyssa E.	NO	
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	07-JAN-23		Caballero, Aletta Marie	NO	
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	31-JAN-00		Pritchett, Jaime Lynn	NO	
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Analyst, Principal	21-JAN-23		Zadlo, Erin M	NO	
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Analyst, Senior	31-MAR-14		Blake, Lori Jean	NO	Spanish
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Analyst, Senior	13-JUL-19		Gonzales, Mary Ann Gabriele	NO	Spanish
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Analyst, Senior	11-NOV-23	YES	Hampton, Alisha Lanet	NO	
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Analyst, Senior	11-APR-05		Ng, Cynthia Elaine	NO	Chinese
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Analyst, Senior	21-JAN-23		Reyes, Ellaine L.	NO	
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Analyst, Senior	19-FEB-22		Stanley, Terry	NO	
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Clerk	08-JUL-23	YES	Young, Serenity Faye Marie	YES	
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Technician	04-MAR-23		Cajucom, Frances Anne	NO	
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Technician	10-JUL-21		De Guzman, Marijess	NO	Tagalog
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Technician	04-MAR-23		LaVelle, Nathan Anthony	NO	
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Technician	18-MAR-23		Pruitt, Kamarray Elaine	NO	
05211 - Employment	150 Frank Ogawa Plaza	Human Resource Technician	04-MAR-23		Ramirez, Diana Lisette	NO	
05211 - Employment	150 Frank Ogawa Plaza	Human Resources Manager	22-FEB-22		Love, Mark	NO	
05211 - Employment	150 Frank Ogawa Plaza	Human Resources Manager	11-JUL-22		Pruett, Christina Renee	NO	
05211 - Employment	150 Frank Ogawa Plaza	Public Service Representative, PT	06-JAN-24	YES	Diaz, Yvette	YES	Spanish
05211 - Employment	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	13-DEC-21		Look, Daryl B	NO	
05221 - Equal Access	150 Frank Ogawa Plaza	Program Analyst III	08-SEP-08		Tam, May Chee-Hang	YES	Chinese
05221 - Equal Access	150 Frank Ogawa Plaza	Program Analyst I	02-MAR-24	YES	Swiadow, Pablo Michael	YES	Spanish
05311 - Employee Lab	150 Frank Ogawa Plaza	Administrative Assistant II (CONF)	06-FEB-21		Richards, Briahna Blaire	NO	

HRM Report Final

Final Audit Report

2024-08-07

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By:	May Tam (MTam@oaklandca.gov)
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-  Agreement completed.
2024-08-07 - 12:03:49 PM PDT



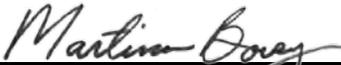


EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Martina Bouey, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Human Services Department was submitted on July 12, 2024.



Interim Director Signature

Martina Bouey

Type Name

Department Name: Human Services Department
 Fiscal Year: FY2023-2024

II. QUANTITATIVE ASSESSMENT REPORT

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

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Scott Means	Melissa Francisco	Martina Bouey
Title	Interim Director of Human Services	Executive Assistant to the Director	Assistant to the Director
Address	150 Frank H. Ogawa Plaza, 4 th Floor Oakland, CA 94612	150 Frank H. Ogawa Plaza, 4 th Floor Oakland, CA 94612	150 Frank H. Ogawa Plaza, 4 th Floor Oakland, CA 94612
Phone#	510.238.6137	510.238.2331	510.238.7242
Email	SMeans@oaklandca.gov	MFrancisco@oaklandca.gov	MBouey@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	253.81		New Hires	54	
Public Contact Positions (PCP)	116.5	100 %	New PCP Hires	13	100%
PCP With Spanish Language Skill	25	21 %	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	6	5 %	New PCP Hires with CH Skill	0	%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title	Outcome
Case Manger I – SC Mandarin & Cantonese	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes: Recruitment has closed and department is in the process of interviewing.	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Administration 16.96 FTE	Aging and Adult Services 51.5 FTE
Fiscal & Budget 3.0 FTE	Early Childhood & Family Services 148.85 FTE
Community Homelessness Services 19.0 FTE	
Community Action Partnership 4.0 FTE	
Children & Youth Services 10.5 FTE	

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Multipurpose Senior Service Program (MSSP)	SP = 1 CH = 1	SP = 2 CH = 1

Department Name: Human Services Department
Fiscal Year: FY2023-2024

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
HSD Brochure	Y	Y	
Community Housing Program Brochure	Y	Y	
Community Day of Thanks Flyer	Y	Y	Vietnamese
Community Action Partnership Brochure	Y	Y	
Oakland Fund for Children & Youth	Y	Y	
Multipurpose Senior Services Program Brochure	Y	Y	
Senior Centers Brochure	N	N	
Senior Volunteers Program Brochure	Y	Y	
ASSETS Employment Program Brochure	Y	Y	
Oakland Paratransit Program Brochure	Y	Y	
Seniors Spectrum Services Flyer	Y	Y	
Seniors Volunteer Live Scan Form	Y	Y	
Warning Letter (Seniors)	Y	Y	
Senior Companion Brochure	Y	Y	Vietnamese
Senior Companion Survey	Y	Y	Vietnamese
Cooling Weather Tips Seniors	Y	Y	
Senior Center Workshop	Y	N	
Volunteer Meeting Seniors	Y	N	
Head Start Program Brochure	N	N	
Head Start Application Status Letter	Y	N	
Head Start Acceptance Letter	Y	N	
Head Start Parent Survey (DRDP Parent Survey)	Y	Y	
Head Start Enrollment Form	Y	Y	
Head Start/Early Head Start Family Assessment	Y	Y	
Head Start Parent Policy Council Meeting Agenda	Y	Y	Vietnamese
Head Start Policy Council Induction Language for New Members	Y	Y	Vietnamese
Head Start Policy Council Bylaws	Y	Y	Vietnamese
Head Start Policy Council Seven Steps in Making a Motion	Y	Y	Vietnamese
Head Start Parents Handbook	Y	Y	
Head Start Parent Survey	Y	Y	
Head Start Menu Items	Y	Y	
Head Start Family Outcomes Worksheet	Y	Y	
Total # of vital documents reported = 32			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – Please describe below
Action Plan & Timeline: HSD will ensure that six vital documents are translated by the end of September 2024, and we will evaluate and update vital documents within 120 days of the fiscal year.	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Human Services Front Desk Reception, FHOP 4 th Floor	510-238-3121	Completed
Head Start Front Desk, FHOP 5 th Floor	510-238-3165	Completed
Multi-Service Senior Program Main Office	510-238-3762	Completed
Senior Center - Downtown	510-238-3284	Completed
Senior Center – East Oakland	510-615-5731	Completed

Department Name: Human Services Department
 Fiscal Year: FY2023-2024

Senior Center – West Oakland	510-238-7016	Completed
Senior Center – North Oakland	510-597-5085	Completed

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
DOWNTOWN OAKLAND SENIOR CENTER	200 Grand Avenue	94612	238-3284	1	0	0	0	0
EAST OAKLAND SENIOR CENTER	9255 Edes Avenue	94621	615-5731	1	0	0	0	0
NORTH OAKLAND SENIOR CENTER	5714 Martin Luther King Jr. Way	94618	597-5085	1	0	0	0	0
WEST OAKLAND SENIOR CENTER	1724 Adeline Street	94607	238-7017	1	0	0	0	0
FRANKLIN	1010 E. 15th Street	94606	238-1306	3.5	0	0	0	0
SAN ANTONIO CDC	2228 E. 15th Street	94606	535-5639	5.5	2	36%	1	18%
SAN ANTONIO PARK	1701 E. 19TH Street	94606	535-5609	5	1	20%	0	0
ARROYO VIEJO	7701 Krause Avenue	94605	615-5757	2.5	2	80%	0	0
MANZANITA	2701 22nd Avenue	94603	535-5627	4.5	1	22%	0	0
LION CREEK CROSSINGS	6818 Lion Way, Ste 110	94621	615-5585	5.5	2	36%	0	0
SUNGATE	2563 International Blvd	94601	535-5649	3	1	33%	0	0
TASSAFARONGA	975-85TH Avenue	94621	639-0579	2.5	1	40%	0	0
WEST GRAND	1068 West Grand Avenue	94607	238-2268	7.5	2	26%	0	0
85th AVENUE	8501 International Blvd	94621	544-3821	6.5	1	15%	0	0
BROADWAY EHS	2619 Broadway	94612	238-7091	8.5	2.5	29%	0	0
BROOKFIELD HS	401 Jones Ave	94603	238-1306	3.5	1.5	42%	0	0
HomeBased, Mobile Classroom	2595 International Blvd.	94601	236-3165	7	2	28%	3	42%
Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza, 4th Fl	94612	238-4216	12	2	16%	1	8%
Senior Companion Program	150 Frank Ogawa Plaza, 4th Fl.	94612	238-4216	2	0	0	0	0
Outreach Program (Aging)	150 Frank Ogawa Plaza, 4th Fl.	94612	238-4216	1.0	0	0	0	0
Oakland Paratransit for the Elderly	150 Frank Ogawa Plaza, 4th Fl.	94612	238-4216	2.5	0	0	0	0
Head Start Central Office Administration	150 Frank Ogawa Plaza, 4th Fl.	94612	238-4216	9.5	3	32%	0	0
Community Homeless Services	150 Frank Ogawa Plaza, 4th Fl.	94612	238-4216	0	0	0	0	0

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

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

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

Department Name: Human Services
 Fiscal Year: FY2023-2024

III. QUALITATIVE ASSESSMENT REPORT

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

A. Bilingual Public Contact Positions Assessment

Department Name: Human Services

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
253.81	116.5	8	25	Yes	4	6	Yes

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

The Human Services Department (HSD) aims to achieve EAO compliance and actively recruits bilingual staff in order to effectively serve the diverse population of Oakland. The department complies with the language access requirement within all HSD divisions and strive to meet language accommodations for all languages requests (beyond Chinese and Spanish), whenever possible. The Aging & Adult Services division of HSD provides a wide range of services specifically tailored for Seniors who speak Chinese, Vietnamese, and Korean. Other HSD’s divisions provide informational materials in Spanish and Chinese, such as leaflets and flyers, that include services related to children, youth, homelessness, income tax preparation, and trauma-informed care.

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

The Human Services Department collaborates with Human Resources and Equal Access in the recruitment for Public Contact Positions (PCP), particularly at satellite locations aimed at serving populations with speaking limited (or no) English. Staff positions that may require bi-lingual proficiency are detailed in job postings and discussed during the recruitment and interviewing process. HSD staff attend Job Fairs and other outreach events that provides opportunities to inform potential applicants of our need for bilingual language skills, to help serve the diverse population of Oakland.

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

In 2023, the Human Services Department employed an ASSETS Outreach Developer to fulfill an extended vacancy (the Aging & Adults' Services ASSETS program helps low-income adults, age 55 and older, find employment.) This Program underwent a comprehensive revision, with a particular focus on outreach and marketing initiatives to ensure this program is accessible to the diverse Senior population of Oakland.

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

Department Name: Human Services
Fiscal Year: FY2023-2024

The Human Services Department provides comprehensive support for LES persons. The department not only ensures the accurate translation of public information, but also considers the cultural sensitivity of the material. The Language Access Coordinator (LAC) conducts regular training sessions for office staff on the proper provision of interpretation services to community members using over-the-phone interpretation.

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

B. Translation of Written Vital Documents Assessment

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

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

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

Eighty-two percent of HSD's vital documents are translated into threshold languages. The proposed corrective action plan and timeline entails that HSD will guarantee the translation of vital documents within 120 days of the fiscal year.

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

 None

C. Multilingual Telephone Messages Assessment

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

Department Name: Human Services
Fiscal Year: FY2023-2024

HSD's Front Desk Reception receives and directs inquires for all HSD Divisions
The following divisions also manage their own direct lines and are equipped with a multilingual telephone recording.: Head Start Front Desk, the Multi-Service Senior Program Office, and Senior Centers

D. Assessment of Department Communication with LES Populations

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

In order to provide timely bilingual assistance to the public, HSD frontline staff receive ongoing customer service training that include providing language accommodations to the public. Boards and Commission meetings are open to the public and welcome all community members where attendees are informed of the City's Equal Access Services translation services.

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

Language access complaints have not been received by the Human Services Department.

E. Action Plan

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

HSD administration meet internally at least once or twice a year, to review existing Equal Access Ordinance processes.

Within 90 days of the submitting this report, any document(s) that haven't been translated and listed on Part II of this report, will be translated in Chinese and Spanish

In partnership with the IT Department, the HSD phone messaging system will undergo an upgrade to include the option of selecting a number to access information in either Spanish or Chinese. This upgrade will improve the current multi-lingual recording messaging system

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW H	PCP_POS	PCP_LANG_1
75231 - Multipurpose Senior Service	150 Frank Ogawa Plaza	Case Manager I	22-JUL-23	YES	YES	
75231 - Multipurpose Senior Service	150 Frank Ogawa Plaza	Case Manager I	12-NOV-22		YES	
75231 - Multipurpose Senior Service	150 Frank Ogawa Plaza	Case Manager I	02-JUN-14		YES	
75231 - Multipurpose Senior Service	150 Frank Ogawa Plaza	Case Manager II	12-DEC-20		YES	Spanish
75231 - Multipurpose Senior Service	150 Frank Ogawa Plaza	Case Manager II	11-APR-16		YES	Cantonese
75231 - Multipurpose Senior Service	150 Frank Ogawa Plaza	Case Manager, Supervising	12-NOV-09		YES	
75231 - Multipurpose Senior Service	150 Frank Ogawa Plaza	Case Manager, Supervising	06-MAR-07		YES	Spanish
75231 - Multipurpose Senior Service	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	28-MAY-13		YES	Cantonese & Chinese
75231 - Multipurpose Senior Service	150 Frank Ogawa Plaza	Nurse Case Manager	22-JAN-22		YES	Tagalog
75231 - Multipurpose Senior Service	150 Frank Ogawa Plaza	Nurse Case Manager	03-NOV-14		YES	
75231 - Multipurpose Senior Service	150 Frank Ogawa Plaza	Senior Services Program Assistant	09-APR-01		YES	
75231 - Multipurpose Senior Service	150 Frank Ogawa Plaza	Senior Services Supervisor	02-DEC-09		YES	
75241 - Senior Companion Program	150 Frank Ogawa Plaza	Office Assistant I, PT	05-AUG-23	YES	NO	
75241 - Senior Companion Program	150 Frank Ogawa Plaza	Senior Services Program Assistant	14-MAY-22		YES	
75241 - Senior Companion Program	150 Frank Ogawa Plaza	Senior Services Supervisor	19-NOV-16		YES	
75251 - Outreach Program Unit	150 Frank Ogawa Plaza	Office Assistant I, PT	02-NOV-19		NO	
75251 - Outreach Program Unit	150 Frank Ogawa Plaza	Office Assistant I, PT	27-AUG-07		NO	
75621 - Oakland Paratransit for the	150 Frank Ogawa Plaza	Administrative Assistant I	08-JUL-23	YES	NO	
75621 - Oakland Paratransit for the	150 Frank Ogawa Plaza	Administrative Assistant II	23-JUL-22		NO	
75621 - Oakland Paratransit for the	150 Frank Ogawa Plaza	Office Assistant I, PT	14-OCT-23	YES	NO	
75621 - Oakland Paratransit for the	150 Frank Ogawa Plaza	Office Assistant I, PT	03-SEP-22		NO	Vietnamese
75621 - Oakland Paratransit for the	150 Frank Ogawa Plaza	Office Assistant I, PT	19-FEB-22		YES	
75621 - Oakland Paratransit for the	150 Frank Ogawa Plaza	Office Assistant I, PT	15-DEC-18		NO	
75621 - Oakland Paratransit for the	150 Frank Ogawa Plaza	Office Assistant I, PT	17-FEB-05		NO	
75621 - Oakland Paratransit for the	150 Frank Ogawa Plaza	Office Assistant I, PT	17-JUN-02		NO	Mandarin
75621 - Oakland Paratransit for the	150 Frank Ogawa Plaza	Senior Services Program Assistant	16-SEP-23	YES	YES	
75621 - Oakland Paratransit for the	150 Frank Ogawa Plaza	Senior Services Supervisor	02-FEB-09		YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Administrative Assistant I	02-SEP-08		YES	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian	05-OCT-07		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian	03-AUG-02		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian Supervisor	01-NOV-95		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	02-MAR-24	YES	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	30-SEP-23	YES	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	10-JUN-23		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	10-JUN-23		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	24-DEC-22		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	23-JUL-22		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	09-JUL-22		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	02-NOV-19		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	06-APR-19		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	07-OCT-17		NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	07-OCT-17		NO	

75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	22-APR-17	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	22-APR-17	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	31-MAR-14	NO	
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	02-SEP-23	YES	NO
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	13-JUL-19		NO
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	01-JUN-19		NO
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	22-MAY-04		NO
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Recreation Specialist I, PT	02-SEP-23	YES	YES
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Recreation Specialist I, PT	24-DEC-22		YES
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Recreation Specialist I, PT	21-JUL-12		YES
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Senior Center Director	18-SEP-21		YES
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Senior Center Director	13-MAY-00		YES
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Senior Services Program Assistant	14-MAR-11		YES
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	15-APR-23		YES
75631 - Senior Center Unit	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	08-FEB-20		YES
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Outreach Developer	17-APR-21		YES
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	20-JAN-24	YES	NO
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	09-DEC-23	YES	NO
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	09-DEC-23	YES	NO
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	11-NOV-23	YES	NO
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	11-NOV-23	YES	NO
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	11-NOV-23	YES	NO
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	11-NOV-23	YES	NO
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	10-DEC-22		NO
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	10-DEC-22		NO
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	12-NOV-22		NO
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	29-OCT-22		NO
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	09-JUL-22		NO
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	25-JUN-22		NO
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	16-APR-22		NO
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	05-FEB-22		NO
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	08-JAN-22		NO
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	24-JUL-21		NO
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Assistant to the Director	27-JUL-19		NO
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Director of Human Services	16-JUL-01		NO
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Executive Assistant to the Director	14-JUL-18		NO
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	17-FEB-24	YES	NO
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	06-JAN-24	YES	NO
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	25-NOV-23	YES	NO
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	08-JUL-23	YES	NO
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	18-SEP-21		NO
78111 - DHS Administration Unit	250 Frank Ogawa Plaza	Health & Human Services Program P	16-NOV-19		NO
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Manager, Human Services	30-MAR-24	YES	NO
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Office Assistant I, PT	19-AUG-23	YES	NO

78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Office Assistant I, PT	22-JAN-22	NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Office Assistant I, PT	15-SEP-06	NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Payroll Personnel Clerk III	02-JAN-01	NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Project Manager	22-JAN-22	NO	
78199 - DHS Fiscal Unit	150 Frank Ogawa Plaza	Accountant II	19-OCT-19	NO	
78199 - DHS Fiscal Unit	150 Frank Ogawa Plaza	Budget & Grants Administrator	15-OCT-01	NO	Spanish
78199 - DHS Fiscal Unit	150 Frank Ogawa Plaza	Manager, Agency Administrative	19-AUG-23	YES	NO
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Account Clerk II	06-JAN-24	YES	NO
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	City Administrator Analyst	28-NOV-20	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Custodian	16-MAY-98	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	27-OCT-08	YES	Mandarin
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	26-MAR-07	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	18-JAN-05	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	01-MAR-04	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	15-MAR-99	YES	Vietnamese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	06-MAR-98	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	01-DEC-90	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	25-NOV-23	YES	YES
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	14-MAY-22	YES	Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	06-APR-19	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	05-JAN-19	YES	Trigrinya (city does not test at t
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	15-DEC-18	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	01-DEC-18	YES	Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	08-OCT-18	YES	Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	08-OCT-18	YES	Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	24-SEP-18	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	04-DEC-17	YES	Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	21-DEC-15	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	27-OCT-14	YES	Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	27-JAN-14	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	25-MAR-13	YES	Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	26-NOV-12	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	29-AUG-12	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	24-OCT-11	YES	Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	25-JUL-11	YES	Chinese - Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	24-JAN-11	YES	Chinese - Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	13-DEC-10	YES	Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	26-JUL-10	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	03-MAY-10	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	03-MAY-10	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	13-MAY-09	YES	Chinese-Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	26-JAN-09	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	04-SEP-03	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	30-MAR-24	YES	YES

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

78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Associate Instructor, 16-MAR-24	YES	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Associate Instructor, 10-DEC-22		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Health & Human Services Program P 08-JAN-22		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Maintenance Mechanic 27-JUL-00		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Maintenance Mechanic, PPT 27-NOV-21		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Management Intern, PT 18-MAR-23		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Office Assistant I, PT 22-JUL-23	YES	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Park Attendant, PT 17-SEP-01		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Program Analyst I 24-DEC-22		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Program Analyst I 19-FEB-22		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Program Analyst I 23-MAR-09		NO	Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Program Analyst I, PPT 11-JUL-20		NO	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Program Analyst II, PT 29-FEB-16		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Project Manager III, PT 08-FEB-20		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT 13-APR-24	YES	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT 30-MAR-24	YES	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT 02-MAR-24	YES	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT 03-FEB-24	YES	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT 03-FEB-24	YES	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT 03-FEB-24	YES	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT 03-FEB-24	YES	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT 03-FEB-24	YES	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT 03-FEB-24	YES	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT 03-FEB-24	YES	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT 03-FEB-24	YES	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT 14-OCT-23	YES	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT 30-SEP-23	YES	NO	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT 15-OCT-22		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT 14-MAY-22		NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT 08-OCT-18		NO	
78232 - Head Start - Central Office P	150 Frank Ogawa Plaza	Data Entry Operator 22-APR-02		NO	Spanish
78232 - Head Start - Central Office P	150 Frank Ogawa Plaza	Head Start Education Coordinator 15-AUG-92		YES	Cantonese
78232 - Head Start - Central Office P	150 Frank Ogawa Plaza	Head Start ERSEA & Data Program C 08-MAY-17		YES	
78232 - Head Start - Central Office P	150 Frank Ogawa Plaza	Head Start ERSEA & Data Program C 01-MAR-05		YES	Spanish
78232 - Head Start - Central Office P	150 Frank Ogawa Plaza	Head Start Family & Comm Engage C 13-AUG-18		YES	
78232 - Head Start - Central Office P	150 Frank Ogawa Plaza	Head Start Program Coordinator 08-FEB-10		YES	
78232 - Head Start - Central Office P	150 Frank Ogawa Plaza	Office Assistant II 18-JUL-92		NO	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Accountant III 12-NOV-22		NO	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Administrative Analyst II 26-MAY-15		NO	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Administrative Assistant II 12-DEC-20		NO	Spanish
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Administrative Assistant II 05-OCT-19		NO	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Cook Supervising 07-MAY-12		NO	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Early Childhood Center Director 19-OCT-19		YES	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Early Childhood Center Director 19-NOV-18		YES	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Early Childhood Center Director 03-DEC-12		YES	Spanish

78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	10-JUN-23	NO	Spanish
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	05-FEB-22	NO	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	13-MAY-09	NO	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	11-OCT-99	NO	Cantonese; Vietnamese; Chines
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Food Service Worker	18-APR-11	NO	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Food Service Worker	25-SEP-02	NO	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Head Start Driver Courier	05-AUG-23	YES NO	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Head Start Instructor	11-DEC-21	YES	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Head Start School Readiness Coordir	27-OCT-14	YES	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Head Start Supervisor	23-JUN-08	YES	Spanish
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Head Start Supervisor	16-AUG-04	YES	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Head Start Supervisor	25-AUG-03	YES	Spanish
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Head Start/EHS Assistant Instructor	05-AUG-23	YES YES	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Head Start/EHS Assistant Instructor,	23-DEC-23	YES YES	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Maintenance Mechanic, PT	20-OCT-97	NO	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Manager, Human Services	12-MAR-18	NO	
78235 - HS Central Office Administra	150 Frank Ogawa Plaza	Office Assistant I, PT	12-NOV-22	NO	
78241 - Year Round Lunch Program	150 Frank Ogawa Plaza	Food Program Monitor, PT	25-JUN-22	NO	
78241 - Year Round Lunch Program	150 Frank Ogawa Plaza	Food Program Monitor, PT	05-FEB-22	NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Administrative Assistant II	07-JUN-14	NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Manager, Human Services	18-MAR-23	NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Office Assistant II, PT	30-SEP-23	YES NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Office Assistant II, PT	16-SEP-23	YES NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst I	12-JUL-21	NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst II	06-AUG-22	NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst II	18-FEB-08	NO	
78361 - CSBG - Admin	150 Frank Ogawa Plaza	Administrative Assistant II	07-AUG-21	NO	
78361 - CSBG - Admin	150 Frank Ogawa Plaza	Exempt Limited Duration Employee	15-SEP-15	NO	
78361 - CSBG - Admin	150 Frank Ogawa Plaza	Program Analyst I, PT	02-FEB-19	NO	
78362 - CSBG - Programs	150 Frank Ogawa Plaza	Program Analyst I	10-JUN-23	NO	Tagalog - Spanish
78362 - CSBG - Programs	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	29-OCT-22	NO	
78411 - Community Housing Service:	150 Frank Ogawa Plaza	Accountant II	03-SEP-22	NO	
78411 - Community Housing Service:	250 Frank Ogawa Plaza	Accountant III	19-SEP-19	NO	
78411 - Community Housing Service:	250 Frank Ogawa Plaza	Administrative Analyst I	15-APR-23	NO	
78411 - Community Housing Service:	250 Frank Ogawa Plaza	Administrative Analyst I	20-JUL-15	NO	
78411 - Community Housing Service:	250 Frank Ogawa Plaza	Administrative Analyst II	16-NOV-18	NO	
78411 - Community Housing Service:	250 Frank Ogawa Plaza	Administrative Analyst II	27-JUL-15	NO	
78411 - Community Housing Service:	150 Frank Ogawa Plaza	Administrative Assistant I	14-JAN-02	NO	Spanish
78411 - Community Housing Service:	250 Frank Ogawa Plaza	Administrative Services Manager I	02-MAR-24	YES NO	
78411 - Community Housing Service:	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	16-SEP-23	YES NO	
78411 - Community Housing Service:	250 Frank Ogawa Plaza	Manager, Human Services	17-OCT-20	NO	
78411 - Community Housing Service:	250 Frank Ogawa Plaza	Program Analyst II	30-MAR-24	YES NO	
78411 - Community Housing Service:	250 Frank Ogawa Plaza	Program Analyst II	16-MAR-24	YES NO	
78411 - Community Housing Service:	250 Frank Ogawa Plaza	Program Analyst II	02-APR-22	NO	

Department Name: Information Technology Department
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Tony Batalla, hereby certify that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for ITD was submitted on May 22nd, 2024.

Director Signature

Tony Batalla

Type Name

Department Name: Information Technology Department
 Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Tony Batalla	Kathy Hicks	Kathy Hicks
Title	Director, Information Technology	Executive Assistant	Executive Assistant
Address	150 Frank Ogawa Plaza, Ste 8211	150 Frank Ogawa Plaza, Ste 8211	150 Frank Ogawa Plaza,Ste8211
Phone#	X6741	X7622	X7622
Email	tbatalla@oaklandca.gov	khicks@oaklandca.gov	khicks@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	75		New Hires	5	
Public Contact Positions (PCP)		100%	New PCP Hires		100%
PCP With Spanish Language Skill		%	New PCP Hires with SP Skill		%
PCP With Chinese Language Skill		%	New PCP Hires with CH Skill		%

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

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

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

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

Department Name: Information Technology Department
 Fiscal Year: FY2023-2024

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

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

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status

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

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

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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Department Name: ITD
 Fiscal Year: FY2023-2024

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:ITD

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
75	0	0	0	Y	0	0	Y

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

This report covers the fiscal year 2023-2024 and data is reported as of June 2024.

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

 The Information Technology Department (ITD) is an Internal Service Agency and does not provide direct services to the general public; our customers are limited to City employees. However, ITD is committed to supporting the Equal Access Ordinance by providing the necessary technological infrastructure to assist the City in reaching its Equal Access goals. During this past year, ITD worked collaboratively with various agencies and departments to help implement new systems and projects. Our Department continued its support on technological upgrades to the City all of which contributes to the City’s overall goal of reaching 100% compliance with the Equal Access Ordinance
2. Describe the Department’s effort in outreach, recruitment and hiring of bilingual candidates.
 As an Internal Service Agency, this is N/A.
3. Highlight positive changes, successes, and best practices.
 As an Internal Service Agency, this is N/A.
4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.
 As an Internal Service Agency, this is N/A.

B. Translation of Written Vital Documents Assessment

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

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

Department Name: ITD
Fiscal Year: FY2023-2024

n/a

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

n/a

C. Multilingual Telephone Messages Assessment

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

n/a

D. Assessment of Department Communication with LES Populations

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

n/a

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

n/a

E. Action Plan

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

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

Department Name:
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Kimberly Mayfield, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Mayor’s Office was submitted on June 20, 2024.

Kimberly Mayfield
Director Signature

Kimberly Mayfield
Type Name

Department Name:
Fiscal Year: FY2023-2024

Department Name: Mayor's Office
 Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Mayor's Office

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

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	12		New Hires		
Public Contact Positions (PCP)	12	100%	New PCP Hires		100%
PCP With Spanish Language Skill	2	17 %	New PCP Hires with SP Skill		%
PCP With Chinese Language Skill	2	17 %	New PCP Hires with CH Skill	1	%

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

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

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

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

Department Name: Mayor's Office
 Fiscal Year: FY2023-2024

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
1. Our Budget Part I			
2. Our Budget Part II			
3. Our Budget Part III			
4. Our Budget Part IV	Yes	Yes	
Total # of vital documents reported = 4			

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

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Office of the Mayor Front Desk	(510) 238-3141	Done
Mayra Chavez	(510) 238-7581	Done
Jimmy Hoang	(510) 238-7340	Pending
Eden Chan	(510) 238-6291	Pending
Brittany Garza	(510) 238-7413	Pending

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

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

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

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

Department Name: Mayor's Office
 Fiscal Year: FY2023-2024

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
12	12	1	2	Yes	1	2	Yes

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

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

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

The Mayor's Office has hired four employees who are bilingual. Two are Spanish speaking and two speak Chinese.

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

We have created a welcoming environment in the mayor's office for all language speakers. During the time of this report, we have hosted several international delegations where the members were willing to practice their English skills in conversation although an interpreter was present. We demonstrate attentive listening and make eye contact during conversation.

The deputy mayor has become a member of the Toishan Safety foot patrol in Chinatown. She walks with them monthly in Chinatown as an affirmation of Asian and African American solidarity. Several members of the patrol are Chinese language speakers.

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

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

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

B. Translation of Written Vital Documents Assessment

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

Language access services information and notices are posted at the front desk's one of the most visible areas. Upon service request, the office receptionist will contact the Language Access Coordinator to provide interpretation services for the requester(s). The public can successfully notice the language access services and use the service when needed.

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

Our goal is to provide vital documents in threshold languages by the end of the 2024 calendar year.

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

Our goal is to determine what other materials need to be provided in other languages by the end of the 2024 calendar year.

C. Multilingual Telephone Messages Assessment

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

D. Assessment of Department Communication with LES Populations

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

The Mayor's Office actively engages with LES populations. All communication and outreach office policies are in conformity with the Equal Access Ordinance. All types of communication

Department Name: Mayor's Office
Fiscal Year: FY2023-2024

are conducted by trained personnel in the office to guarantee accuracy and appropriate cultural sensitivity.

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

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

E. Action Plan

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

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

MAYOR'S OFFICE PCP STAFFING REPORT JUNE 2024

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

Department Name: FIRE
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, DAMON COVINGTON, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for FIRE was submitted on 7/29/2024.

Director Signature

DAMON COVINGTON

Type Name

Department Name: FIRE
 Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Damon Covington	Michael Hunt	Sonia Lara
Title	Fire Chief	Assistant to the Director	Fire Personnel Officer
Address	150 FHOP, Ste. 3354	150 FHOP, Ste. 3354	150 FHOP, Ste. 3354
Phone#	510-238-4052	510-238-6353	510-238-7803
Email	dlcovington@oaklandca.gov	mhunt@oaklandca.gov	slara@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	596		New Hires	58	
Public Contact Positions (PCP)	475	100%	New PCP Hires	13	100%
PCP With Spanish Language Skill	21	4.42 %	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	2	0.42 %	New PCP Hires with CH Skill	0	0%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title	Outcome
Fire Communications Dispatcher	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
MACRO Emergency Medica Technician (EMT)	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
MACRO Community Intervention Specialist (CIS)	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
MACRO Public Information Officer (PIO)	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes: The Oakland Fire Department (OFD) applied for and received authorization from the City Administrator to waive the Equal Access to Services Ordinance (EAO) requirement to hire bilingual candidates. OFD hired four (4) Fire Communications Dispatchers, fourteen (14) MACRO CIS and six (6) MACRO EMT. The MACRO PIO position is still vacant.	

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

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
	Language Goal FTE	Actual FTE
20 FTE Fire Communication Dispatchers	SP= 3.2 CH = 2	SP= 2 CH = 0
5 FTE Fire Communication Supervisors	SP= 1.55 CH = 1.25	SP= 1 CH = 0
	SP= CH =	SP= CH =

Department Name: FIRE
 Fiscal Year: FY2023-2024

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

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

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

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Station 1	1603 M. L. King Jr. Way	94612	839-5140	26	1	.03	0	0
Station 2	47 Clay Street	94607	238-6957	12	2	16	1	8
Station 3	1445 14th Street	94607	444-6042	26	4	15	0	0
Station 4	1235 International Blvd	94606	500-3995	26	5	19	2	10
Station 5	934 34th Street	94608	654-6122	11	0	0	0	0
Station 6	7080 Colton Blvd	94611	735-9052	10	0	0	0	0
Station 7	1006 Amito Avenue	94605	649-7925	10	0	0	0	0
Station 8	463 51st Street	94609	547-8878	26	2	7	0	0
Station 12	822 Alice Street	94610	601-7170	11	1	9	0	0
Station 13	1225 Derby Avenue	94601	533-8480	12	3	25	0	0
Station 15	455 27th Street	94612	451-4789	29	1	3	0	0
Station 16	3600 13th Avenue	94610	531-0785	12	3	25	0	0
Station 17	3344 High Street	94619	532-5173	12	3	25	0	0
Station 18	5008 Bancroft Avenue	94601	479-7598	24	4	16	0	0
Station 19	5776 Miles Avenue	94618	658-2756	12	0	0	0	0
Station 20	1401 98th Avenue	94603	569-2568	24	3	12	1	8
Station 21	13150 Skyline Boulevard	94619	635-7390	11	2	18	0	0
Station 22	751 Air Cargo Way	94621	635-8629	11	1	9	0	0
Station 23	7100 Foothill Blvd	94605	382-0763	12	0	0	0	0
Station 24	5900 Shepherd Canyon Road	94611	482-8133	11	1	9	0	0
Station 25	2795 Butters Drive	94602	531-1927	11	1	9	0	0

Department Name: FIRE
 Fiscal Year: FY2023-2024

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

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

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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Names: Cyracom Voiance	
Top 5 languages requested: Spanish, Cantonese, Vietnamese, Mandarin, Arabic	
FY Total Usage Minutes: 4644	
FY Total Expenditure: \$3157.92	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

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

Department Name: Fire Department
 Fiscal Year: FY2023-2024

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
596	476	11%	21	No	5%	2	No

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

The Fire Department continues to provide a robust level of emergency response services to residents in every area of the city daily. In 2023, alone, the department responded to over 70,000 calls.

In Fiscal Year (FY) 2023-24, the Oakland Fire Department (OFD) had a total of 596 authorized Full Time Equivalent (FTE) positions. As of June 1, 2024, of the filled positions, 476 positions were Public Contact Positions (PCP).

The Equal Access Ordinance (EAO) goal for OFD Bilingual PCP (BPCP) for Spanish speaking was 4% or 52 positions; and for Chinese speaking was 5% or 24 positions. OFD had a total of 21 Spanish speaking and 2 Chinese speaking employees in BPCP during the fiscal year. OFD has fallen below the stated goal for Spanish public contact positions and is also falling short in Chinese speaking personnel. OFD provides bilingual language access to services through both PCP and non-PCP positions. While our speaking certified PCP staff numbers have declined, OFD has nearly seventy city-certified and self-identified employees who speak the threshold languages: Nearly 60 speak Spanish and over 10 speak Chinese. Additionally, OFD bilingual employees speak Cambodian, Farsi, German, Italian, Korean, Laotian, Russian, Sign Language, Tagalog, and Vietnamese.

Efforts made in 2023-24 to maintain and further achieve compliance with the EAO included: (1) placing Equal Access brochures at public counters; (2) utilizing over-the-phone interpretation services; (3) making bilingual language notation in Telestaff, the department's public safety staffing software; (4) publishing a list of BPCP and non-PCP staff who speak the threshold languages; (5) utilizing non-PCP staff that can translate and/or interpret languages other than English; (6) referring service needs to the Equal Access Unit when OFD did not have the capability to serve; (7) including in our outreach efforts advertising in Spanish and Chinese media; (8) continuing outreach and recruitment at job fairs indicating desire for bilingual candidates.

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

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

Department Name: Fire Department
Fiscal Year: FY2023-2024

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

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

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

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

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

The Department is also seeking to build more bridges into the Asian and South Asian communities in hope of building its connection to those growing populations.

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

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

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

B. Translation of Written Vital Documents Assessment

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

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

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

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

The Oakland Fire Department translates 100% of the vital documents into the threshold languages. The total number of documents is over 40.

Department Name: Fire Department
Fiscal Year: FY2023-2024

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

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

C. Multilingual Telephone Messages Assessment

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

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

D. Assessment of Department Communication with LES Populations

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

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

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

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

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

E. Action Plan

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

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

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

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

OFD PCP STAFFING REPORT JUNE 30 2024

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HI	PCP_PO	PCP LANG
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Assistant to the Director	02-MAR-15		NO	
20110 - Fire Chief Unit	150 Frank Ogawa Plaza	Captain of Fire Department	28-FEB-05		NO	
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Chief of Fire	19-MAR-01		NO	
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Executive Assistant to the Director	25-JAN-21		NO	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Manager	05-FEB-22		YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	03-DEC-16		YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	06-JUN-16		YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	26-NOV-12		YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	07-JAN-08		YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	17-JUL-06		YES	
20251 - Communications Emergency Dispat	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	30-MAY-23		YES	
20251 - Communications Emergency Dispat	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	20-AUG-22		YES	
20251 - Communications Emergency Dispat	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	30-APR-22		YES	
20251 - Communications Emergency Dispat	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	16-APR-22		YES	
20251 - Communications Emergency Dispat	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	20-SEP-21		YES	
20251 - Communications Emergency Dispat	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	02-MAY-20		YES	
20251 - Communications Emergency Dispat	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	18-APR-20		YES	
20251 - Communications Emergency Dispat	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	21-SEP-19		YES	
20251 - Communications Emergency Dispat	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	06-APR-19		YES	
20251 - Communications Emergency Dispat	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	26-MAR-18		YES	
20251 - Communications Emergency Dispat	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	07-JAN-08		YES	
20251 - Communications Emergency Dispat	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	09-OCT-06		YES	
20251 - Communications Emergency Dispat	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	17-JUL-06		YES	
20251 - Communications Emergency Dispat	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	08-APR-06		YES	Spanish
20251 - Communications Emergency Dispat	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	05-NOV-05		YES	
20251 - Communications Emergency Dispat	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	14-JAN-02		YES	Spanish
20251 - Communications Emergency Dispat	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	16-JUL-01		YES	
20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Administrative Analyst II	01-DEC-87		NO	
20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Administrative Assistant II	11-JUN-22		NO	
20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	17-FEB-24	YES	NO	
20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Fire Inspection Supervisor	09-JUL-12		NO	
20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Fire Marshal (Sworn)	23-FEB-04		NO	
20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Office Assistant II	20-JAN-24	YES	NO	
20311 - Fire Marshals Office Unit	1 Frank Ogawa Plaza	Office Assistant II	05-FEB-22		YES	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Administrative Assistant I	02-MAR-24	YES	NO	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Business Analyst II	23-AUG-21		NO	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspection Supervisor	20-JUL-15		NO	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspection Supervisor	24-JAN-98		NO	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-APR-22		YES	
20331 - Inspectional Services Unit	PWA FISCAL	Fire Inspector (Civilian)	16-APR-22		YES	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-APR-22		YES	Spanish
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	17-DEC-18		YES	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-JAN-18		YES	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	17-NOV-17		YES	Spanish
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	12-AUG-17		YES	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	24-NOV-14		YES	Chinese-Cantonese
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	01-MAY-10		YES	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	16-JUN-06		YES	
20331 - Inspectional Services Unit	1 Frank Ogawa Plaza	Fire Inspector (Civilian)	25-APR-05		YES	

20631 - In-Service Training Unit	250 Victory Court	Fire Fighter Trainee	16-MAR-24	YES	NO	
20631 - In-Service Training Unit	250 Victory Court	Fire Fighter Trainee	16-MAR-24	YES	NO	
20631 - In-Service Training Unit	250 Victory Court	Fire Fighter Trainee	16-MAR-24	YES	NO	
20631 - In-Service Training Unit	250 Victory Court	Fire Fighter Trainee	16-MAR-24	YES	NO	
20631 - In-Service Training Unit	250 Victory Court	Lieutenant of Fire Department	28-DEC-15		NO	
20631 - In-Service Training Unit	250 Victory Court	Lieutenant of Fire Department	05-FEB-07		NO	
20711 - Emergency Services Program Unit	250 Victory Court	Administrative Assistant II	08-OCT-18		NO	
20711 - Emergency Services Program Unit	250 Victory Court	Emergency Planning Coordinator	07-OCT-17		YES	
20711 - Emergency Services Program Unit	250 Victory Court	Emergency Planning Coordinator, Sr	19-FEB-22		YES	
20711 - Emergency Services Program Unit	250 Victory Court	Emergency Services Manager, Assistant	10-FEB-20		YES	
20711 - Emergency Services Program Unit	250 Victory Court	Exempt Limited Duration Employee	06-JAN-24	YES	NO	
20711 - Emergency Services Program Unit	250 Victory Court	Exempt Limited Duration Employee	06-JAN-24	YES	NO	
20711 - Emergency Services Program Unit	250 Victory Court	Manager, Emergency Services	08-FEB-20		YES	
20811 - Human Resources	150 Frank H Ogawa Plaza	Administrative Analyst I	08-OCT-18		NO	
20811 - Human Resources	150 Frank Ogawa Plaza	Fire Department Personnel Officer	12-AUG-02		NO	
20811 - Human Resources	150 Frank Ogawa Plaza	Fire Personnel Operations Specialist	12-APR-10		NO	Chinese-Mandarin
20811 - Human Resources	150 Frank Ogawa Plaza	Office Assistant II	24-AUG-09		NO	
20813 - Fire Boat	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	12-AUG-19		NO	
20814 - Airport	150 Frank H Ogawa Plaza	Captain of Fire Department	05-FEB-07		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Captain of Fire Department	28-APR-03		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Captain of Fire Department	08-JUL-02		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Captain of Fire Department	17-NOV-97		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	20-MAR-23		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	20-MAR-23		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	20-MAR-23		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	20-MAR-23		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	20-MAR-23		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	20-MAR-23		YES	
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	20-MAR-23		YES	
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	27-SEP-04		YES	
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	27-SEP-04		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	27-SEP-04		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	27-SEP-04		YES	
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	08-JUL-02		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	08-JUL-02		YES	
20814 - Airport	150 Frank H Ogawa Plaza	Fire Fighter	30-NOV-98		YES	
20814 - Airport	150 Frank Ogawa Plaza	Fire Fighter	14-MAY-90		YES	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Battalion Chief	19-MAR-01		NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	25-NOV-23	YES	NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	15-OCT-22		NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	11-JUN-22		NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	11-JUN-22		NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	Student Trainee, PT	01-JUN-21		NO	
20815 - U.S.A.R	150 Frank Ogawa Plaza	US&R Warehouse & Logistics Specialist	31-DEC-18		NO	
20816 - Fire - Support & Services Unit	250 Victory Court	Administrative Assistant I	02-APR-22		NO	
20816 - Fire - Support & Services Unit	150 Frank Ogawa Plaza	Captain of Fire Department	17-NOV-97		NO	
20816 - Fire - Support & Services Unit	150 Frank Ogawa Plaza	Deputy Chief of Fire Department	17-NOV-97		NO	
20816 - Fire - Support & Services Unit	250 Victory Court	Fire Equipment Technician	02-MAR-24	YES	NO	
20816 - Fire - Support & Services Unit	150 Frank Ogawa Plaza	Fire Equipment Technician	03-SEP-96		NO	Spanish
20912 - Measure N - Paramedic	250 Victory Court	Administrative Assistant II	03-OCT-20		NO	
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Emergency Medical Services Coordinator	18-JAN-16		YES	

20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Emergency Medical Services Coordinator	18-JAN-16		YES
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Emergency Medical Svcs Instructor, PT	16-SEP-23	YES	YES
20912 - Measure N - Paramedic	150 Frank Ogawa Plaza	Emergency Medical Svcs Instructor, PT	16-SEP-23	YES	YES
20912 - Measure N - Paramedic	250 Victory Court	Fire Division Manager	08-AUG-20		YES
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	27-APR-24	YES	YES
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	27-APR-24	YES	YES
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	27-APR-24	YES	YES
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	11-JUN-22		YES
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	11-JUN-22		YES
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	18-APR-22		YES
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	16-APR-22		YES
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	21-MAR-22		YES
20914 - MACRO	150 Frank H Ogawa Plaza	Community Intervention Specialist MACRO	21-MAR-22		YES
20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	27-APR-24	YES	YES
20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	09-JUL-22		YES
20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	02-APR-22		YES
20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	21-MAR-22		YES
20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	21-MAR-22		YES
20914 - MACRO	150 Frank H Ogawa Plaza	Emergency Medical Technician (MACRO)	21-MAR-22		YES
20914 - MACRO	150 Frank H Ogawa Plaza	Fire Communications Dispatcher	30-APR-22		YES
20914 - MACRO	150 Frank H Ogawa Plaza	MACRO Program Manager	01-NOV-21		YES
20914 - MACRO	150 Frank H Ogawa Plaza	Management Assistant	23-FEB-19		NO



INTER OFFICE MEMORANDUM

TO: Jestin Johnson
City Administrator

FROM: Damon Covington
Fire Chief

SUBJECT: Equal Access Ordinance Hiring Exemption
For the Fire Communications Dispatcher
Positions

DATE: November 9, 2023

Approval: 
Jestin Johnson (Nov 14, 2023 23:54 PST)

Date: Nov 14, 2023

The Oakland Fire Department requests the City Administrator's approval to waive the Equal Access to Services Ordinance (EAO) requirement to hire bilingual candidates for the Fire Communications Dispatcher vacant positions.

