



FILED
OFFICE OF THE CITY CLERK
OAKLAND

2012 NOV 28 PM 12:14

AGENDA REPORT

TO: DEANNA J. SANTANA
CITY ADMINISTRATOR

FROM: ANDREA R. GOURDINE
DHRM Director

SUBJECT: Annual Equal Access to Services Ordinance DATE: November 19, 2012
(Ordinance No. 12324 CMS) Compliance Report

City Administrator
Approval

Date

11/27/12

COUNCIL DISTRICT: City-Wide

RECOMMENDATION

Staff recommends that City Council accept the Annual Equal Access to Services Ordinance (Ordinance No. 12324 CMS) Compliance Report and its recommendations for improved citywide compliance.

OUTCOME

The following report serves as the City Administrator's Annual Compliance Plan and Report regarding the implementation of the Equal Access to Services Ordinance (Ordinance No. 12324 C.M.S., OMC Section 2.30) and Settlement Agreement for the period July 1, 2011 through June 30, 2012. The Equal Access Settlement Agreement was approved by Council and signed on March 28, 2011. The report provides a detailed reporting of the City's compliance activities and makes recommendations for areas of improvement.

There are seventeen (17) City departments, fifteen of which submitted "Agency Compliance Plans" for the reporting period. The Finance division and the Information Technology Division did not submit plans because they do not provide services directly to members of the public. There are four key areas for which departments report compliance:

1. Bilingual Staffing – if bilingual staffing levels have been determined to be less than required under the provisions of the ordinance to meet the needs of Limited English Speaking (LES) persons, departments report on whether their hiring activities complied with the requirements of the ordinance to fill vacancies with bilingual staff and if the department is taking appropriate steps to otherwise serve LES persons.
 - Bilingual staffing in many service areas has met or exceeded the levels required under the ordinance. Bilingual staffing citywide has not reached the level sufficient to meet the needs of LES populations in the City of Oakland as defined in the Equal Access to Services Ordinance (EAO). Departments are compliant with the EAO in that hiring practices follow the requirements of the ordinance and interim service measures are in place to provide service when bilingual staff are not available.

Item: _____
Finance & Management Committee
December 11, 2012

2. Translation of Documents – departments report on whether all vital public documents have been translated into the required languages (currently Spanish and Chinese).
 - All but two of the total 195 vital documents in the City have been translated into Spanish and Chinese. The remaining two documents will be translated in FY12/13, bringing citywide compliance to 100%.
3. Telephone Recordings – departments report whether there are recorded outgoing messages in the required languages (currently Spanish and Chinese) that provide basic information about the department and its services.
 - As of June 30, 2012, sixty-three (63) of the eighty (80) public access phone lines have been recorded in Spanish and fifty-six (56) have been recorded in Chinese. Remedies for full compliance are discussed later in this report.
4. Communication with LES Populations – departments report whether they have procedures to facilitate communication with LES populations including a method for receiving and responding to complaints.
 - No formal complaints were received during this reporting period. All departments use the City's standard complaint procedure when receiving complaints from LES persons regarding their access to services. In some departments, the lack of proper signage means that patrons may be unaware of the availability of services provided in Spanish or Chinese. Remedies for full compliance are discussed later in this report.

Compliance Highlights:

- Issued Administrative Instruction (A.I.) 145 – Equal Access Ordinance Implementation , which provides departments with clear compliance guidelines.
- Twenty-six (26) bilingual staff hired for Public Contact Positions this reporting period; eight (8) full time (6 Spanish, 2 Chinese) and eighteen (18) part time (11 Spanish, 7 Chinese).
- Fire Department: 9 Spanish-speaking and 2 Chinese-speaking Firefighter/Paramedics given conditional offers of employment.
- Police Department: 7 Spanish-speaking and 7 Chinese-speaking trainees invited to the September 2012 academy.
- A qualitative survey conducted in several City departments provided some key anecdotal feedback – for instance, using the translation line appears to add time to phone calls in OPD Dispatch; and many people use the recreation centers according to programs offered rather than by geographic proximity.
- Equal Access staff will be working with departments this year to develop signs that notify LES persons of the availability of services in Spanish and Chinese and will creating a roster of bilingual service contacts (to be available on Oaknet).
- Transition of Equal Access to the Department of Human Resources Management has improved efficiency and compliance with the Ordinance.

BACKGROUND/LEGISLATIVE HISTORY

The Equal Access to Services Ordinance (Oakland City Ordinance No. 12324 Section 2.30 of the Oakland Municipal Code, "EAO") was passed on May 8, 2001 and was enacted for the purpose of providing equal access to city services to all Oakland residents, including those with limited proficiency in English. The City Administrator is charged with implementation, assessment, monitoring, and enforcement of The Equal Access Ordinance and providing an annual report on the City's compliance activities related to the EAO. To formalize the reporting procedure, the City Administrator issued Administrative Instruction #145 on November 9, 2011 to provide direction to departments about how to implement the EAO and the departments' reporting requirements under the EAO.

The EAO was written and approved at a time when the City organization was structured differently. The ordinance calls out units known as "agencies" and "departments" in a way that is very different from the way the City is now organized. The designations throughout this report and in the attachments for "agency" and "department" are based on the structure defined in the Equal Access to Services Ordinance, rather than other structures such as the budget or the Municipal