The Oakland Fire Department submitted a requisition to establish eligible list for each of the above classifications to assist in the placement of permanent staff. Upon review, the Human Resources Management Department (HRMD) Equal Access Office applied the standard formula and determined the Equal Access to Services Ordinance would require that the positions be filled with candidates who are bilingual in Mandarin/Cantonese.

Under the direction of the Fire Communications Manager, or their designee, the Fire Communications Dispatcher position is primarily responsible for the direct answering point in the Fire Department Communications Center for 9-1-1 non-emergency and emergency service requests. They must be able to accurately document incident specific information in a rapid manner and dispatch the closest appropriate resource to the scene of an emergency.

Of the twenty-two (22) Fire Communications Dispatcher positions, three (3) are currently vacant; and two (2) additional ones are on long term leave (with one being a possible retirement). This is causing a significant impact on staffing and requires the use of overtime and mandatory overtime to fill these vacancies as well as those that result from vacation, sick leave. If another recruitment is required to fill the selectively certified position, the vacancy will continue to impact overtime and mandatory overtime until adequate numbers of candidates can be evaluated for the position.

We understand and fully support providing better access to City services. As such, to fulfill the EAO requirement, the Oakland Fire Department uses translation services provided by the phone carrier for 9-1-1.



Damon Covington, Fire Chief
Oakland Fire Department

cc. May Tam, Equal Access Office
Sonia Lara, OFD HR Unit



INTER OFFICE MEMORANDUM

TO: Jestin Johnson
City Administrator

FROM: Damon Covington
Fire Chief

SUBJECT: Equal Access Ordinance Hiring Exemption
For the Mobile Assistance Community
Responders of Oakland (MACRO) program
Positions

DATE: November 9, 2023

Approval: 
Jestin Johnson (Nov 13, 2023 20:41 PST)

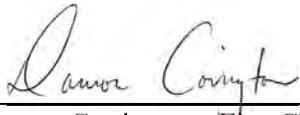
Date: Nov 13, 2023

The Oakland Fire Department requests the City Administrator's approval to waive the Equal Access to Services Ordinance (EAO) requirement to hire bilingual candidates for the Mobile Assistance Community Responders of Oakland (MACRO) program's vacant full-time Emergency Medical Technician (EMT), Community Intervention Specialist (CIS); and the Public Information Officer (PIO) I position.

The Oakland Fire Department submitted a requisition to establish eligible list for each of the above classifications to assist in the placement of permanent staff. Upon review, the Human Resources Management Department (HRMD) Equal Access Office applied the standard formula and determined the Equal Access to Services Ordinance would require that the positions be filled with candidates who are bilingual in Mandarin/Cantonese.

We are requesting a waiver to maximize the applicants to be evaluated and reduce the time required to establish an eligible list to fill the permanent vacancies.

We understand and fully support providing better access to City services. As such, to fulfill the EAO requirement, the Oakland Fire Department is committed to implementing an alternate action plan, which includes using the Equal Access telephone translation services; using certified bilingual staff for face-to-face and over-the-telephone translations; and providing written material as needed to disseminate required information.



Damon Covington, Fire Chief
Oakland Fire Department

cc. May Tam, Equal Access Office
Sonia Lara, OFD HR Unit

Department Name: Office of the Inspector General
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT HEAD SIGNATURE PAGE

Sign the following certification that the Department Head has reviewed this Annual Compliance Plan for final approval:

I, Charlotte Jones, Acting Inspector General, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Office of the Inspector General was submitted on Friday, June 21, 2024.

Charlotte Jones
Charlotte Jones (Jun 21, 2024 12:51 PDT)

Acting Inspector General Signature

Charlotte Jones, Acting Inspector General
Type Name

PART I Certification Page 2024

Final Audit Report

2024-06-21

Created:	2024-06-21 (Pacific Daylight Time)
By:	Omar Rascon (ORascon@oaklandca.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAAvtmtkTtdl6GMdnQ33HhZWO1XhRgJDzJ8

"PART I Certification Page 2024" History

-  Document created by Omar Rascon (ORascon@oaklandca.gov)
2024-06-21 - 12:50:43 PM PDT- IP address: 108.217.231.252
-  Document emailed to Charlotte Jones (CJones@oaklandca.gov) for signature
2024-06-21 - 12:51:02 PM PDT
-  Email viewed by Charlotte Jones (CJones@oaklandca.gov)
2024-06-21 - 12:51:21 PM PDT- IP address: 104.47.65.254
-  Document e-signed by Charlotte Jones (CJones@oaklandca.gov)
Signature Date: 2024-06-21 - 12:51:31 PM PDT - Time Source: server- IP address: 209.232.103.115
-  Agreement completed.
2024-06-21 - 12:51:31 PM PDT



Department Name: Office of the Inspector General
 Fiscal Year: FY2023-2024

II. QUANTITATIVE ASSESSMENT REPORT

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

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Charlotte Jones	Omar Rascon, Admin Analyst II	Omar Rascon, Admin Analyst II
Title	Acting Inspector General		
Address	250 Frank Ogawa Plaza, Oakland CA		
Phone#	510-238-2916		
Email	oig@oaklandca.gov		

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	4 FTE (5 vacancies)		New Hires	3	
Public Contact Positions (PCP)	3	100%	New PCP Hires	2	100%
PCP With Spanish Language Skill	2	%	New PCP Hires with SP Skill	2	%
PCP With Chinese Language Skill	0	%	New PCP Hires with CH Skill	0	%

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Job Title	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
*Please provide an explanation for all 'other' outcomes: OIG's positions currently do not have a language requirement during the recruitment phase.	

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Inspector General (44564.44564) – Vacant	Admin Analyst II (45343.45343)
IG Audit Manager (45491.45491)	IG Auditor (45489.45489) - Vacant
PM III – Deputy Inspector General (45344.45344) - Vacant	IG Auditor (45590.45590) - Vacant
Public Information Officer II (46921.46921)	IG Auditor (45591.45591) - Vacant
IG Policy Analyst (45490.45490)	

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

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

Department Name: Office of the Inspector General
 Fiscal Year: FY2023-2024

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Standard Operating Procedures	NO	NO	
Frequently Asked Questions	NO	NO	
OIG One-Pager	NO	NO	
OIG Annual Report	YES	YES	
Total # of vital documents reported = 4			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> – Please describe below
Action Plan & Timeline: PIO was hired in June 2024 and they're currently onboarding. PIO is working on their bilingual certification and will work on translating vital documents in Spanish. OIG does not have a timeline.	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
OIG Main Office Number	(510) 238-2916	English Only

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

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

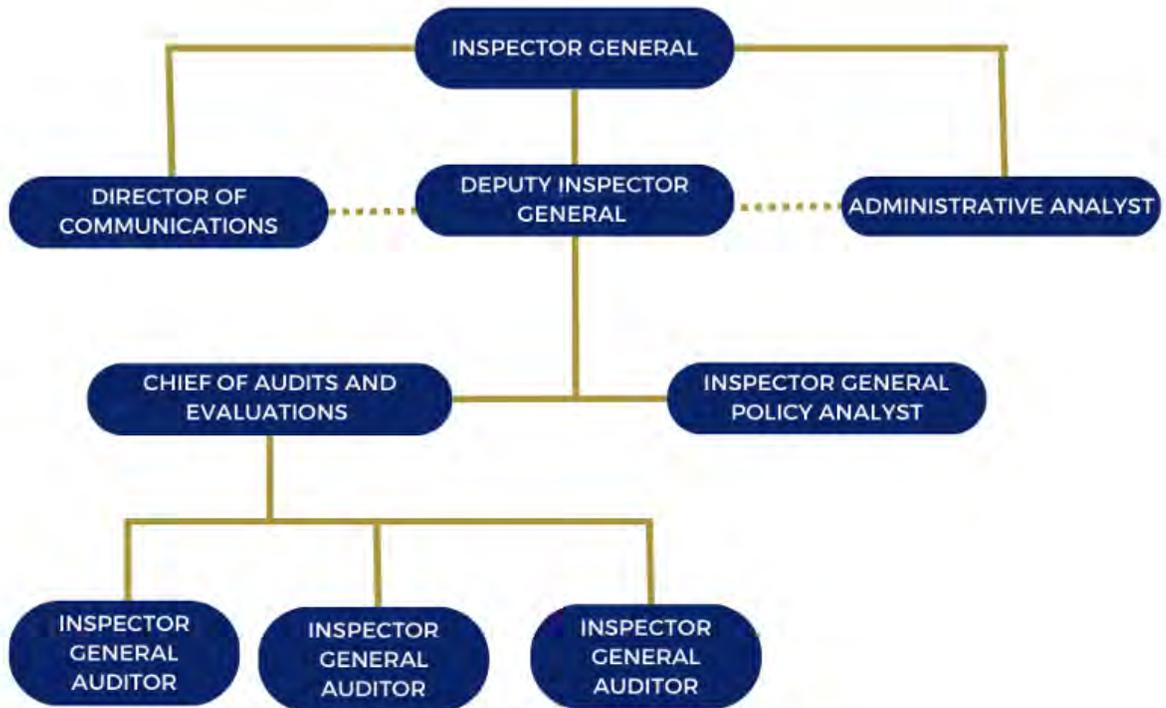
Table 7. Public Notices & Resources	
Language access notice displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I-Speak Card/ Language List displayed at reception area	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Department staff provided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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

OIG Organizational Chart (2024)



Department Name: Office of the Inspector General
 Fiscal Year: FY2023-2024

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
4	3	1	2	Yes	1	0	No

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).
 The Office of the Inspector General (OIG) consists of four (4) FTE total. During this fiscal year, the OIG hired two (2) permanent staff members and both candidates are fluent in Spanish. The effort will support with outreach and engagement within Spanish-speaking communities.
2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.
 The Office of the Inspector General (OIG) has partnered with the HR Department to update positions to ensure they encompass the scope of work that is provided to the community as it relates to Civilian Oversight and Accountability. Due to the budget deficit, OIG has temporarily paused recruiting efforts. However, once OIG is authorized to begin recruiting efforts, recruiting efforts will include posting in other Civilian Oversight networking sites and include that bilingual candidates are preferred.
3. Highlight positive changes, successes, and best practices.
 The Office of the Inspector General (OIG) consists of four (4) FTE total. During this fiscal year, the OIG hired two (2) permanent staff members and both candidates are fluent in Spanish. The effort will support with outreach and engagement within Spanish-speaking communities.
4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.
 The Office of the Inspector General (OIG) shall audit the Police Department's compliance with the fifty-two (52) tasks described in the Settlement Agreement in United States District Court case number COO-4599, Delphine Allen, et al., v. City of Oakland, et al., and make recommendations to the Department, the Commission, and the City Council based on its audit(s), even after the Settlement Agreement expires. The OIG may review legal claims, lawsuits, settlements, complaints, and investigations, by, against, or involving the Department and the Agency, to ensure that all allegations of police officer misconduct are thoroughly investigated, and to identify any systemic issues regarding Department and Agency practices and policies.
 During the fiscal year, the OIG has hired two (2) FTE that are fluent in Spanish to support with translation efforts among Spanish speaking communities. Now, the OIG staff consists of 50% FTE that are bilingual. Although this is a notable accomplishment, we can still make efforts in recruiting staff that speak other languages commonly used throughout the City of Oakland.

B. Translation of Written Vital Documents Assessment

Department Name: Office of the Inspector General
Fiscal Year: FY2023-2024

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

Office of the Inspector General, 250 Frank H. Ogawa Plaza, Suite 6306, Oakland CA

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

Currently, the Office of the Inspector General (OIG) does not have any documents translated into other languages. The OIG recruited a Public Information Officer (PIO II) with a start date of June 10, 2024, and the plan to draft resource guides in Spanish within the following fiscal year (FY 2024-2025).

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

Currently, the Office of the Inspector General (OIG) does not have any documents translated into other languages.

C. Multilingual Telephone Messages Assessment

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

The Office of the Inspector General (OIG) has not conducted an assessment on steps needed to develop messages in multiple languages and multilingual hotlines for the office. Currently, inquiries are received via email, via phone to OIG's office number, and in-person during Police Commission meetings.

D. Assessment of Department Communication with LES Populations

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

The Office of the Inspector General (OIG) plans to incorporate multilanguage literature and informational materials in the next Communications Strategic Plan.

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

The Office of the Inspector General (OIG) has not received any complaints related to language access.

E. Action Plan

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

The Office of the Inspector General (OIG) plans to incorporate multilanguage literature and informational materials in the next Communications Strategic Plan. Also, social media posts will be published in both English and Spanish. Lastly, OIG plans to publish frequently asked questions in both English and Spanish.

OIG PCP STAFFING REPORT JUNE 30 2024

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW HI	PCP_P	PCP_LANG	NOTES
66311 - Inspector Gei	250 Frank Ogawa Plaza, Suit	Administrative Analyst II	23-Dec-23	YES	YES	Spanish	
66311 - Inspector Gei	250 Frank Ogawa Plaza, Suit	Inspector General	1-Jan-22		YES		Vacant effective July 13, 2024
66311 - Inspector Gei	250 Frank Ogawa Plaza, Suit	Inspector General Policy Analyst	19-Aug-23	YES	YES		
66311 - Inspector Gei	250 Frank Ogawa Plaza, Suit	Inspector General Prog & Perf Audit Mgr	16-Apr-22		NO		
66311 - Inspector Gei	250 Frank Ogawa Plaza, Suit	Public Information Officer II	8-Jun-24	YES	YES	Spanish	
66311 - Inspector Gei	250 Frank Ogawa Plaza, Suit	Project Manager III			YES		Offer in progress
66311 - Inspector Gei	250 Frank Ogawa Plaza, Suit	Inspector General Program & Perf Auditor			YES		Job Classifications under review with
66311 - Inspector Gei	250 Frank Ogawa Plaza, Suit	Inspector General Program & Perf Auditor			YES		Job Classifications under review with
66311 - Inspector Gei	250 Frank Ogawa Plaza, Suit	Inspector General Program & Perf Auditor			YES		Job Classifications under review with

Department Name: Oakland Police Department
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Floyd Mitchell, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Oakland Police Department was submitted on 7-22-24.


Floyd Mitchell, Chief of Police

Department Name: Oakland Police Department
 Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Floyd Mitchell	Lea Rubio	Amber Fuller
Title	Chief of Police	Administrative Analyst II	Human Resources Manager
Address	455 7 th St, 7 th floor	455 7 th St, 7 th floor	455 7 th St, 7 th floor
Phone#	510-238-3455	510-238-3156	510-238-3733
Email	FMitchell@oaklandca.gov	LRubio@oaklandca.gov	AFuller@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	978		New Hires	135	
Public Contact Positions (PCP)	843	100%	New PCP Hires	119	
PCP With Spanish Language Skill	175	20%	New PCP Hires with SP Skill	10	8%
PCP With Chinese Language Skill	32	4%	New PCP Hires with CH Skill	2	2%

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

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

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: During this reporting period the Department made the following organizational changes: Disbanded the Violent Crime Operations Center (VCO), moved the IT/Research & Planning Section from Bureau of Services to the Bureau of Risk Management.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
Super PCP Units	Language Goal FTE	Actual FTE
Communications Division	SP= 1 CH = 1	SP= 12 CH = 2
Records Division	SP= 1 CH = 1	SP= 4 CH = 2

Department Name: Oakland Police Department
Fiscal Year: FY2023-2024

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Notification to serve Crime Victims	YES	YES	
Filing a complaint (TF-3098)	YES	YES	Vietnamese
Sexual Assault Resource Card – Marcy's Card	YES	YES	Vietnamese
Citizen Crime Report (TF-862-2)	YES	YES	Vietnamese
Tow Resource Guide (TF 3202)	YES	YES	Vietnamese
Resource Card for victims of violent crimes (TF-869)	YES	YES	Vietnamese
Auto Burglary Information Card	YES	YES	Vietnamese
Identity Theft (TF-3168)	YES	NO	
Vehicle Release Fee (stored vehicles) (TF-2093)	YES	YES	Vietnamese
Safety Tips -Avoid being a robbery victim	YES	YES	Vietnamese
Mental Health Resource Card (TF-3354)	YES	YES	Vietnamese
Homicide Resource Card	YES	YES	Vietnamese
Youth and family services	YES	YES	
Commercial security tips and facts	YES	YES	
Vehicle release form (TF_748)	YES	YES	Vietnamese
Business Information Record Card	YES	YES	
Miranda Rights - Text	YES	YES	Vietnamese
Illegal food vending handout	YES	YES	
Petition to seal and destroy arrest records	YES	YES	
ATM Safety tips	YES	YES	Vietnamese
Miranda Rights - written	YES	YES	Vietnamese
Safety Tips brochure	YES	YES	Vietnamese
Immigration policy 415	YES	YES	Vietnamese
Missing Persons Information	YES	YES	Vietnamese
Oakland door hanger	YES	YES	
Human Trafficking	YES	YES	Vietnamese
Hate Crimes	YES	YES	Vietnamese
Domestic Violence Resource Cards	YES	YES	Vietnamese
Loss of Child	YES	NO	
Victim Compensation Information Card	YES	NO	
			Vietnamese Farsi Arabic
Flavored tobacco Ordinance	YES	YES	
Gunfire alert notice	YES	YES	Vietnamese
Phone script	YES	YES	
U Visa certification	YES	YES	
Town Hall meeting	YES	YES	
East Lake Merchant Meeting	YES	YES	Vietnamese
Tow Warning Notice	YES	YES	Vietnamese
			Vietnamese Arabic
Business cards	YES	YES	
Marcy's Law AB1312 (what is the law)	YES	YES	Vietnamese
Avoid being a victim	YES	YES	
OPD and City Helpful Number's List	YES	YES	Vietnamese
ABAT Complaint Form	YES	YES	Vietnamese
Victim Bill of Rights – Marcy's Card	YES	YES	Vietnamese
Special Victims Resource Card - Domestic Violence, Human Trafficking, Missing Person, Sexual Assault (TF-869)	YES	YES	Vietnamese
Auto Burglary (TF-3554)	YES	YES	Vietnamese

Department Name: Oakland Police Department
 Fiscal Year: FY2023-2024

Missing Persons Brochure (TF 3350)	YES	YES	Vietnamese
Human Trafficking Brochure (TF 3531)	YES	YES	Vietnamese
Hate Crimes Brochure (TF3352)	YES	YES	Vietnamese
Domestic Violence Brochure (TF 3533)	YES	YES	Vietnamese
Loss of Child Resources (TF 3534)	YES	NO	
California Victim Compensation Board Information Card	YES	NO	
Homicide/Assault Resource Card (TF 3532)	YES	YES	Vietnamese
Family Resource Guide for Homicide Victims	YES	YES	
Total # of vital documents reported = Fifty-three (53)			

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline: The Department has added an additional eleven (11) documents (in red) to its Police Department's Vital Documents list. Nearly all the documents are translated into both Spanish and Chinese. There are five (5) documents that are pending translation and will be published in FY24/25. A language service line and/or employee who speaks the language are available at all times when there are no documents available to address an issue or question.	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Internal Affairs Division	510-238-3161	Complete/active
Drug Hotline	510-238-3784	Complete/active
Fireworks and Prostitution Hotline (Spanish, Chinese and Vietnamese)	510-238-2373	Complete/active
Emergency (911)	510-777-3211	Complete/active
Non-emergency line	510-777-3333	Complete/active

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Police Administration Building	455 7 th Street	94607	510-238-3455	528	105	20%	24	5%
Eastmont Sub-Station	2651 73 rd Avenue	94605	510-777-8500	188	50	27%	2	1%
Communications Division	7101 Edgewater Drive	94621	510-777-3333	81	13	16%	2	2%
Recruiting and Backgrounds Unit	250 Frank H. Ogawa Plaza	94612	510-238-3339	10	1	10%	1	10%
Internal Affairs Division	250 Frank H. Ogawa Plaza	94612	510-238-3161	30	1	3%	1	3%
Domestic Violence Unit	470 27 th Street and 455 7 th St	94612	510-547-2505	6	5	83%	2	33%

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

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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name: Language Line Services Inc.	
Top 5 languages requested: Spanish, Cantonese, Mandarin, Vietnamese, Arabic	
FY Total Usage Minutes	3499 minutes
FY Total Expenditure	\$3289.06

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Oakland Police Department

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
978	843	11%	175 (20%)	Yes	5%	32 (4%)	No

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

The Oakland Police Department (OPD) has an authorized strength of 712 sworn and 340.50 professional staff (i.e., part time and full time). Of the approximate 843 public contact positions (PCP), there are 175 Spanish and 32 Chinese bilingual employees assigned to various divisions throughout the department including but not limited to the following: Communications Division, Records Division, Internal Affairs Division, Criminal Investigation Division, Special Operations Division, Training Section, Field Operations, and the Office of the Chief of Police.

During this reporting period, OPD exceeded the current threshold of 11% for those members who are proficient in Spanish. The Department had Trust Building Officers in both the Fruitvale District and Chinatown who act as liaisons for the community and the Police Department.

The efforts OPD has made in Chinese speaking recruitment has increased the number of Chinese speakers since FY 22-23, but the Department did not meet the goal for Chinese speakers within the Department. OPD continues making an effort to meet the Chinese-speaking goal through recruitment, but one (1) issue that affects the overall Chinese language recruitment for classifications that were deemed "Select Certified Chinese" is low application submissions of candidates.

OPD continued to strategize its recruitment efforts for these classifications by utilizing Trust Building Officers and Foot Patrol Officers assigned to Oakland's Chinatown district. Chinese translated recruitment materials such as brochures, flyers, guides, and resource cards are made available to the officers assigned to the Chinatown district and throughout the City. This is an attempt to offset the low employment application rate and promote community awareness for positions that are deemed select certified Chinese, (see examples attached).

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

OPD continues its outreach efforts to the Chinese and Spanish speaking populations through the following recruitment efforts:

- Providing bilingual recruitment material in both Chinese and Spanish while planning and attending recruitment events.
- Planning recruiting events such as but not limited to:
 - Virtual Recruiting Informational Webinars on Zoom calls, *Life in the Academy* workshops and zoom calls, exam workshops promoting the Police Officer Trainee, Dispatcher, and Police Cadet exams, Oral board workshops, Physical Training (PT) workshops, partnering with Evo Sports Club Fit for the *Fit Expo* and providing tours of the Police Department.
- Attending **137 events** including but not limited to (**87% increase since FY 22-23**):
 - The Chinatown Parade, Oakland Chinatown Improvement Council (OCIC) Event, Chinatown Safety Resource Fair, the Oakland Diversity Employment Career Fair, multiple cultural community events, "The Town Nights" events in Oakland, various College Job fairs, Youth Leadership Summit, Oakland Chinatown Bazaar, Travis Airforce Base Job Fair and TAPS Class, and Fit Expos (promoting physical fitness for potential law enforcement candidates). Participating in OPD's community events for example, Toys for the Town, Trunk or Treat
- Ensuring the Spanish and Chinese speaking staff, both sworn and professional members respond to inquiries and attend community events.
- Continuously working with Trust Building Officers and Foot Patrol Officers in the Fruitvale area, East Oakland, and Chinatown areas to increase the pool of bilingual candidates and bring awareness to the community.
- Providing anti-crime and safety educational materials in the appropriate languages and placing them in highly visible areas where the public is serviced within the Department buildings.

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

The OPD understands the necessity of servicing LES communities and will continue to build upon the outreach efforts currently in practice. During this reporting period, OPD's outreach emphasized the need to recruit in the Spanish and Chinese communities to build diversity within the Department and meet the needs of the community it serves. The Department understands the need for a culturally diverse staff that reflects the diversity in the Oakland community and is committed to providing better services to the Oakland LES community.

Successes:

- The Department has increased its number of Spanish speakers exceeding its goal for Spanish language speakers.
- The Department has added eleven (11) new resource documents.

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- The Department has revised Victim Services resource materials to ensure Spanish, Chinese, and Vietnamese languages are published in all the resource materials. (note: two (2) documents are pending final revision)

OPD's best practices:

1) Attend cultural community events, 2) Attend community college job fairs, 3) Continue to show police presence in the Latino and Asian communities, 4) Continue workshops to bring awareness and help candidates succeed through the application process, 5) Patrol officers continue to work with Oakland youth in these communities, fostering positive relationships with police personnel and encouraging the youth to participate in the Police Cadet program and Oakland Police Explorer program.

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

Additional measures implemented are the addition of eleven (11) new resource documents and revision of Victim Services resources materials to include Spanish, Chinese, and Vietnamese languages. Brochures such as the "Safety Tips" for the community are available in the lobby of the Police Administration Building located at 455 7th Street, Eastmont Substation at 2651 73rd Ave., Background and Recruiting at 250 Frank Ogawa Plaza STE D, and the Domestic Violence Unit at 470 27th Street. The materials are placed in highly visible areas where the public congregates. Patrol officers and professional staff (civilian technicians) who are assigned to Patrol must carry Victim Services Cards and other resource materials in multiple languages in their patrol vehicles, thus providing access to multiple languages (Spanish, Chinese, Vietnamese, and Arabic) while working on Patrol.

B. Translation of Written Vital Documents Assessment

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

- Police Administration Building (455 7th St 3rd Floor & Lobby): ID Unit, lobby Records Kiosk, Patrol Desk (first floor), Criminal Investigation Division (2nd floor), and Missing Persons Unit (4th floor).
- Eastmont Sub Police Station (2651 73rd Avenue)
- Internal Affairs Division (250 Frank H. Ogawa Plaza, Suite C)
- Recruiting and Backgrounds Unit (250 Frank H. Ogawa Plaza, Suite D)
- Special Victims Unit (470 27th Street)

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

The Department has translated *nearly* one hundred percent (100%) (two documents are pending translation) of its vital documents into Spanish and Chinese and ninety-five (95%) percent of its vital documents into Vietnamese. Five documents are currently pending publication but have already been translated. By the end of FY24-25 all the vital documents will be translated. The Department has made a commitment to ensure that all vital

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documents are translated and available to the public in highly visible areas of the various police department buildings.

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

The Department fully embraces technology and, on its website, provides a “**Google Translate**” drop down option at the top right-hand corner on the first page of the website. This feature provides community members with the ability to translate reports, forms, and articles on the website in ten (10) different languages.

In addition, the OPD Website includes eleven (11) *new* resources (documents) for the ***Victim and Witness Assistance Program*** available in four languages (English, Spanish, Chinese, and Vietnamese). The newly created documents are included in the link below.

<https://www.oaklandca.gov/resources/victim-and-witness-assistance>

C. Multilingual Telephone Messages Assessment

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

OPD maintains phone message recordings in multiple languages; Chinese, Spanish, Vietnamese and two (2) additional languages for units that have high volume public contact. The messages provide information for further assistance in the designated language. The Department currently has six (6) phone lines that are recorded for multilingual users. Please refer to Table 5 Multilingual Telephone Recordings in the Quantitative Assessment Part II.

D. Assessment of Department Communication with LES Populations

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

OPD follows Administrative Instruction 145 and the Equal Access Ordinance by informing LES Spanish and Chinese populations of their rights to bilingual services. There are visible postings regarding interpretation services at pre-designated locations accessible to the public. The high-volume phone lines have translated messages in Spanish, Chinese, and Vietnamese languages, vital documents required for the public are translated and made available in the required languages, and the website offers translation in eleven (11) languages. The Department utilizes a translation service line providing the ability for an individual to speak in their own language to a live person on the phone who will translate the entire conversation with police personnel.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s). Zero. (0)

There were no language access complaints filed for this fiscal year regarding the provision of bilingual oral and written services. All Departmental personnel have received

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specific training on how to handle the complaint process. The Departments General Order M-3 regarding complaints set forth the procedures.

E. Action Plan

1. **Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.**
 - Continue to ensure ALL vital documents are translated and kept in stock and on display in high public volume areas.
 - Continue to recruit in LES communities to ensure the pool of candidates are well represented.
 - Continue to increase relationships with LES individuals through our community outreach and community policing efforts.
 - Continue to maintain bilingual staff in all public contact positions.
 - Continue to attend and recruit at multi-cultural events in Oakland (OPD increased its attendance to cultural events in this reporting period).
 - Work with Trust Building Officers to engage the community and recruit more language diversity for public contact positions.
 - Continue to be aware of the language needs when attending community meetings and be prepared with materials that are translated into the high demand languages (Chinese and Spanish).
 - Continue to ensure that Chinese and/or Spanish speaking police personnel are attending the community meetings where this demand may be met.
 - Increase attendance of cultural events in other communities, outside of Oakland.
 - **NEW:** OPD Human Resources Section (HRS) to encourage current and newly hired employees to become certified to aid in optimal language services.
 - Informally surveying staff as they enter the HRS - they are asked if they are certified to speak another language. If not, they are encouraged to apply and request testing.
 - Departmentwide communication from HRS being developed to encourage bilingual speakers to seek bilingual certification.
 - **NEW:** OPD HRS to work closely with City of Oakland Human Resources Management to ensure job postings are sent to Asian-centric organizations, publications, and/or law enforcement associations.

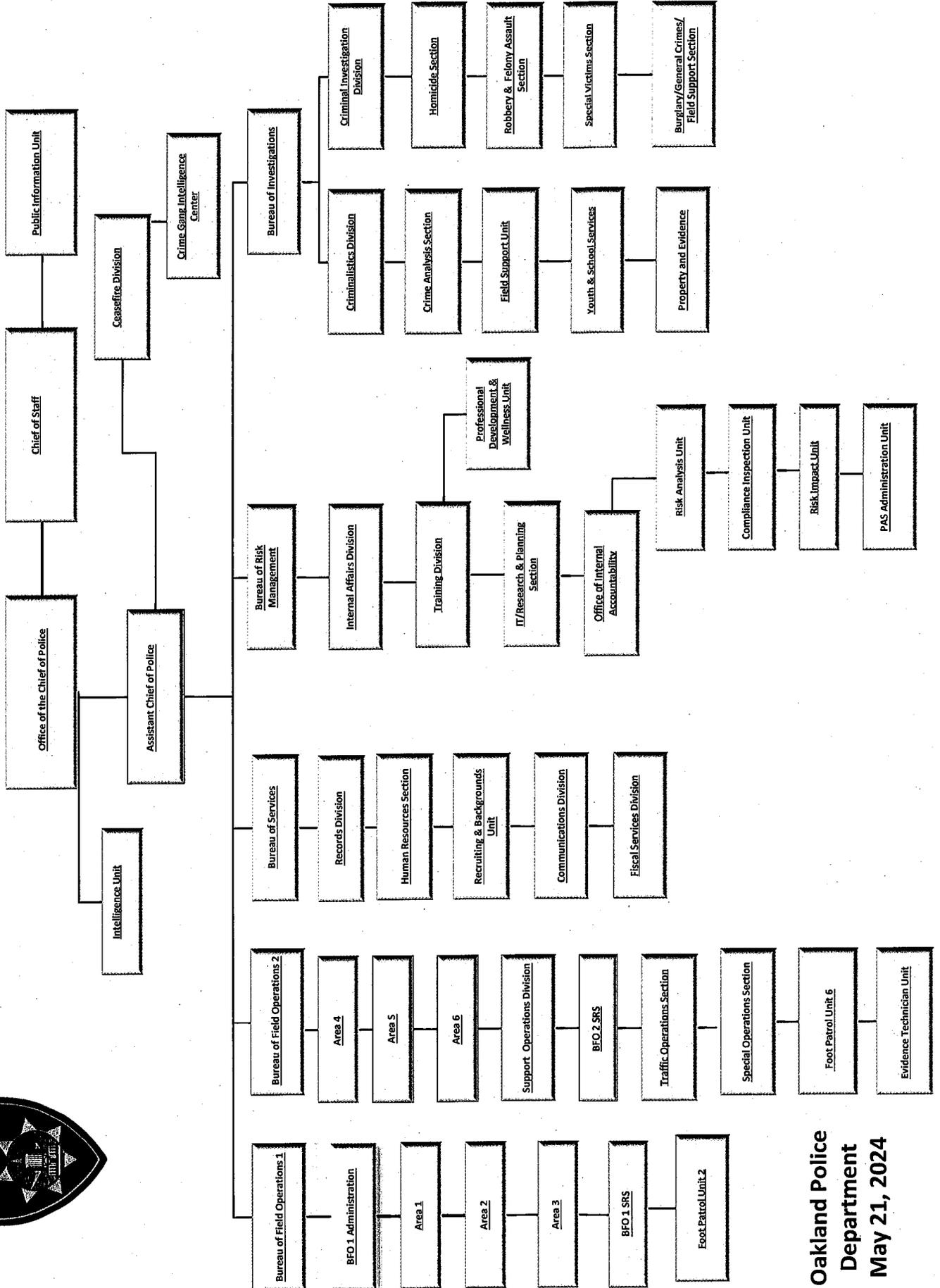
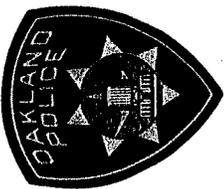
PART IV - Bilingual Staffing Chart										
ORG	ADDRESS	JOB_CLASS	FTE	NORM	HIRE_DATE	NEW HIRE	PCP_POS	PCP_LANG	Certification	
108130 - Di	455 7th Street	Police Officer (PERS)	1	40	28-AUG-06		YES	Cambodian	Cambodian	
101120 - Int	455 7th Street	Intake Technician	1	37.5	26-SEP-16		YES	Chinese	Chinese	
101120 - Int	455 7th Street	Sergeant of Police (PERS)	1	40	26-FEB-07		NO	Chinese	Chinese	
101130 - Of	455 7th Street	Administrative Analyst II	1	37.5	08-APR-13		NO	Chinese	Chinese	
101130 - Of	455 7th Street	Deputy Chief of Police (P	1	40	04-MAY-98		NO	Chinese	Chinese	
101130 - Of	455 7th Street	Sergeant of Police (PERS)	1	40	17-SEP-12		NO	Chinese	Chinese	
101130 - Of	455 7th Street	Temp Contract Svcs Emp	0.5	20	12-MAR-18		NO	Chinese	Chinese	
102130 - Sp	455 7th Street	Police Officer (PERS)	1	40	29-OCT-12		YES	Chinese	Chinese	
102310 - Cr	455 7th Street	Police Evidence Technicia	1	40	17-JAN-15		YES	Chinese	Chinese	
102310 - Cr	455 7th Street	Police Evidence Technicia	1	40	07-APR-14		YES	Chinese	Chinese	
102310 - Cr	455 7th Street	Police Records Specialist	1	40	18-FEB-14		YES	Chinese	Chinese	
102320 - Hc	455 7th Street	Sergeant of Police (PERS)	1	40	28-JAN-08		YES	Chinese	Chinese	
103242 - Re	455 7th Street	Police Records Specialist	1	40	10-NOV-14		YES	Chinese-Cantoi	Chinese-Cantoi	
103242 - Re	455 7th Street	Police Records Specialist	1	40	22-MAY-03		YES	Chinese-Cantoi	Chinese-Cantoi	
103310 - Co	455 7th Street	Police Communications	1	40	06-JUL-15		YES	Chinese-Cantoi	Chinese-Cantoi	
103310 - Co	455 7th Street	Police Communications	1	40	07-FEB-11		YES	Chinese-Cantoi	Chinese-Cantoi	
106510 - Fis	455 7th Street	Accountant III	1	37.5	15-DEC-18		NO	chinese	Chinese-Cantoi	
106610 - Ba	455 7th Street	Administrative Analyst II	1	37.5	23-APR-18		NO	Chinese-Cantoi	Chinese-Cantoi	
106610 - Ba	455 7th Street	Temporary Contract Svcs	0.5	20	19-AUG-23	YES	NO	Chinese	Chinese	
106810 - PA	455 7th Street	Administrative Analyst II	1	37.5	19-AUG-23	YES	NO	chinese	chinese	
106810 - PA	455 7th Street	Administrative Analyst II	1	37.5	06-JUN-00		NO	chinese	chinese	
107510 - Tr	455 7th Street	Police Officer (PERS)	1	40	14-MAY-22		YES	Chinese	Chinese	
107710 - Sp	455 7th Street	Police Services Technicia	1	40	02-FEB-87		YES	Chinese	Chinese	
108110 - Di	455 7th Street	Police Officer (PERS)	1	40	10-JUN-23		YES	chinese	chinese	
108110 - Di	455 7th Street	Police Officer (PERS)	1	40	02-DEC-13		YES	chinese	chinese	
108110 - Di	455 7th Street	Police Officer (PERS)	1	40	24-APR-01		YES	Chinese-Cantoi	Chinese-Cantoi	
108130 - Di	455 7th Street	Captain of Police (PERS)	1	40	22-APR-02		YES	Chinese	Chinese	
108130 - Di	455 7th Street	Police Officer (PERS)	1	40	16-JUL-98		YES	Chinese	Chinese	
108130 - Di	455 7th Street	Sergeant of Police (PERS)	1	40	17-SEP-12		YES	chinese	chinese	
108140 - Di	455 7th Street	Police Services Technicia	1	40	23-FEB-15		YES	Chinese-Cantoi	Chinese-Cantoi	
108150 - Di	455 7th Street	Police Officer (PERS)	1	40	25-JAN-20		YES	chinese	chinese	
108150 - Di	455 7th Street	Sergeant of Police (PERS)	1	40	17-SEP-12		YES	Chinese	chinese	
108630 - Ce	455 7th Street	Police Officer (PERS)	1	40	14-MAY-22		YES	chinese	chinese	
107710 - Sp	455 7th Street	Police Officer (PERS)	1	40	28-FEB-05		YES	French	French	
103430 - Tr	455 7th Street	Police Officer	1	40	11-NOV-23	YES	NO	Japanese	Mien	
108130 - Di	455 7th Street	Sergeant of Police (PERS)	1	40	12-SEP-94		YES	Mien	Mien	
102330 - Ro	455 7th Street	Police Officer (PERS)	1	40	03-MAR-14		YES	Hindi	Hindi	

108150 - Di	455 7th Street	Police Officer (PERS)	1	40	17-MAY-18	YES	spanish	spanish
108150 - Di	455 7th Street	Police Officer (PERS)	1	40	06-SEP-17	YES	spanish	spanish
108150 - Di	455 7th Street	Police Officer (PERS)	1	40	17-OCT-16	YES	Spanish	Spanish
108150 - Di	455 7th Street	Police Officer (PERS)	1	40	10-OCT-16	YES	Spanish	Spanish
108150 - Di	455 7th Street	Police Officer (PERS)	1	40	22-JUN-15	YES	Spanish	Spanish
108150 - Di	455 7th Street	Police Officer (PERS)	1	40	26-JUL-10	YES	Spanish	Spanish
108150 - Di	455 7th Street	Sergeant of Police (PERS)	1	40	15-OCT-07	YES	Spanish	Spanish
108150 - Di	455 7th Street	Sergeant of Police (PERS)	1	40	10-DEC-01	YES	Spanish	Spanish
108160 - Di	455 7th Street	Lieutenant of Police (PER	1	40	22-JUL-02	YES	Spanish	Spanish
108160 - Di	455 7th Street	Lieutenant of Police (PER	1	40	19-JUN-00	YES	Spanish	Spanish
108160 - Di	455 7th Street	Police Officer (PERS)	1	40	22-JAN-22	YES	spanish	spanish
108160 - Di	455 7th Street	Police Officer (PERS)	1	40	20-APR-15	YES	spanish	spanish
108160 - Di	455 7th Street	Police Officer (PERS)	1	40	02-APR-13	YES	Spanish	Spanish
108160 - Di	455 7th Street	Police Officer (PERS)	1	40	06-FEB-06	YES	Spanish	Spanish
108160 - Di	455 7th Street	Police Officer (PERS)	1	40	17-MAY-02	YES	Spanish	Spanish
108160 - Di	455 7th Street	Sergeant of Police (PERS)	1	40	12-SEP-11	YES	Spanish	Spanish
108160 - Di	455 7th Street	Sergeant of Police (PERS)	1	40	01-AUG-11	YES	Spanish	Spanish
108630 - Ce	455 7th Street	Police Officer (PERS)	1	40	21-APR-14	YES	Spanish	spanish
108630 - Ce	455 7th Street	Police Officer (PERS)	1	40	02-DEC-13	YES	Spanish	Spanish
108630 - Ce	455 7th Street	Sergeant of Police (PERS)	1	40	17-MAY-02	YES	spanish	spanish
102310 - Cr	455 7th Street	Administrative Analyst II	1	37.5	23-OCT-89	YES	Tagalog	
102330 - Ro	455 7th Street	Lieutenant of Police (PER	1	40	12-AUG-99	YES	Tagalog	
102330 - Ro	455 7th Street	Police Officer (PERS)	1	40	22-JUL-02	YES	Tagalog	
102342 - Vi	455 7th Street	Police Officer (PERS)	1	40	09-NOV-15	e YES	tagalog	
103430 - Tr	455 7th Street	Police Records Specialist	1	40	29-AUG-01	NO	Tagalog/Filipino	
103430 - Tr	455 7th Street	Police Records Specialist	1	40	16-OCT-89	NO	Tagalog/Filipino	
108110 - Di	455 7th Street	Police Officer (PERS)	1	40	17-MAY-02	YES	Tagalog/Filipino	
108150 - Di	455 7th Street	Police Officer (PERS)	1	40	22-JUN-15	YES	Tongan	
102310 - Cr	455 7th Street	Police Evidence Technician	40949	40	02-DEC-13	YES	vietnamese	
102320 - Ho	455 7th Street	Lieutenant of Police (PER	46069	40	30-MAY-00	YES	Vietnamese	
102320 - Ho	455 7th Street	Police Officer (PERS)	35050	40	05-JUN-06	YES	vietnamese	
102610 - Cr	455 7th Street	Criminalist II	34617	37.5	08-FEB-20	YES	vietnamese	
108110 - Di	455 7th Street	Police Officer (PERS)	42678	40	04-JAN-99	YES	Vietnamese	
108110 - Di	455 7th Street	Sergeant of Police (PERS)	40346	40	09-NOV-15	YES	vietnamese	
108120 - Di	455 7th Street	Sergeant of Police (PERS)	40918	40	15-MAR-99	YES	Vietnamese	
108120 - Di	455 7th Street	Sergeant of Police (PERS)	46017	40	04-NOV-94	YES	Vietnamese	
108130 - Di	455 7th Street	Police Officer (PERS)	41314	40	25-MAR-13	YES	Vietnamese	
108130 - Di	455 7th Street	Police Officer (PERS)	46190	40	17-SEP-12	YES	vietnamese	
108140 - Di	455 7th Street	Police Officer (PERS)	37346	40	23-FEB-19	YES	vietnamese	

108150 - Di	455 7th Street	Police Officer (PERS)	1	40	17-MAY-18	YES	spanish	spanish
108150 - Di	455 7th Street	Police Officer (PERS)	1	40	06-SEP-17	YES	spanish	spanish
108150 - Di	455 7th Street	Police Officer (PERS)	1	40	17-OCT-16	YES	Spanish	Spanish
108150 - Di	455 7th Street	Police Officer (PERS)	1	40	10-OCT-16	YES	Spanish	Spanish
108150 - Di	455 7th Street	Police Officer (PERS)	1	40	22-JUN-15	YES	Spanish	Spanish
108150 - Di	455 7th Street	Police Officer (PERS)	1	40	26-JUL-10	YES	Spanish	Spanish
108150 - Di	455 7th Street	Sergeant of Police (PERS)	1	40	15-OCT-07	YES	Spanish	Spanish
108150 - Di	455 7th Street	Sergeant of Police (PERS)	1	40	10-DEC-01	YES	Spanish	Spanish
108160 - Di	455 7th Street	Lieutenant of Police (PER	1	40	22-JUL-02	YES	Spanish	Spanish
108160 - Di	455 7th Street	Lieutenant of Police (PER	1	40	19-JUN-00	YES	Spanish	Spanish
108160 - Di	455 7th Street	Police Officer (PERS)	1	40	22-JAN-22	YES	spanish	spanish
108160 - Di	455 7th Street	Police Officer (PERS)	1	40	20-APR-15	YES	spanish	spanish
108160 - Di	455 7th Street	Police Officer (PERS)	1	40	02-APR-13	YES	Spanish	Spanish
108160 - Di	455 7th Street	Police Officer (PERS)	1	40	06-FEB-06	YES	Spanish	Spanish
108160 - Di	455 7th Street	Police Officer (PERS)	1	40	17-MAY-02	YES	Spanish	Spanish
108160 - Di	455 7th Street	Sergeant of Police (PERS)	1	40	12-SEP-11	YES	Spanish	Spanish
108160 - Di	455 7th Street	Sergeant of Police (PERS)	1	40	01-AUG-11	YES	Spanish	Spanish
108630 - Ce	455 7th Street	Police Officer (PERS)	1	40	21-APR-14	YES	Spanish	spanish
108630 - Ce	455 7th Street	Police Officer (PERS)	1	40	02-DEC-13	YES	Spanish	Spanish
108630 - Ce	455 7th Street	Sergeant of Police (PERS)	1	40	17-MAY-02	YES	spanish	spanish
102310 - Cr	455 7th Street	Administrative Analyst II	1	37.5	23-OCT-89	YES	Tagalog	
102330 - Ro	455 7th Street	Lieutenant of Police (PER	1	40	12-AUG-99	YES	Tagalog	
102330 - Ro	455 7th Street	Police Officer (PERS)	1	40	22-JUL-02	YES	Tagalog	
102342 - Vi	455 7th Street	Police Officer (PERS)	1	40	09-NOV-15	e YES	tagalog	
103430 - Tr	455 7th Street	Police Records Specialist	1	40	29-AUG-01	NO	Tagalog/Filipino	
103430 - Tr	455 7th Street	Police Records Specialist	1	40	16-OCT-89	NO	Tagalog/Filipino	
108110 - Di	455 7th Street	Police Officer (PERS)	1	40	17-MAY-02	YES	Tagalog/Filipino	
108150 - Di	455 7th Street	Police Officer (PERS)	1	40	22-JUN-15	YES	Tongan	
102310 - Cr	455 7th Street	Police Evidence Technician	40949	40	02-DEC-13	YES	vietnamese	
102320 - Ho	455 7th Street	Lieutenant of Police (PER	46069	40	30-MAY-00	YES	Vietnamese	
102320 - Ho	455 7th Street	Police Officer (PERS)	35050	40	05-JUN-06	YES	vietnamese	
102610 - Cr	455 7th Street	Criminalist II	34617	37.5	08-FEB-20	YES	vietnamese	
108110 - Di	455 7th Street	Police Officer (PERS)	42678	40	04-JAN-99	YES	Vietnamese	
108110 - Di	455 7th Street	Sergeant of Police (PERS)	40346	40	09-NOV-15	YES	vietnamese	
108120 - Di	455 7th Street	Sergeant of Police (PERS)	40918	40	15-MAR-99	YES	Vietnamese	
108120 - Di	455 7th Street	Sergeant of Police (PERS)	46017	40	04-NOV-94	YES	Vietnamese	
108130 - Di	455 7th Street	Police Officer (PERS)	41314	40	25-MAR-13	YES	Vietnamese	
108130 - Di	455 7th Street	Police Officer (PERS)	46190	40	17-SEP-12	YES	vietnamese	
108140 - Di	455 7th Street	Police Officer (PERS)	37346	40	23-FEB-19	YES	vietnamese	

s Alexis	Spanish	Spanish
	Spanish	Spanish

108150 - District 455 7th Street	Police Officer (PERS)	1	40	06-NOV-17
108150 - District 455 7th Street	Police Officer (PERS)	1	40	06-SEP-17
108160 - District 455 7th Street	Police Officer (PERS)	1	40	10-JUL-21
108160 - District 455 7th Street	Police Officer (PERS)	1	40	13-JUL-19
108160 - District 455 7th Street	Police Officer (PERS)	1	40	22-SEP-18



**Oakland Police
Department
May 21, 2024**

Si tiene la vocación para una carrera en el cumplimiento de la ley, estos son los pasos a seguir...

PROCESO DE SELECCIÓN

- Los candidatos a Policía Principiantes deben cumplir cada etapa del proceso. En OPDJOBS.com, tendrá la información útil, actualizada y completa sobre el proceso de selección, talleres disponibles, como solicitar el puesto y mucho más.**
- Examen de aptitud física
 - Examen escrito—POST (puntajes-T de 45 o más que han sido verificados serán exentos del examen)
 - Entrevista oral
 - Evaluación de aptitud psicológica/ antecedentes
 - Trámite posterior al ofrecimiento de Puesto
 - Certificación y asignación

REQUISITOS MÍNIMOS

- 21 años cumplidos al salir de la academia
- Ciudadano de EE.UU. o elegible para serlo
- Sin antecedentes penales
- Certificado de High School/GED
- Licencia de manejo de CA vigente al día de la contratación

APTITUDES DESEADAS:

- Acondicionamiento físico, será examinado en las siguientes áreas...
- Lagartijas
 - Abdominales
 - Levantamientos en barra
 - Carrera de milla y media
- Fortaleza mental - incluye lo siguiente...
- Buena destreza de razonamiento
 - Buena capacidad de comunicación

El Departamento de Policía de

Oakland hace una investigación

a fondo de los antecedentes para

asegurar que sólo los más

calificados sean reclutados. Por

esta razón, los candidatos pueden

ser eliminados en cualquier etapa

del proceso de selección.

CONTÁCTENOS EN:

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Unidad de Reclutamiento y

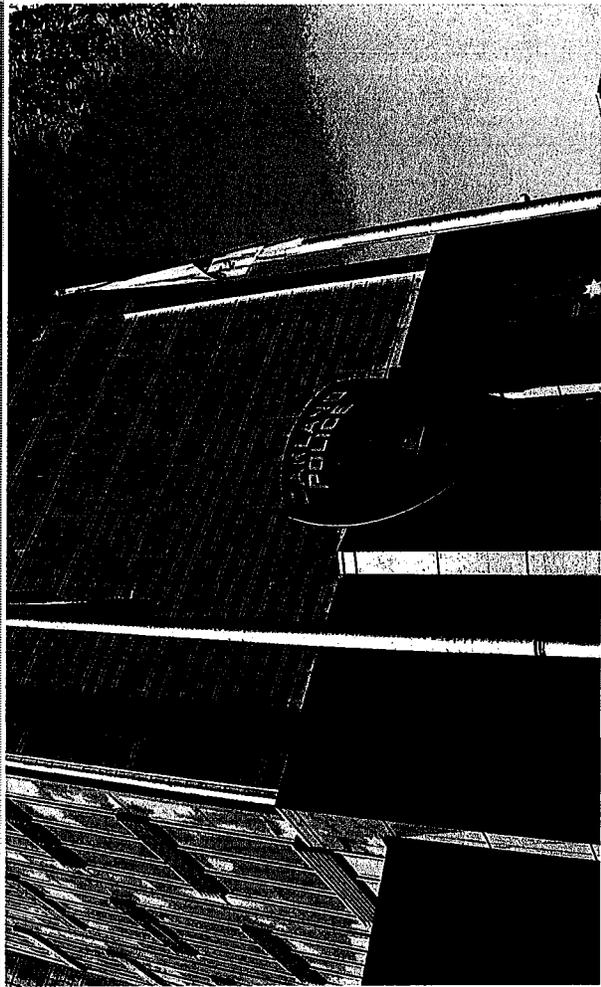
Antecedentes

250 Frank Ogawa

Plaza, Suite D

Oakland, CA 94612

DEPARTAMENTO DE POLICÍA
DE OAKLAND



ES EL DESAFÍO SUPREMO Y LA RECOMPENSA DEFINITIVA.

ES MÁS DE LO QUE PIENSA.

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Participación Comunitaria • Excelentes Prestaciones • Carrera Satisfactoria



¡SÍGANOS EN

TWITTER

警察人員受訓學員必須通過甄選

- 程序。**
- 體能測試
 - OPDJOBS.com網站包括了關於甄選程序、研討會、申請有方式的有用、現行和深入深入的資訊、以及關於甄選程序的更多資訊。
 - 口試
 - 心理/背景適宜性評價
 - 入職後的進程
 - 認證和委任

最低要求

奧克蘭警察會開展全面的背景調查，以確保只有最合格的人士成為雇員。基于這一原因，在選擇進程中必須從任何一點對候選人進行篩選。

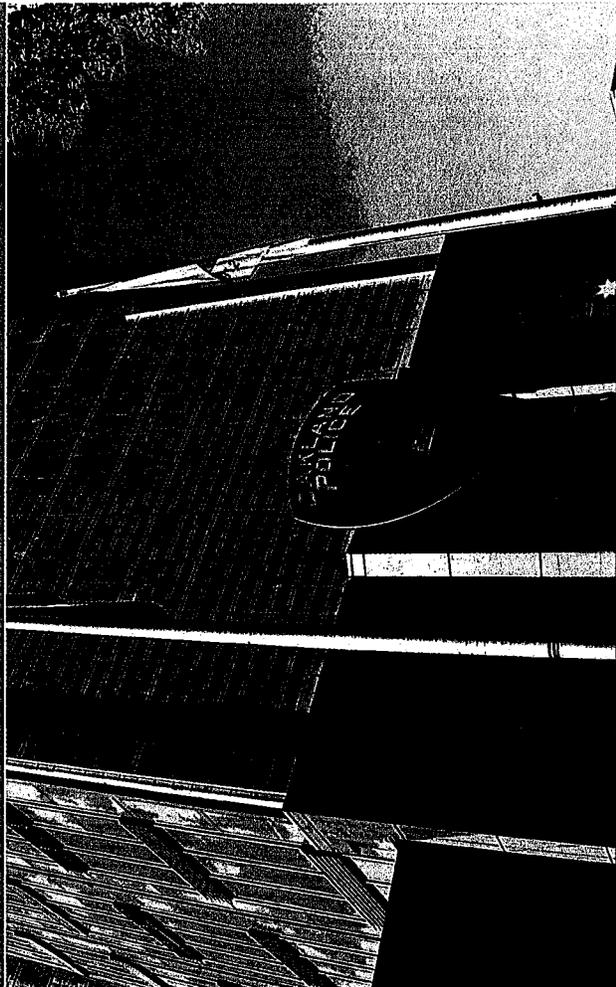
- 21 歲專業畢業
- 美國公民、或者具有美國公民資格
- 沒有重罪定罪
- 高中畢業證書/一般同等文憑
- 截至雇用日期具有有效的駕照

應具有的品質：

強健的體魄 - 你曾被檢測：

- 俯臥撐
 - 仰臥起坐
 - 引體向上
 - 1.5英里的跑步
- 堅強的意志 - 示例包括：
- 良好的推理能力
 - 良好的溝通技巧

選擇進程



這有警務的挑戰、以及絕佳的回報。
這遠遠超過你所想象的。

OPDJOBS.COM
在推特上追蹤我們



招聘和背景部門

加州94612, 奧克蘭
250 Frank Ogawa
廣場, 房間 D

OPDJOBS.COM

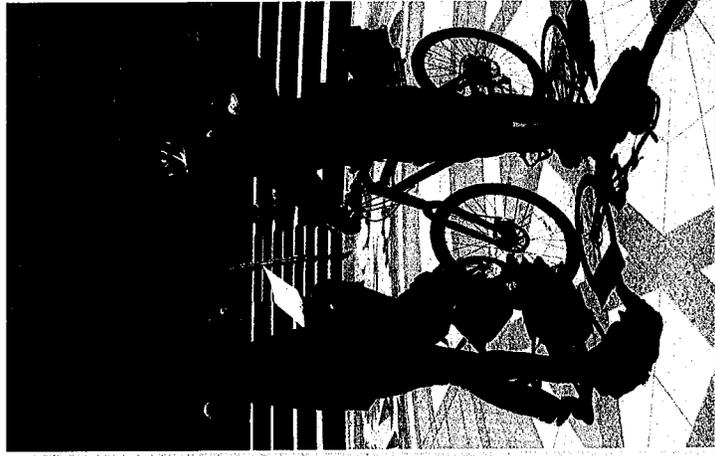
社區參與。絕佳的福利。令人驚意的職業

在推特上追蹤我們



如今的奧克蘭富有活力、處于商業、科技的最前沿、並且正在不斷地發展之中。從奧克蘭灣到丘陵地帶 - 奧克蘭是東灣最大的城市中心、服務超過400,000的人口。這裡有著絕佳的氣氛、數英里長的、豐富的休閒活動、多項、三個專業的運動隊。

奧克蘭的原因、是這座城市，其中就包括、奧克蘭警察署成為重要。



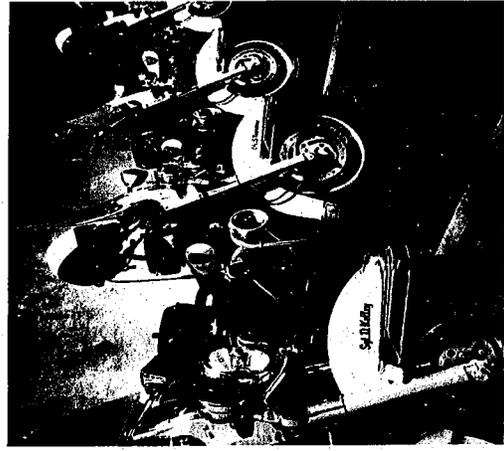
加入奧克蘭警察署可獲得機會。

- 警察通信調度
- 警方證據技術員
- 警方記錄專家
- 法醫技術員
- 警察服務技術員
- 警察學校學生

警察署

奧克蘭警察署對社區治安有著巨大的影響，且非常關注選擇進程、與警察署方面所采用的方法。

警察署通過巡邏、社區警務、企業、家庭、健康及安全。



適合您期望的理想、更有聲望的職業、以及佳的回報。

豐厚的薪水

剛開始時，薪水在全州中是最高的，並且隨著時間的推移，會繼續增加....

- 付費的專業培訓
- 在完成專業培訓之后薪水就會增加
- 6 層級加薪
- 針對具有大學學士的人士提供豐厚的補助
- 為擁有中級和高級 POST 證書人士提供金錢獎勵

優厚的福利

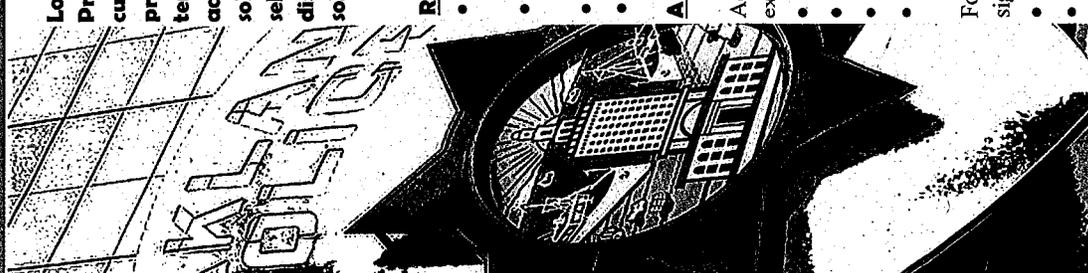
一些福利包括：

- 為你和你家人的家人支付醫療保健和牙醫
- 2.7% @ 57 PERS 退休計劃
- 剛開始每年的假期為 3 周，以後會逐年增加
- 學費補助
- 制服和裝備補貼

社區參與

這是一個參與你的社區、並且在你的社區內發揮領導作用的絕佳機會。奧克蘭警察署是讓你發揮領導作用的理想場所。

Si tiene la vocación para una carrera en el cumplimiento de la ley, estómalo por seguir...



**Los candidatos a Policía
Principiante deben
cumplir cada etapa del
proceso. En OPDJOBS.com,
tendrá la información útil,
actualizada y completa**

**sobre el proceso de
selección, talleres
disponibles, envío de
solicitud y mucho más.**

PROCESO DE SELECCIÓN

- Examen de aptitud física
- Examen escrito - POST (puntajes-T verificados de 45 o más) serán exentos del examen)
- Entrevista oral
- Evaluación de aptitud psicológica/ antecedentes
- Trámite posterior de la vacante
- Certificación y asignación

REQUISITOS MÍNIMOS

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APTITUDES DESEADAS:

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- Abdominales
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- Carrera de milla y media

Fortaleza mental - incluye lo siguiente...

- Buena destreza de razonamiento
- Buena habilidad de Comunicación

El Departamento de Policía de Oakland hace una investigación a fondo de los antecedentes para asegurar que sólo los más calificados sean reclutados. Por esta razón, los candidatos pueden ser eliminados en cualquier etapa del proceso de selección.

CONTÁCTANOS EN:

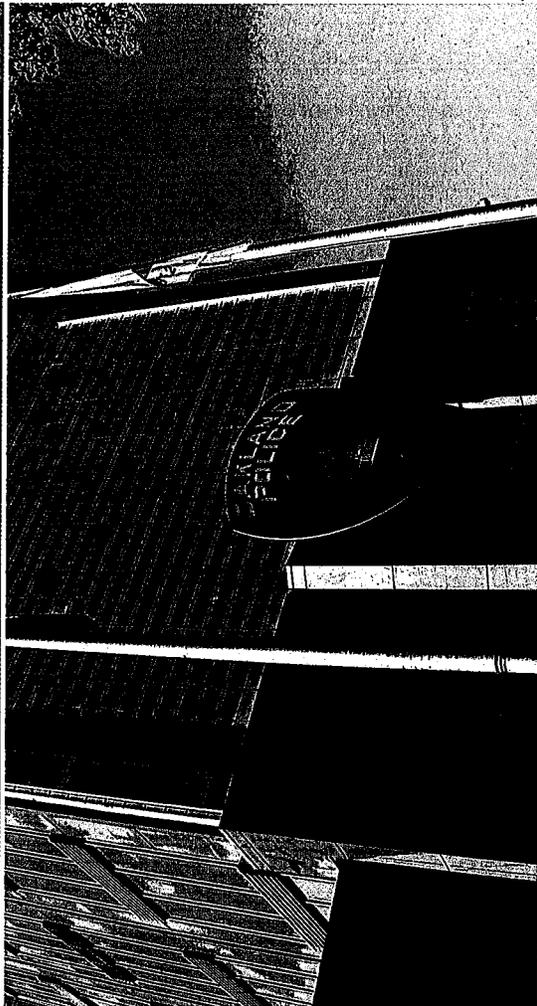
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@OPDJobs**

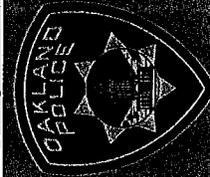
**Unidad de Reclutamiento
y Antecedentes**

**250 Frank Ogawa
Plaza, Suite D
Oakland, CA 94612**

DEPARTAMENTO DE POLICIA DE OAKLAND



ES EL DESAFÍO SUPREMO Y LA RECOMPENSA DEFINITIVA.
ES MÁS DE LO QUE PIENSA.



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Participación Comunitaria o Excepciones Específicas • Carrera Administrativa

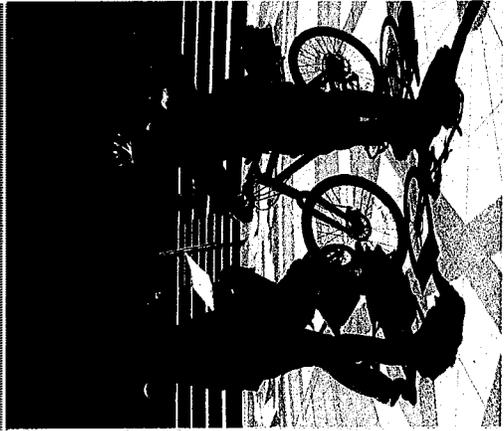
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ES MÁS DE LO QUE PIENSA.

**EL DEPARTAMENTO DE POLICIA DE OAKLAND
SE TRATA DE SER LIBRE Y DIFERENCIABLE.**



Este y sirve a una población de 300 ciudadanos. Con buen clima, costas, gran cantidad de actividades recreativas, comunidades diversas, y tres importantes de deporte profesional, ¡Oakland!

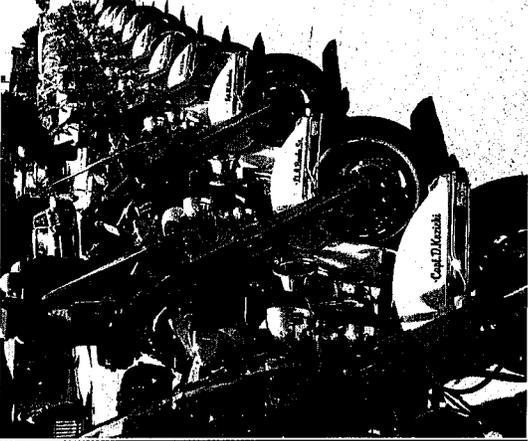
de Oakland de llegar a ser en los EE.UU. incluye la mejor ciudad pública, con el Depto. de Pol.

EL DEPARTAMENTO

El Departamento de Policía de Oakland en la vigilancia comunitaria y es seriamente el modelo en el proceso de selección, capacitación en APT, y estrategias de asignación.

Los Oficiales inician su trabajo en empresas y demuestran pública en pro de la

Visite www.oaklandpolice.org



**ES UNA ENCOMIENDA MÁS ELEVADA.
EL DESAFÍO SUPREMO Y LA RECOMPENSA DEFINITIVA.**

OTROS

Unirse a un equipo profesional y de departamento de policía en la comunidad en el Departamento de Oakland.

- Coordinador de Comunicaciones Policiales
- Técnico en Evidencias Policiales
- Especialista en Expedientes Policiales
- Técnico Forense
- Técnico en Servicios Policiales
- Cadete de Policía

BUEN SALARIO

Los salarios iniciales están entre los más altos del Estado, y aumentan con la permanencia en el empleo...

- Entrenamiento en academia con sueldo
- Aumento de sueldo al salir de la Academia
- 6 etapas con aumento de sueldo
- Prestaciones base lucrativas para titulados universitarios
- Incentivos económicos para certificados POST intermedios y avanzados

EXCELENTE BENEFICIOS

Algunos de los beneficios incluyen:

- Atención médica y dental pagadas para usted y su familia
- Plan de retiro PERS 2.7% @ 57
- Periodo de vacaciones inicial de 3 semanas al año, y aumenta con la antigüedad
- Reembolso en colegiaturas
- Dotación de uniformes y equipo

PARTICIPACIÓN COMUNITARIA

No hay mejor manera de participar en su comunidad que asumir un papel de liderazgo dentro de ella. El Departamento de Policía de Oakland es un lugar ideal para asumir tal liderazgo.



如果你想要更詳盡的職位，請多照以下申請...

警察人員受訓學員必須通過甄選程序的每個階段。

OPDJOBS.COM網站包括了關於甄選程序、研討會、申請方式的有用現行和深入深資訊以及關於甄選程序的更多資訊。

甄選程序

- 體能測試
- 筆試 - POST 複選題 (核實 T 分數為 45或以上可免考)
- 口試
- 心理/背景適宜性評價
- 入職後的程序
- 認證和委任

最低要求

奧克蘭警察局會開展全面的背景調查，以確保只有最合格的人士成為雇員。基於這個原因，候選人有可能在任何一个環節被篩選出來。

- 畢業時年滿21歲
- 為美國公民、或者具有申請美國公民資格者
- 無犯罪記錄
- 高中畢業證書/一般同等文憑
- 持有有效駕駛執照

具備如下特質：

甄選的體操 - 測試項目如下：

- 伏地挺身
- 仰臥起坐
- 引體向上 (拉單槓)
- 1.5英里跑步測試

甄選的意志 - 例子有：

- 良好的推理能力
- 良好的溝通技巧



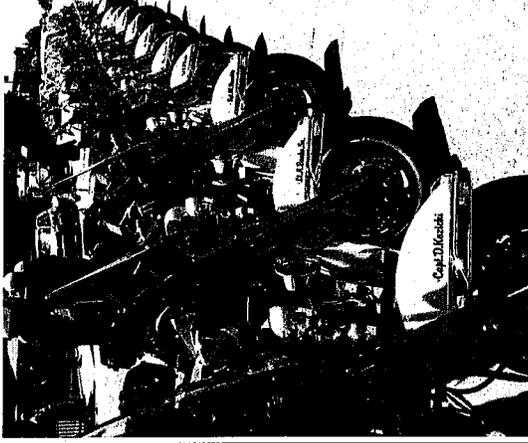
奧克蘭警員



奧克蘭警察局名譽的區級
警察和警察

OPDJOBS.COM
奧克蘭警察局 - 令人驚嘆的
在Twitter上追蹤我們
eOPDJobs

您通過此處所獲的。

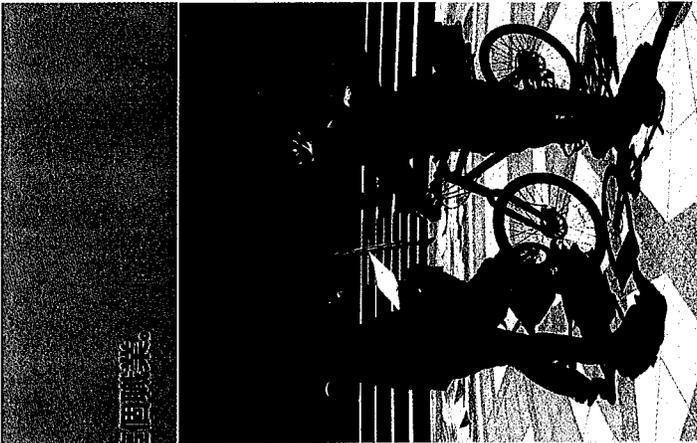


警察局

奧克蘭警察局對社區治安抱持極大的信心，並且非常重視法律與程序，以及部署策略方面所採用的方法。

警員要透過巡邏和開展工作，他們與社區保持緊密合作，以確保公眾安全。以及透過網頁 OPDJOBS.COM 了解更多詳情。

讓我們一起為社區服務，
提供您應有的回報和最佳的生活。

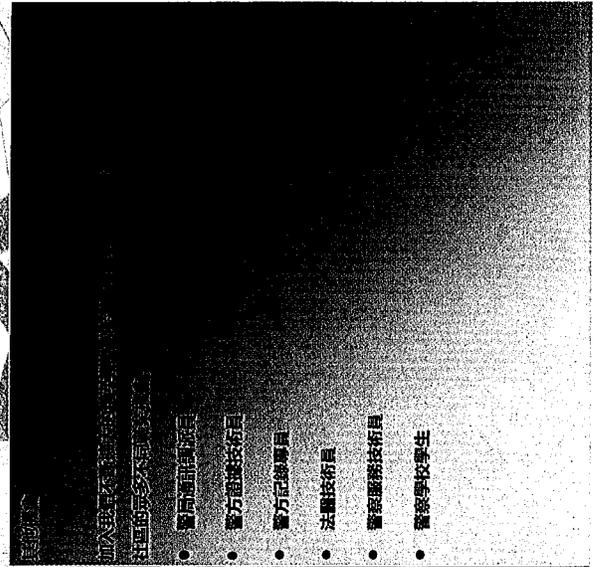


奧克蘭警察局

在這裡你會是一個領導者，並且會愛這個職業。

奧克蘭警察局是美國最安全、最專業、最現代的警察局之一。

我們提供一個現代化的美國城市，其包括促進公眾安全、以及為警隊這一職業的基礎。



- 加入奧克蘭警察局，您將獲得許多福利。
- 警局通訊訓練班
- 警方超過35名行員
- 警方配飾專員
- 法醫技術員
- 警隊服務技術員
- 警察學校學生

優厚的薪水

起薪點是全加州最高之一，之後隨時間增加....

- 受薪的專業培訓
- 完成培訓後薪水會增加
- 4級加薪制度
- 提供大學學士層級的補助
- 為擁有中級和高級 post 證書人士提供金錢獎勵
- 任職 7 年後提供年資加薪

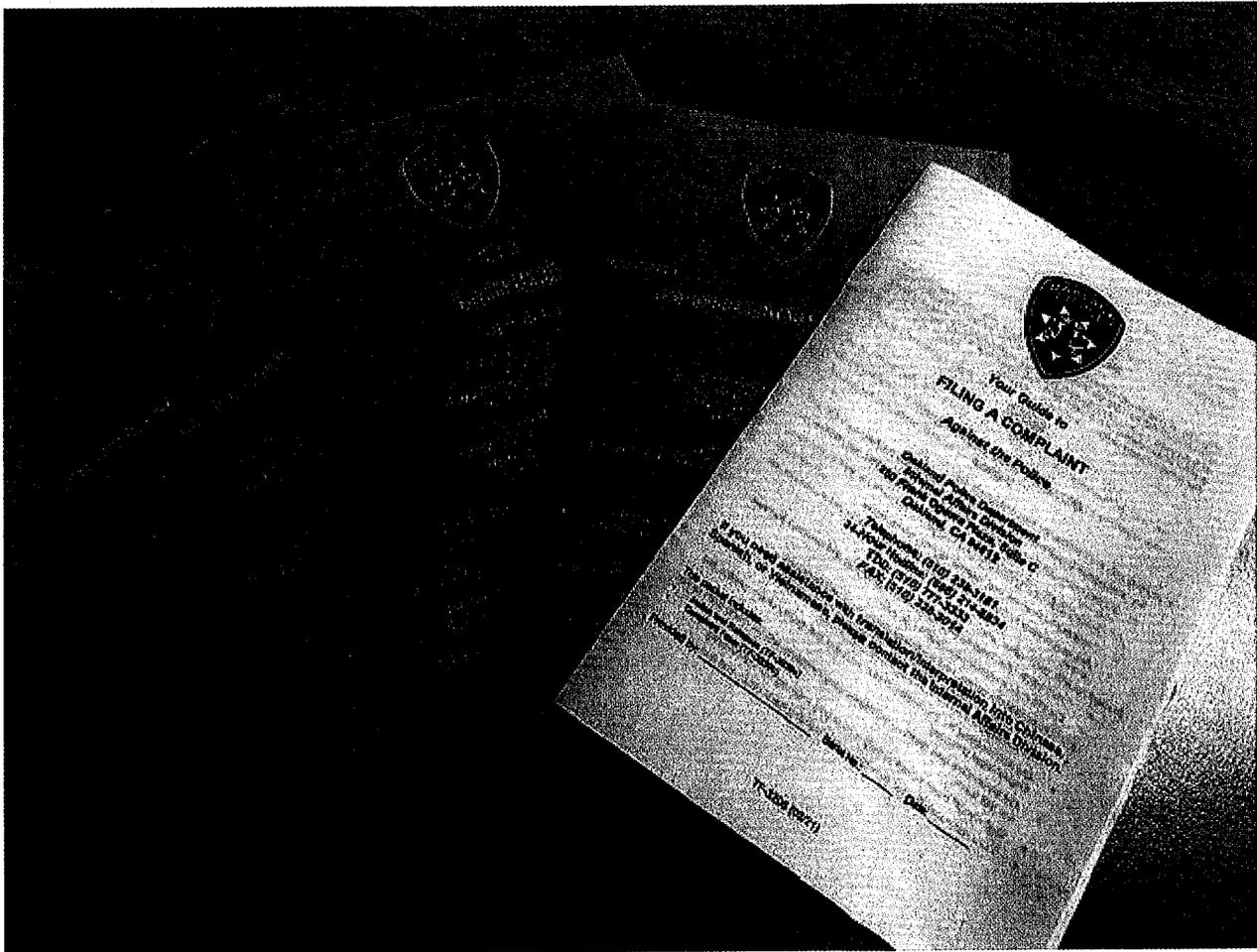
優厚的福利

一些福利包括：

- 為你和你家人支付醫療保險和牙醫
- 2% @ 57 PBO 退休計劃
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社區參與

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Department Name:
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

I, Jamie Turbak, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Oakland Public Library was submitted on 6/5/24.

JTurbak

Director Signature

Jamie Turbak
Type Name

Department Name:
Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: **Oakland Public Library**

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Jamie Turbak	Tabitha Pulliam	Tabitha Pulliam
Title	Director	Administrative Services Manager	Administrative Services Manager
Address	125 14 th Street Oakland, CA 94612	125 14 th Street Oakland CA, 94612	125 14 th Street Oakland, CA 94612
Phone#	510-238-6610	510-238-6595	510-238-6595
Email	JTurbak@oaklandlibrary.org	TPulliam@oaklandlibrary.org	Tpulliam@oaklandlibrary.org

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	305.85		New Hires	61	
Public Contact Positions (PCP)	282.85	100%	New PCP Hires	61	100%
PCP With Spanish Language Skill	65.65	23.21 %	New PCP Hires with SP Skill	5	8.19 %
PCP With Chinese Language Skill	27.34	9.66 %	New PCP Hires with CH Skill	1	1.6 %

Table 2B. Language Selective Certification Hiring	
Any selective certification in language required for recruitment this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Job Title: Librarian I (Cantonese) – Asian Branch	Outcome
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input checked="" type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
	<input type="checkbox"/> Hired-SP <input type="checkbox"/> Hired-CH <input type="checkbox"/> In Progress/Other*
This recruitment is open and active.	

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

Department Name:
Fiscal Year: FY2023-2024

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below.	
	Language Goal FTE	Actual FTE
Super PCP Unit: Main Branch <ul style="list-style-type: none"> • Department Operations (61121) • Administrative Unit (61211) • Automation – (61131) • Director Unit (61111) • Acquisitions (61135) • Youth Services (61132) • Main Library Administration (61221) • Art/History/Literature (61213) • Magazines & Newspapers (61235) • Science, Business & Technology (61236) • Children's Room (61237) • Circulation/Automation (61243) 	SP= 10 CH = 10	SP= 17 CH = 16
Super PCP Unit: Asian Branch (61341)	SP= 0 CH = 3	SP= 0 CH = 6
Super PCP Unit: Cesar Chavez/Latin American Branch (61345)	SP= 5 CH = 0	SP= 8 CH = 1

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

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

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

Department Name:
Fiscal Year: FY2023-2024

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

Table 6. Analysis by Community Based Service Locations				PCP	SP		CH	
Facility Name	Address	Zip Code	Phone #	#FTE	#FTE	%	#FTE	%
Main Library (Includes On-Call, Teen & Children’s Svc, Book Mobile, Branch Admin)	125 14 th Street	94612	VARIOUS	194.27	17		16	
Cesar Chavez	3301 East 12 th Street #271	94601	535-5620	9.97	8		1	
Melrose	4805 Foothill Blvd	94601	535-5623	5	4		0	
Dimond	3565 Fruitvale Avenue	94602	482-7844	10.6	1		0	
Brookfield	9255 Edes Avenue	94603	615-5725	3.80	1		2	
Eastmont	7200 Bancroft Ave #211	94605	615-5726	5.60	2		0	
African American Museum	659 14th Street	94607	637-0200	5.00	0		0	
Asian	388 9th Street #190	94607	238-3400	9.80	0		6	
West Oakland	1801 Adeline Street	94607	238-7352	4.60	2		0	
Golden Gate	5606 San Pablo	94608	597-5023	4.60	1		1	
Temescal	5208 Telegraph Avenue	94609	597-5049	7.4	1		0	
Lakeview	550 El Embarcadero	94610	238-7344	5.2	3		0	
Montclair	1687 Mountain Blvd	94611	482-7810	5.6	0		0	
Piedmont	80 Echo Avenue	94611	597-5011	4.8	1		0	
Rockridge	5366 College Avenue	94618	597-5017	12.2	0		0	
81st Avenue	1021 81st Avenue	94621	615-5812	12.80	7		0	
Elmhurst	1427 88th Avenue	94621	615-5869	4.60	1		0	
Martin Luther King Jr.	6833 International Blvd	94621	615-5728	5.60	5		0	

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

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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: **Oakland Public Library**

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
305.85	282.85	31.11	65.65 (FTE)	Yes	14.14	27.34 (FTE)	Yes

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

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

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

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

Many of our library recruitments were restricted to existing City of Oakland and Oakland Port employees in FY 2023-2024; however, any recruitment that is open to the general public is advertised in local Oakland newspapers which reach many of the diverse demographics within the City of Oakland, thus we reach more qualified bilingual applicants. Additionally, OPL recruitments have specific language included in the job announcement which encourages bilingual applicants to apply.

For recruitments that are open to the general public, OPL sends job announcements to various library listservs and library schools, which have been established to provide information to library paraprofessionals and professionals from various cultural/ethnic populations. The library also posts a summary of City of Oakland job opportunities every week at the Main branch.

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

Over the 2023-2024 fiscal year the Oakland Public Library has had the following successes in the provision of services to our LES populations:

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- *Currently maintaining 122 employees throughout the library system who are bilingual in Cambodian, Chinese (Cantonese and Mandarin), Japanese, Korean, Spanish, and Vietnamese.*
 - *122 bilingual employees in public contact positions (including TPT staff)*
 - *1 is bilingual in Cambodian*
 - *1 is bilingual in Korean*
 - *35 are bilingual in Chinese (including TPT staff)*
 - *80 are bilingual in Spanish (including TPT staff)*
 - *4 are bilingual in Vietnamese*
- *3 bilingual employees in non-public contact positions*
 - *3 are bilingual in Chinese*
- *Use of language ribbons to identify public contact staff who can offer assistance in a threshold or other (e.g., Vietnamese) language.*
- *Use of standardized city-approved oral interpretation language and disability accommodations language for programs, public meetings, and agenda communications.*
- *Dedicated Library employees to streamline and handle system-wide written translations such as system-wide program flyers for Adult, Teen, and Children's summer reading program, Teen passport program; holiday closure signs; worker's rights signage; computer issues (wi-fi down, internet out of service) notification for patrons in Spanish and Chinese languages.*
- *Translated documents and public announcements in Chinese and Spanish for library patrons. Expanded our Multi-Language Collection to make it more accessible with new signage and new books available in Arabic, Amharic, Farsi, French, Hindi, Hmong, Khmer, Lao, Punjabi, Spanish, Tagalog, Thai, and Tigrinya.*
- *Offered Children's bilingual programs with various performers for Summer Reading programs.*
- *Maintain Voicemail Message translations in threshold languages at all our locations during holiday closures and closed hours, updated as needed.*
- *Implementation of a rapid response team to assess options such as surveying and changing/increasing our available programs to immigrant communities.*
- *System-wide and branch-specific notices posted on public website translated into threshold languages*

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

Second Start Adult Literacy

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

Best Practices

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

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

B. Translation of Written Vital Documents Assessment

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

Location of notices		
Library Branches	Address	Zip Code
Main Library	125 14 th Street	94612
Cesar Chavez	3301 East 12 th Street #271	94601
Melrose	4805 Foothill Blvd	94601
Dimond	3565 Fruitvale Avenue	94602
Brookfield	9255 Edes Avenue	94603
Eastmont	7200 Bancroft Ave #211	94605
African American Museum	659 14th Street	94607
Asian	388 9th Street #190	94607
West Oakland	1801 Adeline Street	94607
Golden Gate	5606 San Pablo	94608
Temescal	5208 Telegraph Avenue	94609
Lakeview	550 El Embarcadero	94610
Montclair	1687 Mountain Blvd	94611
Piedmont	80 Echo Avenue	94611
Rockridge	5366 College Avenue	94618
81st Avenue	1021 81st Avenue	94621
Elmhurst	1427 88th Avenue	94621
Martin Luther King Jr.	6833 International Blvd	94621

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

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

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

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

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

C. Multilingual Telephone Messages Assessment

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

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

D. Assessment of Department Communication with LES Populations

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

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

- *rotating book displays in established multi-language areas*
- *bilingual staff engaging with LES patrons when they enter the branch or approach service points*
- *building bilingual book displays*
- *moving multi-language sections in prominent spaces*
- *providing popular magazines in Spanish*
- *put up multi-language fliers, events, etc. on branch bulletin boards*
- *advertise conversation clubs at branches where relevant*
- *utilize interpretation services when appropriate*

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- *display interpretation services information at service points such as information and reference desk and post larger posters to advertise these services*
- *interfiling Spanish Children's books with English ones*
- *building bilingual displays on inter-cultural holidays such as Day of the Dead display alongside books in Spanish*
- *hold monthly Spanish translation meetings*
- *translating library wide materials into the threshold languages and making each translated version available at all locations (e.g., summer reading event calendar, summer lunch program, welcome to the library brochures, and more)*
- *Children's Services hosts multiple bilingual class visits at local elementary schools*
- *added translation print brochures and guides in Chinese and Spanish for our expanded seed library program*
- *OPL website now included a Google Translate button on the homepage footer to help patrons access information*
- *Updated our accessibility page and monthly calendars to include the most recent accessibility languages from the Equal Access Office*

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

No language access complaints this year

E. Action Plan

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

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

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

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

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each of our library locations to provide service to our patrons, and in instances where we may not have a qualified bilingual employee, we utilize the City's Language Line Solutions resource.

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

ORGANIZATION	LOCATION	JOB_CLASS	HIRE_DATE	NEW HIR	PCP_PC	PCP_LANG
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	29-OCT-11		YES	Cambodian
61111 - Director Unit	125 - 14th St	Project Manager	04-JUN-01		NO	Chinese
61121 - Departmental Operation Unit	125 - 14th St	Payroll Personnel Clerk III	22-JUN-13		NO	Chinese
61131 - Automation	125 - 14th St	Business Analyst IV	22-DEC-01		NO	Chinese
61131 - Automation	125 - 14th St	Business Analyst II	11-AUG-07		NO	Chinese
61131 - Automation	125 - 14th St	Library Assistant, Senior	07-FEB-09		NO	Chinese
61132 - Children Services/Youth Room	125 - 14th St	Librarian II, PT	21-JUN-82		YES	Chinese
61132 - Children Services/Youth Room	125 - 14th St	Library Assistant, PPT	06-DEC-03		YES	Chinese
61132 - Children Services/Youth Room	125 - 14th St	Library Assistant, PT	02-SEP-00		YES	Chinese
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	01-DEC-86		YES	Chinese
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	02-JUN-18		YES	Chinese
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	27-JAN-18		YES	Chinese
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	29-OCT-11		YES	Chinese
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	13-NOV-21		YES	Chinese
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	19-MAY-18		YES	Chinese
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	07-AUG-21		YES	Chinese
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	15-SEP-01		YES	Chinese
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	01-JUL-95		YES	Chinese
61236 - Science Business and Sociology	125 - 14th St	Librarian II, PPT	22-APR-06		YES	Chinese
61237 - Childrens Room	125 - 14th St	Library Aide, PPT	13-NOV-21		YES	Chinese
61237 - Childrens Room	125 - 14th St	Library Aide	13-NOV-21		YES	Chinese
61237 - Childrens Room	125 - 14th St	Library Assistant	30-OCT-89		YES	Chinese
61237 - Childrens Room	125 - 14th St	Library Assistant, PPT	03-NOV-07		YES	Chinese
61243 - Circulation/Automation	125 - 14th St	Library Aide, PPT	28-NOV-20		YES	Chinese
61243 - Circulation/Automation	125 - 14th St	Library Assistant	26-MAR-16		YES	Chinese
61321 - Support Services Unit	125 - 14th St	Library Assistant	22-SEP-07		YES	Chinese
61331 - Brookfield Village Branch	9255 Edes Ave	Library Assistant, PPT	31-AUG-13		YES	Chinese
61331 - Brookfield Village Branch	9255 Edes Ave	Library Assistant	25-JUN-90		YES	Chinese
61341 - Asian Branch	388 9th Street	Librarian II	28-AUG-04		YES	Chinese
61341 - Asian Branch	388 9th Street	Librarian, Senior	19-FEB-11		YES	Chinese
61341 - Asian Branch	388 9th Street	Library Assistant, Senior	13-JUN-88		YES	Chinese
61341 - Asian Branch	550 - El Embarcadero	Library Aide, PPT	22-NOV-14		YES	Chinese
61341 - Asian Branch	388 9th Street	Library Assistant	08-APR-95		YES	Chinese
61341 - Asian Branch	388 9th Street	Librarian I	03-FEB-24	YES	YES	Chinese
61343 - Golden Gate Branch	5606 San Pablo Ave	Library Aide, PPT	05-JUN-04		YES	Chinese
61345 - Latin American Branch	125 14th Street	Library Assistant	09-JAN-10		YES	Chinese
61211 - Administrative Unit	125 - 14th St	Librarian, Supervising	22-JUN-13		YES	Japanese
61341 - Asian Branch	388 9th Street	Library Assistant	28-FEB-15		YES	Korean
61132 - Children Services/Youth Room	125 - 14th St	Library Assistant	07-JUL-01		YES	Spanish
61135 - Acquisitions	125 - 14th St	Library Assistant, Senior	28-JUN-08		YES	Spanish
61135 - Acquisitions	125 - 14th St	Library Aide	02-AUG-93		YES	Spanish
61135 - Acquisitions	125 - 14th St	Library Aide, PPT	16-OCT-21		YES	Spanish
61211 - Administrative Unit	125 - 14th St	Librarian, Supervising	17-JAN-04		YES	Spanish
61211 - Administrative Unit	5366 College Ave	Library Assistant	05-AUG-00		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	28-NOV-20		YES	Spanish

61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	07-JAN-23		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JAN-22		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JAN-22		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	22-JAN-11		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	01-DEC-18		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	30-JUN-18		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	07-JAN-23		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	13-NOV-21		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	07-JAN-23		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	24-AUG-19		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	26-MAR-16		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	23-FEB-19		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Librarian I, PPT	11-DEC-21		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	13-NOV-21		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	28-NOV-20		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	07-JAN-23		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	03-JUN-17		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	07-JAN-23		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	23-FEB-19		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	08-NOV-14		YES	Spanish
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES	Spanish
61236 - Science Business and Sociology	125 - 14th St	Librarian, Senior	21-NOV-15		YES	Spanish
61237 - Childrens Room	125 - 14th St	Librarian II	16-APR-11		YES	Spanish
61237 - Childrens Room	125 - 14th St	Librarian I, PPT	22-FEB-20		YES	Spanish
61243 - Circulation/Automation	125 - 14th St	Library Aide, PPT	13-NOV-21		YES	Spanish
61243 - Circulation/Automation	125 - 14th St	Library Assistant, Senior	26-FEB-94		YES	Spanish
61243 - Circulation/Automation	125 - 14th St	Library Assistant	16-MAY-09		YES	Spanish
61243 - Circulation/Automation	125 - 14th St	Library Aide, PPT	05-NOV-94		YES	Spanish
61313 - Childrens Services/Youth	125 - 14th St	Librarian II	29-OCT-11		YES	Spanish
61313 - Childrens Services/Youth	125 - 14th St	Library Aide	23-FEB-19		YES	Spanish
61321 - Support Services Unit	125 - 14th St	Librarian I	01-DEC-18		YES	Spanish
61321 - Support Services Unit	125 - 14th St	Library Assistant	22-SEP-07		YES	Spanish
61331 - Brookfield Village Branch	125 - 14th St	Library Aide, PPT	08-JAN-22		YES	Spanish
61332 - Dimond Branch	1801 Adeline St	Library Assistant	31-AUG-13		YES	Spanish
61333 - Eastmont Branch	EASTMONT TOWN CENTER	Library Assistant	30-AUG-03		YES	Spanish
61333 - Eastmont Branch	7200 Bancroft	Library Assistant, Senior	12-JUN-99		YES	Spanish
61334 - Elmhurst Branch	1427 88th Ave	Library Assistant	20-JUN-15		YES	Spanish
61335 - M.L. King Jr. Branch	6833 International Blvd	Librarian I	20-JUN-15		YES	Spanish
61335 - M.L. King Jr. Branch	6833 International Blvd	Library Assistant	03-JUN-17		YES	Spanish
61335 - M.L. King Jr. Branch	6833 International Blvd	Library Assistant, PPT	16-OCT-21		YES	Spanish
61335 - M.L. King Jr. Branch	6833 International Blvd	Library Aide, PPT	16-OCT-21		YES	Spanish
61335 - M.L. King Jr. Branch	6833 International Blvd	Library Aide, PPT	13-NOV-21		YES	Spanish
61338 - Temescal Branch	125 14th Street	Library Assistant	23-FEB-19		YES	Spanish
61339 - District I Administration	125 - 14th St	Librarian II	26-APR-14		YES	Spanish

61339 - District I Administration	125 - 14th St	Librarian, Senior	02-APR-22	YES	Spanish
61339 - District I Administration	125 - 14th St	Library Assistant, Senior	26-APR-14	YES	Spanish
61339 - District I Administration	125 - 14th St	Library Assistant	22-SEP-07	YES	Spanish
61339 - District I Administration	125 - 14th St	Library Assistant, PPT	23-FEB-19	YES	Spanish
61342 - Bookmobile	125 - 14th St	Library Assistant, Senior	04-NOV-06	YES	Spanish
61342 - Bookmobile	1801 Adeline St	Library Assistant, Senior	26-MAR-05	YES	Spanish
61343 - Golden Gate Branch	5606 San Pablo Ave	Library Assistant	26-JUL-08	YES	Spanish
61344 - Lakeview Branch	550 - El Embarcadero	Library Aide	23-FEB-19	YES	Spanish
61344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PPT	07-AUG-21	YES	Spanish
61344 - Lakeview Branch	550 - El Embarcadero	Library Assistant	09-JAN-10	YES	Spanish
61345 - Latin American Branch	125 14th Street	Library Assistant, Senior	25-NOV-91	YES	Spanish
61345 - Latin American Branch	125 14th Street	Library Assistant, PT	14-JAN-06	YES	Spanish
61345 - Latin American Branch	3565 Fruitvale Ave	Librarian II	07-AUG-21	YES	Spanish
61345 - Latin American Branch	125 - 14th St	Librarian I	03-FEB-24	YES	Spanish
61345 - Latin American Branch	125 14th Street	Library Aide	03-JUN-17	YES	Spanish
61345 - Latin American Branch	150 Frank H. Ogawa Plaza	Librarian, Senior	06-JUN-05	YES	Spanish
61345 - Latin American Branch	125 14th Street	Library Aide, PPT	08-NOV-14	YES	Spanish
61345 - Latin American Branch	125 14th Street	Library Assistant, PPT	03-JUN-17	YES	Spanish
61346 - Melrose Branch	4805 Foothill Blvd	Librarian II	22-SEP-18	YES	Spanish
61346 - Melrose Branch	4805 Foothill Blvd	Library Aide	26-APR-14	YES	Spanish
61346 - Melrose Branch	4805 Foothill Blvd	Library Assistant	09-NOV-02	YES	Spanish
61346 - Melrose Branch	4805 Foothill Blvd	Library Aide, PPT	20-JUN-15	YES	Spanish
61346 - Melrose Branch	4805 Foothill Blvd	Library Aide, PT	06-MAR-99	YES	Spanish
61347 - Piedmont Branch	125 - 14th St	Library Assistant, PPT	17-MAR-03	YES	Spanish
61348 - West Oakland Branch	1801 Adeline St	Library Assistant	23-FEB-19	YES	Spanish
61348 - West Oakland Branch	1801 Adeline St	Library Aide	16-OCT-21	YES	Spanish
61121 - Departmental Operation Unit	125 - 14th St	Accountant III	24-AUG-98	NO	Vietnamese
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	29-OCT-11	YES	Vietnamese
61337 - Rockridge Branch	5366 College Ave	Library Aide	20-JUN-15	YES	Vietnamese
61341 - Asian Branch	388 9th Street	Library Aide	20-JUN-15	YES	Vietnamese
61111 - Director Unit	125 - 14th St	Program Analyst III	24-JUN-23	NO	
61111 - Director Unit	125 - 14th St	Capital Imp Proj Coord, Asst	17-AUG-15	NO	
61111 - Director Unit	125 - 14th St	Executive Assistant to the Direc	31-JUL-17	NO	
61111 - Director Unit	125 - 14th St	Project Manager	30-DEC-91	NO	
61111 - Director Unit	125 - 14th St	Director of Library Services	15-APR-00	NO	
61121 - Departmental Operation Unit	125 - 14th St	Library Assistant	01-DEC-18	YES	
61121 - Departmental Operation Unit	125 - 14th St	Library Aide, PPT	26-MAR-16	YES	
61121 - Departmental Operation Unit	125 - 14th St	Account Clerk III	25-AUG-07	NO	
61121 - Departmental Operation Unit	125 - 14th St	Program Analyst II	15-SEP-12	NO	
61121 - Departmental Operation Unit	125 - 14th St	Account Clerk III	23-FEB-19	NO	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	20-JUL-12	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	05-MAY-18	YES	
61121 - Departmental Operation Unit	125 - 14th St	Administrative Services Manag	19-JAN-10	NO	
61121 - Departmental Operation Unit	125 - 14th St	Administrative Services Manag	24-OCT-16	NO	
61121 - Departmental Operation Unit	125 - 14th St	Library Aide	30-JUL-05	YES	
61121 - Departmental Operation Unit	1801 Adeline St	Library Aide	16-OCT-21	YES	
61121 - Departmental Operation Unit	125 - 14th St	Museum Guard, PT	05-MAY-18	YES	

61132 - Children Services/Youth Room	125 - 14th St	Library Aide	01-NOV-86		YES
61132 - Children Services/Youth Room	125 - 14th St	Library Aide	06-MAY-95		YES
61132 - Children Services/Youth Room	125 - 14th St	Office Assistant II	31-OCT-87		YES
61132 - Children Services/Youth Room	125 - 14th St	Library Assistant	09-JAN-89		YES
61132 - Children Services/Youth Room	125 14th Street	Librarian I, PPT	18-AUG-12		YES
61132 - Children Services/Youth Room	125 - 14th St	Library Aide	11-AUG-07		YES
61133 - Community Relations	125 - 14th St	Graphic Design Specialist	10-DEC-22		YES
61133 - Community Relations	125 - 14th St	Program Analyst III	04-MAR-23		YES
61133 - Community Relations	125 - 14th St	Librarian II	11-APR-22		YES
61133 - Community Relations	125 - 14th St	Library Assistant, PPT	16-OCT-21		YES
61135 - Acquisitions	125 - 14th St	Library Assistant	20-APR-96		YES
61135 - Acquisitions	125 - 14th St	Librarian, Senior	21-SEP-96		YES
61135 - Acquisitions	125 - 14th St	Office Assistant I	15-SEP-80		NO
61211 - Administrative Unit	125 - 14th St	Library Assistant, Senior	09-JAN-10		YES
61211 - Administrative Unit	125 - 14th St	Librarian, Supervising	11-DEC-10		YES
61211 - Administrative Unit	125 - 14th St	Associate Director, Library Serv	02-JAN-97		NO
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	13-NOV-21		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	23-FEB-19		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	09-NOV-91		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	28-NOV-20		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	18-FEB-23		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	18-FEB-23		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	29-OCT-11		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JAN-22		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	10-DEC-22		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	10-DEC-22		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	11-DEC-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	13-NOV-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	28-NOV-20		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	25-AUG-07		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	02-SEP-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	07-AUG-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	28-NOV-20		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	04-FEB-23		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	13-NOV-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	11-DEC-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JAN-22		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	17-SEP-22		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-OCT-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	23-FEB-19		YES

61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	07-FEB-98		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	07-JAN-23		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	27-APR-13		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	13-NOV-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	28-NOV-20		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-OCT-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	08-JAN-22		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	06-APR-96		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	30-DEC-06		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	09-JUN-12		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	01-DEC-18		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	16-APR-11		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	26-MAR-16		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	11-DEC-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	07-JAN-23		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	16-APR-22		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	07-JAN-23		YES
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	13-NOV-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	28-NOV-20		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	03-JUN-17		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	05-AUG-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	05-AUG-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	11-DEC-21		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	11-DEC-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	15-SEP-12		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JAN-22		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	13-APR-24	YES	YES
61212 - On-Call Public Services	1 Frank Ogawa Plaza	Library Aide, PT	08-JUL-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	29-APR-23		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	07-JAN-23		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	07-DEC-15		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-OCT-21		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	17-SEP-22		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	21-JUL-01		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES

61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	13-NOV-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	02-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	07-AUG-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	13-NOV-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	28-AUG-04		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-OCT-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	07-JAN-23		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	13-NOV-21		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	11-DEC-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	07-JAN-23		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	07-JAN-23		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	13-MAY-23		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	05-FEB-22		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	07-JAN-23		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	07-JAN-23		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	27-JAN-18		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	24-AUG-19		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	13-NOV-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	28-NOV-20		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	07-AUG-21		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	13-APR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-OCT-21		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	16-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JAN-22		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	23-FEB-19		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	03-JUN-17		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	05-AUG-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	01-DEC-18		YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	29-APR-23		YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JUL-23	YES	YES
61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	02-MAR-24	YES	YES
61212 - On-Call Public Services	125 - 14th St	Library Aide, PT	08-JAN-22		YES

61213 - Literacy	125 - 14th St	Librarian II	18-APR-20		YES
61213 - Literacy	125 - 14th St	Library Assistant	27-JAN-18		NO
61235 - Magazines and Newspapers	125 - 14th St	Librarian I	05-AUG-23	YES	YES
61235 - Magazines and Newspapers	125 - 14th St	Library Assistant, PPT	24-OCT-83		YES
61235 - Magazines and Newspapers	125 - 14th St	Librarian II	18-JAN-14		YES
61236 - Science Business and Sociology	125 - 14th St	Librarian, Senior	27-MAY-00		YES
61236 - Science Business and Sociology	125 - 14th St	Librarian I	29-OCT-11		YES
61236 - Science Business and Sociology	125 14th Street	Librarian I	29-APR-23		YES
61236 - Science Business and Sociology	125 - 14th St	Librarian II	08-JAN-22		YES
61236 - Science Business and Sociology	125 - 14th St	Librarian II	20-JUN-15		YES
61236 - Science Business and Sociology	125 - 14th St	Librarian II	19-JUL-14		YES
61236 - Science Business and Sociology	125 - 14th St	Librarian, Senior	20-DEC-03		YES
61236 - Science Business and Sociology	125 - 14th St	Librarian II	17-SEP-22		YES
61237 - Childrens Room	125 - 14th St	Librarian I	06-APR-15		YES
61237 - Childrens Room	125 - 14th St	Librarian I, PPT	08-SEP-18		YES
61237 - Childrens Room	125 - 14th St	Library Assistant, PPT	15-SEP-12		YES
61243 - Circulation/Automation	125 - 14th St	Library Aide	26-MAR-16		YES
61243 - Circulation/Automation	125 - 14th St	Library Assistant, Senior, PPT	25-DEC-99		YES
61243 - Circulation/Automation	125 - 14th St	Library Aide	08-JAN-22		YES
61243 - Circulation/Automation	125 - 14th St	Office Assistant II	15-MAY-89		NO
61243 - Circulation/Automation	125 - 14th St	Library Assistant, PPT	28-NOV-20		YES
61243 - Circulation/Automation	125 - 14th St	Library Assistant	06-MAY-06		YES
61313 - Childrens Services/Youth	125 - 14th St	Librarian II	13-NOV-21		YES
61313 - Childrens Services/Youth	125 - 14th St	Librarian II, PPT	23-OCT-04		YES
61313 - Childrens Services/Youth	125 - 14th St	Librarian, Supervising	07-MAR-20		YES
61313 - Childrens Services/Youth	125 - 14th St	Librarian II	29-OCT-11		YES
61321 - Support Services Unit	125 - 14th St	Library Aide, PPT	16-OCT-21		YES
61321 - Support Services Unit	125 - 14th St	Librarian, Supervising	02-OCT-10		YES
61321 - Support Services Unit	125 - 14th St	Librarian II	28-FEB-15		YES
61321 - Support Services Unit	125 - 14th St	Librarian II	06-DEC-14		YES
61321 - Support Services Unit	125 - 14th St	Librarian I	17-SEP-22		YES
61331 - Brookfield Village Branch	9255 Edes Ave	Library Aide, PPT	21-FEB-20		YES
61331 - Brookfield Village Branch	9255 Edes Ave	Librarian I	03-JAN-04		YES
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PPT	08-JAN-22		YES
61332 - Dimond Branch	3565 Fruitvale Ave	Library Assistant	08-NOV-14		YES
61332 - Dimond Branch	3565 Fruitvale Ave	Librarian, Senior	01-JUL-06		YES
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PPT	13-NOV-21		YES
61332 - Dimond Branch	3565 Fruitvale Ave	Library Assistant, Senior	27-FEB-93		YES
61332 - Dimond Branch	125 14th Street	Librarian I	22-FEB-20		YES
61332 - Dimond Branch	3565 Fruitvale Ave	Librarian II	27-NOV-10		YES
61332 - Dimond Branch	150 Frank H. Ogawa Plaza	Librarian II	18-SEP-21		YES
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide	16-OCT-21		YES
61333 - Eastmont Branch	7200 Bancroft	Librarian II	26-MAR-16		YES
61333 - Eastmont Branch	7200 Bancroft	Librarian, Senior	29-AUG-15		YES
61333 - Eastmont Branch	1 Frank Ogawa Plaza	Librarian I, PPT	12-JUN-10		YES
61333 - Eastmont Branch	7200 Bancroft	Librarian I	03-FEB-24	YES	YES
61334 - Elmhurst Branch	1427 88th Ave	Library Assistant, PPT	01-DEC-18		YES

61334 - Elmhurst Branch	1427 88th Ave	Librarian II	13-SEP-14		YES
61334 - Elmhurst Branch	1427 88th Ave	Librarian I	03-JUN-17		YES
61334 - Elmhurst Branch	1427 88th Ave	Library Aide	08-JAN-22		YES
61335 - M.L. King Jr. Branch	6833 International Blvd	Librarian II	17-SEP-22		YES
61335 - M.L. King Jr. Branch	6833 International Blvd	Library Assistant, PPT	23-NOV-02		YES
61336 - Montclair Branch	1687 Mountain Blvd	Library Assistant	01-NOV-86		YES
61336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PPT	03-JUN-17		YES
61336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PPT	26-MAR-16		YES
61336 - Montclair Branch	1687 Mountain Blvd	Library Assistant, PPT	27-OCT-01		YES
61336 - Montclair Branch	1687 Mountain Blvd	Librarian II	08-SEP-18		YES
61336 - Montclair Branch	1687 Mountain Blvd	Library Assistant, PPT	26-APR-14		YES
61337 - Rockridge Branch	5366 College Ave	Librarian I	05-AUG-23	YES	YES
61337 - Rockridge Branch	5366 College Ave	Library Assistant, PPT	22-JUL-00		YES
61337 - Rockridge Branch	5366 College Ave	Librarian, Senior	16-MAR-13		YES
61337 - Rockridge Branch	5366 College Ave	Library Assistant, Senior	11-JUL-98		YES
61337 - Rockridge Branch	125 14th Street	Library Aide	08-JAN-22		YES
61337 - Rockridge Branch	5366 College Ave	Library Assistant	22-JAN-11		YES
61337 - Rockridge Branch	5366 College Ave	Librarian I	20-JUN-15		YES
61337 - Rockridge Branch	5366 College Ave	Librarian II	18-DEC-04		YES
61337 - Rockridge Branch	5366 College Ave	Library Aide	16-OCT-21		YES
61337 - Rockridge Branch	5366 College Ave	Librarian II	26-DEC-89		YES
61337 - Rockridge Branch	5366 College Ave	Library Aide, PPT	22-NOV-03		YES
61337 - Rockridge Branch	5205 TELEGRAPH AVENUE	Library Assistant	08-NOV-14		YES
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Librarian I	03-FEB-24	YES	YES
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Librarian II	13-DEC-08		YES
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Assistant, PPT	21-FEB-09		YES
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PPT	23-JAN-99		YES
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Assistant	10-OCT-06		YES
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Aide, PPT	29-OCT-11		YES
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Assistant, Senior	31-AUG-13		YES
61338 - Temescal Branch	5205 TELEGRAPH AVENUE	Library Assistant, PPT	26-APR-14		YES
61339 - District I Administration	125 - 14th St	Librarian II, PPT	03-FEB-24	YES	YES
61339 - District I Administration	125 - 14th St	Librarian I	14-MAY-22		YES
61339 - District I Administration	125 - 14th St	Library Aide	08-JAN-22		YES
61339 - District I Administration	125 - 14th St	Librarian II	29-OCT-11		YES
61339 - District I Administration	125 - 14th St	Library Aide, PPT	26-MAR-16		YES
61341 - Asian Branch	388 9th Street	Librarian II	20-JAN-01		YES
61341 - Asian Branch	388 9th Street	Library Aide	31-AUG-13		YES
61342 - Bookmobile	1801 Adeline St	Library Aide	08-NOV-14		YES
61342 - Bookmobile	3565 Fruitvale Ave	Library Assistant, PPT	23-FEB-19		YES
61343 - Golden Gate Branch	5606 San Pablo Ave	Library Assistant	16-MAY-09		YES
61343 - Golden Gate Branch	5606 San Pablo Ave	Librarian II	30-APR-22		YES
61343 - Golden Gate Branch	5606 San Pablo Ave	Librarian I	03-FEB-24	YES	YES
61344 - Lakeview Branch	550 - El Embarcadero	Librarian I	03-FEB-24	YES	YES
61344 - Lakeview Branch	550 - El Embarcadero	Librarian II	18-APR-20		YES
61344 - Lakeview Branch	550 - El Embarcadero	Librarian I, PPT	23-FEB-19		YES
61345 - Latin American Branch	125 14th Street	Librarian II, PPT	01-NOV-08		YES

61345 - Latin American Branch	125 14th Street	Librarian II	06-APR-15		YES
61346 - Melrose Branch	4805 Foothill Blvd	Library Aide, PT	03-JUN-17		YES
61346 - Melrose Branch	4805 Foothill Blvd	Librarian I	03-FEB-24	YES	YES
61347 - Piedmont Branch	80 ECHO AVENUE	Librarian II	31-AUG-13		YES
61347 - Piedmont Branch	80 ECHO AVENUE	Library Assistant	08-NOV-14		YES
61347 - Piedmont Branch	160 - 41st Street	Library Aide, PPT	09-SEP-06		YES
61347 - Piedmont Branch	80 ECHO AVENUE	Library Aide, PPT	13-NOV-21		YES
61347 - Piedmont Branch	80 ECHO AVENUE	Librarian I	01-DEC-18		YES
61348 - West Oakland Branch	1801 Adeline St	Library Assistant, PPT	15-SEP-12		YES
61348 - West Oakland Branch	1801 Adeline St	Library Assistant	11-AUG-07		YES
61348 - West Oakland Branch	1801 Adeline St	Librarian II	09-DEC-23	YES	YES
61511 - African-American Museum & Libr	150 Frank H. Ogawa Plaza	Curator African Amer Museum	18-MAY-19		NO
61511 - African-American Museum & Libr	125 14th Street	Archivist	22-JAN-11		NO
61511 - African-American Museum & Libr	3565 Fruitvale Ave	Library Assistant	10-NOV-01		YES
61511 - African-American Museum & Libr	150 Frank H. Ogawa Plaza	Museum Project Coordinator	12-OCT-02		NO
61511 - African-American Museum & Libr	125 14th Street	Librarian II	22-FEB-20		YES

Department Name: Oakland Parks, Recreation & Youth Development
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Fred Kelley, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for OPRYD was submitted on 07/01/2024.

Fred Kelley
Fred Kelley (Jul 8, 2024 13:35 PDT)

Director Signature

Fred Kelley
Type Name

Department Name: Oakland Parks, Recreation & Youth Development
 Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Fred Kelley	Jasmine Finney	Denise Aaron
Title	OPRYD Director	Acting Administrative Services Manager, I	Acting Administrative Services Manager II
Address	250 Frank H. Qqawa Ste 3330	250 Frank H. Qqawa Ste 3330	250 Frank H. Qqawa Ste 3330
Phone#		510-238-3192	510-238-3504
Email	FKelley@oaklandca.gov	JFinney@oaklandca.gov	DAaron@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of Employees	1018		New Hires	141	
Public Contact Positions (PCP)	703		New PCP Hires	141	
PCP With Spanish Language Skill	107	15 %	New PCP Hires with SP Skill	14	9%
PCP With Chinese Language Skill	37	5 %	New PCP Hires with CH Skill	6	4%

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

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

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes - Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Arroyo Viejo Recreation Center	SP= 1 CH=0	SP= 1 CH=0
Carmen Flores Recreation Center	SP=4 CH= 1	SP= 6 CH= 1
FM Smith Recreation Center	SP= 1 CH =3	SP= 1 CH =2
Lincoln Square Recreation Center	SP= 2 CH= 15	SP= 6 CH= 10

Department Name: Oakland Parks, Recreation & Youth Development
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Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Center Closure Notice	y	y	
Risk Management Form	y	y	
Town Camp Summer Fiver	y	y	
OPRYD Emergency Camper	y	y	
Basketball League	y	y	
Soccer League	y	y	
OPRYD Registration	y	y	
2024 Spring/Summer Brochure	y	y	
Townfest Spring Fiver	y	y	
Total # of vital documents reported = 9			

Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No - Please describe below
Action Plan & Timeline:	

Location Description	Telephone Number	Status
Administrative Offices/General Information	510-238-7275	EN/SP/CH
Arroyo Viejo Recreation	510-615-5755	EN/SP
Lincoln Recreation Center	510-238-7738	EN/SP/CH

Facility Name	Address	Zip Code	Phone#	PCP			SP		CH	
				#CT	#FTE	%	#FTE	%	#FTE	%
Administrative Offices	250 Frank H Ogawa Plaza, 3330	94612	238-7275	N/A	N/A	N/A	N/A	N/A	N/A	
Lake Merritt Boating Center	568 Bellevue Avenue	94610	238-2196	32	3	9%	1	3%		
DeFremery Pool	1651 Adeline Street	94607	238-7739	20	1	5%	1	5%		
Dimond (Lions) Pool	3860 Harby Road	94602	482-7831	36	4	11%	1	2%		
Fremont Pool	4550 Foothill Boulevard	94601	535-5614	23	8	34%	0	0%		
East Oakland Sports Center (Aquatics)	6161 Eds Avenue	94605	615-5755	37	9	24%	0	0%		
Temescal Pool & Live Oak	37145 th Street	94609	597-5013	46	8	17%	4	8%		
Cultural Arts:										
Malonga Casquebourg Center for the Arts	1428 Alice Street	94612	535-5625	3	0	0%	0	0%		
Studio Once Art Center	365 45 th Street	94609	597-5027	80	4	5%	1	1%		
Citywide Arts (Citywide Program)	365 45 th Street	94609	597-5027	4	1	25%	0	0%		
Recreation Centers:										
Allendale	3711 Suter Street	94619	535-5635	12	2	16%	0	0%		
Arroyo Viejo	7701 Krause Avenue	94603	615-5838	6	2	33%	0	0%		
Brookdale	2535 High Street	94601	535-5632	7	1	14%	0	0%		
Bushrod	560 59 th Street	94609	597-5031	18	0	0%	0	0%		
Carmen Flores	1637 Fruitvale Avenue	94601	535-5631	10	6	60%	1	10%		
DeFremery	1651 Adeline Street	94607	238-7739	13	0	0%	1	7%		
Dimond	3860 Harby Road	94602	482-7831	17	0	0%	0	0%		

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RM Smith	1969 Park Boulevard	94606	238-7742	11	1	9%	2	18%
Franklin	1010 East I S th Street	94606	238-7741	14	0	0%	2	14%
Golden Gate	1075 62 nd Street	94608	597-5032	20	2	10%	0	0%
Ira Jinkins	9175 Edes Avenue	94603	615-5959	18	6	33%	0	0%
Lincoln Square	250 10 th Street	94607	238-7738	46	2	4%	19	41%
Manzanita	2701 22 nd Avenue	94606	535-5625	16	9	56%	1	6%
Montclair	6300 Moraga Avenue	94611	482-7812	19	3	15%	0	0%
Mosswood	365 45 th Street	94609	597-5027	12	1	8%	0	0%
Rainbow	5800 International Boulevard	94621	615-5751	15	2	13%	0	0%
Redwood Heights	3883 Aliso Avenue	94619	482-7827	12	2	16%	0	0%
Tassafaronga	975 85 th Avenue	94621	615-5764	7	3	42%	0	0%
Willie Keyes (Poplar)	3131 Union Street	94608	597-5042	19	1	5%	0	0%
Sports (City Wide)								
City Wide Youth Sports	250 Frank H. Ogawa Plaza #3330	94612	238-3491	47	0	0%	0	0%
Youth & Adult Sports	250 Frank H. Ogawa Plaza, #3330	94612	238-3494	37	0	0%	0	0%
Davie Tennis Stadium	198 Oak Road	94610	444-5663	6	2	33%	0	0%
Girls' Sports	250 Frank H. Ogawa Plaza, #3330	94612	238-3494	10	0	0%	0	0%
Area One Special Sport	11450 Golf Links	94605	351-0391	10	1	10%	0	0%
Other:								
ADA Inclusion Programs	666 Bellevue Avenue	94610	238-2197	3	1	33%	0	0%
Central Reservations	250 Frank H. Ogawa Plaza, #3330	94612	238-3187	20	1	5%	1	5%
East Oakland Sports Center	6161 Edes Avenue	94605	615-5755	49	18	36%	1	2%
Community Gardens	666 Bellevue Avenue	94610	238-2197	N/A	N/A	N/A	N/A	N/A
Discovery Center East	2521 High Street	94601	535-5657	N/A	N/A	N/A	N/A	N/A

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

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

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

OPRYD Seasonal Hire Data

New 2023-2024 Hires	Count	Spanish	Chinese
Rec. Aide	66	12	5
Rec. Attendant I, PT	15	3	1
Rec. Leader I, PT	27	3	0
Rec. Leader II, PT	2	0	1
Rec. Specialist I, PT	3	0	0
Rec. Specialist II, PT	4	0	0
Sports Offical, PT	6	0	0
Lifeguard	15	8	4
Pool Manager	0	0	0
Water Safety Instructor	0	0	0
Total New Hires	138	15	11

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*Key: PCP = Public Contact Position
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 LES = Limited English-Speaking*

**III. QUALITATI
 VE ASSESSMENT REPORT**

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
COUNT	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
1018	703	77.33	107	Y	35.15	37	Y

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

1. Provide an assessment of the Department's effort to achieve compliance with the Equal Access Ordinance (EAO).
 OPRYD ensures that vital and non-vital documents are in the threshold languages in Spanish and Chinese. Documents are sent to Equal Access Department for review. During OPRYD Recruitment process, Equal Access is included as a priority hire when researching staffing needs.
2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.
 OPRYD is committed to staffing sites with the appropriate amount of staffing needed for language capacity. Language needs are indicated in the recruitment report provided by Center Directors and Supervisor during our mass hiring in the Winter and Spring.
3. Highlight positive changes, successes, and best practices.
 Programs and services such as flyers and announcements are available in multiple languages. Neighborhood outreach is completed during the year to support youth employment and EAO compliance. OPRYD attends and sets up fairs that give the community opportunity to apply for position within the department for summer programs.
4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.
 Equal Access assistance are displayed at sites as well as, I-Speak cards that constitutes can take with them to use for future needs.

B. Translation of Written Vital Documents Assessment

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

Facility Name	Address	Zip Code
Administrative Offices	250 Frank H. Ogawa Plaza, 3330	94612

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

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

All Vital and non-vital documents are translated into threshold languages Spanish and Chinese.

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

Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Lifeguard Certification Courses	Y	Y	
Town Fall Flyer	Y	Y	
Town Afterschool Program	Y	Y	
OPRYD Emergency Camper	Y	Y	
OFFAS Flyer	Y	Y	
Employee Official Notices	Y	Y	

C. Multilingual Telephone Messages Assessment

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

OPRYD currently has 3 locations with multilingual messages. OPRYD is working with ITD Leadership to resolve voicemail access that is residual from the cyber-attack. Phones and Internet need to be replaced at non-headquarter sites.

D. Assessment of Department Communication with LES Populations

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

OPRYD has bilingual services available at recreation centers, facilities, front counters and lobbies.

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

OPRYD has had not complaints regarding language access.

E. Action Plan

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

OPRYD plans to ensure all locations have multilingual messages and/or hotlines. A meeting will be conducted with all locations to ensure staffing meets the goal of threshold languages in our next recruitment beginning in November 2024.

Staff will be reminded of Bilingual Tests through Equal Access for staff that would like to provide language services to the community. OPRYD will continue collaborating with Race & Equity to ensure we meet the needs of our youth and community.

509232 - Brookdale Recreation Center	2535 High Street	Recreation Leader I, PT	08-JUL-23	Y	Spanish
503231 - Allendale Recreation Center	3711 Suter Street	Recreation Leader I, PT	13-JUN-20	Y	Spanish
503231 - Allendale Recreation Center	3711 Suter Street	Recreation Aide, PT	25-MAY-24	Y	Spanish
509235 - Rainbow	5800 International Blvd	Recreation Leader I, PT	26-JUN-21	Y	Spanish
509235 - Rainbow	5800 International Blvd	Recreation Attendant I, PT	25-MAY-24	Y	Spanish
503236 - Redwood Heights Recreation Center	3883 Aliso Avenue	Recreation Leader I, PT	13-JUN-20	Y	Spanish
503236 - Redwood Heights Recreation Center	3883 Aliso Avenue	Recreation Aide, PT	11-NOV-23	Y	Spanish
501250 - Special Programs	3612 Webster Street	Recreation Leader I, PT	25-JUN-22	Y	Spanish
502236 - Mosswood Recreation Center	3612 Webster Street	Recreation Leader I, PT	09-JUL-22	Y	Spanish
502232 - Defremery Recreation Center	1651 Adeline St	Recreation Aide, PT	25-MAY-24	Y	Chinese
503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Leader I, PT	25-Jun-22	Y	Spanish
503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Leader I, PT	11-Jun-22	Y	Spanish
503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Leader I, PT	29-May-21	Y	Spanish
503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Leader I, PT	8-Jun-13	Y	Cantonese
503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Aide, PT	13-May-23	Y	Spanish
503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Aide, PT	22-Jun-13	Y	Spanish
503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Aide, PT	27-May-23	Y	Spanish
503233 - Franklin Recreation Center	1010 E 15th St	Recreation Center Director	31-Mar-07	Y	Khmer
503233 - Franklin Recreation Center	1010 E 15th St	Recreation Leader I, PT	11-Jun-11	Y	Khmer
503233 - Franklin Recreation Center	1010 E 15th St	Recreation Leader I, PT	14-May-22	Y	Cantonese
503233 - Franklin Recreation Center	1010 E 15th St	Recreation Leader I, PT	3-Jun-17	Y	Cantonese
509236 - Tassafaranga Recreation Center	971 85th St	Recreation Aide, PT	25-May-24	Y	Tigrinya
509236 - Tassafaranga Recreation Center	971 85th St	Recreation Aide, PT	25-Jun-22	Y	Spanish
509236 - Tassafaranga Recreation Center	971 85th St	Recreation Leader I, PT	20-May-17	Y	Spanish
509236 - Tassafaranga Recreation Center	971 85th St	Recreation Attendant I, PT	25-Jun-22	Y	Spanish
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Center Director	1-Sep-01	Y	Spanish
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Leader II, PPT	4-Jun-16	Y	Chinese
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Specialist I, PT	27-Dec-97	Y	Spanish
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Leader I, PT	6-Jun-15	Y	Spanish
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Leader I, PT	11-Jul-20	Y	Burmese
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Leader I, PT	14-May-22	Y	Spanish
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Aide, PT	25-Jun-22	Y	Spanish
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Leader I, PT	29-Jun-19	Y	Spanish
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Leader I, PT	27-May-23	Y	Spanish
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Aide, PT	11-May-24	Y	Spanish
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Aide, PT	11-May-24	Y	Spanish
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	21-Jan-23	Y	Cantonese/Mandarin
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	11-Jun-22	Y	Cantonese
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	13-May-23	Y	Cantonese
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	25-Jun-22	Y	Cantonese/Mandarin
502234 - Lincoln Recreation Center	250 10th St	Recreation Leader I, PT	14-May-22	Y	Cantonese
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	30-Sep-23	Y	Cantonese
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	27-Jun-20	Y	Cantonese/Mandarin
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	8-May-17	Y	Cantonese
502234 - Lincoln Recreation Center	250 10th St	Recreation Leader I, PT	2-Jun-18	Y	Cantonese/Mandarin

502234 - Lincoln Recreation Center	250 10th St	Recreation Leader I, PT	9-Feb-19	Y		Cantonese
502234 - Lincoln Recreation Center	250 10th St	Recreation Leader I, PT	24-Sep-16	Y		Cantonese/Mandarin
502234 - Lincoln Recreation Center	250 10th St	Recreation Leader I, PT	29-Jun-19	Y		Cantonese/Mandarin
502234 - Lincoln Recreation Center	250 10th St	Recreation Leader II, PPT	29-Jun-15	Y		Cantonese
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	13-May-23	Y		Mandarin
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	13-May-23	Y		Mandarin
502234 - Lincoln Recreation Center	250 10th St	Recreation Leader II, PPT	27-May-23	Y		Mandarin
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	25-Jun-22	Y		Mienh
502234 - Lincoln Recreation Center	250 10th St	Recreation Leader I, PT	2-Jun-18	Y		Mienh
502234 - Lincoln Recreation Center	250 10th St	Recreation Leader II, PT	11-Jun-11	Y		Mienh
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	27-May-23	Y		Spanish
502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	9-Jul-22	Y		Spanish
509231 - Arroyo Recreation Center	7701 Krause Ave	Recreation Leader II, PT	15-Jun-19	Y		Spanish
509231 - Arroyo Recreation Center	7701 Krause Ave	Recreation Leader I, PT	23-Jul-22	Y		Spanish
502340 - Youth & Adult Sports -Davies Tennis	198 Oak Rd	Recreation Leader I, PT	20-Jan-24	Y	Y	Spanish
502340 - Youth & Adult Sports -Davies Tennis	198 Oak Rd	Recreation Aide, PT	25-May-24	Y	Y	Spanish
502340 - Youth & Adult Sports -Davies Tennis	198 Oak Rd	Recreation Aide, PT	27-Jun-20	Y		Spanish
502340 - Youth & Adult Sports -Davies Tennis	198 Oak Rd	Recreation Center Director	20-Apr-19	Y		Latvian/Russian
504330 - Studio One	365 45th St	Recreation Aide, PT	29-May-21	Y		Spanish
504330 - Studio One	365 45th St	Recreation Leader II, PT	30-Jul-16	Y		Spanish
504330 - Studio One	365 45th St	Recreation Specialist I, PT	25-May-02	Y		Spanish
504330 - Studio One	365 45th St	Recreation Specialist I, PT	4-May-19	Y		Spanish
504330 - Studio One	365 45th St	Recreation Aide, PT	30-May-09	Y		Chinese
502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Leader II, PPT	22-Jun-02	Y		Spanish
502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	24-Jun-23	Y		Spanish
502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	30-Jun-18	Y		Japanese
503237 - FM Smith Recreation Center	1969 Park Blvd	Recreation Leader II, PPT	8-May-04	Y		Chinese
503237 - FM Smith Recreation Center	1969 Park Blvd	Recreation Leader I, PT	19-May-18	Y		Chinese
503237 - FM Smith Recreation Center	1969 Park Blvd	Recreation Aide, PT	9-Jul-22	Y		Spanish
509233 - Ira Jinkins Recreation Center	1969 Park Blvd	Recreation Leader I, PT	20-Jul-13	Y		Spanish
509233 - Ira Jinkins Recreation Center	1969 Park Blvd	Recreation Leader I, PT	6-Jun-16	Y		Spanish
509233 - Ira Jinkins Recreation Center	1969 Park Blvd	Recreation Leader I, PT	1-Jun-19	Y		Spanish
509233 - Ira Jinkins Recreation Center	1969 Park Blvd	Recreation Attendant I, PT	25-Jun-22	Y		Spanish
509233 - Ira Jinkins Recreation Center	1969 Park Blvd	Recreation Aide, PT	11-May-24	Y	Y	Spanish
509233 - Ira Jinkins Recreation Center	1969 Park Blvd	Recreation Attendant I, PT	8-Jul-23	Y	Y	Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	19-May-18	Y		Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	27-Jun-20	Y		Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	4-Jun-16	Y		Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	9-Jul-22	Y		Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	25-Jun-22	Y		Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	12-Nov-22	Y		Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	12-Nov-22	Y		Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	12-Nov-22	Y		Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	8-Jan-22	Y		Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Specialist II, PT	8-Jun-13	Y		Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Specialist I, PT	12-Jun-10	Y		Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Aide, PT	25-Jun-22	Y		Spanish

502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	25-Jun-22		Y	Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	8-Jul-23	Y	Y	Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Leader I, PT	11-Jun-22		Y	Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Specialist I, PT	29-May-21		Y	Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Leader II, PT	11-Jun-22		Y	Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	15-Oct-22		Y	Spanish
502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	11-Nov-23	Y	Y	Chinese
502350 - Boating	568 Bellvue Ave	Recreation Aide, PT	22-Jul-23	Y	Y	Spanish
502350 - Boating	568 Bellvue Ave	Recreation Leader I, PT	2-Jun-18		Y	Spanish
502350 - Boating	568 Bellvue Ave	Recreation Aide, PT	29-May-21		Y	Cantonese
502350 - Boating	568 Bellvue Ave	Recreation Aide, PT	4-May-19		Y	Spanish
502312 - Dimond Aquatics	3860 Hanly Road	Lifeguard, PT	27-Nov-21		Y	Spanish
502312 - Dimond Aquatics	3860 Hanly Road	Lifeguard, PT	17-Aug-13		Y	Spanish
502312 - Dimond Aquatics	3860 Hanly Road	Lifeguard, PT	27-May-23		Y	Spanish
502312 - Dimond Aquatics	3860 Hanly Road	Lifeguard, PT	7-May-16		Y	Spanish
502312 - Dimond Aquatics	3860 Hanly Road	Lifeguard, PT	28-May-22		Y	Cantonese
502313 - Defremery Aquatics	3860 Hanly Road	Lifeguard, PT	27-May-23		Y	Spanish
502313 - Defremery Aquatics	3860 Hanly Road	Pool Manager, PT	20-May-17		Y	Cantonese
502314 - Temescal Aquatics	371 45th Street	Pool Manager, PT	11-Jun-11		Y	Spanish
502314 - Temescal Aquatics	371 45th Street	Pool Manager, PT	28-May-22		Y	Spanish
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	27-May-23		Y	Spanish
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	6-Jan-24	Y	Y	Spanish
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	29-Aug-15		Y	Spanish
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	24-Jun-23		Y	Spanish
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	27-May-23		Y	Cantonese
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	24-Jun-23		Y	Cantonese
502314 - Temescal Aquatics	371 45th Street	Pool Manager, PT	4-Jul-15		Y	Portuguese, Spanish
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	8-Jul-23	Y	Y	Cantonese
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	28-May-22		Y	Spanish
502314 - Temescal Aquatics	371 45th Street	Lifeguard, PT	25-Nov-23	Y	Y	Cantonese
502315 - Fremont Aquatics	4550 Foothill Boulevard	Lifeguard, PT	23-Jul-22		Y	Spanish
502315 - Fremont Aquatics	4550 Foothill Boulevard	Lifeguard, PT	18-Feb-23		Y	Spanish
502315 - Fremont Aquatics	4550 Foothill Boulevard	Lifeguard, PT	25-Jun-22		Y	Spanish
502315 - Fremont Aquatics	4550 Foothill Boulevard	Lifeguard, PT	27-May-23		Y	Spanish
502315 - Fremont Aquatics	4550 Foothill Boulevard	Lifeguard, PT	17-Jun-17		Y	Spanish
502315 - Fremont Aquatics	4550 Foothill Boulevard	Lifeguard, PT	27-Aug-16		Y	Spanish
502315 - Fremont Aquatics	4550 Foothill Boulevard	Pool Manager, PT	14-Jul-18		Y	Spanish
502315 - Fremont Aquatics	4550 Foothill Boulevard	Recreation Attendant I, PT	27-May-23		Y	Spanish
502332 - East Oakland Sports Center -Aquatic	6161 Edes Avenue	Lifeguard, PT	21-Mar-20		Y	Spanish
502332 - East Oakland Sports Center -Aquatic	6161 Edes Avenue	Lifeguard, PT	25-Jun-22		Y	Spanish
502332 - East Oakland Sports Center -Aquatic	6161 Edes Avenue	Lifeguard, PT	2-Oct-21		Y	Spanish
502332 - East Oakland Sports Center -Aquatic	6161 Edes Avenue	Lifeguard, PT	7-Aug-21		Y	Spanish
502332 - East Oakland Sports Center -Aquatic	6161 Edes Avenue	Lifeguard, PT	20-May-17		Y	Spanish
502332 - East Oakland Sports Center -Aquatic	6161 Edes Avenue	Lifeguard, PT	2-Jun-18		Y	Spanish
502332 - East Oakland Sports Center -Aquatic	6161 Edes Avenue	Lifeguard, PT	24-Jul-21		Y	Spanish
502332 - East Oakland Sports Center -Aquatic	6161 Edes Avenue	Lifeguard, PT	27-Nov-21		Y	Spanish
502332 - East Oakland Sports Center -Aquatic	6161 Edes Avenue	Lifeguard, PT	27-May-23		Y	Spanish

502233 - Golden Gate Recreation Center	1075 62nd Street	Recreation Aide, PT	17-Sep-22	Y	Spanish	
502233 - Golden Gate Recreation Center	1075 62nd Street	Recreation Leader I, PT	29-May-21	Y	Spanish	
502233 - Golden Gate Recreation Center	1075 62nd Street	Recreation Leader II, PPT	21-May-16	Y	Kswahilli	
502233 - Golden Gate Recreation Center	1075 62nd Street	Recreation Center Director	31-Oct-05	Y	Yoruba	
502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Attendant, PT	25-May-24	Y	Spanish	
502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Aide, PT	24-Jun-23	Y	Spanish	
502237 - Poplar Recreation Center	3131 Union Street	Recreation Leader I, PT	27-Jun-20	Y	Spanish	
501240 - Central Reservations	250 Frank H. Ogawa Plaza, Public Service Representative		29-Sep-97	Y	Spanish	
501240 - Central Reservations	250 Frank H. Ogawa Plaza, Public Service Representative		29-Sep-97	Y	Chinese	
502350 - Boating	568 Bellvue Ave	Recreation Attendant, PT	25-May-24	Y	Y	Mandarin
503235 - Manzanita Recreation Center	2701 22nd St	Recreation Aide, PT	11-May-24	Y	Y	Spanish
503233 - Franklin Recreation Center	1010 E 15th St	Recreation Aide, PT	25-May-24	Y	Y	Spanish
503233 - Franklin Recreation Center	1010 E 15th St	Recreation Aide, PT	25-May-24	Y	Y	Spanish

New 2023-2024 Hires	Count	Spanish	Chinese
Rec. Aide	66	12	5
Rec. Attendant I, PT	15	3	1
Rec. Leader I, PT	27	3	0
Rec. Leader II, PT	2	0	1
Rec. Specialist I, PT	3	0	0
Rec. Specialist II, PT	4	0	0
Sports Offical, PT	6	0	0
Lifeguard	15	8	4
Pool Manager	0	0	0
Water Safety Instructor	0	0	0
Total New Hires	138	15	11

Department Name:
Fiscal Year: FY2023-2024

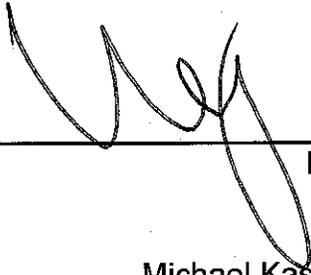


EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Michael Kashiwagi, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the Oakland Public Works Department was submitted on June 25, 2024.



Director Signature
Michael Kashiwagi

Type Name

Department Name: OPW
Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: OPW

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Michael Kashiwagi	Robyn Hanson	Robyn Hanson
Title	Director of Public Works	Support Services Manager	Support Services Manager
Address	250 Frank H. Ogawa Plz., Ste. 4314	250 Frank H. Ogawa Plz., Ste. 4314	250 Frank H. Ogawa Plz., Ste. 4314
Phone#	510-238-4470	510-238-2296	510-238-2296
Email	mkashiwagi@oaklandca.gov	rhanson@oaklandca.gov	rhanson@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	724.60		New Hires	40	
Public Contact Positions (PCP)	34	100%	New PCP Hires	5	100%
PCP With Spanish Language Skill	3	9 %	New PCP Hires with SP Skill	0	%
PCP With Chinese Language Skill	3	9 %	New PCP Hires with CH Skill	0	%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
30111 – Director and Human Resources Unit	30555 – Facilities Roving Custodial - OPR
30112 – Human Resources	30556 – Facilities Maintenance
30121 – PWA Fiscal Services	30557 – Facilities Structural
30181 – Management Information Systems Unit	30558 – Facilities Electrical/Project
30211 – Engineering and Construction - Administration	30559 – Facilities Custodial - OPL
30231 – Project Delivery - Administration	30611 – Facilities & Environment Asst. Director's Office
30232 – Construction Management and Material Testing	30651 – Parks/Bldg. Maintenance Administration
30234 – Facilities Planning and Development	30652 – Landscape Maintenance
30241 – Engineering Design and ROW - Administration	30654 – Tree Services
30244 – Sanitary Sewer Design	30671 – SCGA Administration
30245 – Watershed and Stormwater Program	30672 – Street Cleaning
30511 – Infrastructure & Ops Asst. Director's Office	30673 – Graffiti Abatement & Rapid Response
30532 – Storm Drain Maintenance	30674 – Illegal Dumping
30553 – Sewer System Maintenance	30676 – Litter Enforcement
30541 – Equipment Services Administration	30681 – Environmental Services Administration
30551 – Facilities Administration	30682 – Environmental Services Recycling & Solid Waste
30552 – Facilities Civic Center Complex	30683 – Environmental Services Environmental Remediation
30553 – Facilities Hall of Justice Complex	30684 – Environmental Services Sustainability
30554 – Facilities Plant Operations	30689 – Environmental Services Energy Group

Department Name: OPW
 Fiscal Year: FY2023-2024

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

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

Department Name: OPW
Fiscal Year: FY2023-2024

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
2022 Qualtrix Online Public CIP Request Submission Form	X	X	Vietnamese Arabic Korean Khmer Tagalog
2022 WOBO Boards & Presentation Deck (translated by International Contact)	X	X	Vietnamese Hmong
2022 WOBO Social Media Assets (translated by International Contact)		X	Vietnamese Hmong
2022 WOBO SMS Info & Survey (translated by El Timpano)	X		
Adopt a Drain Flyer	X	X	Vietnamese
Adopt a Spot Request & Agreement	X	X	Vietnamese
Allendale Park Tot Lot - NTP for Sustainable Urban Neighborhoods Sign	X	X	
Battery Recycling: Safe and Legal in Oakland	X	X	Vietnamese
Building Electrification Flyer	X	X	
Building Electrification Info Flyer	X	X	
Building Electrification Website Survey	X	X	
Stormwater Best Management Practices for Restaurants Booklet	X	X	Korean
BSIP Enforcement Letter	X	X	
BSIP Inspection Invoice and Letter		X	
Bulky Block Party	X	X	
Business Stormwater Inspection Letter	X	X	
Business Stormwater Inspection Notice of Fee Letter	X	X	
Business Stormwater Inspection Program Brochure	X	X	
Business Stormwater Inspection Update	X	X	
Business Stormwater Letter Update	X	X	
Cyanobacteria Sign	X	X	
Compliant Form		X	
Construction Management Door Hangers	X	X	Vietnamese Mandarin
Correction Notice & Service Letter	X	X	Korean Arabic Vietnamese
Creek to Bay Day Postcard	X	X	
Creek to Bay Day Poster	X	X	
Cyanobacteria Signs	X	X	
Cyanobacteria Sign Review Flyer	X	X	
Dead Fish Warning Review Signs	X	X	Vietnamese
Doorhanger – Bulky Pickup		X	Vietnamese
Earth Day Flyer	X	X	
Earth Day Postcard	X	X	
Earth Day Poster	X	X	
Earth EXPO Flyer	X	X	
Earth EXPO Postcard	X	X	
Earth EXPO Poster	X	X	
East 12 th Street Encampment Notice	X	X	Arabic Vietnamese
El Nino – Be Storm Ready Pamphlet	X	X	
Electrification Survey	X	X	
Environmentally Sensitive Vegetation Management	X	X	Vietnamese
Fire House 29 Survey & Flyer (New)	X	X	
Fire House 29 Survey & Flyer			Arabic

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			Vietnamese Tagalog
Fire Station 4 PPT	X	X	
Fire Station 4 PPT Complete Set	X	X	
Fire Station 10 Construction Fire Notification	X		Arabic Mandarin Vietnamese
FOG Enforcement Letter			Korean
FOG/Wipes Disposal Bill Insert	X	X	
Fruitvale Alive	X	X	Arabic
FS Engagement Materials Flyer	X	X	
FS Engagement Materials Media	X	X	
FS 29 Save the Date	X	X	
Greenware Ordinance Flyer	X	X	Vietnamese
Guide for Oakland Food Vendors	X	X	Vietnamese
Holiday Notices	X	X	
Home Energy Efficiency Outreach Material	X	X	
IDDE Follow Up – Clairepointe WY Letter		X	
Lake Merritt Interpretive Project	X	X	
Lake Merritt Interpretive Sign Sanctuary History	X	X	
Lake Merritt Interpretive Sign Hot Spot Birds	X	X	
Lake Merritt Interpretive Sign Keep Wildlife Wild	X	X	
Lake Merritt Interpretive Sign Keep Waterways Clean	X	X	
Lake Merritt Interpretive Sign Tidal Lagoon	X	X	
Lake Merritt Interpretive Sign Watershed	X	X	
Lake Merritt Warning Sign	X	X	
Matrix Graphic General 10 Docs	X	X	Vietnamese
Melrose Bulky Block Party	X		
Montclair Village Antioch Court Pedestrian Improvements	X	X	Arabic Mandarin
NorCal Resilience Application	X		
Notice of Correction (NOC) Follow-up Flyer	X	X	Korean Arabic Vietnamese
Oakland Compost for Businesses Video Voiceover	X	X	
Oakland Creeks Map and Watershed Education Poster	X	X	
Oaktown Proud Illegal Dumping Resource Guide	X	X	
Open Office Hours' Notice for Environmental Services Division	X	X	
PR Letter Translation Request – Project Number 1005340	X	X	Arabic Mandarin
PR Letter Translation Request – Project Number 1005512 Citywide Paving	X	X	Arabic Vietnamese
PR Letter – Project Number 1000977 – 85 th & 105 th Ave RR Crossings Improv.	X	X	Mandarin
PR Letter – Project Number 1001169	X		Mandarin
PR Letters	X	X	Mandarin
PR Notification Letter	X	X	Mandarin
Project Letter Paving	X	X	Mandarin
Project Letter Sidewalk	X	X	Arabic Mandarin
Project Number 1000724-Fruitvale	X	X	Mandarin
Project Number 1003233 Letter	X	X	Korean Mandarin
Project Number 1004807 Letter	X	X	Arabic Japanese
Project Number 1004387 Letter	X	X	Mandarin Vietnamese

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Project Number 1004016-Montclair Pedestrian Improvement Letter	X	X	Arabic Mandarin
Project Number 1004807 Letter	X	X	Arabic
Recycling Brochure			Farsi
Recycling Program Guide	X	X	Vietnamese
Residential Fat, Oil & Grease Postcard	X	X	
Resilience Hub Application	X		
RV Safe Wastewater Disposal Outreach Flier	X	X	
RV Water Outreach Post Card Flyer	X	X	
Sanitary Sewer Rehabilitation Letter	X	X	Arabic
Small Business Recycling	X	X	
Stop Waste Insert (Review)			Korean
Stormwater Inspection Brochure	X	X	
Stormwater Inspection Brochure Update	X	X	
Survey Translation	X	X	
Two (2) Sentences Lake Merritt	X	X	
Urban Forest Master Plan Survey	X	X	
Urban Forest Plan – Postcard Translation	X	X	
Urban Forest Plan – Public Presentation Slides Translation	X	X	
Urban Forest Plan – Interactive Posters for Public Information Sessions	X	X	
Urban Forest Plan – Executive Summary translation	X	X	
Urban Forest Plan – Live Interpretation for Virtual Public Information Session	X	X	
Urban Forest Plan – Live Interpretation for In-Person Public Information Session	X	X	
Urban Forest Plan – Final Draft	X	X	
Vantage Point Park Site	X	X	
Volunteer Opportunities	X	X	
Volunteer Guidelines & Safety Sheet	X	X	
Volunteer Waiver	X	X	
Volunteer Sign-In Sheet	X	X	
Volunteer Incident/Injury Report Form	X	X	
Watershed's Program Text	X	X	
Website Title Review Signs	X	X	Vietnamese
Zero Waste SFD Service Brochure	X	X	Vietnamese
Zero Waste MFD Service Brochure	X	X	Vietnamese
Zero Waste 1-2-3 Composting Instruction Card	X	X	Vietnamese
Total # of vital documents reported = 120			

Table 4B. Vital Documents Status Summary

Department's known vital documents translated into Spanish and Chinese? Yes No – Please describe below

Action Plan & Timeline:

Table 5. Multilingual Telephone Recordings

Location Description	Telephone Number	Status
OPW Main Reception Desk	510-238-3961	Completed
OPW Construction Management	510-238-3051	Completed
Recycling Hotline	510-238-7283	Completed
Volunteer Opportunities	510-238-7630	Completed
Event Hotline	510-238-7611	Completed
Adopt-a-Spot Hotline	510-238-7630	Completed

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

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

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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

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Fiscal Year: FY2023-2024

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Public Works

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
724.60	34	4	3	No	2	3	Yes

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

The Oakland Public Works (OPW) department has continued to effectively comply with the Equal Access to Services Ordinance this past reporting year.

OPW's Bureau of Administration has 5 and one half (5.5) FTEs that are designated as PCPs; the *Director of Public Works, an Assistant to the Director, one (1) Public Information Officer II, a Program Analyst II, an Administrative Assistant I, along with a part-time Senior Aide* designated as PCPs. Currently, the Director of Public Works position is filled by a Temporary Contract Service Employee. The City Administrator's office is working with DHRM to begin the recruitment for the permanent appointment. The Public Information Officer II position is vacant currently but once filled will serve as the liaison between the department and the community, and the Program Analyst II serves as an additional liaison to assist the Public Information Officer II. The Administrative Assistant I and Senior Aide are responsible for the day-to-day operations of assisting and directing the public and other City staff at the department's main reception counter which is located at 250 Frank H. Ogawa Plaza, Suite 4314. The main reception counter is open to the public and City staff and continues to answer incoming calls and assist the public with inquiries and questions regarding services that OPW provides.

The Bureau of Design and Construction (BDC) have a total of two (2) FTEs designated as PCP's; one (1) Spanish-speaking staff member and one (1) Chinese-speaking staff member. These positions (*Assistant Engineer I and Capital Improvement Program Coordinator*) are located at 250 Frank H. Ogawa Plaza, 4th Floor. This number is slightly lower from last year. However, we did hire one (1) Assistant Engineer I staff member who is Spanish speaking even though the position is not considered a PCP position. DHRM is in the process of certifying list(s) for several of the engineering classifications that have vacancies (*Assistant Engineer I and II, Civil Engineer and Construction Inspector*). We are hopeful that individuals hired for some of these vacancies will be designated as PCPs.

The Bureau of Maintenance and Information Services (BMIS) have a total of three (3) FTEs designated as PCP's; one (1) Spanish-speaking staff member and one (1) Chinese-speaking staff member which is slightly lower than last year. These positions (*Administrative Analyst II, Custodian and Public Works Supervisor II*) are located at 7101 Edgewater Drive and 250 Frank H. Ogawa Plaza. BMIS also have several recruitments in progress and plans to improve our efforts to support the LES community by designating more vacant positions as PCPs.

The Bureau of Environment have a total of twenty-three (23) FTEs designated as PCPs which is significantly higher than last year. These positions (*Environmental Enforcement Officers,*

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Environmental Program Specialists, Environmental Program Supervisor, Management Intern, Program Analyst IIs and IIIs, Recycling Specialist I, IIs and IIIs, Street Sweeper Operator and Student Trainees) are located at 750 – 50th Avenue and 250 Frank H. Ogawa Plaza, 5th Floor.

This reporting year, OPW have been able to continue offering the Bulky Pick-Up Services which has been a huge success. These services are free to all citizens which includes the LES community of Oakland to dispose of large unwanted items every last Saturday of the month from 9:00 a.m. to 1:00 p.m. In addition, we do have staff on hand at the event who offer translation services when needed.

Please note that even though the OAK311 Call Center is now under the umbrella of the City Administrator's Office; we are still partners. OPW rely on OAK311 staff heavily in receiving, responding to, and closing out all the department's service requests.

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

OPW has continued to commit to hiring more bilingual candidates and to provide more outreach efforts to the LES community. OPW's recruitments and hiring selections are closely reviewed by the Department of Human Resources Management (DHRM) and Equal Access to ensure that the needs of the LES community is met. Currently, OPW employs staff that is proficient in Spanish, Cantonese, Mandarin, Vietnamese, Korean, Tagalog, Arabic, German, Persian, French, and Mian.

This reporting year OPW hired 40 full-time employees and 3 of those employees are in PCP positions (*Assistant to the Director, Environmental Enforcement Officer, and Recycling Program Specialist II*). In addition, we hired 41 part-time employees in several classifications (Custodian, Park Attendant, Student Trainee and Temporary Contract Service Employees). Four (4) of those part-timers were hired as Student Trainees; three (3) speaks Spanish and one (1) speaks Tongan.

OPW will continue to expand our hiring outreach efforts to different professional organizations, social media outlets, colleges and universities for our future recruitments which will give us a more diverse and broader pool of candidates.

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

OPW is still working with DHRM to have continuous recruitments for several of the department's classifications, such as Assistant Engineer I, Assistant Engineer II, Civil Engineer along with part-time Custodians, Park Attendants and Student Trainees and DHRM has continued to honor this request.

OPW continue to be extremely proud of the huge success of the newly created OPW Youth & Young Adult Training Academy which was developed through grant funding from the Office of Governor Newsom and California Volunteer that supports youth workforce jobs. This academy was created to fill part-time vacancies within our department and provide well-rounded training and support to local youth and adults to successfully gain and maintain employment within the department. We worked closely with DHRM this year and last year to facilitate the hiring of youth and young adults ages 16 through 30 that are from various diverse backgrounds, are low-income, are unemployed and/or out of school, are transitioning from foster care, were justice-involved, engaged with the mental health or substance abuse system, and/or youth and young adults that may have difficulty finding employment for any other reason—but are eager, motivated, and well-suited for public service employment.

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Since the inception of the OPW Training Academy in March 2023, OPW have hired 17 individuals (9 in 2023 and 8 in 2024). These youth and adults are hired as part-time Custodians, Park Attendants, Student Trainees and Office Assistants. They are making contributions to alleviate the workload of divisions and increase services provided to the community. They are continuing to prepare themselves to apply for permanent OPW jobs and are strengthening their knowledge, skills, and abilities in their current position, and are participating in resume enhancement, mock interviewing, and other trainings led by the OPW Training Academy.

In addition, OPW will continue to expand their outreach efforts to numerous high schools, colleges, and universities to hire part-time Engineering Interns and Student Trainees. These students are all from various diverse backgrounds that will work in several units of the department. This is a great opportunity for OPW to help students gain insight and knowledge of how Oakland City Government works and specifically how OPW serves the LES community and the citizens of Oakland in general.

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

OPW has continued to use volunteers at several of our annual departmental events and activities (i.e., Battle of the Bay/Creek to Bay Day, Adopt-a-Spot, Adopt-a-Storm Drain, MLK Day of Service, Earth EXPO/Earth Day, Art and Soul, etc.). These events are attended in large numbers by the LES community and some volunteers serve as translators periodically.

B. Translation of Written Vital Documents Assessment

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

All required notices are at the following locations:

- OPW Main Reception Information desk at 250 Frank H. Ogawa Plaza – Administration, Suite 4314
- Bureau of Environment, Environmental Services, 250 Frank H. Ogawa Plaza, Suite 5302
- Bureau of Environment, Environmental Enforcement Unit, 750 – 50th Avenue

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

As shown in Table 4A, 100% of vital documents were translated into threshold languages with 120 vital documents translated in Spanish and Chinese and several are translated in Vietnamese, Korean and Arabic. Also, a few are even translated in Farsi, Hmong, Japanese, Khmer, Mandarin and Tagalog.

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

OPW translated the following materials in multiple languages, specifically Spanish and Chinese:

- Construction Management Door Hangers (Construction Management Division)
- Correction Notice & Service Letter (KOCB-Environmental Enforcement Unit)

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- Fire Station 10 Construction Fire Notification (Construction Management Division)
- Montclair Village Antioch Court Pedestrian Improvements (Construction Management Division)
- Notice of Correction (NOC) Follow-up Flyer (KOCB-Environmental Enforcement Unit)
- PR Letter Translation Request – Project Number 1005340 (Construction Management Division)
- PR Letter – Project Number 1000977 – 85th & 105th Ave RR Crossings Improv. (Construction Management Division)
- PR Letter – Project Number 1001169 (Construction Management Division)
- PR Letters (Construction Management Division)
- PR Letter Paving (Construction Management Division)
- PR Letter Sidewalk (Construction Management Division)
- PR Notification Letter (Construction Management Division)
- Project Number 1000724 Fruitvale (Construction Management Division)
- Project Number 1003233 Letter (Construction Management Division)
- Project Number 1004807 Letter (Construction Management Division)
- Project Number 1004387 Letter (Construction Management Division)
- Project Number 1004016-Montclair Pedestrian Improvement Letter (Construction Management Division)
- Project Number 1004807 Letter (Construction Management Division)
- Urban Forest Plan – postcard translation (Parks & Tree Division)
- Urban Forest Plan – public presentation slides translation (Parks & Tree Division)
- Urban Forest Plan – interactive posters for public information sessions (Parks & Tree Division)
- Urban Forest Plan – Executive Summary translation (Parks & Tree Division)
- Urban Forest Plan – live interpretation for virtual public information session (Parks & Tree Division)
- Urban Forest Plan – live interpretation for in-person public information session (Parks & Tree Division)
- Urban Forest Plan – Final Draft (Parks & Tree Division)

C. Multilingual Telephone Messages Assessment

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

As shown in Table 5, OPW have six (6) multilingual telephone message lines:

- OPW Main Reception Information Desk – 510-238-3961
- OPW Construction – 510 238-3051

Department Name: OPW
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- Recycling Hotline – 510-238-7283
- Volunteer Opportunities – 510-238-7630
- Event Hotlines – 510-238-7611
- Adopt-a-Spot Event Hotline – 510-238-7630

D. Assessment of Department Communication with LES Populations

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

As stated in section A4, OPW will continue its outreach efforts to the LES community through community meetings, and department special events and activities.

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

There were no oral or written complaints filed with the Department regarding bilingual services this reporting period.

E. Action Plan

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

OPW continues to have several continuous recruitments within the next 12 months which will give the department a broad pool of candidates to hire additional bilingual staff. Currently, we are doing continuous recruiting for Assistant Engineer I, Assistant Engineer II and Civil Engineer for our Bureau of Design and Construction. In addition, we are in the process of recruiting for full-time Capital Improvement Project Coordinators, Project Managers, Construction & Maintenance Mechanics, Public Works Supervisor, Tree Trimmer, and Facilities Complex Manager to name a few. Also, the department is awaiting list(s) from DHRM to hire for Administrative Analyst, Assistant Engineer I & II, Civil Engineer, Construction Inspector, Equipment Parts Technician and Environmental Enforcement Officer. We will continue to hire for part-time Student Trainees, Engineering Interns, Park Attendants and Custodians for our Bureau of Design and Construction, Bureau of Environment and Bureau of Maintenance and Information Services. OPW is expecting to continue our efforts of hiring a diverse group of candidates for these current and upcoming recruitments.

ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE	NEW HIRE	PCP_POS	PCP_LANG_1	PCP_LANG_2	BILINGUAL
30111 - Director and Human Resource:	250 FRANK H. OGAWA PLAZA	Temp Contract Svcs Employee, PT	25-May-24	YES	YES			
30111 - Director and Human Resource:	250 FRANK H. OGAWA PLAZA	Assistant to the Director	13-APR-24	YES	YES			
30111 - Director and Human Resource:	250 FRANK H. OGAWA PLAZA	Program Analyst II	30-APR-22		YES			
30112 - Human Resources	7101 Edgewater Dr - Bldg 4	Administrative Assistant I	10-JUN-23		YES			
30121 - PWA Fiscal Services	PWA FISCAL	Senior Aide, PT	21-JUL-14		YES			
30232 - Construction Management and	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	22-OCT-07		YES	Spanish		
30234 - Facilities Planning and Develop	250 Frank Ogawa Plaza	Capital Improvement Project Coordinat	25-JAN-99		YES	Chinese		
30533 - Sewer System Maintenance	5921 Shepherd Canyon Rd	Public Works Supervisor II	18-OCT-93		YES			
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Administrative Analyst II	07-OCT-02		YES	Spanish		Spanish
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodian	29-NOV-97		YES	Chinese		
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	01-OCT-12		YES			
30676 - Litter Enforcement	PWA FISCAL	Environmental Enforcement Officer	25-NOV-23	YES	YES			
30676 - Litter Enforcement	PWA FISCAL	Environmental Enforcement Officer	15-MAY-21		YES			
30676 - Litter Enforcement	PWA FISCAL	Environmental Enforcement Officer	05-MAY-18		YES	Mian		
30676 - Litter Enforcement	PWA FISCAL	Environmental Enforcement Officer	20-MAY-17		YES			
30676 - Litter Enforcement	PWA FISCAL	Environmental Enforcement Officer	28-JAN-08		YES	Spanish		
30676 - Litter Enforcement	PWA FISCAL	Environmental Enforcement Officer	14-APR-03		YES			
30682 - Env Svcs Recycling & Solid Was	250 Frank Ogawa Plaza	Recycling Program Specialist I	20-AUG-22		YES			
30682 - Env Svcs Recycling & Solid Was	250 Frank Ogawa Plaza	Recycling Program Specialist II	03-FEB-24	YES	YES			
30682 - Env Svcs Recycling & Solid Was	250 Frank Ogawa Plaza	Recycling Program Specialist II	02-APR-22		YES			
30682 - Env Svcs Recycling & Solid Was	250 Frank Ogawa Plaza	Recycling Program Specialist II	26-JUN-21		YES			
30682 - Env Svcs Recycling & Solid Was	250 Frank Ogawa Plaza	Recycling Program Specialist II	26-DEC-20		YES			
30682 - Env Svcs Recycling & Solid Was	250 Frank Ogawa Plaza	Recycling Program Specialist II	02-OCT-00		YES			
30682 - Env Svcs Recycling & Solid Was	250 Frank Ogawa Plaza	Recycling Program Specialist III	17-OCT-20		YES			
30682 - Env Svcs Recycling & Solid Was	250 Frank Ogawa Plaza	Recycling Program Specialist III	11-SEP-07		YES			
30683 - Env Svcs Environmental Remed	250 Frank Ogawa Plaza	Environmental Program Specialist	29-OCT-22		YES			
30683 - Env Svcs Environmental Remed	250 Frank Ogawa Plaza	Environmental Program Specialist	06-JUL-15		YES	Cantanese	Mandarin	
30683 - Env Svcs Environmental Remed	250 Frank Ogawa Plaza	Environmental Program Supervisor	03-OCT-05		YES			
30683 - Env Svcs Environmental Remed	250 Frank Ogawa Plaza	Management Intern	11-DEC-21		YES			
30683 - Env Svcs Environmental Remed	250 Frank Ogawa Plaza	Program Analyst II	24-DEC-22		YES			
30683 - Env Svcs Environmental Remed	250 Frank Ogawa Plaza	Program Analyst II	17-SEP-13		YES			
30683 - Env Svcs Environmental Remed	250 Frank Ogawa Plaza	Program Analyst III	28-JUL-07		YES			
30683 - Env Svcs Environmental Remed	250 Frank Ogawa Plaza	Student Trainee, PT	02-SEP-23	YES	YES			
30683 - Env Svcs Environmental Remed	250 Frank Ogawa Plaza	Student Trainee, PT	02-OCT-21		YES			
30111 - Director and Human Resource:	250 FRANK H. OGAWA PLAZA	Executive Assistant to the Director	15-DEC-08		NO			
30111 - Director and Human Resource:	250 FRANK H. OGAWA PLAZA	Manager, Agency Administrative	14-MAY-12		NO			
30111 - Director and Human Resource:	250 FRANK H. OGAWA PLAZA	Manager, Capital Improvement Prograr	12-SEP-16		NO			
30111 - Director and Human Resource:	250 FRANK H. OGAWA PLAZA	Public Works Operations Manager	12-SEP-16		NO			
30111 - Director and Human Resource:	250 FRANK H. OGAWA PLAZA	Student Trainee, PT	28-OCT-23	YES	NO			
30111 - Director and Human Resource:	250 FRANK H. OGAWA PLAZA	Temp Contract Svcs Employee, PT	14-OCT-23	YES	NO			
30111 - Director and Human Resource:	250 FRANK H. OGAWA PLAZA	Temp Contract Svcs Employee, PT	31-JAN-23		NO			
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	28-JAN-08		NO			
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	23-OCT-06		NO			
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Manager, Support Services	07-MAR-20		NO			
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	31-OCT-11		NO			
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	04-DEC-06		NO			
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk III	24-NOV-01		NO			
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Program Analyst I	29-OCT-22		NO			
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Program Analyst I	31-OCT-20		NO			
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Student Trainee, PT	02-MAR-24	YES	NO	Spanish		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Student Trainee, PT	20-JAN-24	YES	NO			
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Student Trainee, PT	06-JAN-24	YES	NO			
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Student Trainee, PT	06-JAN-24	YES	NO	Spanish		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Student Trainee, PT	06-JAN-24	YES	NO	Spanish		

30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Student Trainee, PT	06-JAN-24	YES	NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Student Trainee, PT	06-JAN-24	YES	NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Student Trainee, PT	06-JAN-24	YES	NO	Tongan	
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Support Services Supervisor	25-NOV-23	YES	NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Support Services Supervisor	20-MAR-21		NO		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Training & Public Services Administrator	01-DEC-18		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Account Clerk III	07-JAN-23		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Account Clerk III	23-FEB-19		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Account Clerk III	17-AUG-15		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Accountant II	14-MAY-22		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Accountant II	18-MAY-19		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Accountant III	12-NOV-22		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Accountant III	02-JAN-01		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Administrative Services Manager II	19-APR-10		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Budget & Grants Administrator	18-OCT-04		NO		
30121 - PWA Fiscal Services	PWA FISCAL	Management Assistant	13-OCT-14		NO		
30181 - Management Information Syst	PWA FISCAL	Business Analyst II	11-JUL-18		NO		
30181 - Management Information Syst	PWA FISCAL	Business Analyst II	24-APR-06		NO		
30181 - Management Information Syst	150 Frank Ogawa Plaza	Business Analyst III	15-JUN-19		NO		
30181 - Management Information Syst	250 Frank Ogawa Plaza	Business Analyst III	09-MAY-16		NO		
30181 - Management Information Syst	PWA FISCAL	Business Analyst III	26-NOV-07		NO		
30181 - Management Information Syst	PWA FISCAL	Manager, Technology Program	18-OCT-04		NO		
30211 - Engineering and Construction	250 FRANK H. OGAWA PLAZA	Administrative Assistant I, PT	15-JUL-17		NO		
30211 - Engineering and Construction	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	05-AUG-23	YES	NO		
30211 - Engineering and Construction	250 FRANK H. OGAWA PLAZA	Administrative Services Manager I	10-APR-06		NO		
30211 - Engineering and Construction	250 FRANK H. OGAWA PLAZA	Assistant Director, Public Works Agency	17-SEP-22		NO		
30211 - Engineering and Construction	250 FRANK H. OGAWA PLAZA	Exempt Limited Duration Employee	11-SEP-23	YES	NO		
30211 - Engineering and Construction	250 FRANK H. OGAWA PLAZA	Manager, Capital Contracts	26-MAY-98		NO		
30231 - Project Delivery - Administrative	7101 Edgewater Dr - Bldg 4	Administrative Analyst II	03-APR-96		NO		
30232 - Construction Management and	250 Frank Ogawa Plaza	Construction Inspector (Field)	15-MAY-21		NO		
30232 - Construction Management and	250 Frank Ogawa Plaza	Construction Inspector (Field)	17-JUL-06		NO		
30232 - Construction Management and	250 Frank Ogawa Plaza	Construction Inspector (Field)	15-MAR-04		NO	German	Persian
30232 - Construction Management and	7101 Edgewater Dr - Bldg 4	Construction Inspector Sup (Field)	15-OCT-96		NO		
30232 - Construction Management and	250 Frank Ogawa Plaza	Construction Inspector, Supervisor II	24-JAN-00		NO	Arabic	French
30232 - Construction Management and	7101 Edgewater Dr - Bldg 4	Engineer, Assistant I (Office)	06-JAN-24	YES	NO		
30232 - Construction Management and	7101 Edgewater Dr - Bldg 4	Engineer, Assistant I (Office)	21-JAN-23		NO		
30232 - Construction Management and	7101 Edgewater Dr - Bldg 4	Engineer, Assistant I (Office)	12-NOV-22		NO		
30232 - Construction Management and	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	08-JUL-23	YES	NO		
30232 - Construction Management and	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	27-MAY-23		NO		
30232 - Construction Management and	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	08-FEB-20		NO		
30232 - Construction Management and	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	25-JAN-20		NO		
30232 - Construction Management and	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	02-JUN-18		NO		
30232 - Construction Management and	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	22-AUG-11		NO		
30232 - Construction Management and	7101 Edgewater Dr - Bldg 4	Engineer, Civil (Office)	24-JUL-21		NO		
30232 - Construction Management and	7101 Edgewater Dr - Bldg 4	Engineer, Civil (Office)	10-JUL-21		NO		
30232 - Construction Management and	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Field)	29-MAY-12		NO		
30232 - Construction Management and	7101 Edgewater Dr - Bldg 4	Engineer, Civil Supervising (Office)	09-FEB-19		NO		
30234 - Facilities Planning and Develop	250 Frank Ogawa Plaza	Account Clerk III	12-APR-04		NO		
30234 - Facilities Planning and Develop	250 Frank Ogawa Plaza	Capital Imp Proj Coord, Asst	30-OCT-21		NO		
30234 - Facilities Planning and Develop	250 Frank Ogawa Plaza	Capital Improvement Project Coordinat	05-FEB-22		NO		
30234 - Facilities Planning and Develop	250 Frank Ogawa Plaza	Capital Improvement Project Coordinat	22-JAN-22		NO		
30234 - Facilities Planning and Develop	250 Frank Ogawa Plaza	Capital Improvement Project Coordinat	30-MAR-15		NO		
30234 - Facilities Planning and Develop	250 Frank Ogawa Plaza	Manager, Capital Improvement Program	23-OCT-06		NO		
30234 - Facilities Planning and Develop	250 Frank Ogawa Plaza	Project Manager	05-MAY-18		NO		
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Administrative Analyst II	30-APR-01		NO		

30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Construction Inspector (Field)	11-AUG-18		NO
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Construction Inspector (Field)	11-OCT-04		NO
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	04-MAR-89		NO
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Drafting Technician, Intermediate	12-NOV-22		NO
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Drafting/Design Technician, Sr	13-MAR-17		NO
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	08-FEB-20		NO
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	25-JAN-20		NO
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	23-APR-07		NO
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	12-JUN-95		NO
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil (Field)	12-JUN-21		NO
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil Principal	04-JUN-07		NO
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	07-APR-18		NO
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	27-FEB-01		NO
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Student Trainee, PT	25-JUN-22		NO
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Student Trainee, PT	13-JUL-19		NO
30244 - Sanitary Sewer Design	250 Frank Ogawa Plaza	Student Trainee, PT	13-JUL-19		NO
30245 - Watershed and Stormwater Pr	250 Frank Ogawa Plaza	Engineer, Civil (Office)	10-JUL-21		NO
30245 - Watershed and Stormwater Pr	250 Frank Ogawa Plaza	Program Analyst III	13-APR-24	YES	NO
30245 - Watershed and Stormwater Pr	250 Frank Ogawa Plaza	Program Analyst III	17-JAN-17		NO
30245 - Watershed and Stormwater Pr	250 Frank Ogawa Plaza	Program Analyst III	10-NOV-14		NO
30245 - Watershed and Stormwater Pr	250 Frank Ogawa Plaza	Program Analyst III	10-SEP-13		NO
30245 - Watershed and Stormwater Pr	250 Frank Ogawa Plaza	Watershed Program Supervisor	17-JUN-17		NO
30511 - Infrastructure& Ops Asst Direct	7101 Edgewater Dr - Bldg 4	Administrative Assistant II	03-MAR-03		NO
30511 - Infrastructure& Ops Asst Direct	7101 Edgewater Dr - Bldg 4	Assistant Director, Public Works Agency	26-MAY-14		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Administrative Assistant I	06-OCT-03		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	14-OCT-02		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	17-SEP-22		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	17-SEP-22		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	20-FEB-21		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	27-JUN-20		NO
30532 - Storm Drain Maintenance	5050 COLISEUM WAY	Public Works Maintenance Worker	22-SEP-18		NO
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	28-JUL-18		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	21-OCT-17		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	24-NOV-14		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	29-SEP-14		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	31-AUG-13		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	08-JUL-13		NO
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	08-AUG-09		NO
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	15-DEC-97		NO
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Public Works Supervisor I	20-SEP-10		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	11-FEB-91		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor II	19-APR-99		NO
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Street Maintenance Leader	05-OCT-19		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	08-SEP-18		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	21-MAY-18		NO
30532 - Storm Drain Maintenance	5921 Shepherd Canyon Rd	Street Maintenance Leader	11-SEP-17		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	23-OCT-06		NO
30532 - Storm Drain Maintenance	5050 COLISEUM WAY	Street Maintenance Leader	03-AUG-02		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	13-MAY-02		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	14-APR-01		NO
30532 - Storm Drain Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Leader	03-JUL-93		NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Administrative Analyst II	24-AUG-09		NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	22-OCT-17		NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Heavy Equipment Operator	09-MAY-05		NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Management Assistant	12-JUN-10		NO

30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Operations Manager	01-OCT-94	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	05-JAN-15	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	01-OCT-12	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	02-JAN-07	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	27-OCT-03	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	29-JAN-96	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	05-OCT-19	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	23-SEP-17	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	23-DEC-13	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	23-DEC-13	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	25-JUN-12	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	14-MAY-12	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	23-JAN-12	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	24-JAN-11	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	23-OCT-07	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	02-JUN-07	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	02-JAN-07	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	02-JAN-07	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	02-JAN-07	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	09-SEP-06	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	19-AUG-02	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	18-AUG-01	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	19-APR-99	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	14-MAR-94	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	15-MAR-93	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Leader	12-OCT-87	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Planner	08-JUL-13	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	13-MAY-23	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	15-APR-23	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	01-APR-23	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	01-APR-23	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	01-APR-23	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	27-NOV-21	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	24-JUL-21	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	22-AUG-20	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	08-FEB-20	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	08-FEB-20	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	28-AUG-17	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	03-JUN-17	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	06-JAN-14	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	23-DEC-13	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	08-JUL-13	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	12-JUL-10	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	08-AUG-09	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	07-APR-08	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	23-OCT-07	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	02-JAN-07	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	01-JUL-06	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	22-JUN-02	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	10-JAN-00	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	18-OCT-99	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	20-MAR-99	NO
30533 - Sewer System Maintenance	7101 Edgewater Dr - Bldg 4	Sewer Maintenance Worker	16-FEB-93	NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Administrative Analyst II	01-APR-23	NO

Spanish

Spanish

30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	09-DEC-23	YES	NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	19-AUG-23	YES	NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	06-FEB-21		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	22-AUG-20		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	22-AUG-20		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	27-FEB-17		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	12-MAY-14		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	03-DEC-07		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Auto Equipment Mechanic	27-FEB-06		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Auto Equipment Service Worker	31-MAR-14		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Auto Equipment Service Worker	27-SEP-04		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Equipment Body Repair Worker	10-JUN-23		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Equipment Body Repair Worker	26-SEP-05		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Equipment Parts Technician	30-APR-22		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Equipment Parts Technician	05-JUN-17		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Equipment Services Superintendent	13-AUG-07		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Equipment Supervisor	13-MAR-17		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Equipment Supervisor	11-AUG-03		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Exempt Limited Duration Employee	15-APR-23		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Facility Security Assistant, PT	29-SEP-14		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Fleet Compliance Coordinator	11-MAY-15		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Fleet Specialist	19-NOV-07		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	30-SEP-23	YES	NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	30-SEP-23	YES	NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	16-SEP-23	YES	NO
30541 - Equipment Services Administra	250 Frank Ogawa Plaza	Heavy Equipment Mechanic	30-APR-22		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	19-FEB-22		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	19-FEB-22		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	24-JUL-21		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	22-AUG-20		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	21-SEP-19		NO
30541 - Equipment Services Administra	250 Frank Ogawa Plaza	Heavy Equipment Mechanic	21-SEP-19		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	27-FEB-17		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	05-JUL-16		NO
30541 - Equipment Services Administra	250 Frank Ogawa Plaza	Heavy Equipment Mechanic	11-MAY-15		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	06-NOV-06		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	20-DEC-04		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Mechanic	11-MAR-91		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Service Worker	06-JAN-24	YES	NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Service Worker	09-DEC-23	YES	NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Service Worker	09-DEC-23	YES	NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Service Worker	09-DEC-23	YES	NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Service Worker	22-AUG-20		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Supervisor	31-MAR-14		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Heavy Equipment Supervisor	05-NOV-07		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Management Assistant	18-DEC-06		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Manager, Equipment Services	01-JUN-99		NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Temp Contract Svcs Employee, PT	16-MAR-24	YES	NO
30541 - Equipment Services Administra	7101 Edgewater Dr - Bldg 2	Temp Contract Svcs Employee, PT	14-OCT-23	YES	NO
30551 - Facilities: Administration	7101 Edgewater Dr - Bldg 4	Administrative Analyst II	31-DEC-05		NO
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Capital Imp Proj Coord, Asst	26-AUG-17		NO
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Capital Improvement Project Coordinat	19-DEC-05		NO
30551 - Facilities: Administration	250 Frank Ogawa Plaza	Facilities Complex Manager	29-MAY-12		NO
30551 - Facilities: Administration	7101 Edgewater Dr - Bldg 2	Manager, Building Services	06-MAY-95		NO
30552 - Facilities: Civic Center Complex	150 Frank H. Ogawa Plaza	Custodial Services Supervisor I	03-MAY-08		NO

30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian	16-MAR-24	YES	NO
30552 - Facilities: Civic Center Complex 8201 EDGEWATER DRIVE	Custodian	02-MAR-24	YES	NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian	02-MAR-24	YES	NO
30552 - Facilities: Civic Center Complex 150 Frank H. Ogawa Plaza	Custodian	17-OCT-20		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian	17-OCT-20		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian	17-OCT-20		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian	19-SEP-20		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian	06-APR-19		NO
30552 - Facilities: Civic Center Complex 150 Frank H. Ogawa Plaza	Custodian	23-MAR-19		NO
30552 - Facilities: Civic Center Complex 666 Bellvue Ave	Custodian	16-FEB-16		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian	16-FEB-16		NO
30552 - Facilities: Civic Center Complex 150 Frank H. Ogawa Plaza	Custodian	21-JUL-14		NO
30552 - Facilities: Civic Center Complex 666 Bellvue Ave	Custodian	18-FEB-14		NO
30552 - Facilities: Civic Center Complex 666 Bellvue Ave	Custodian	21-FEB-07		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian	04-JAN-99		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian	24-NOV-97		NO
30552 - Facilities: Civic Center Complex 150 Frank H. Ogawa Plaza	Custodian	11-MAY-92		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian, PT	17-OCT-20		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian, PT	19-SEP-20		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian, PT	09-MAR-19		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian, PT	26-AUG-17		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian, PT	26-AUG-17		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian, PT	16-FEB-16		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian, PT	02-FEB-15		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian, PT	21-NOV-05		NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian, PT	11-May-24	YES	NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian, PT	11-May-24	YES	NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Custodian, PT	11-May-24	YES	NO
30552 - Facilities: Civic Center Complex 250 Frank Ogawa Plaza	Maintenance Mechanic	23-NOV-15		NO
30552 - Facilities: Civic Center Complex 150 Frank H. Ogawa Plaza	Stationary Engineer	18-AUG-03		NO
30552 - Facilities: Civic Center Complex 150 Frank H. Ogawa Plaza	Stationary Engineer, Chief	01-FEB-99		NO
30553 - Facilities: Hall of Justice Compl 7101 Edgewater Dr - Bldg 4	Custodial Services Supervisor I	18-FEB-14		NO
30553 - Facilities: Hall of Justice Compl 666 Bellvue Ave	Custodian	13-APR-24	YES	NO
30553 - Facilities: Hall of Justice Compl 250 Frank Ogawa Plaza	Custodian	19-SEP-20		NO
30553 - Facilities: Hall of Justice Compl 250 Frank Ogawa Plaza	Custodian	11-SEP-17		NO
30553 - Facilities: Hall of Justice Compl 8201 EDGEWATER DRIVE	Custodian	16-FEB-16		NO
30553 - Facilities: Hall of Justice Compl 250 Frank Ogawa Plaza	Custodian	18-FEB-14		NO
30553 - Facilities: Hall of Justice Compl 150 Frank H. Ogawa Plaza	Custodian	17-MAY-04		NO
30553 - Facilities: Hall of Justice Compl 250 Frank Ogawa Plaza	Custodian	31-JAN-04		NO
30553 - Facilities: Hall of Justice Compl 150 Frank H. Ogawa Plaza	Custodian	22-MAY-03		NO
30553 - Facilities: Hall of Justice Compl 150 Frank H. Ogawa Plaza	Custodian	06-JUL-02		NO
30553 - Facilities: Hall of Justice Compl 150 Frank H. Ogawa Plaza	Custodian	02-JAN-01		NO
30553 - Facilities: Hall of Justice Compl 666 Bellvue Ave	Custodian, PPT	25-JUL-98		NO
30553 - Facilities: Hall of Justice Compl 250 Frank Ogawa Plaza	Custodian, PT	19-OCT-19		NO
30553 - Facilities: Hall of Justice Compl 250 Frank Ogawa Plaza	Custodian, PT	26-AUG-17		NO
30553 - Facilities: Hall of Justice Compl 150 Frank H. Ogawa Plaza	Stationary Engineer	03-OCT-20		NO
30553 - Facilities: Hall of Justice Compl 1000 Oak Street	Stationary Engineer	08-OCT-18		NO
30553 - Facilities: Hall of Justice Compl 7101 Edgewater Dr - Bldg 2	Stationary Engineer	24-AUG-09		NO
30553 - Facilities: Hall of Justice Compl 150 Frank H. Ogawa Plaza	Stationary Engineer	10-MAY-04		NO
30553 - Facilities: Hall of Justice Compl 455 7th Street	Stationary Engineer, Chief	05-NOV-07		NO
30554 - Facilities: Plant Operations 250 Frank Ogawa Plaza	Construction & Maintenance Mechanic	26-DEC-20		NO
30554 - Facilities: Plant Operations 250 Frank Ogawa Plaza	Custodian, PPT	11-May-24	YES	NO
30554 - Facilities: Plant Operations 250 Frank Ogawa Plaza	Custodian, PPT	11-May-24	YES	NO

30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer	07-DEC-13		NO
30554 - Facilities: Plant Operations	7101 Edgewater Dr - Bldg 2	Stationary Engineer	30-SEP-02		NO
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer	30-JUN-97		NO
30554 - Facilities: Plant Operations	1000 Oak Street	Stationary Engineer, Chief	10-JAN-05		NO
30555 - Facilities: Roving Custodial - OP 250 Frank Ogawa Plaza		Custodial Services Supervisor I	03-MAY-10		NO
30555 - Facilities: Roving Custodial - OP 250 Frank Ogawa Plaza		Custodial Services Supervisor I	08-NOV-99		NO
30555 - Facilities: Roving Custodial - OP 250 Frank Ogawa Plaza		Custodian	13-APR-24	YES	NO
30555 - Facilities: Roving Custodial - OP 250 Frank Ogawa Plaza		Custodian	13-APR-24	YES	NO
30555 - Facilities: Roving Custodial - OP 250 Frank Ogawa Plaza		Custodian	19-SEP-20		NO
30555 - Facilities: Roving Custodial - OP 250 Frank Ogawa Plaza		Custodian	22-FEB-20		NO
30555 - Facilities: Roving Custodial - OP 666 Bellvue Ave		Custodian	16-FEB-16		NO
30555 - Facilities: Roving Custodial - OP 250 Frank Ogawa Plaza		Custodian	16-FEB-16		NO
30555 - Facilities: Roving Custodial - OP 250 Frank Ogawa Plaza		Custodian	16-FEB-16		NO
30555 - Facilities: Roving Custodial - OP 666 Bellvue Ave		Custodian	31-JAN-15		NO
30555 - Facilities: Roving Custodial - OP 7101 Edgewater Dr - Bldg 4		Custodian	31-JUL-06		NO
30555 - Facilities: Roving Custodial - OP 250 Frank Ogawa Plaza		Custodian	19-JUN-04		NO
30555 - Facilities: Roving Custodial - OP 150 Frank H. Ogawa Plaza		Custodian	31-JAN-04		NO
30555 - Facilities: Roving Custodial - OP 666 Bellvue Ave		Custodian	08-DEC-03		NO
30555 - Facilities: Roving Custodial - OP 7101 Edgewater Dr - Bldg 4		Custodian	30-MAR-02		NO
30555 - Facilities: Roving Custodial - OP 7101 Edgewater Dr - Bldg 4		Custodian	19-JUL-97		NO
30555 - Facilities: Roving Custodial - OP 666 Bellvue Ave		Custodian	11-JAN-97		NO
30555 - Facilities: Roving Custodial - OP 250 Frank Ogawa Plaza		Custodian, PPT	08-FEB-20		NO
30555 - Facilities: Roving Custodial - OP 666 Bellvue Ave		Custodian, PPT	22-MAY-04		NO
30555 - Facilities: Roving Custodial - OP 250 Frank Ogawa Plaza		Custodian, PT	17-OCT-20		NO
30555 - Facilities: Roving Custodial - OP 250 Frank Ogawa Plaza		Custodian, PT	19-SEP-20		NO
30555 - Facilities: Roving Custodial - OP 250 Frank Ogawa Plaza		Custodian, PT	08-OCT-16		NO
30555 - Facilities: Roving Custodial - OP 250 Frank Ogawa Plaza		Custodian, PT	31-JAN-15		NO
30555 - Facilities: Roving Custodial - OP 250 Frank Ogawa Plaza		Custodian, PT	31-JAN-15		NO
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	30-OCT-21		NO
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	21-MAY-07		NO
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Supv I	26-MAR-07		NO
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Custodian	17-OCT-20		NO
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Custodian	16-FEB-16		NO
30556 - Facilities: Maintenance	250 Frank Ogawa Plaza	Maintenance Mechanic	01-JUN-19		NO
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Painter	10-DEC-22		NO
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Painter	10-DEC-22		NO
30556 - Facilities: Maintenance	250 Frank Ogawa Plaza	Painter	14-MAY-22		NO
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Painter	19-MAR-22		NO
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Painter	03-NOV-99		NO
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Painter	23-JAN-89		NO
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Plumber	05-JAN-15		NO
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Plumber	26-OCT-02		NO
30556 - Facilities: Maintenance	7101 Edgewater Dr - Bldg 2	Plumber	15-APR-02		NO
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	25-NOV-23	YES	NO
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	25-NOV-23	YES	NO
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	19-NOV-07		NO
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	26-MAR-07		NO
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Carpenter	18-OCT-93		NO
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	22-AUG-20		NO
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	29-APR-13		NO
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	31-JUL-06		NO
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Mechanic	28-OCT-02		NO
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Supv I	12-JUN-00		NO
30557 - Facilities: Structural	7101 Edgewater Dr - Bldg 2	Exempt Limited Duration Employee	29-APR-23		NO
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg 2	Construction & Maintenance Supv I	31-JUL-06		NO

30558 - Facilities: Electrical/ Project	250 Frank Ogawa Plaza	Electrical Engineer II	16-SEP-02		NO
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg 2	Electrician	28-JUN-10		NO
30558 - Facilities: Electrical/ Project	7101 Edgewater Dr - Bldg 2	Electrician Leader	31-JAN-05		NO
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodial Services Supervisor I	07-JAN-13		NO
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian	20-OCT-06		NO
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg 4	Custodian	31-AUG-02		NO
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian	02-FEB-02		NO
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg 4	Custodian	30-OCT-00		NO
30559 - Facilities: Custodial - OPL	150 Frank H. Ogawa Plaza	Custodian	28-JUL-98		NO
30559 - Facilities: Custodial - OPL	7101 Edgewater Dr - Bldg 4	Custodian	23-AUG-93		NO
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	28-OCT-23	YES	NO
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	02-SEP-23	YES	NO
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	02-SEP-23	YES	NO
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	02-SEP-23	YES	NO
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	05-AUG-23	YES	NO
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	24-JUN-23		NO
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	27-MAY-23		NO
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	27-MAY-23		NO
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	27-MAY-23		NO
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Custodian, PT	17-OCT-20		NO
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	08-FEB-20		NO
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	08-FEB-20		NO
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	09-MAR-19		NO
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	02-FEB-15		NO
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	16-APR-11		NO
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	13-NOV-10		NO
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	01-AUG-05		NO
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	31-AUG-02		NO
30559 - Facilities: Custodial - OPL	666 Bellvue Ave	Custodian, PT	18-APR-98		NO
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Painter	24-DEC-22		NO
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	30-MAR-24	YES	NO
30559 - Facilities: Custodial - OPL	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	02-MAR-24	YES	NO
30611 - Facilities & Environ Asst. Direct	7101 Edgewater Dr - Bldg 4	Administrative Assistant II	26-DEC-20		NO
30611 - Facilities & Environ Asst. Direct	7101 Edgewater Dr - Bldg 2	Administrative Services Manager I	10-DEC-12		NO
30611 - Facilities & Environ Asst. Direct	7101 Edgewater Dr - Bldg 4	Assistant Director, Public Works Agency	30-MAR-98		NO
30611 - Facilities & Environ Asst. Direct	7101 Edgewater Dr - Bldg 2	Temp Contract Svcs Employee, PT	19-MAR-22		NO
30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr - Bldg 4	Administrative Assistant II	11-DEC-99		NO
30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr - Bldg 4	Manager, Park Services	06-AUG-12		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	11-DEC-21		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	13-NOV-21		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	13-NOV-21		NO
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	13-NOV-21		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	21-AUG-21		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	07-AUG-21		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	24-JUL-21		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	24-JUL-21		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	08-AUG-20		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	01-JUN-19		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	09-JUN-14		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	09-JUN-14		NO
30652 - Landscape Maintenance	666 Bellvue Ave	Gardener Crew Leader	04-SEP-12		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	04-SEP-12		NO
30652 - Landscape Maintenance	7101 Edgewater Drive	Gardener Crew Leader	06-AUG-12		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	03-MAY-10		NO
30652 - Landscape Maintenance	666 Bellvue Ave	Gardener Crew Leader	08-AUG-09		NO

Spanish

30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	08-OCT-07		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	04-JUN-07		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	07-MAY-07		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener Crew Leader	11-SEP-06		NO
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	17-APR-06		NO
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener Crew Leader	31-OCT-98		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	28-OCT-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	02-SEP-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	19-AUG-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	05-AUG-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	05-AUG-23	YES	NO
30652 - Landscape Maintenance	666 Bellvue Ave	Gardener II	04-MAR-23		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	18-FEB-23		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	04-FEB-23		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	07-JAN-23		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	10-DEC-22		NO
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener II	26-NOV-22		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	26-NOV-22		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	26-NOV-22		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	16-APR-22		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	05-MAR-22		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	11-DEC-21		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	08-AUG-20		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	01-JUN-19		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	01-JUN-19		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	04-MAY-19		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	06-APR-19		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	06-APR-19		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	06-APR-19		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	28-JUL-18		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	05-JUL-16		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	05-JUL-16		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	06-JUL-15		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	09-JUN-14		NO
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Gardener II	15-DEC-07		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	03-JUL-06		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	02-FEB-02		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Gardener II	29-MAR-96		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	06-MAY-17		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Irrigation Repair Specialist	09-MAY-11		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	28-OCT-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	30-SEP-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PPT	25-DEC-21		NO
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	20-JAN-24	YES	NO
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	11-NOV-23	YES	NO
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	11-NOV-23	YES	NO
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	11-NOV-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	28-OCT-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	28-OCT-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	28-OCT-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	28-OCT-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	28-OCT-23	YES	NO
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	14-OCT-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	30-SEP-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	05-AUG-23	YES	NO

30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	22-JUL-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	08-JUL-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	08-JUL-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	08-JUL-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	24-JUN-23		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	24-JUN-23		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	24-JUN-23		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	15-APR-23		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	04-MAR-23		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	21-JAN-23		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	21-JAN-23		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	07-JAN-23		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	07-JAN-23		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	07-JAN-23		NO
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	15-OCT-22		NO
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	15-OCT-22		NO
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	03-SEP-22		NO
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	09-JUL-22		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	09-JUL-22		NO
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	08-JAN-22		NO
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	11-DEC-21		NO
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	11-DEC-21		NO
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	13-NOV-21		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	08-AUG-20		NO
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	06-APR-19		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	06-APR-19		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	16-JAN-18		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Attendant, PT	20-MAY-17		NO
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	17-JAN-17		NO
30652 - Landscape Maintenance	666 Bellvue Ave	Park Attendant, PT	11-SEP-06		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	21-AUG-21		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	08-JUL-13		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	04-SEP-12		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	04-SEP-12		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	03-OCT-11		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Equipment Operator	12-JUN-10		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	05-AUG-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	07-AUG-21		NO
30652 - Landscape Maintenance	8201 EDGEWATER DRIVE	Park Supervisor I	12-JUN-21		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	11-AUG-18		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	05-JUL-16		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor I	24-NOV-14		NO
30652 - Landscape Maintenance	250 FRANK H. OGAWA PLAZA	Park Supervisor I	14-APR-01		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor II	14-APR-14		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Park Supervisor II	12-NOV-13		NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Temp Contract Svcs Employee, PT	28-OCT-23	YES	NO
30652 - Landscape Maintenance	7101 Edgewater Dr - Bldg 4	Temp Contract Svcs Employee, PT	18-FEB-23		NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Administrative Analyst II	23-MAR-19		NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Administrative Assistant II	22-JAN-22		NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Arboricultural Inspector	14-APR-14		NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Arboricultural Inspector	27-APR-91		NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Supervisor II	29-JAN-18		NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	14-NOV-20		NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	31-OCT-20		NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	31-OCT-20		NO

30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	16-JUN-18		NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	04-JUN-18		NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	07-SEP-09		NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Trimmer	14-FEB-05		NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Worker	22-JUL-23	YES	NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Worker	13-NOV-21		NO
30654 - Tree Services	7101 Edgewater Dr - Bldg 4	Tree Worker	13-NOV-21		NO
30671 - SCGA Admin	750 50th Ave.	Administrative Analyst II	28-JUL-18		NO
30671 - SCGA Admin	750 50th Ave.	Public Works Operations Manager	29-OCT-22		NO
30672 - Street Cleaning	5050 COLISEUM WAY	Public Works Maintenance Worker	09-MAY-05		NO
30672 - Street Cleaning	5050 COLISEUM WAY	Public Works Supervisor I	03-SEP-13		NO
30672 - Street Cleaning	5050 COLISEUM WAY	Public Works Supervisor I	19-APR-99		NO
30672 - Street Cleaning	750 50th Ave.	Public Works Supervisor II	12-OCT-87		NO
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Maintenance Leader	11-MAR-85		NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	09-DEC-23	YES	NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	25-NOV-23	YES	NO
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	08-JUL-23	YES	NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	07-JAN-23		NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	05-OCT-19		NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	16-JAN-18		NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	03-DEC-17		NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	22-OCT-17		NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	28-SEP-15		NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	29-APR-13		NO
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	23-OCT-06		NO
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	10-OCT-06		NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	29-AUG-05		NO
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	18-JAN-05		NO
30672 - Street Cleaning	5050 COLISEUM WAY	Street Sweeper Operator	22-JUL-01		NO
30672 - Street Cleaning	5921 Shepherd Canyon Rd	Street Sweeper Operator	10-SEP-96		NO
30672 - Street Cleaning	750 50th Ave.	Temp Contract Svcs Employee, PT	30-APR-22		NO
30673 - Graffiti Abatement & Rapid Res	750 50th Ave.	Exempt Limited Duration Employee	18-APR-88		NO
30673 - Graffiti Abatement & Rapid Res	750 50th Ave.	Heavy Equipment Operator	07-JAN-13		NO
30673 - Graffiti Abatement & Rapid Res	750 50th Ave.	Painter	15-APR-23		NO
30673 - Graffiti Abatement & Rapid Res	5050 COLISEUM WAY	Painter	31-MAR-14		NO
30673 - Graffiti Abatement & Rapid Res	750 50th Ave.	Painter	02-OCT-06		NO
30673 - Graffiti Abatement & Rapid Res	750 50th Ave.	Public Works Maintenance Worker	22-JUL-23	YES	NO
30673 - Graffiti Abatement & Rapid Res	750 50th Ave.	Public Works Maintenance Worker	11-DEC-21		NO
30673 - Graffiti Abatement & Rapid Res	750 50th Ave.	Public Works Maintenance Worker	20-FEB-21		NO
30673 - Graffiti Abatement & Rapid Res	750 50th Ave.	Public Works Maintenance Worker	28-JUL-18		NO
30673 - Graffiti Abatement & Rapid Res	750 50th Ave.	Public Works Maintenance Worker	19-MAY-18		NO
30673 - Graffiti Abatement & Rapid Res	750 50th Ave.	Public Works Maintenance Worker	07-JUL-14		NO
30673 - Graffiti Abatement & Rapid Res	7101 Edgewater Dr - Bldg 4	Public Works Supervisor I	23-JUL-01		NO
30673 - Graffiti Abatement & Rapid Res	750 50th Ave.	Street Maintenance Leader	08-SEP-18		NO
30673 - Graffiti Abatement & Rapid Res	750 50th Ave.	Street Maintenance Leader	15-DEC-07		NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	27-MAY-23		NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	27-MAY-23		NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	13-MAY-23		NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	13-MAY-23		NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	17-SEP-22		NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-JAN-22		NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	26-JUN-21		NO
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	06-MAR-21		NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	06-MAR-21		NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	20-FEB-21		NO

30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	19-OCT-19	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	05-OCT-19	NO
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	18-MAY-19	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	06-APR-19	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-SEP-18	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-SEP-18	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	21-MAY-18	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	21-APR-18	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	16-JAN-18	NO
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	16-JAN-18	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	22-OCT-17	NO
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	23-SEP-17	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	23-SEP-17	NO
30674 - Illegal Dumping	7101 Edgewater Dr - Bldg 4	Public Works Maintenance Worker	20-MAY-17	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	23-NOV-15	NO
30674 - Illegal Dumping	5050 COLISEUM WAY	Public Works Maintenance Worker	23-NOV-15	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	21-JUL-14	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	28-MAY-13	NO
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Maintenance Worker	04-SEP-12	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	09-JUL-08	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Maintenance Worker	13-JUL-96	NO
30674 - Illegal Dumping	750 50th Ave.	Public Works Supervisor I	28-AUG-09	NO
30674 - Illegal Dumping	5050 COLISEUM WAY	Public Works Supervisor I	10-JUL-00	NO
30674 - Illegal Dumping	5921 Shepherd Canyon Rd	Public Works Supervisor II	29-OCT-03	NO
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	20-FEB-21	NO
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	22-SEP-18	NO
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	23-SEP-17	NO
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	23-NOV-15	NO
30674 - Illegal Dumping	5050 COLISEUM WAY	Street Maintenance Leader	13-JUN-14	NO
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	01-MAR-14	NO
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	29-APR-13	NO
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	13-JUN-11	NO
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	22-OCT-07	NO
30674 - Illegal Dumping	5050 COLISEUM WAY	Street Maintenance Leader	13-MAY-02	NO
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	13-MAY-02	NO
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	16-OCT-01	NO
30674 - Illegal Dumping	750 50th Ave.	Street Maintenance Leader	11-OCT-93	NO
30676 - Litter Enforcement	PWA FISCAL	Administrative Analyst I	09-OCT-17	NO
30681 - Environmental Services Admin	250 Frank Ogawa Plaza	Administrative Analyst II	03-JAN-07	NO
30681 - Environmental Services Admin	250 Frank Ogawa Plaza	Manager, Environmental Services	24-AUG-19	NO

Spanish

Department Name: Planning & Building Department
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, **William S. Gilchrist**, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the **Planning & Building Department** was submitted on **July 15, 2024**.

William Gilchrist
William Gilchrist (Jul 16, 2024 11:41 PDT)

Director Signature

William A. Gilchrist

Type Name

Department Name: Planning & Building Department
 Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name: Planning & Building Department

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	William A. Gilchrist	Nachele Jackson	Nachele Jackson
Title	Director	Administrative Analyst II	Administrative Analyst II
Address	250 Frank H. Ogawa Plaza, Suite 3315	250 Frank H. Ogawa Plaza, Suite 3315	250 Frank H. Ogawa Plaza, Suite 3315
Phone#	510-238-2229	510-238-3150	510-238-3150
Email	WGilchrist@oaklandca.gov	niackson@oaklandca.gov	niackson@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	152		New Hires	15	
Public Contact Positions (PCP)	98	100%	New PCP Hires	7	11.00%
PCP With Spanish Language Skill	17	17%	New PCP Hires with SP Skill	1	1.00%
PCP With Chinese Language Skill	11	11%	New PCP Hires with CH Skill	2	2.00%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Operations & Administration	Infrastructure Inspections
Strategic & Digital Planning	Engineering: Project Coordination
Zoning & Development Planning	Inspections: Commercial Building
Engineering: Permit Center	Inspections: Residential Building
Admin: Engineering	Inspections: Infrastructure
Admin: Building Inspection	Inspections: Neighborhood Preservation

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

Table 3C. Department Organization Structure - Super PCP Unit Reporting		
Any Super PCP Unit in the department?	<input type="checkbox"/> No <input type="checkbox"/> Yes - Please describe below.	
Super PCP Unit	Language Goal FTE	Actual FTE
Zoning City Planning - Other (Strategic Planning)	SP= 3 CH= 1	SP= 4 CH= 1
Inspection Services Admin - Other Inspection Services - Other Building Inspection - Residential Other (Inspection: Residential Building) Engineering Services (Permit Center)	SP= 3 CH= 1	SP= 15 CH= 7

Department Name: Planning & Building Department
 Fiscal Year: FY2023-2024

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

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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	N/A
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Department Name: Planning & Building Department
 Fiscal Year: FY2023-2024

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Planning & Building Department

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF#	GOAL MET?
152	98	11%	17	Yes	5%	11	Yes

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

The Planning & Building (PBD) is still meeting the EAO's compliance objectives. The department now employs approximately 30 bilingual employees, both PCP and non-PCP. Employees have communicated with clients over the phone and in person (for necessary services) by using the City's interpretation services. Furthermore, PBD consistently collaborates with the Office of the City Administrator and other divisions to create and execute improved instruments and procedures to elevate client support.

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

Every position that is filled is evaluated by PBD in collaboration with the Human Resources Management Department (HRM) and the Equal Access Office (EAO) for its PCP status and language requirements. Fifteen (15) new employees were hired by PBD during the reporting period, at least one of whom self-reported as having proficiency in the threshold languages of Spanish and Chinese. Additionally, PBD ensures that employees receive ongoing training on the interpretation services offered by the Equal Access Office in the event that bilingual employees are not immediately accessible to assist clients.

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

By ensuring PBD staff members, particularly new hires, are informed about and get frequent training on using the interpretation and translation services offered by the EAO, PBD is able to maintain compliance with the goals set forth by the agency. Administrative Instruction 558: multilingual Pay, the department's multilingual staff roster, instructions for applying for the exam, and information on using the City's contracted translation and interpretation services is provided to staff, particularly counter staff. These resources are regularly emailed to staff members and placed on the Intranet page of our department, particularly when updated information becomes available.

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

Department Name: Planning & Building Department
 Fiscal Year: FY2023-2024

- The Human Resources Single Point of Contact (SPOC) maintains and distributes a departmental list of bilingual staff to all staff. The PBD Bilingual Staff list is also available on the department's Intranet page.
- Instructions and demonstrations on how to utilize City Translation and Interpretation Services is shared with the department regularly.

B. Translation of Written Vital Documents Assessment

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

The Permit and Zoning Center counters at 250 Frank H Ogawa Plaza, 2nd Floor

- The Inspections Service Counter at 250 Frank H Ogawa Plaza, 2nd Floor.
- The Administrative Unit Reception Area located at 250 Frank H Ogawa Plaza, 3rd Floor

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

As of FY23-24, PBD has a total of 25 vital documents. All documents have been translated into Spanish (100%) and Chinese (100%), and some have been translated into additional languages, such as Vietnamese.

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

The Bureau of Planning occasionally translates public meeting announcements and agendas to better serve the LES community. Additionally, PBD works with the CAO and other departments to develop and implement enhanced tools and processes to improve customer services and inter-departmental coordination.

C. Multilingual Telephone Messages Assessment

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

PBD has eight public access telephones lines, all of which have been recorded with multilingual messages.

D. Assessment of Department Communication with LES Populations

Department Name: Planning & Building Department
Fiscal Year: FY2023-2024

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

PBD ensures that: 1) there are notices notifying customers that bilingual services are available posted prominently and readily visible at the public counters. These notices also include translations in Spanish and Chinese threshold languages; 2) staff informs and asks customers if they would like bilingual services to better assist their needs; and 3) recorded information hotlines are multilingual.

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

Planning & Building received one (1) complaint this reporting year. In collaboration with the EA office, the department reviewed and answered the complaint accordingly.

E Action Plan

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

PBD will continue to translate important departmental documents as they are published and updated when necessary and make them easily accessible to the general public. PBD will endeavor to furnish Limited English Speakers with bilingual interpreters as they become available. PBD will continue its cooperative efforts with the Equal Access Office.

CITY OF OAKLAND



Human Resources Management Department

TEL (510) 238-3112

April 15, 2024
 Esther Goolsby
 Northern California Program Co-Director
 Communities for a Better Environment
 100 Hegenberger Rd., Suite 270
 Oakland, CA 94621
 esther@cbeocal.org

Dear Community Member Goolsby;

RE: Letter of Findings Regarding "Language Discrimination in Oakland General Plan Update, Equal Access to Services Ordinance Complaint"

The letter referenced in the subject line, dated February 27, 2024, was received by the City of Oakland (City) Title VI Civil Rights Director and Equal Access Coordinator. Following the City of Oakland Title VI & Related Civil Rights Statutes Complaint And Compliance Procedure, departments named in the complaint (Planning and Building Department and City Clerk's Office) were notified and asked to provide a response to the complaint.

The complaint identified five areas:

1. "Conduct an investigation into why CBE's requests for oral interpretation and written translation were denied."

Initial fact-finding discovered that interpretation request for Spanish interpretation was originally for the October 3, 2023, City Council Meeting. Request was later modified for September 26, 2023, City Council Meeting.

- On Friday, September 22, 2022 at 4: 19pm CBE sent an email to the City requesting for Spanish interpretation at the October 3, 2023, 4pm, City Council Meeting.
- On Friday, September 22, 2023 at 5:30pm sent an email to the City requesting for Spanish interpretation at the September 26, 2023, 11 :30am, City Council Meeting.

City Clerk's Office publicly posted operation hours are 8:30am to 5pm. Request was received by the City after-hours, with less than forty-eight business hours' notice. There was insufficient time to secure interpretation services for the September 26, 2023 City Council Meeting. Simultaneous interpretation in Spanish and Cantonese was provided from 4pm to 10pm at the October 3, 2023, City Council Meeting.

EJ Elements Fact Sheets, Safety Fact Sheets, Oakland Environmental Justice Element and Oakland Safety Element were translated into multiple languages and uploaded to City website as

downloadable documents. Other project materials available on City website can be accessed in multiple languages by using the language translation function.

The Planning and Building Department and City Clerk's Office has demonstrated efforts to provide language access. The City is actively looking for ways to encourage civic engagement. Please identify Phase I of the General Plan distributed material CBE had requested for translation but did not receive in the past.

If receiving language access to those materials at this time would be beneficial, the City could work with the Planning and Building Department on coordination, which may include translating English materials as a follow up to this complaint response.

2. Conduct an investigation into whether the City has adequate translation and interpretation staff for contracted services available to meet the legal requirements of Ordinance No. 12324.

Two full-time Equal Access Analysts are dedicated to advancing language services in the City. Equal Access Analysts work with a team of four contracted professional language service companies. Contracted providers provide a pool of America Translator Associated certified translators and court certified translators. Each provider has the capacity to cover over 100 languages. The Equal Access Office is actively looking into expanding its services, which may include adding new technologies, available languages, and service providers.

3. Commit to providing in-person oral interpretation when timely requested for threshold LEP languages at any public hearing as required by Ordinance No. 12324.

The City is committed to meeting Equal Access Ordinance mandate: "Oral interpretation of any public meeting or hearing held by a city commission or department shall be provided if requested at least forty-eight (48) hours in advance of the meeting or hearing in question." An assessment of interpretation data shows an upward trend of service provision. The number of City Council meetings equipped with simultaneous interpretations increased 600% from 2020 to 2024.

4. Commit to fully translating into threshold LEP languages the draft and final documents of the elements of the General Plan in Phase II to be made available at the same time as the English version drafts so that all members of the public have equal opportunity to review and make comment during the comment period and prior to the final adoption by City Council as required by law.

The Planning and Building Department will submit a Public Engagement Strategic Plan for the Phase II General Plan to the City's Civil Rights Director, Equal Access Coordinator, and City Administrator. The Plan shall include outreach material publication and translation schedule, and the Department's plan on soliciting input from the public, including threshold LEP language groups. The Strategic Plan will be posted on City website for transparency and public awareness.

5. Conduct a reevaluation of the City's Language Access Plan and reassess how the City will create equal access for LEP persons, utilizing meaningful community input from LEP communities and community organizations.

The City conducts an annual evaluation and assessment on the implementation of Equal Access Ordinance and the Language Access Plan. The City will continue to evaluate and identify

possible service gaps. A City-wide survey is scheduled to launch in 2024 which will provide additional data for assessment.

In conclusion, the City remains committed to improving access to City programs and services for the public, including Limited English Proficiency (LEP) language groups. The City recognizes its responsibility to ensure fairness, equal opportunity, and equity in all its programs, services, and activities. The intent of the City of Oakland Equal Access to Services Ordinance is to create a service environment where every customer receives the same quality of services regardless of English language proficiency.

Sincerely,

City of Oakland

Equal Access Division

May Tam, Program Analyst III - mtam@oaklandca.gov

Andrea Mariano, HR Manager - apomicpic@oaklandca.gov

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	NEW	H	PCP_F	PCP_LANG_1
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Account Clerk II	30-MAR-24	YES		NO	
84111 - Admin: Planning, Building & Planning	250 Frank H. Ogawa Plaza	Account Clerk III	28-MAY-22			NO	
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Account Clerk III	18-SEP-21			NO	
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Accountant III	19-OCT-19			NO	
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Administrative Analyst II	06-APR-19			NO	
84111 - Admin: Planning, Building & Planning	250 FRANK H. OGAWA PLAZA	Administrative Analyst II	06-JAN-14			NO	
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Administrative Services Manager II	07-SEP-19			NO	
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Business Analyst II	09-DEC-23	YES		NO	
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Business Analyst III	10-DEC-22			NO	
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Business Analyst III	16-JUL-18			NO	Spanish
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Director of Planning & Building	11-SEP-17			NO	
84111 - Admin: Planning, Building & Planning	250 FRANK H. OGAWA PLAZA, 3R	Executive Assistant to the Director	02-JUN-08			NO	
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Management Assistant	19-AUG-23	YES		NO	
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Office Assistant II	17-OCT-20			NO	
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Project Manager II	03-APR-21			NO	
84111 - Admin: Planning, Building & Planning	250 FRANK H. OGAWA PLAZA, 3R	Public Service Representative	02-APR-22	YES		Transferred	
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Public Service Representative	18-SEP-21	YES			
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Public Service Representative	18-MAY-19	YES			
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Public Service Representative	13-APR-15	YES			
84111 - Admin: Planning, Building & Planning	250 FRANK H. OGAWA PLAZA, 3R	Public Service Representative	03-FEB-14	YES			
84111 - Admin: Planning, Building & Planning	250 Frank Ogawa Plaza	Public Service Representative	26-JUL-10	YES		Chinese	
84111 - Admin: Planning, Building & Planning	250 Frank Ogawa Plaza	Public Service Representative	24-SEP-07	YES			
84111 - Admin: Planning, Building & Planning	250 Frank Ogawa Plaza	Public Service Representative	20-NOV-93	YES			
84111 - Admin: Planning, Building & Planning	250 Frank Ogawa Plaza	Public Service Representative	27-JUL-87	YES			
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Public Service Representative, Senior	19-MAY-08	YES		Spanish	
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Public Service Representative, Senior	16-JUN-07	YES			
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Spatial Data Analyst III	16-JUN-08			NO	
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Technical Communications Specialist	01-JUN-19			NO	
84111 - Admin: Planning, Building & Planning	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	29-OCT-22			NO	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3R	Deputy Director/City Planner	14-JUN-10			YES	
84211 - Planning	1 Frank Ogawa Plaza	Management Intern, PT	09-DEC-23	YES		NO	
84211 - Planning	1 Frank Ogawa Plaza	Management Intern, PT	25-NOV-23	YES		NO	
84211 - Planning	1 Frank Ogawa Plaza	Management Intern, PT	11-NOV-23	YES	NO	Resigned 6/2024	
84211 - Planning	250 Frank H. Ogawa Plaza	Manager, Planning	27-JUN-05			NO	
84211 - Planning	1 Frank Ogawa Plaza	Planner I	09-JUL-22			NO	
84211 - Planning	1 Frank Ogawa Plaza	Planner II	13-MAY-23			NO	
84211 - Planning	250 Frank Ogawa Plaza	Planner II	29-APR-23			YES	
84211 - Planning	1 Frank Ogawa Plaza	Planner II	01-APR-23			NO	
84211 - Planning	1 Frank Ogawa Plaza	Planner III	01-MAY-21			NO	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3R	Planner III	03-APR-21			NO	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3R	Planner III	25-AUG-18			YES	
84211 - Planning	1 Frank Ogawa Plaza	Planner IV	15-MAY-23	NO	NO	Resigned 5/2024	
84211 - Planning	1 Frank Ogawa Plaza	Planner IV	20-FEB-21			NO	
84211 - Planning	1 Frank Ogawa Plaza	Planner IV	06-FEB-21			NO	
84211 - Planning	1 Frank Ogawa Plaza	Planner IV	21-SEP-19			NO	
84211 - Planning	1 Frank Ogawa Plaza	Planner IV	28-SEP-15			NO	
84211 - Planning	1 Frank Ogawa Plaza	Public Service Representative	16-APR-22			YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Administrative Assistant II	29-SEP-97			NO	
84229 - Zoning	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	02-APR-22			NO	
84229 - Zoning	1 Frank Ogawa Plaza	Management Intern, PT	11-NOV-23	YES	NO	Resigned 6/2024	
84229 - Zoning	1 Frank Ogawa Plaza	Manager, Planning	24-JAN-05			NO	
84229 - Zoning	250 Frank H. Ogawa Plaza	Manager, Zoning	08-APR-02			NO	
84229 - Zoning	1 Frank Ogawa Plaza	Planner I	30-APR-22			NO	

84229 - Zoning	250 Frank H. Ogawa Plaza	Planner I	12-OCT-15	YES	
84229 - Zoning	1 Frank Ogawa Plaza	Planner II	15-APR-23	NO	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner II	17-NOV-18	YES	
84229 - Zoning	250 Frank Ogawa Plaza	Planner II	07-FEB-01	YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner III	18-FEB-23	YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner III	16-JUN-18	YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner III	15-JUL-17	YES	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner III	20-JUN-16	YES	
84229 - Zoning	1 Frank Ogawa Plaza	Planner III	29-AUG-05	NO	Spanish
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner III, Historic Preservation	29-AUG-83	YES	
84229 - Zoning	1 Frank Ogawa Plaza	Planner IV	26-NOV-22	NO	
84229 - Zoning	1 Frank Ogawa Plaza	Planner IV	06-FEB-21	NO	
84229 - Zoning	1 Frank Ogawa Plaza	Planner IV	07-NOV-16	NO	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3R	Planner IV	29-APR-03	NO	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3R	Planner IV	04-NOV-02	NO	
84229 - Zoning	250 Frank H. Ogawa Plaza	Planner IV	28-AUG-00	NO	
84229 - Zoning	250 Frank Ogawa Plaza	Public Service Representative	07-SEP-19	YES	
84229 - Zoning	1 Frank Ogawa Plaza	Public Service Representative, Senior	04-APR-20	YES	
84412 - Admin: Building Inspection	250 Frank Ogawa Plaza	Administrative Analyst I	30-MAY-89	NO	
84412 - Admin: Building Inspection	250 Frank Ogawa Plaza	Administrative Analyst II	13-FEB-18	NO	
84412 - Admin: Building Inspection	1 Frank Ogawa Plaza	Administrative Analyst II	31-AUG-15	NO	Spanish
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Management Assistant	02-SEP-80	NO	
84412 - Admin: Building Inspection	250 Frank Ogawa Plaza	Office Assistant II	17-SEP-22	NO	
84412 - Admin: Building Inspection	250 Frank Ogawa Plaza	Office Assistant II	27-NOV-21	NO	
84412 - Admin: Building Inspection	250 FRANK H. OGAWA PLAZA, 3R	Office Assistant II	06-APR-19	YES	
84412 - Admin: Building Inspection	250 Frank Ogawa Plaza	Office Assistant II	26-SEP-16	NO	
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Public Service Representative	03-FEB-24	YES	YES
84412 - Admin: Building Inspection	250 Frank H. Ogawa Plaza	Public Service Representative	16-OCT-21		YES
84412 - Admin: Building Inspection	250 Frank Ogawa Plaza	Public Service Representative	27-APR-15		YES
84412 - Admin: Building Inspection	250 Frank Ogawa Plaza	Public Service Representative, Senior	07-DEC-15		YES
84412 - Admin: Building Inspection	250 Frank Ogawa Plaza	Student Trainee, PT	27-MAR-17	YES	Not a PBD staff member
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	Permit Technician I	27-APR-24	YES	YES
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	Permit Technician I	02-MAR-24	YES	YES
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	Permit Technician I	03-FEB-24	YES	YES Resigned 5/24
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	Permit Technician I	20-JAN-24	YES	YES
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	Permit Technician I	26-NOV-22		YES
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	Permit Technician I	16-APR-22		YES
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	Permit Technician I	22-JAN-22		YES
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	Permit Technician I	30-OCT-21		YES
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	Permit Technician I	07-JUN-14		YES
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	Permit Technician II	15-JUN-19		YES
84421 - Engineering: Permit Center	250 Frank H. Ogawa Plaza	Planner III	06-JAN-97		NO
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	Planner IV	27-FEB-06	NO	Spanish
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	Public Service Representative	11-NOV-23	YES	YES
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	Specialty Combination Inspector, Senior	23-MAY-05		YES
84421 - Engineering: Permit Center	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	15-OCT-22		NO
84431 - Building & Infrastructure Plar	250 Frank Ogawa Plaza	Engineer, Assistant I (Office)	17-JUN-17		NO
84431 - Building & Infrastructure Plar	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	16-NOV-19		NO
84431 - Building & Infrastructure Plar	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	13-JAN-18		NO
84431 - Building & Infrastructure Plar	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	14-FEB-05		NO
84431 - Building & Infrastructure Plar	250 Frank Ogawa Plaza	Engineer, Assistant II (Office)	25-AUG-01		NO
84431 - Building & Infrastructure Plar	250 Frank Ogawa Plaza	Engineer, Civil (Office)	07-NOV-16		NO
84431 - Building & Infrastructure Plar	250 Frank Ogawa Plaza	Engineer, Civil (Office)	13-NOV-12		NO Chinese
84431 - Building & Infrastructure Plar	250 Frank Ogawa Plaza	Engineer, Civil (Office)	14-MAY-12		NO
84431 - Building & Infrastructure Plar	250 Frank Ogawa Plaza	Engineer, Civil (Office)	22-FEB-05		NO Chinese

84431 - Building & Infrastructure Plar 250 Frank Ogawa Plaza	Engineer, Civil Principal	09-JUL-01	NO	
84431 - Building & Infrastructure Plar 250 Frank Ogawa Plaza	Engineer, Civil Supervising (Office)	07-AUG-00	NO	Chinese
84432 - Engineering: Project Coordin 250 Frank Ogawa Plaza	Planner IV	27-MAY-23	NO	
84432 - Engineering: Project Coordin 250 Frank Ogawa Plaza	Process Coordinator II	07-OCT-17	NO	
84432 - Engineering: Project Coordin 250 Frank Ogawa Plaza	Process Coordinator II	16-OCT-06	NO	
84432 - Engineering: Project Coordin 250 Frank Ogawa Plaza	Process Coordinator II	24-APR-06	NO	
84432 - Engineering: Project Coordin 250 Frank Ogawa Plaza	Process Coordinator III	13-JUL-19	NO	
84432 - Engineering: Project Coordin 250 Frank Ogawa Plaza	Process Coordinator III	06-JUL-15	NO	
84432 - Engineering: Project Coordin 250 Frank Ogawa Plaza	Process Coordinator III	21-APR-08	NO	Chinese
84451 - Inspections: Commercial Buil 250 Frank Ogawa Plaza	Principal Inspection Supv	13-DEC-99	YES	Spanish
84451 - Inspections: Commercial Buil 250 Frank Ogawa Plaza	Specialty Combination Inspector	15-APR-23	YES	
84451 - Inspections: Commercial Buil 250 Frank Ogawa Plaza	Specialty Combination Inspector	18-MAR-23	YES	
84451 - Inspections: Commercial Buil 250 Frank Ogawa Plaza	Specialty Combination Inspector	05-SEP-20	YES	
84451 - Inspections: Commercial Buil 1 Frank Ogawa Plaza	Specialty Combination Inspector	29-JUN-19	YES	
84451 - Inspections: Commercial Buil 250 Frank Ogawa Plaza	Specialty Combination Inspector	17-NOV-18	YES	
84451 - Inspections: Commercial Buil 250 Frank Ogawa Plaza	Specialty Combination Inspector	21-OCT-17	YES	
84451 - Inspections: Commercial Buil 250 Frank Ogawa Bldg	Specialty Combination Inspector	11-SEP-17	YES	
84451 - Inspections: Commercial Buil 250 Frank Ogawa Plaza	Specialty Combination Inspector	07-DEC-15	YES	
84451 - Inspections: Commercial Buil 250 Frank Ogawa Plaza	Specialty Combination Inspector	28-APR-14	YES	
84451 - Inspections: Commercial Buil 250 Frank H. Ogawa Plaza	Specialty Combination Inspector	06-JAN-14	YES	
84451 - Inspections: Commercial Buil 250 Frank Ogawa Plaza	Specialty Combination Inspector	16-OCT-06	YES	
84451 - Inspections: Commercial Buil 250 Frank Ogawa Plaza	Specialty Combination Inspector	15-NOV-99	YES	Spanish
84451 - Inspections: Commercial Buil 250 Frank Ogawa Plaza	Specialty Combination Inspector	06-OCT-98	YES	Spanish
84452 - Inspections: Residential Builc 250 Frank Ogawa Plaza	Principal Inspection Supv	01-NOV-99	YES	
84452 - Inspections: Residential Builc 250 Frank Ogawa Plaza	Specialty Combination Inspector	15-APR-23	YES	
84452 - Inspections: Residential Builc 250 Frank H. Ogawa Plaza	Specialty Combination Inspector	04-APR-20	YES	
84452 - Inspections: Residential Builc 250 Frank Ogawa Plaza	Specialty Combination Inspector	14-DEC-19	YES	
84452 - Inspections: Residential Builc 250 Frank Ogawa Plaza	Specialty Combination Inspector	14-DEC-19	YES	
84452 - Inspections: Residential Builc 250 Frank Ogawa Plaza	Specialty Combination Inspector	01-DEC-18	YES	
84452 - Inspections: Residential Builc 250 Frank Ogawa Plaza	Specialty Combination Inspector	03-NOV-18	YES	
84452 - Inspections: Residential Builc 250 Frank Ogawa Plaza	Specialty Combination Inspector	20-JAN-15	YES	Returned to OPW 6/2024
84452 - Inspections: Residential Builc 250 Frank Ogawa Plaza	Specialty Combination Inspector	10-NOV-14	YES	
84452 - Inspections: Residential Builc 250 Frank Ogawa Plaza	Specialty Combination Inspector	24-JUL-06	YES	
84452 - Inspections: Residential Builc 250 Frank Ogawa Plaza	Specialty Combination Inspector	01-NOV-99	YES	
84452 - Inspections: Residential Builc 250 Frank H. Ogawa Plaza	Specialty Combination Inspector	10-JUN-91	YES	Vietnamese
84452 - Inspections: Residential Builc 250 Frank Ogawa Plaza	Specialty Combination Inspector	15-MAY-89	YES	
84452 - Inspections: Residential Builc 250 Frank Ogawa Plaza	Specialty Combination Inspector, Senior	29-JUN-19	YES	
84452 - Inspections: Residential Builc 250 Frank Ogawa Plaza	Specialty Combination Inspector, Senior	11-SEP-17	YES	
84453 - Inspections: Infrastructure 250 Frank Ogawa Plaza	Construction Inspector, Sr (Field)	04-MAR-02	YES	
84454 - Inspections: Neighborhood P 250 Frank Ogawa Plaza	Principal Inspection Supv	13-FEB-07	YES	Spanish
84454 - Inspections: Neighborhood P 250 Frank Ogawa Plaza	Program Analyst III	10-APR-06	NO	
84454 - Inspections: Neighborhood P 250 Frank Ogawa Plaza	Specialty Combination Inspector	15-OCT-22	YES	
84454 - Inspections: Neighborhood P 250 Frank Ogawa Plaza	Specialty Combination Inspector	11-OCT-21	YES	
84454 - Inspections: Neighborhood P 250 Frank H. Ogawa Plaza	Specialty Combination Inspector	18-SEP-21	YES	
84454 - Inspections: Neighborhood P 250 Frank Ogawa Plaza	Specialty Combination Inspector	18-SEP-21	YES	
84454 - Inspections: Neighborhood P 250 Frank Ogawa Plaza	Specialty Combination Inspector	18-SEP-21	YES	
84454 - Inspections: Neighborhood P 250 Frank Ogawa Plaza	Specialty Combination Inspector	12-MAR-18	YES	
84454 - Inspections: Neighborhood P 250 Frank Ogawa Plaza	Specialty Combination Inspector	11-SEP-17	YES	
84454 - Inspections: Neighborhood P 250 Frank Ogawa Plaza	Specialty Combination Inspector	07-DEC-15	YES	
84454 - Inspections: Neighborhood P 250 Frank Ogawa Plaza	Specialty Combination Inspector	23-JAN-12	YES	
84454 - Inspections: Neighborhood P 250 Frank H. Ogawa Plaza	Specialty Combination Inspector	24-JUL-06	YES	
84454 - Inspections: Neighborhood P 250 Frank Ogawa Plaza	Specialty Combination Inspector, Senior	11-SEP-17	YES	
84454 - Inspections: Neighborhood P 250 Frank Ogawa Plaza	Specialty Combination Inspector, Senior	07-DEC-15	YES	
85111 - Admin: Economic & Workfor One Frank Ogawa Plaza	Accountant II	03-SEP-22	NO	

85111 - Admin: Economic & Workfor	250 FRANK H. OGAWA PLAZA, 3R	Administrative Services Manager II	07-NOV-05		NO
85111 - Admin: Economic & Workfor	One Frank Ogawa Plaza	Director of Economic & Workforce Dev	13-APR-24	YES	NO
85111 - Admin: Economic & Workfor	One Frank Ogawa Plaza	Director of Economic & Workforce Dev	19-FEB-22		NO
85111 - Admin: Economic & Workfor	One Frank Ogawa Plaza	Executive Assistant to the Director	26-FEB-18		NO
85111 - Admin: Economic & Workfor	One Frank Ogawa Plaza	Management Assistant	03-JUL-17		NO
85221 - Project Implementation: Staf	250 Frank Ogawa Plaza	Administrative Analyst II	20-APR-19		NO
85221 - Project Implementation: Staf	250 Frank H. Ogawa Plaza	Administrative Assistant I	09-APR-01		NO
85221 - Project Implementation: Staf	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	24-APR-89		NO
85221 - Project Implementation: Staf	250 Frank Ogawa Plaza	Manager, Real Property Asset	24-NOV-14		NO
85221 - Project Implementation: Staf	250 Frank Ogawa Plaza	Project Manager III	04-MAR-13		NO
85221 - Project Implementation: Staf	250 Frank Ogawa Plaza	Project Manager III	30-APR-90		NO
85221 - Project Implementation: Staf	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	05-AUG-23	YES	NO
85221 - Project Implementation: Staf	250 Frank Ogawa Plaza	Urban Economic Analyst II	23-SEP-17		NO
85221 - Project Implementation: Staf	250 Frank Ogawa Plaza	Urban Economic Analyst III	15-OCT-22		NO
85221 - Project Implementation: Staf	250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects	27-OCT-88		NO
85221 - Project Implementation: Staf	250 Frank Ogawa Plaza	Urban Economic Coordinator	11-FEB-08		NO
85221 - Project Implementation: Staf	250 Frank Ogawa Plaza	Urban Economic Coordinator	01-MAR-05		NO
85231 - Real Estate	250 Frank Ogawa Plaza	Manager, Real Property Asset	11-JAN-20		NO
85231 - Real Estate	250 Frank H. Ogawa Plaza	Real Estate Agent	18-MAR-23		NO
85231 - Real Estate	250 FRANK H. OGAWA PLAZA, 3R	Real Estate Agent	15-JUN-19		NO
85231 - Real Estate	250 Frank Ogawa Plaza	Real Estate Agent	10-OCT-16		NO
85231 - Real Estate	250 Frank Ogawa Plaza	Real Estate Agent, Supervising	10-JUN-23		NO
85244 - Oakland Army Base Redevelc	250 Frank Ogawa Plaza	Management Assistant	08-FEB-20		NO
85244 - Oakland Army Base Redevelc	250 Frank Ogawa Plaza	Project Manager II	27-JUL-98		NO
85311 - Workforce Development	250 Frank Ogawa Plaza	Administrative Services Manager II	30-JUL-12		NO
85311 - Workforce Development	250 FRANK H. OGAWA PLAZA, SU	Program Analyst II	21-AUG-21		NO
85311 - Workforce Development	250 Frank Ogawa Plaza	Program Analyst III	27-MAY-23		NO
85311 - Workforce Development	250 FRANK H. OGAWA PLAZA, 3R	Program Analyst III	15-MAR-10		NO
85411 - Economic Development	250 Frank Ogawa Plaza	Deputy Director, Econ/Workforce Dev	10-JUN-23		NO
85411 - Economic Development	250 Frank Ogawa Plaza	Urban Economic Analyst II	20-JAN-24	YES	NO
85411 - Economic Development	250 Frank Ogawa Plaza	Urban Economic Analyst II	05-SEP-20		NO
85411 - Economic Development	250 Frank Ogawa Plaza	Urban Economic Analyst III	02-OCT-21		NO
85411 - Economic Development	250 FRANK H. OGAWA PLAZA, 3R	Urban Economic Analyst III	01-MAY-06		NO
85411 - Economic Development	250 FRANK H. OGAWA PLAZA, 3R	Urban Economic Analyst IV, Projects	15-JUL-17		NO
85511 - Cultural Arts & Marketing	One Frank Ogawa Plaza	Program Analyst III	14-NOV-20		NO
85521 - Public Art	One Frank Ogawa Plaza	Manager, Cultural Affairs	12-SEP-16		NO
85521 - Public Art	One Frank Ogawa Plaza	Program Analyst II	02-MAR-24	YES	NO
85521 - Public Art	One Frank Ogawa Plaza	Program Analyst III	27-JUN-05		NO
85611 - Special Activities	250 Frank Ogawa Plaza	Business Analyst II	02-MAR-24	YES	NO
85611 - Special Activities	1 Frank Ogawa Plaza	City Administrator Analyst	02-DEC-08		NO
85611 - Special Activities	250 Frank Ogawa Plaza	Deputy Director, Econ/Workforce Dev	07-JAN-13		NO
85611 - Special Activities	1 Frank Ogawa Plaza	Special Activity Permit Inspector	21-MAY-18		NO Spanish
85611 - Special Activities	1 Frank Ogawa Plaza	Special Activity Permit Inspector	21-MAR-11		NO Spanish
85611 - Special Activities	250 Frank Ogawa Plaza	Special Activity Permit Technician	08-FEB-20		NO
85621 - Cannabis	250 Frank Ogawa Plaza	Administrative Analyst II	29-APR-23		NO
85621 - Cannabis	250 Frank Ogawa Plaza	Special Activity Permit Technician	16-SEP-23	YES	NO
85631 - Special Events	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	12-NOV-22		YES
89919 - Admin: Housing & Communi	250 Frank Ogawa Plaza	Account Clerk II	16-MAY-20		NO
89919 - Admin: Housing & Communi	250 Frank Ogawa Plaza	Accountant II	05-DEC-05		Chinese
89919 - Admin: Housing & Communi	250 Frank Ogawa Plaza	Accountant III	11-JAN-10		NO
89919 - Admin: Housing & Communi	250 Frank Ogawa Plaza	Administrative Analyst II	09-DEC-23	YES	YES
89919 - Admin: Housing & Communi	250 Frank Ogawa Plaza	Administrative Assistant I	15-MAY-21		NO
89919 - Admin: Housing & Communi	250 Frank Ogawa Plaza	Assistant to the Director	23-JUL-22		NO
89919 - Admin: Housing & Communi	250 Frank Ogawa Plaza	Business Analyst III	10-AUG-19		NO
89919 - Admin: Housing & Communi	250 Frank Ogawa Plaza	Deputy Director, Housing	02-MAR-24	YES	NO

89919 - Admin: Housing & Communi	250 Frank Ogawa Plaza	Deputy Director, Housing	03-FEB-24	YES	NO
89919 - Admin: Housing & Communi	250 Frank Ogawa Plaza	Director of Housing & Community Dev	23-MAR-22		NO
89919 - Admin: Housing & Communi	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	17-FEB-24	YES	YES
89919 - Admin: Housing & Communi	250 Frank Ogawa Plaza	Loan Servicing Administrator	14-JAN-14		NO
89919 - Admin: Housing & Communi	250 Frank H. Ogawa Plaza	Loan Servicing Specialist	16-APR-22		YES
89919 - Admin: Housing & Communi	250 Frank Ogawa Plaza	Management Assistant	25-JUN-08		NO Tagalog
89919 - Admin: Housing & Communi	250 Frank Ogawa Plaza	Manager, Agency Administrative	30-MAR-15		NO
89919 - Admin: Housing & Communi	250 Frank H. Ogawa Plaza	Office Assistant II	17-APR-21		NO
89919 - Admin: Housing & Communi	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	26-NOV-22		
89929 - Housing Development	250 Frank Ogawa Bldg	Administrative Assistant I	11-JAN-20		NO
89929 - Housing Development	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	02-MAR-24	YES	YES
89929 - Housing Development	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	11-JAN-20		YES
89929 - Housing Development	250 Frank Ogawa Plaza	Home Management Specialist III	25-JUN-12		
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator II	11-DEC-21		NO
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator III	14-MAY-22		NO
89929 - Housing Development	250 Frank Ogawa Plaza	Housing Development Coordinator III	11-JUL-20		NO
89929 - Housing Development	250 Frank Ogawa Bldg	Housing Development Coordinator IV	07-MAY-18		NO
89929 - Housing Development	250 Frank Ogawa Plaza	Manager, Housing Development	18-JUN-01		NO
89929 - Housing Development	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	29-APR-23		NO
89939 - Municipal Lending	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	11-SEP-93		YES
89939 - Municipal Lending	250 Frank Ogawa Plaza	Manager, Housing Development	08-DEC-05		NO
89939 - Municipal Lending	250 Frank Ogawa Plaza	Mortgage Advisor	11-NOV-23	YES	YES
89939 - Municipal Lending	250 Frank Ogawa Plaza	Mortgage Advisor	09-FEB-09		NO
89939 - Municipal Lending	250 Frank Ogawa Plaza	Program Analyst III	13-NOV-21		NO
89939 - Municipal Lending	250 Frank Ogawa Plaza	Project Manager	31-OCT-11		NO
89939 - Municipal Lending	250 Frank H. Ogawa Plaza	Rehabilitation Advisor III	08-JAN-22		YES
89939 - Municipal Lending	250 Frank Ogawa Plaza	Rehabilitation Advisor III	22-MAY-17		NO
89949 - CDBG Coordination	250 Frank H. Ogawa Plaza	Community Development Program Coord	08-JAN-07		NO
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Community Development Program Coord	27-NOV-06		NO
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Development/Redevelop. Program Mana	14-JUN-94		NO
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Home Management Specialist II	16-MAY-20		NO
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Home Management Specialist III	27-MAY-14		NO
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Monitoring & Evaluation Supervisor	25-JUL-20		NO
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Program Analyst II	13-APR-24	YES	NO
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Program Analyst II	17-DEC-16		NO
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Project Manager	01-APR-23		NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Analyst I	10-AUG-19		NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Analyst I	02-FEB-15		NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Analyst I	20-DEC-99		NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Analyst II	08-SEP-18		NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Administrative Assistant I	06-AUG-01		NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Administrative Assistant I	27-MAY-00		NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Assistant II	06-AUG-22		NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	13-APR-24	YES	YES
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	25-NOV-23	YES	YES
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	25-NOV-23	YES	YES
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Exempt Limited Duration Employee	16-SEP-23	YES	YES
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	09-APR-18		NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	14-FEB-17		NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	27-OCT-14		NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	25-FEB-08		NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Manager, Rent Adjustment Program	08-JAN-22		NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Program Analyst II	17-OCT-20		NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Program Analyst II	11-JUL-20		NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Program Analyst II	30-DEC-17		YES

89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Program Analyst II	13-MAR-12	YES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Program Analyst III	07-MAR-05	NO	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Project Manager	11-DEC-21	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Project Manager	10-JUL-21	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Rent Adjustment Program Assistant	17-OCT-20	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Rent Adjustment Program Manager, Asst	05-AUG-23	YES	NO
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Senior Hearing Officer	14-DEC-19		

Department Name:
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Suzanne Doran, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Public Ethic Commission was submitted on 07/15.2024.


Suzanne Doran (Jul 15, 2024 15:44 PDT)

(Acting) Executive Director Signature

Suzanne Doran

Type Name

Department Name:PEC
 Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Nicolas Heidorn	Teddy Teshome	Teddy Teshome
Title	Executive Director	Administrative Analyst I	Administrative Analyst I
Address	1 Frank H Ogawa Plaza Room 104	1 Frank H Ogawa Plaza Room 104	1 Frank H Ogawa Plaza Room 104
Phone#	510-238-6620	510-238-2257	510-238-2257
Email	nheidorn@oaklandca.gov	tteshome@oaklandca.gov	tteshome@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	8		New Hires	3	
Public Contact Positions (PCP)	8	100%	New PCP Hires		100%
PCP With Spanish Language Skill	0	%	New PCP Hires with SP Skill		%
PCP With Chinese Language Skill	0	%	New PCP Hires with CH Skill		%

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

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

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes – Please describe below
Description: We had several staff leave in 23 – 24. New Hires Administrative Analyst I, Administrative Assistant I, Ethics Investigator. Two new ELDE Position Program Manager and Ethics Analyst II. Program Manager will supervisor the Ethics Analyst position.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting			
Any Super PCP Unit in the department?	<input type="checkbox"/> xNo <input type="checkbox"/> Yes – Please describe below.		
Super PCP Unit	Language Goal FTE		Actual FTE
	SP=	CH =	SP= CH =
	SP=	CH =	SP= CH =
	SP=	CH =	SP= CH =
	SP=	CH =	SP= CH =

Department Name:PEC
 Fiscal Year: FY2023-2024

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Public Ethics brochure	Yes	Yes	
GEA Fact Sheet	Yes	Yes	
PEC Complaint Form	Yes	Yes	
Total # of vital documents reported =			

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

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Public Ethics City Hall, 1st Floor		Completed, Anna completed with May

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

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

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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Department Name: PEC
 Fiscal Year: FY2023-2024

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: PEC Public Ethics Commission

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
8	0	1	0	No	1	0	No

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

The Public Ethics Commission ensures compliance by ensuring all vital documents are translated into Spanish and Chinese. . As a small department, we rely on the services offered by the Equal Access department for interpretation and translation requirements. These measures aim to facilitate effective communication and engagement with our diverse community members.

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

The Department has been actively engaged in outreach, recruitment, and hiring efforts, particularly focusing on bilingual candidates. Recently, we conducted hiring processes for positions including Ethics Investigator, Ethics Analyst II, Administrative Analyst I, and Administrative Assistant II. Currently, we are in the process of hiring an EDLE Ethics Analyst, with a specific desire of bilingual candidates. Our outreach initiatives have included targeted efforts to reach diverse communities and organizations that serve populations fluent in languages such as Spanish and Chinese.

To further enhance accessibility, we are in the process of translating our main phone line into Spanish and Chinese

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

The Public Ethics Commission in Oakland has significantly improved accessibility and inclusivity by providing translation services for non-English speaking residents. This initiative ensures that crucial information about ethics regulations and civic responsibilities is accessible in languages such as Spanish, Chinese, and Vietnamese. By offering these services, the Commission has enhanced community engagement and participation, fostering a more informed and involved citizenry across diverse linguistic backgrounds. This approach not only promotes transparency but also strengthens civic trust and compliance with ethical standards among all residents of Oakland.

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

The PEC's vital documents, including its Complaint intake form, have been translated into Spanish and Chinese. Frontline staff are trained on accessing Language Line for interpretation needs. In addition, as the PEC prepares to implement the Democracy

Department Name:PEC
Fiscal Year: FY2023-2024

Dollars Public Financing Program, the PEC secured \$210,000 in grant funding to hire community engagement specialists to develop outreach plans to ensure all of Oakland's diverse communities, including LEP communities, are engaged in the Program. Finally, the PEC has taken efforts to ensure recruitment for future Commissioners reaches diverse communities, including reaching out to organizations that have a heavy emphasis on serving LEP communities, such as Family Bridges and Unity Council.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted. **The Public Ethics Commission is committed to ensuring that all members of the public, including those with Limited English Proficiency (LEP), are informed of their right to language access services. To achieve this, notices detailing language access rights are prominently displayed in the lobby area of our office. These notices serve to educate visitors and clients about the availability of language assistance services, ensuring they can access necessary information and communicate effectively in their preferred language. Additionally, our commitment extends to providing language access materials upon request, accommodating the diverse linguistic needs of individuals seeking our services. By proactively disseminating information and offering tailored support, we strive to promote inclusivity and facilitate equal access to the resources and proceedings of the Public Ethics Commission.**

Poster location: 1 Frank H Ogawa Plaza Room 104, Oakland, CA

2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated? **100% of our vital documents have been translated.**
3. Describe other materials the Department has provided in multiple languages? **None this year outside of our Vital Documents**

C. Multilingual Telephone Messages Assessment

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

Last year, the Public Ethics Commission took steps to enhance accessibility by translating its main phone line into Spanish and Mandarin. This initiative was lead by former Administrative Analyst, Ana Lara Franco, aiming to better serve non-English-speaking residents and facilitate communication effectively.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations. **PEC is implementing Democracy Dollars Program which we are creating strategies to targeted outreach to engage Limited English Proficiency communities effectively. This involves translating materials, partnering with community and organizations, and training communities and ensuring accessibility to further enhance participation and understanding.**

Additionally, PEC seeks new commissioners who value bilingual skills to effectively engage underserved communities. Bilingual abilities are recognized as crucial for bridging communication gaps and building trust with diverse populations, ensuring equitable participation in civic programs the PEC administers, such as Democracy Dollars I the future. These efforts aim to foster inclusive engagement and empower underserve communities in the democratic process.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s). **None**

E. Action Plan

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

The Public Ethics Commission will continue to collaborate with organizations providing services in various languages to enhance outreach programs. Furthermore, they will leverage comprehensive language resources to effectively communicate with communities where our staff and Commissioners do not speak the languages. This approach aims to improve accessibility and engagement, fostering better communication and understanding across diverse groups.

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS
65111 - Public Ethics Comr 1	FRANK H. OGAWA PLAZA	Administrative Analyst I
65111 - Public Ethics Comr 1	FRANK H. OGAWA PLAZA	Administrative Assistant II
65111 - Public Ethics Comr 1	FRANK H. OGAWA PLAZA	Enforcement Chief, Public Ethics Comm
65111 - Public Ethics Comr 1	FRANK H. OGAWA PLAZA	Ethics Analyst I
65111 - Public Ethics Comr 1	FRANK H. OGAWA PLAZA	Ethics Investigator
65111 - Public Ethics Comr 1	FRANK H. OGAWA PLAZA	Executive Director, Public Ethics Comm
65111 - Public Ethics Comr 1	FRANK H. OGAWA PLAZA	Exempt Limited Duration Employee
65111 - Public Ethics Comr 1	FRANK H. OGAWA PLAZA	Exempt Limited Duration Employee
65111 - Public Ethics Comr 1	FRANK H. OGAWA PLAZA	Management Intern, PT
65111 - Public Ethics Comr 1	FRANK H. OGAWA PLAZA	Management Intern, PT
65111 - Public Ethics Comr 1	FRANK H. OGAWA PLAZA	Temp Contract Svcs Employee, PT

POSITION_NO	HIRE_DATE	NEW HIRE	PCP_POSITION	PCP_LANG_
45364.45364	14-MAY-22	Yes	No	
38652.37512	16-MAR-24	YES	NO	
38648.36351	28-MAR-16		NO	
38649.34361	18-AUG-14		NO	
38651.36352	26-OCT-15		NO	
38647.14711	13-MAY-23		NO	
47153.47153	16-FEB-16		NO	
47801.47801	20-JAN-24	YES	NO	
47500.475	06-JAN-24		NO	
47501.47501	20-JAN-24		NO	
47826.47826	02-MAR-24		NO	

Equal Access Report

Final Audit Report

2024-07-15

Created:	2024-07-15 (Pacific Daylight Time)
By:	Teddy Teshome (tteshome@oaklandca.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAA88gmAoweaA-UlwjLSNRcqmfJ13sslqgv

"Equal Access Report" History

-  Document created by Teddy Teshome (tteshome@oaklandca.gov)
 2024-07-15 - 3:32:49 PM PDT- IP address: 73.36.171.213

-  Document emailed to Suzanne Doran (SDoran@oaklandca.gov) for signature
 2024-07-15 - 3:36:21 PM PDT

-  Email viewed by Suzanne Doran (SDoran@oaklandca.gov)
 2024-07-15 - 3:37:29 PM PDT- IP address: 157.131.17.192

-  Document e-signed by Suzanne Doran (SDoran@oaklandca.gov)
 Signature Date: 2024-07-15 - 3:44:37 PM PDT - Time Source: server- IP address: 157.131.17.192

-  Agreement completed.
 2024-07-15 - 3:44:37 PM PDT





EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Mac Muir, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Police Commission was submitted on June 20, 2024.

Director Signature

Mac Muir, CPRA Executive Director

Type Name

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Mac Muir	Mykah Montgomery	Mykah Montgomery
Title	Executive Director	Chief of Staff	Chief of Staff
Address	250 Frank H. Ogawa Plaza	Home Office	Home Office
Phone#	510.238.2258	510-229-6811	510-2229-6811
Email	mmuir@oaklandca.gov	mmontgomery@oaklandca.gov	mmontgomery@oaklandca.gov

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

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
The Chief of Staff is the only administrative staff for the Police Commission at this time. There is no public OPC office. The COS works from a home office	

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

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

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Community meeting event flyers	Y	Y	
Speaker cards for meetings	Y	Y	
Total # of vital documents reported =	2		

Table 4B. Vital Documents Status Summary	
Department's known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
Action Plan & Timeline: Flyers are being translated for a July 1,2024 event. Speaker cards are already translated	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
	510-238-2187	Complete

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

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

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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name:

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
1	0	11%	1	no	5%	0	no

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

The Oakland Police Commission is dedicated to ensuring fair and impartial service access for all residents of the Oakland community. The Commission's team is limited to a single member with English as the primary language. Collaboration with the City's Equal Access Department enables the commission to enlist external translation services whenever additional language assistance is required to enhance our community engagement initiatives.

2. Describe the Department's effort in outreach, recruitment and hiring of bilingual candidates.
 The OPC will continue to assess language access and prioritize bilingual certification for new hires.

3. Highlight positive changes, successes, and best practices.
 The OPC maintains the provision of bilingual services as needed for members of the Oakland community.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.
 The OPC continues to ensure LES persons have meaningful access to the services.

B. Translation of Written Vital Documents Assessment

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

The OPC does not have public facing office. The Chief of Staff is the sole employee and works from a home office. When on site, the Chief of Staff works from the CPRA office that has notices of language access services posted in the receptionist area at 250 Frank Ogawa Plaza Suite 6302.

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

Our aim is to have all OPC community outreach communications written in various languages. A community event is scheduled for July 11, 2024, and the fliers will be translated into Spanish

and Mandarin. Achieving a 100% completion at that time will prompt us to continue the same practice for future outreach events.

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

C. Multilingual Telephone Messages Assessment

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

We need assistance with ensuring all going messages of the OPC voicemail system have been translated into threshold languages.

D. Assessment of Department Communication with LES Populations

1. Describe outreach efforts to communicate and engage LES populations.
In the event we need any interpretation services, staff uses the City of Oakland Language Line.

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

The OPC did not receive any language access complaints.

E. Action Plan

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

As our budget permits allocate funds to recruit and train staff proficient in multiple languages to offer support to Limited English Proficiency (LEP) individuals in the community.

Collaborate with the Equal Access Compliance team to facilitate interpreter services, document translations for public outreach, and ensure website accessibility for timely communication with LEP individuals.

Department Name: DWES
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Emylene Aspilla, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Department of Workplace and Employment Standards was submitted on June 21,2024.

Emylene Aspilla
Emylene Aspilla (Jun 21, 2024 11:03 PDT)

Director Signature

Emylene Aspilla
Type Name

II. QUANTITATIVE ASSESSMENT REPORT

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

Department Name: Department of Workforce & Employment Standards

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Emylene Aspilla	Juliet Huang	Juliet Huang
Title	Director	Assistant to the Director	Assistant to the Director
Address	250 Frank Ogawa Plaza, Ste 3341, Oakland CA 94612	250 Frank Ogawa Plaza, Ste 3341, Oakland CA 94612	250 Frank Ogawa Plaza, Ste 3341, Oakland CA 94612
Phone#	(510) 238-6270	(510) 238-7324	(510) 238-7324
Email	easpilla@oaklandca.gov	jhuang@oaklandca.gov	jhuang@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	15 (filled)		New Hires	2	
Public Contact Positions (PCP)	13	87 %	New PCP Hires	1	
PCP With Spanish Language Skill	2	15 %	New PCP Hires with SP Skill	0	0%
PCP With Chinese Language Skill	2	15 %	New PCP Hires with CH Skill	0	0%

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

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

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

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

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Minimum Wage Enforcement Claim form	Yes	Yes	Vietnamese
Measure Z Claim form	Yes	Yes	Vietnamese
Right to Recall Interpretive Regulations	Yes	Yes	Vietnamese
Hospitality and travel worker right to recall ordinance poster	Yes	Yes	Vietnamese
Emergency Paid Sick Leave Poster	Yes	Yes	Vietnamese
Emergency Paid Sick leave complaint form	Yes	Yes	Vietnamese
Minimum Wage poster	Yes	Yes	Vietnamese
Measure Z (hotel workers) poster	Yes	Yes	Vietnamese
Living Wage Bulletin	Yes	Yes	Vietnamese
Measure FF FAQ	Yes	Yes	Vietnamese
Regulations for the enforcement of Oakland's employment ordinances	Yes	Yes	Vietnamese
Measure Z – final interpretive regulations	Yes	Yes	Vietnamese
FAQ -Oakland's Hotel Workers protection and Employment Standards ordinance	Yes	Yes	Vietnamese
Total # of vital documents reported = 14			

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

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Minimum Wage phone line	X6270	Active
General phone line	X3970	Active

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

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

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

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

Table 8. OPD & OFD Report on Language Interpretation Line
Vendor Name:
Top 5 languages requested:

FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

III. QUALITATIVE ASSESSMENT REPORT

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

A. Bilingual Public Contact Positions Assessment

Department Name: Workplace and Employment Standards

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
15	13	11%	2	Y (15%)	5%	2	Y (15%)

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

DWES has consistently been committed to serving the multi-cultural community that is Oakland. For the fiscal year, DWES has exceeded the Equal Access Ordinance (EAO) goals for threshold languages, which are defined as having more than 10,000 Limited English Proficiency (LEP) residents. The 15% Spanish-speaking PCPs exceeds the 11% goal. The 15% Chinese-speaking exceeds the 5% goal. In addition, DWES also has one (1) Tagalog-speaking and two (2) Cambodian-speaking staff. These are languages with more than 1,000 LEP residents in each. Nearly half (47%) of DWES PCPs speak a threshold or LEP language. Moreover, DWES has translated vital documents to Vietnamese, another LEP language.

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

The department circulates the job announcements to community partners and participated in the March 2024 City Career and Resources Expo by staffing a table with PCP staff. The Department considers recruiting additional employees who are bilingual in the threshold languages as provided in AI 145. Recruitments are evaluated to determine the need for selective certification language and to ensure the PCP goals are met or exceeded. Since DWES is above the minimum requirement and the goal set last fiscal year, it has not applied to require language certification for the open positions but does consider language ability as a positive factor in hiring.

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

DWES has expanded our outreach efforts and have partnered with other agencies and departments. We contracted with the Fair Labor Oakland collaborative to provide outreach and education to workers and businesses, specifically in low wage worker and immigrant communities, about local labor laws. We have also increased outreach as a Department generally around City contracting opportunities for small businesses and labor law enforcement programs. We have attended fourteen external outreach events and held two City sponsored outreach efforts totaling more than 300 participants. As a best practice we ask registrants for these events, in advance, if they require translations services. Additionally, at site visits we provide interpretive services for small business owners and local hotel workers. All DWES events included outreach to immigrant worker and small business owner communities

and offered translation services for attendees of outreach or community engagement meetings.

4. Describe additional measures implemented to ensure LES persons are provided with meaningful access to City services.
 - Translated thirteen of our vital documents into the threshold languages.
 - Established two multicultural phone lines.
 - Ensured bi-lingual FTE staffed outreach events.
 - Provide interpretive services at site visits and in interviews with hotel workers.

B. Translation of Written Vital Documents Assessment

1. Departments are required to inform the public of the right to language access services. Please list the locations in which notices are posted.
 Reception (front desk) 250 Frank Ogawa Plaza, Ste 3341, Webpage (www.oaklandca.gov/departments/workplace-employment-standards).
2. Describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
 All (100%) the documents were translated into threshold language(s).
3. Describe other materials the Department has provided in multiple languages?
 Emergency Paid Sick Leave Poster: Spanish, Chinese, Vietnamese
 Emergency Paid Leave Claim Form: Spanish, Chinese, Vietnamese
 Right to Recall Poster: Spanish, Chinese, Vietnamese
 Right to Recall Claim Form: Spanish, Chinese, Vietnamese
 Measure FF (Minimum Wage) Poster: Spanish, Chinese, Vietnamese
 Measure FF (Minimum Wage) Claim Form: Spanish, Chinese, Vietnamese
 Measure FF FAQ: Spanish, Chinese, Vietnamese
 Measure Z Claim form: Spanish, Chinese, Vietnamese
 Measure Z poster: Spanish, Chinese, Vietnamese
 Living Wage Ordinance Bulletin: Spanish, Chinese, Vietnamese
 Hospitality and travel worker right to recall ordinance poster: Spanish, Chinese, Vietnamese
 Regulations for the enforcement of Oakland's employment ordinances: Spanish, Chinese, Vietnamese
 FAQ -Oakland's Hotel Workers protection and Employment Standards ordinance: Spanish, Chinese, Vietnamese

C. Multilingual Telephone Messages Assessment

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

Last year we tasked ourselves with providing a multi-lingual service for our main phone line and we exceeded that goal by also adding the minimum wage line. We regularly use the language access line for translation.

D. Assessment of Department Communication with LES Populations

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

The core of the work we do at DWES is to provide equitable opportunities to Oakland businesses owners and workers, it's interwoven into our department culture. We continually strive to serve LES communities by providing access to documents, translation services when needed, and outreach to communities of color.

2. State the number of language access complaint(s) received this year, and actions taken to address and resolve the complaint(s).
None.

E. Action Plan

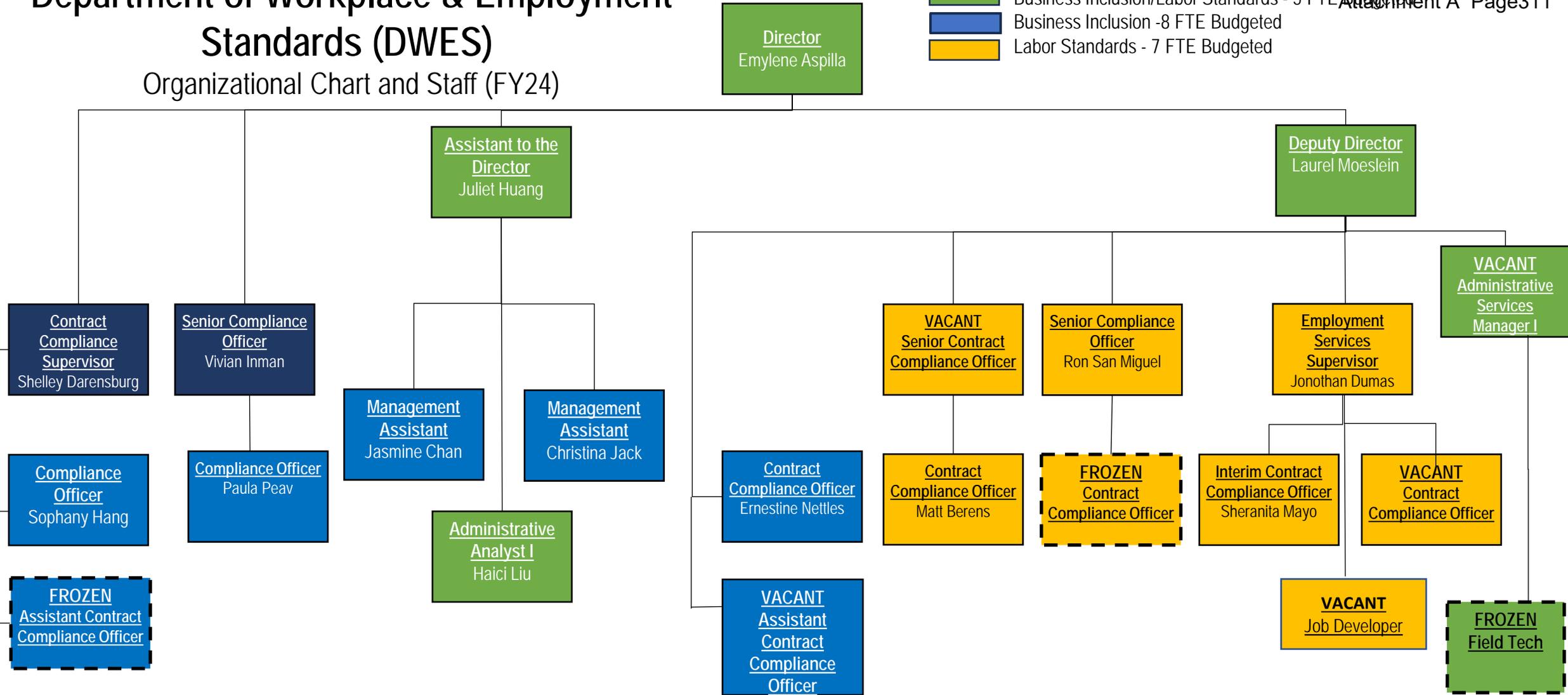
1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.

We will continue to work closely with our community stakeholders to gain insight into the unique needs of LES populations and ways in which we can address those needs. Particularly, to partner with Fair Labor Oakland collaborative to conduct regular workshops and training designed to educate low-wage Oakland workers on their rights under Measure FF and Z.

Department of Workplace & Employment Standards (DWES)

Organizational Chart and Staff (FY24)

- Business Inclusion/Labor Standards - 5 FTE Budgeted
- Business Inclusion - 8 FTE Budgeted
- Labor Standards - 7 FTE Budgeted



Business Inclusion Division

Labor Standards Division

DWES FY 2023-24

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	POSITION_NO	HIRE_DATE	NEW HIRE	EMP_NAME	PCP_POSITION	PCP_LANG_1	Bilingual Cert	
67111 - Administrative Support	250 FRANK H. OGAWA PLAZA, 3RD FL	Administrative Analyst I	45471.45471	28-MAR-15		Choi, Heung	YES	Chinese	Chinese	
67111 - Administrative Support	250 FRANK H. OGAWA PLAZA, 3RD FL	Assistant to the Director	47305.47305	03-FEB-24	YES	Huang, Juliet	NO			
67111 - Administrative Support	250 FRANK H. OGAWA PLAZA, 3RD FL	Deputy Director Workplace & Empl Stds	46691.43244	01-APR-23		Wheeler, Louise	YES			
67111 - Administrative Support	250 FRANK H. OGAWA PLAZA, 3RD FL	Director of Workplace & Employment Stnd	43247.43247	17-SEP-22		Abella, Emelina Maryzel	YES	Tagalog		
67211 - Workplace Standards	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer	46944.46944	14-OCT-23	YES	Wong, Sherenita	YES			
67211 - Workplace Standards	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer, Sr.	43374.42554	01-JUN-15		San Miguel, Ronald	YES	Spanish	Spanish	
67211 - Workplace Standards	250 FRANK H. OGAWA PLAZA, 3RD FL	Employment Services Supervisor	43028.3383	13-SEP-04		Thomas, Jonathan Hilal	YES			
67211 - Workplace Standards	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer	46375.46375	13-SEP-07		Green, Matthew Thomas	YES	Spanish	Spanish	
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer	46692.44313	22-JAN-08		Wattles, Priscilla	YES			
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer	46693.44314	06-NOV-06		How, Paula H	YES	Cambodian		
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer	43030.10403	12-MAY-98		How, Sophary	YES	Cambodian		
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Officer, Sr.	43029.4909	08-OCT-91		Wong, Vivian B	YES			
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Contract Compliance Supervisor	43031.28181	06-OCT-86		Wendenburg, Shelley H	YES			
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Exempt Limited Duration Employee	47974.47974	10-JUN-23		Lo, Christina	NO			
67411 - Compliance	250 FRANK H. OGAWA PLAZA, 3RD FL	Management Assistant	47627.47627	11-FEB-08		Chan, Sai J	YES	Chinese	Chinese	

Department Name:Oakland Department of Transportation
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Josh Rowan, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Oakland Department of Transportation was submitted on June 21, 2024


Josh Rowan (Jun 20, 2024 19:44 PDT)

Signature

Josh Rowan, Director OakDOT

Department Name: Oakland Department of Transportation
 Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Josh Rowan	Melanie Cockerham	Melanie Cockerham
Title	Director	Support Services Manager	Support Services Manager
Address	250 Frank H. Ogawa Plaza, 4 th Floor	250 Frank H. Ogawa Plaza, 4 th Floor	250 Frank H. Ogawa Plaza, 4 th Floor
Phone#		510 238-6601	510 238-6601
Email	jrowan@oaklandca.gov	mcockerham@oaklandca.gov	mcockerham@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	430.00		New Hires	41	
Public Contact Positions (PCP)	126	100%	New PCP Hires	17	100%
PCP With Spanish Language Skill	12	10.50 %	New PCP Hires with SP Skill	1	<10%
PCP With Chinese Language Skill	5	3.17 %	New PCP Hires with CH Skill	1	<10%

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

Table 3A. Department Organization Structure (List out the different units in this table or attach an organization chart)	
Oakland Department of Transportation (OakDOT)	
35111 – Director’s Office	
35112 – Human Resources	
35121 – Fiscal Services	
35211 – Great Streets Delivery Administration	
35212 – Complete Streets Design	
35213 – Complete Streets Pavement & Sidewalk Management	
35214 – Complete Streets Planning & Project Development	
35216 – Traffic Capital Projects	
35217 – Right of Way (ROW) Management	
35218 - Survey	
35219 – Structures & Emergency Response	
35221 – Great Streets Maintenance Admin	
35222 – Great Streets Maintenance Street & Sidewalk	
35223 - Great Streets Maintenance Asphalt	
35224 - Great Streets Maintenance Concrete and Guardrails	
35231 - Street Lighting Admin	
35232 - Street Lighting Engineering	
35233 - Street Lighting Maintenance	
35241 - Safe Streets Admin	
35242 - Complete Streets Maintenance	
35243 - Crossing Guard Services	
35244 - Neighborhood Traffic Safety	

Department Name:
 Fiscal Year: FY2023-2024

35245 - Bicycle & Pedestrian Program	
35246 - Major Corridor Multimodal Operations	
35247 - Mobility Management	
35311 - Parking Management Admin	
35321 - Parking Meter Repair	
35331 - Parking Enforcement	
35341 - Parking Meter Collectors	
35351 - Parking Citations Assistance Center	
35361 – Vehicle Enforcement	
35421 - Transforming Oakland Waterfront Neighborhoods (TOWN)	

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: 35361 = Organization of positions (vacancies) transitioned from OPD in 2023	

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

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
7 th Street Connection Fact Sheet	YES	YES	Arabic, Vietnamese
7 th Street Connection Survey	YES	YES	Arabic, Vietnamese
8 th Street Corridor Improvements Fact Sheet	YES	YES	Vietnamese
October 12 th Community Streetscape Projects Open House Promotional Materials	YES	YES	
West Oakland Universal Basic Mobility Intake Survey	YES	YES	
We [bike] Oakland newsletter (twice yearly)	YES	YES	Vietnamese
Bike rack request form	YES	YES	
Bicycle parking rack installation notice	YES	YES	Vietnamese
Traffic calming installation notification postcard	YES	YES	Vietnamese
Pedestrian Plan (2017)	YES	YES	
Total # of vital documents reported = 10			

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

Department Name:
 Fiscal Year: FY2023-2024

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Front Desk – Reception Lobby, Suite 4314	510 238-3961	Completed
PCAC – 270 Frank H. Ogawa Plaza	800 500-6484	Completed
PCAC – Line used by PSR’s to assist LES customers	1-844-723-6288	Completed

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

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

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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name:	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Department Name: Oakland Department of Transportation
 Fiscal Year: FY2023-2024

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Oakland Department of Transportation

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
430.00	126	13.86	12.0	No	6.3	5.0	No

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

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

The Oakland Department of Transportation (OakDOT) didn't meet compliance with the Equal Access to Services Ordinance (EAO) goal for Spanish-Speaking PCP as well as Chinese-Speaking PCP staff this reporting period. OakDOT's designated Public Contact Position (PCP) roster is comprised of Parking Control Technicians (PCT), Crossing Guards (CG), which primarily report in a Part-Time capacity and Public Service Representatives (PSR), assigned in the Parking Citations Assistance Center (PCAC). OakDOT's challenges to secure additional bilingual persons in these capacities may be attributed to multiple factors, including but not limited to, the longevity of current employees, department hiring priorities and the City of Oakland hiring processes, which are governed by the Civil Service Rules, as-well-as, criteria and stipulations set forth in negotiated Memorandums of Understanding.

The PCT, PCP's roam Citywide in the performance of their duties, where they may interact with a richly diverse population; there are now the equivalent of 71.09 full-time PCT, PCP's, on the OakDOT roster, increased by Council approved budget action transferring vacancies from the Oakland Police Department's former Abandoned Auto Detail Unit and adding positions in various capacities to fulfill a recommendation of the Reimagining Public Safety Task Force to consolidate related functions within OakDOT, increasing operational efficiencies and direct service delivery capacity.

The CG, PCP's assist children crossing the street in designated crosswalks, where they may interact with a richly diverse population including those residing in the immediate vicinity of the school location; there are the equivalent of 25.90 full-time CG, PCP's, on the OakDOT roster.

The PSR, PCP's provide direct customer service delivery via in-person, phone and website contact with Oakland constituents and stakeholders for services related to Parking Citations; there are the equivalent of 11.0 full-time PSR, PCP's, on the OakDOT roster.

OakDOT increased its PCP roster by adding key Engineering, Bike & Pedestrian, Capital Improvement, Planning & Project Development, and Mobility Management staff that interact directly with the public coordinating advisory committee work, community engagement and outreach.

Department Name:
Fiscal Year: FY2023-2024

OakDOT strives to serve every member of the Oakland's diverse community. Because Oaklanders speak over 100 different languages, we recognize that there may be challenges to providing service for all our residents. However, OakDOT is committed to providing excellent service delivery through our language specific phone lines; website(s); mobile application(s); and special community-based events, sponsored throughout the year.

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

The Civil Service Rules and other established City processes serve as the guidelines by which OakDOT conducts its hiring and recruiting. Oversight of hiring operations is provided by the Department of Human Resources Management and Equal Access to determine whether our recruitment efforts meet the needs of the non-English speaking community. Currently, OakDOT employs staff who speak languages such as Arabic, Cantonese, Farsi, Hindi, Korean Mandarin, Spanish, Tagalog, Taishanese, and Urdu, though not all staff classifications skilled in bilingual translation are designated public contact positions (PCPs). In fact, if non-designated PCP staff were added by count, OakDOT would meet the LES Goal in Spanish, though, unfortunately, not in Chinese.

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

Oakland is recognized as one of the most diverse cities in the nation. Therefore, as part of the "Responsive Trustworthy Government" section of its Strategic Plan, OakDOT is committed to hiring a pool of employees that best reflect the rich multiethnic landscape that Oakland has to offer.

Responsive Trustworthy Government — Key Points

- Make OakDOT a great place to work and recruit the best employees.
- Ensure that job openings are seen by a wide array of potential talent to recruit the best employees.
- Develop a transportation "career ladder" of job opportunities so applicants can see the range of opportunity.

OakDOT has posted job advertisements on Craigslist, on community and ethnic-specific newspapers and newsletters as well as on the @OakDOT twitter page, and LinkedIn. This process has resulted in the engagement and hiring of multi-cultural and ethnically diverse staff, which is representative of the community OakDOT serves.

OakDOT has secured a diverse, full-time professional and part-time staff including Assistant Engineers, Engineers, Planners, and Paving, Maintenance, and skilled workers. Additionally, Part-time Engineering & Management Interns, Student Trainees, have been recruited through these means and are now proudly part of the OakDOT team.

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

In PCAC, the Interactive Voice Response (IVR) system provides thorough instructions in English, Spanish, and Chinese over the phone such as, how to make a payment, dispute a parking citation, information about meter check, information on towed/booted vehicles, etc.

B. Translation of Written Vital Documents Assessment

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

Notices are posted in common direct service delivery areas located at 250 Frank H. Ogawa Plaza, 4th Floor, Suite 4314 (general reception area) and Suite 2314, (Permit Service Center).

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

As shown in Table 4A, 100% of vital documents were translated into either or both threshold languages; documents are not released without translation in place. This is OakDOT's third reporting year, the list in section Part II, Table 4A serves as the baseline for future year increases.

Over the course of FY24-25, OakDOT will continue to perform a comprehensive assessment of documents to determine if the criteria for being identified as vital documents is met. OakDOT aims to request that identified documents meeting the "Vital Document" criteria be translated into threshold languages.

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

No additional materials were provided outside of those identified as Vital Documents

C. Multilingual Telephone Messages Assessment

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

OakDOT has translations available for our Front Desk services. An automated voicemail service directs callers to the language of their choice. Additionally, In PCAC, the Interactive Voice Response (IVR) system provides thorough instructions in English, Spanish, and Chinese over the phone such as, how to make a payment, dispute a parking citation, information about meter check, information on towed/booted vehicles, etc

D. Assessment of Department Communication with LES Populations

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

OakDOT and OPW have copies of Equal Access' "Removing Language Barriers – Enhancing Communication" pamphlets translated in Spanish and Chinese at the main reception information desk located at 250 Frank Ogawa Plaza, 4th floor

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

OakDOT is not aware of any complaints received related to the provision (or lack of provision) of bilingual oral and written services

Department Name: Oakland Department of Transportation
Fiscal Year: FY2023-2024

E. Action Plan

1. Identify the Department's action steps for the next 12 months on ensuring meaningful access to City's program and services for the LES community. Please highlight new initiatives.
Future recruitment and hiring efforts for existing PCT PCP positions may include specific threshold language skills as highly desired and/or include a selective language certification requirement.
OakDOT will explore the uses of our internal capacity beyond self-identified bilingual (threshold language) speakers as well as outreach methods, public engagement strategies and continued efforts to ensure meaningful access and services for the LES community.

ORGANIZATION	ADDRESS	JOB_CLASS	POSITION_NO	HIRE_DATE	NEW_HI	PCP	PCP-LANG	BLP-PAY	LANGUAGE
35111 - Director's Office	250 FRANK H. OGAWA PLAZA	Administrative Assistant	39506.30112	06-OCT-03		NO			
35111 - Director's Office	250 Frank Ogawa Plaza	Assistant Director, Public	39871.14218	21-MAR-20		NO			
35111 - Director's Office	250 Frank Ogawa Plaza	Assistant to the Director	41354.41354	18-FEB-23		NO			
35111 - Director's Office	250 Frank Ogawa Plaza	Director of Transportation	39575.38927	13-APR-24	YES	NO			
35111 - Director's Office	250 Frank Ogawa Plaza	Executive Assistant to the	39888.38929	06-JAN-09		NO			
35112 - Human Resources	250 Frank Ogawa Plaza	Administrative Analyst I	42225.42225	26-OCT-15		NO			
35112 - Human Resources	250 Frank Ogawa Plaza	Administrative Analyst I	46850.4685	26-JUL-99		NO			
35112 - Human Resources	250 Frank Ogawa Plaza	Manager, Support Services	44911.44911	30-SEP-96		NO			
35112 - Human Resources	250 Frank Ogawa Plaza	Payroll Personnel Clerk I	41776.41776	15-OCT-22		NO			
35112 - Human Resources	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk I	39503.1084	17-MAR-08		NO			
35121 - DOT Fiscal Services	PWA FISCAL	Account Clerk III	40693.1424	05-AUG-23	YES	NO			
35121 - DOT Fiscal Services	250 Frank Ogawa Plaza	Account Clerk III	42224.42224	28-DEC-19		NO			
35121 - DOT Fiscal Services	250 Frank Ogawa Plaza	Accountant II	47007.47007	12-JUN-21		NO			
35121 - DOT Fiscal Services	250 Frank Ogawa Plaza	Accountant III	45971.45971	10-JUL-21		NO			
35121 - DOT Fiscal Services	250 Frank Ogawa Plaza	Accountant III	43373.4003	15-MAR-99		NO			
35121 - DOT Fiscal Services	250 Frank Ogawa Plaza	Administrative Services	44912.44912	07-DEC-02		NO			
35121 - DOT Fiscal Services	250 Frank Ogawa Plaza	Temp Contract Svcs Empl	46459.46459	10-JUN-23		NO			
35211 - Great Streets Delivery Adm	250 Frank Ogawa Plaza	Accountant III	40031.40031	21-SEP-19		NO			
35211 - Great Streets Delivery Adm	250 Frank Ogawa Plaza	Assistant to the Director	41852.41852	23-MAR-19		NO			
35211 - Great Streets Delivery Adm	250 Frank Ogawa Plaza	Engineer, Civil Principal	39876.1091	29-OCT-12		NO			
35211 - Great Streets Delivery Adm	250 Frank Ogawa Plaza	Engineer, Civil Supervisi	47771.47771	07-OCT-17		NO			
35211 - Great Streets Delivery Adm	250 Frank Ogawa Plaza	Engineer, Civil Supervisi	47770.4777	07-NOV-16		NO			Vietnamese
35211 - Great Streets Delivery Adm	250 Frank Ogawa Plaza	Engineer, Civil Supervisi	45687.45687	18-OCT-10		NO			
35211 - Great Streets Delivery Adm	250 Frank Ogawa Plaza	Transportation Planner	42220.4222	19-SEP-20		NO			BLP
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant II (O	42388.23677	25-JUN-22		NO			
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant II (O	39531.10997	19-OCT-19		NO			
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant II (O	39879.6039	30-DEC-17		NO			
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Assistant II (O	39532.1242	08-FEB-99		NO			Chinese
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	39537.5438	13-APR-24	YES	NO			
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	44330.4433	24-DEC-22		NO			
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil (Office)	39593.32833	30-DEC-17		NO			BLP
35212 - Complete Streets Design	250 Frank Ogawa Plaza	Engineer, Civil Supervisi	42096.28562	09-JUN-03		NO			
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Administrative Analyst I	44267.44267	31-OCT-88		NO			
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Construction Inspector (44312.44312	04-FEB-23		NO			
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Construction Inspector (42221.42221	22-FEB-20		NO			Tagalog
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Construction Inspector (39881.35985	07-NOV-16		NO			BLP
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Construction Inspector,	39550.13521	10-JUN-91		NO			BLP
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Engineer, Assistant II (O	39884.36677	13-APR-24	YES	NO			
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Engineer, Assistant II (O	43218.43218	16-MAR-24	YES	NO			
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Engineer, Assistant II (O	41659.41659	04-FEB-23		NO			
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Engineer, Assistant II (O	39540.2175	15-AUG-16		NO			BLP
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Engineer, Civil (Office)	40039.40039	19-FEB-13		NO			Spanish
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Engineer, Civil (Office)	39573.35987	07-JUL-03		NO			BLP
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Engineer, Transportation	41756.41756	30-DEC-17		NO			BLP
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Engineer, Transportation	45149.38473	14-OCT-02		NO			
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Management Intern, PT	46488.46488	02-SEP-23	YES	NO			
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Management Intern, PT	46488.46488	19-AUG-23	YES	NO			
35213 - Complete Streets Pavement	250 Frank Ogawa Plaza	Management Intern, PT	43945.43945	24-JUL-21		NO			BLP

35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Maintenanar	40060.4006	07-AUG-21	NO
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Maintenanar	45152.3498	22-MAR-21	NO
35224 - Great Streets Maintenance	5921 Shepherd Canyon Rd	Public Works Maintenanar	39691.3486	08-FEB-20	NO
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Maintenanar	40062.40062	20-APR-19	NO
35224 - Great Streets Maintenance	750 50th Ave.	Public Works Maintenanar	39688.22017	20-SEP-10	NO
35224 - Great Streets Maintenance	7101 Edgewater Drive	Public Works Supervisor	40065.40065	15-DEC-97	NO
35224 - Great Streets Maintenance	7101 Edgewater Drive	Street Maintenance Lea	40071.40071	12-NOV-22	NO
35224 - Great Streets Maintenance	7101 Edgewater Drive	Street Maintenance Lea	40067.40067	17-NOV-18	NO
35224 - Great Streets Maintenance	7101 Edgewater Drive	Street Maintenance Lea	40068.40068	23-NOV-15	NO
35224 - Great Streets Maintenance	7101 Edgewater Drive	Street Maintenance Lea	40069.40069	05-JAN-15	NO
35224 - Great Streets Maintenance	7101 Edgewater Drive	Street Maintenance Lea	40070.4007	03-AUG-13	NO
35224 - Great Streets Maintenance	750 50th Ave.	Street Maintenance Lea	39694.1623	20-SEP-10	NO
35224 - Great Streets Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Lea	39696.3752	28-JUN-10	NO
35224 - Great Streets Maintenance	7101 Edgewater Dr - Bldg 4	Street Maintenance Lea	39695.32326	21-FEB-78	NO
35224 - Great Streets Maintenance	7101 Edgewater Drive	Temp Contract Svcs Empl	45705.45705	10-DEC-22	NO
35231 - Street Lighting Admin	7101 Edgewater Dr - Bldg 2	Administrative Assistant	39602.24509	22-SEP-03	NO
35231 - Street Lighting Admin	7101 Edgewater Drive	Exempt Limited Duratio	47858.47858	18-APR-20	NO
35232 - Street Lighting Engineering	7101 Edgewater Dr - Bldg 2	Electrical Construction &	39603.2293	31-DEC-07	NO
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrical Supervisor	39604.158	06-JUN-16	NO
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrician	39837.323	09-JUL-22	NO
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrician	39838.5655	02-FEB-15	NO
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrician	39835.1114	02-APR-12	NO
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrician Helper	39839.3569	02-JAN-07	NO
35233 - Street Lighting Maintenance	7101 Edgewater Dr - Bldg 2	Electrician Leader	39840.248	15-OCT-01	NO
35241 - Safe Streets Admin	250 Frank Ogawa Plaza	Concrete Finisher	44311.44311	16-SEP-23	NO
35241 - Safe Streets Admin	250 Frank Ogawa Plaza	Manager, Transportatio	42502.42502	28-APR-97	NO
35241 - Safe Streets Admin	250 Frank Ogawa Plaza	Public Works Maintenanar	44253.44253	02-FEB-15	NO
35241 - Safe Streets Admin	250 Frank Ogawa Plaza	Transportation Planner,	46400.464	13-MAY-23	NO
35242 - Complete Streets Maintenanar	250 Frank Ogawa Plaza	Public Works Maintenanar	45371.45371	18-SEP-21	NO
35242 - Complete Streets Maintenanar	7101 Edgewater Dr - Bldg 4	Public Works Maintenanar	43896.34478	19-SEP-20	NO
35242 - Complete Streets Maintenanar	5050 COLISEUM WAY	Public Works Maintenanar	45150.3494	01-JUN-19	NO
35242 - Complete Streets Maintenanar	7101 Edgewater Drive	Public Works Maintenanar	39623.3483	22-OCT-94	NO
35242 - Complete Streets Maintenanar	7101 Edgewater Drive	Public Works Maintenanar	39622.349	03-SEP-88	NO
35242 - Complete Streets Maintenanar	250 Frank Ogawa Plaza	Public Works Supervisor	41359.41359	17-MAR-14	NO
35242 - Complete Streets Maintenanar	7101 Edgewater Drive	Public Works Supervisor	39620.3463	18-JAN-05	NO
35242 - Complete Streets Maintenanar	7101 Edgewater Drive	Sign Maintenance Work	39628.3536	13-MAY-23	NO
35242 - Complete Streets Maintenanar	7101 Edgewater Drive	Sign Maintenance Work	39625.11095	22-AUG-20	NO
35242 - Complete Streets Maintenanar	7101 Edgewater Drive	Sign Maintenance Work	39631.554	03-JUN-17	NO
35242 - Complete Streets Maintenanar	7101 Edgewater Drive	Sign Maintenance Work	39630.3538	24-NOV-14	NO
35242 - Complete Streets Maintenanar	7101 Edgewater Drive	Sign Maintenance Work	39629.3537	14-OCT-02	NO
35242 - Complete Streets Maintenanar	7101 Edgewater Drive	Traffic Painter	39906.3562	10-JUN-02	NO
35242 - Complete Streets Maintenanar	7101 Edgewater Drive	Traffic Painter	39904.32327	08-DEC-97	NO
35242 - Complete Streets Maintenanar	7101 Edgewater Drive	Traffic Painter	39635.3563	26-FEB-90	NO
35242 - Complete Streets Maintenanar	7101 Edgewater Drive	Traffic Sign Maker	39905.21696	11-JAN-20	NO
35243 - Crossing Guard Services	250 Frank Ogawa Plaza	Crossing Guard, PPT	43331.717	29-APR-02	YES
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	43114.40153	16-MAR-24	YES
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	43114.40153	16-MAR-24	YES
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	43114.40153	17-FEB-24	YES
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	43115.41475	15-OCT-22	YES

35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	43115.41475 15-OCT-22	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43113.34891 03-SEP-22	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43113.34891 03-SEP-22	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43113.34891 06-AUG-22	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43113.34891 14-MAY-22	YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	43115.41475 08-FEB-20	YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	43115.41475 02-NOV-19	YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	43115.41475 21-SEP-19	YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	43115.41475 21-SEP-19	YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	43115.41475 09-FEB-19	YES	Chinese-Cant	BLP
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	43115.41475 03-NOV-18	YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	43115.41475 25-AUG-18	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 25-AUG-18	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 25-AUG-18	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 25-AUG-18	YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	43114.40153 12-FEB-18	YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	43114.40153 12-FEB-18	YES		
35243 - Crossing Guard Services	2651 73RD AVENUE	Crossing Guard, PT	43114.40153 04-DEC-17	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 04-DEC-17	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 28-AUG-17	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 28-AUG-17	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 28-AUG-17	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 08-MAY-17	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 18-AUG-16	YES	Spanish	BLP
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 18-AUG-16	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 18-AUG-16	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 18-AUG-16	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 12-JUN-15	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43113.34891 13-OCT-14	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43113.34891 31-MAR-14	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43113.34891 27-JAN-14	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 02-APR-13	YES	Chinese-Cant	BLP
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 02-APR-13	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 27-AUG-11	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 27-AUG-11	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43114.40153 01-DEC-09	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 30-JUN-08	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 18-OCT-04	YES	Spanish	BLP
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 29-SEP-03	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 16-NOV-00	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 16-NOV-00	YES		
35243 - Crossing Guard Services	455 7TH STREET, 1ST FLOOR	Crossing Guard, PT	43112.3965 08-MAR-00	YES		
35243 - Crossing Guard Services	250 Frank Ogawa Plaza	School Traffic Safety Sup	43732.28571 25-FEB-08	NO		
35244 - Neighborhood Traffic Safe	250 Frank Ogawa Plaza	Engineer, Assistant II (Fi	39584.38317 08-AUG-20	NO		
35244 - Neighborhood Traffic Safe	250 Frank Ogawa Plaza	Engineer, Assistant II (O	43895.3441 18-JAN-05	NO		
35244 - Neighborhood Traffic Safe	250 Frank Ogawa Plaza	Engineer, Assistant II (O	39585.21278 02-JUL-01	NO		
35244 - Neighborhood Traffic Safe	250 Frank Ogawa Plaza	Engineer, Transportation	39588.26178 07-AUG-21	NO		
35244 - Neighborhood Traffic Safe	250 Frank Ogawa Plaza	Engineer, Transportation	41242.683 18-AUG-14	NO		
35245 - Bicycle & Pedestrian Progr	250 Frank Ogawa Plaza	Engineer, Transportation	40073.40073 26-AUG-17	NO		
35245 - Bicycle & Pedestrian Progr	7101 Edgewater Dr - Bldg 4	Spatial Data Analyst III	41243.32295 11-APR-16	NO		
35245 - Bicycle & Pedestrian Progr	250 Frank Ogawa Plaza	Student Trainee, PT	41360.4136 25-NOV-23	NO		

YES

35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	44703.44703	21-APR-18	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39819.244	30-AUG-14	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39818.3412	10-DEC-13	YES	Chinese
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39807.21653	17-AUG-13	YES	BLP
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	45869.45869	02-APR-13	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39815.3414	02-APR-13	YES	
35331 - Parking Enforcement	455 7th Street	Parking Control Technic	41306.38689	23-JAN-12	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39817.3409	11-JUL-11	YES	Spanish
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	42102.21657	11-JUL-11	YES	BLP
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39809.21655	11-JUL-11	YES	
35331 - Parking Enforcement	455 7TH STREET, 1ST FLOOR	Parking Control Technic	39823.30606	12-JUL-10	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39812.1674	21-APR-08	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39810.21656	05-NOV-07	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39802.14655	24-MAR-07	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39803.18272	12-SEP-06	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39808.21654	09-DEC-02	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39813.3411	02-APR-01	YES	Spanish
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39811.5448	08-JAN-00	YES	BLP
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39804.18273	26-OCT-99	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39805.18274	23-FEB-99	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39801.14654	21-APR-98	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	42103.2548	25-JUL-95	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39820.5449	28-MAR-89	YES	
35331 - Parking Enforcement	455 7TH STREET, 1ST FLOOR	Parking Control Technic	39824.30731	04-OCT-88	YES	
35331 - Parking Enforcement	455 7th Street	Parking Control Technic	39798.38682	30-AUG-14	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39800.7073	30-NOV-19	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39800.7073	30-NOV-19	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39800.7073	30-NOV-19	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39799.25581	30-NOV-19	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39800.7073	07-SEP-19	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39800.7073	07-SEP-19	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39800.7073	23-JUN-12	YES	Spanish
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39800.7073	12-JUL-10	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	39799.25581	13-JAN-97	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Enforcement Su	39826.25787	27-AUG-07	YES	BLP
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Enforcement Su	39825.21658	20-JAN-04	YES	Spanish
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Enforcement Su	39828.32561	09-DEC-02	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Enforcement Su	39827.25464	10-SEP-96	YES	
35331 - Parking Enforcement	250 Frank Ogawa Plaza	Parking Enforcement Su	43382.43382	23-APR-94	YES	
35341 - Parking Meter Collectors	250 Frank Ogawa Plaza	Parking Meter Collector	44837.2662	23-AUG-10	NO	
35341 - Parking Meter Collectors	250 Frank Ogawa Plaza	Parking Meter Collector	44838.2925	07-JAN-23	NO	
35341 - Parking Meter Collectors	250 Frank Ogawa Plaza	Parking Meter Collector	44830.99	10-OCT-94	NO	
35351 - Parking Citations Assistanc	250 Frank Ogawa Plaza	Public Service Represen	44833.3398	25-NOV-23	YES	Cant & Taish
35351 - Parking Citations Assistanc	250 Frank Ogawa Plaza	Public Service Represen	44824.21651	07-JUN-14	YES	Spanish
35351 - Parking Citations Assistanc	250 Frank Ogawa Plaza	Public Service Represen	44828.339	21-MAR-11	YES	BLH
35351 - Parking Citations Assistanc	250 Frank Ogawa Plaza	Public Service Represen	44826.39049	13-JAN-18	YES	
35351 - Parking Citations Assistanc	250 Frank Ogawa Plaza	Public Service Represen	44842.4241	09-OCT-17	YES	
35361 - Vehicle Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	47768.47768	17-FEB-24	YES	
35361 - Vehicle Enforcement	250 Frank Ogawa Plaza	Parking Control Technic	47767.47767	17-FEB-24	YES	

35361 - Vehicle Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	47758.47758	17-FEB-24	YES	YES
35361 - Vehicle Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	47761.47761	17-FEB-24	YES	YES
35361 - Vehicle Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	47766.47766	17-FEB-24	YES	YES
35361 - Vehicle Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	47759.47759	17-FEB-24	YES	YES
35361 - Vehicle Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	47760.4776	17-FEB-24	YES	YES
35361 - Vehicle Enforcement	250 Frank Ogawa Plaza	Parking Control Technician	47764.47764	17-FEB-24	YES	YES
35421 - Transforming Oakland Wa	250 Frank Ogawa Plaza	Parking Control Technician	47763.47763	13-NOV-21	YES	NO
35421 - Transforming Oakland Wa	250 Frank Ogawa Plaza	Engineer, Assistant II (O	45967.45967	16-MAR-24	YES	NO
35421 - Transforming Oakland Wa	250 Frank Ogawa Plaza	Engineer, Assistant II (O	45966.45966	22-JUL-23	YES	NO
35421 - Transforming Oakland Wa	250 Frank Ogawa Plaza	Engineering Intern, PT	46493.46493	24-JUN-23	NO	NO
35421 - Transforming Oakland Wa	250 Frank Ogawa Plaza	Engineering Intern, PT	46493.46493	24-JUN-23	NO	NO
35421 - Transforming Oakland Wa	250 Frank Ogawa Plaza	Exempt Limited Duration	46430.4643	01-JUN-19	NO	NO
35421 - Transforming Oakland Wa	250 Frank Ogawa Plaza	Manager, Transportatio	45367.45367	22-APR-17	NO	NO
35421 - Transforming Oakland Wa	250 Frank Ogawa Plaza	Transportation Planner	45962.45962	19-MAR-22	NO	NO
35421 - Transforming Oakland Wa	250 Frank Ogawa Plaza	Transportation Planner,	45370.4537	02-MAY-20	NO	NO

BLP Spanish

Department Name: Violence Prevention
Fiscal Year: FY2023-2024



EQUAL ACCESS ORDINANCE
ANNUAL COMPLIANCE PLAN

I. DEPARTMENT DIRECTOR SIGNATURE PAGE

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

I, Dr. Holly Joshi, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and the department is committed to adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Violence Prevention was submitted on July 3, 2024.


Holly Joshi (Jul 3, 2024 17:00 PDT)

Director Signature

Holly Joshi

Type Name

Department Name: Violence Prevention
 Fiscal Year: FY2023-2024

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

II. QUANTITATIVE ASSESSMENT REPORT

Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Dr. Holly Joshi	Angelina DeMaria	Mailee Wang (co-SPOC Angelina DeMaria)
Title	Chief of Violence Prevention	Administrative Analyst II	Deputy Chief of Violence Prevention
Address	250 Frank H. Ogawa Plaza, Suite 6300	250 Frank H. Ogawa Plaza, Suite 6300	250 Frank H. Ogawa Plaza, 6300
Phone#	510-238-3707	510-238-3413	510-238-6892
Email	hjoshi@oaklandca.gov	ademaria@oaklandca.gov	mwang@oaklandca.gov

Table 2A. Department Employee Statistics					
By FTE Count This Fiscal Year			By Head Count This Fiscal Year		
Total # of FTE Employees	37 FTE (39 employees includes 1 PPT and 1 TPT)		New Hires	8	
Public Contact Positions (PCP)	35	100%	New PCP Hires	6	100%
PCP With Spanish Language Skill	7	20%	New PCP Hires with SP Skill	2	33.33%
PCP With Chinese Language Skill	0*	0%	New PCP Hires with CH Skill	0	0%

* While the Chinese community is not typically served by the DVP, the department has one staff person from the Neighborhood Services office next door fluent in Cantonese as a resource to assist when the need arises.

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

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

Table 3B. Department Organization Structure -- Update	
Any changes occurred in the organization structure this fiscal year?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes – Please describe below
Description: Under Chief Joshi’s new leadership in November 2023, the department was restructured to prioritize resources to implement a focused deterrence gun violence reduction strategy, the gender-based violence specialist became a direct report to Chief Joshi, all direct practice staff were moved to the Direct Practice Bureau and all program analysts and planners were moved to the Grants, Programs and Evaluation Bureau.	

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

Department Name: Violence Prevention
 Fiscal Year: FY2023-2024

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Program Consent – Spanish & Cantonese	Yes	Yes	
Violence Prevention Service Brochure – Spanish & Cantonese	Yes	Yes	
Total # of vital documents reported =	2	2	

Table 4B. Vital Documents Status Summary	
Department’s known vital documents translated into Spanish and Chinese?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Please describe below
The DVP has the following materials translated in Spanish and Cantonese: · Program Consent · Violence Prevention Service Brochure	

Table 5. Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
250 Frank H. Ogawa Plaza, Suite 6300, Reception Area	510-238-6385	Spanish and Cantonese translation in VM greeting

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

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

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

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

Table 8. OPD & OFD Report on Language Interpretation Line	
Vendor Name: N/A	
Top 5 languages requested:	
FY Total Usage Minutes	
FY Total Expenditure	

Table 8 applies to City Departments that use its own language interpretation line. At the present time, this only applies to OPD and OFD.

Department Name: Violence Prevention
 Fiscal Year: FY2023-2024

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

III. QUALITATIVE ASSESSMENT REPORT

A. Bilingual Public Contact Positions Assessment

Department Name: Violence Prevention

ASSESSMENT		SPANISH-SPEAKING PCP			CHINESE-SPEAKING PCP		
FTE	PCP	GOAL	ACTUAL STAFF#	GOAL MET?	GOAL	ACTUAL STAFF #	GOAL MET?
37	35	11%	7	Yes	5%	0	No*

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

* While the Chinese community is not typically served by the DVP, the department has one staff person from the Neighborhood Services office next door fluent in Cantonese as a resource to assist when the need arises.

This report covers fiscal year 2023-2024 and data is reported as of June 2024.

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

FY 23-24 is the third year for the DVP as a standalone Department. All violence prevention services, programming and staff were transferred from HSD to the DVP during FY 20-21. Data from this FY shows the priority population served by the DVP is approximately 57% African American, 29% Hispanic or Latinx, 5% Asian, 5% Multi-Racial, 4% White and 1% other living in neighborhoods hit hardest by gun violence, sex trafficking, and domestic violence. Staff closely reflect the population served with 51% who identify as African American, 28% Latinx, and 5% as Multi-Racial. While the Chinese community is not typically served by the DVP, the department has one staff person from the Neighborhood Services office next door that is fluent in Cantonese as a resource to assist when the need arises.

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

20% of DVP staff are Spanish speaking and there is very little need for Chinese translation services, therefore recruitments for bilingual candidates are not necessary.

The DVP funds Community Based Organizations (CBO) in Oakland with staff that have Chinese language skills.

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

- Our promotional materials for our current and upcoming Town Nights events have been printed in Spanish, Cantonese and Vietnamese.
- As the DVP develops new communications materials, we will work with the EAO for new translated materials.

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

The DVP Direct Service team works to implement a focused deterrence model that works directly with Oakland's highest risk individuals most vulnerable to involvement with group and gun violence and the Gender Based Violence (GBV) team works with survivors living at the intersections of GBV/group/gun violence who have been largely identified as Black and Latino.

Department Name: Violence Prevention
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All services, interventions and policies of the DVP will be specifically designed with the needs of these residents in mind, especially in terms of racial equity and access. The DVP has seven Spanish speaking staff and one staff person from the Neighborhood Services office who is fluent in Cantonese and will make themselves available for translation support, if needed.

B. Translation of Written Vital Documents Assessment

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

Our office space is located at 250 Frank Ogawa Plaza, 6th floor. The lobby of our office has two Equal Access Compliance Posters.

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

The DVP has 100% of our vital documents translated in Spanish and Cantonese:

- Program Consent – Spanish and Cantonese
- Violence Prevention Brochure – Spanish and Cantonese

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

Miscellaneous outreach materials have been translated into Spanish, Cantonese and Vietnamese.

C. Multilingual Telephone Messages Assessment

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

The DVP has a main phone number with voicemail, 510-238-6385. The voicemail has Spanish and Cantonese translation.

D. Assessment of Department Communication with LES Populations

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

Outreach materials are translated into Spanish, Cantonese and Vietnamese for public facing staff to distribute during their outreach efforts.

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

The DVP has not received any language access complaints to our knowledge.

Department Name: Violence Prevention
Fiscal Year: FY2023-2024

E. Action Plan

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

The DVP is committed to serving the needs of those who are most impacted by violence and trauma in Oakland. This target population is disproportionately represented by African American and Latino residents and other communities of color. All services, interventions and policies of the DVP will be specifically designed with the needs of these residents in mind, especially in terms of racial equity and access.

ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	FY NEW HIRE	Ethnicity	PCP_POSIT	PCP_LANG
70111 - Violence Prevention Administrator	250 Frank H. Ogawa Plaza, Su	Accountant II	08-JUN-24	YES	A	NO	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Case Manager I	16-MAR-24	YES	AA	YES	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Case Manager I	14-OCT-23	YES	AA	YES	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Case Manager I	10-JUN-23		AA	YES	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Case Manager I	01-APR-23		AA	YES	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Case Manager I	18-MAR-23		AA	YES	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Case Manager I	14-MAY-22		AA	YES	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Case Manager I	30-APR-22		AA	YES	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Case Manager I	19-MAR-22		3 AA	YES	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Exempt Limited Duration Employee	08-JUN-24	YES	AA	YES	
70111 - Violence Prevention Administrator	250 Frank H. Ogawa Plaza, Su	Administrative Assistant I, PPT	11-SEP-13		AA	YES	
70111 - Violence Prevention Administrator	250 Frank H. Ogawa Plaza, Su	Chief of Violence Prevention	09-DEC-23	YES	AA	YES	
70111 - Violence Prevention Administrator	250 Frank H. Ogawa Plaza, Su	Executive Assistant to the Director	05-SEP-20		AA	YES	
70111 - Violence Prevention Administrator	250 Frank H. Ogawa Plaza, Su	Program Analyst I	30-APR-22		AA	YES	
70111 - Violence Prevention Administrator	250 Frank H. Ogawa Plaza, Su	Program Analyst II	07-DEC-15		AA	YES	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Administrative Assistant I, PT	20-AUG-22		AA	YES	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Exempt Limited Duration Employee	19-FEB-22		AA	YES	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Program Analyst II	15-JAN-18		AA	YES	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Program Analyst III	30-APR-22		AA	YES	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Program Analyst III	17-APR-21		AA	YES	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Program Analyst III	20-FEB-07		AA	YES	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Case Manager I	06-FEB-21		H	YES	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Case Manager I	10-FEB-14		H	YES	
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Outreach Developer	21-SEP-09		H	YES	Spanish
70111 - Violence Prevention Administrator	250 Frank H. Ogawa Plaza, Su	Administrative Services Manager I	14-APR-14	YES	H	NO	
70111 - Violence Prevention Administrator	250 Frank H. Ogawa Plaza, Su	Deputy Chief of Violence Prevention	04-FEB-23		H	YES	Spanish
70111 - Violence Prevention Administrator	250 Frank H. Ogawa Plaza, Su	Exempt Limited Duration Employee	27-MAY-23		H	YES	Spanish
70111 - Violence Prevention Administrator	250 Frank H. Ogawa Plaza, Su	Health & Human Services Program Planr	24-JAN-11		H	YES	Spanish
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Exempt Limited Duration Employee	05-AUG-23	YES	H	YES	Spanish
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Program Analyst I	18-MAR-23		H	YES	Spanish
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Case Manager I	14-OCT-23	YES	H	YES	Spanish
70211 - Oakland Unite	250 Frank H. Ogawa Plaza, Su	Program Analyst II	22-AUG-20		H	YES	
70111 - Violence Prevention Administrator	250 Frank H. Ogawa Plaza, Su	Administrative Analyst II	26-NOV-12		O	NO	
70111 - Violence Prevention Administrator	250 Frank H. Ogawa Plaza, Su	Deputy Chief of Violence Prevention	13-OCT-14		O	NO	
70111 - Violence Prevention Administrator	250 Frank H. Ogawa Plaza, Su	Deputy Chief of Violence Prevention	30-OCT-21		W	YES	
70111 - Violence Prevention Administrator	250 Frank H. Ogawa Plaza, Su	Exempt Limited Duration Employee	04-FEB-23		W	YES	
70111 - Violence Prevention Administrator	250 Frank H. Ogawa Plaza, Su	Exempt Limited Duration Employee	12-NOV-22		W	YES	
70111 - Violence Prevention Administrator	250 Frank H. Ogawa Plaza, Su	Health & Human Services Program Planr	19-AUG-13		W	YES	
70111 - Violence Prevention Administrator	250 Frank H. Ogawa Plaza, Su	Program Analyst III	25-DEC-21		W	YES	

8 New Hires th 39 Employees (37 FTE, 1 PPT, 1 TPT) 35 PCP 7 Spanish Speaking

1 Asian 2.56%
 20 African Ame 51.28%
 11 Hispanic 28.21%
 2 Other 5.13%
 5 White 12.82%
 39 100.00%

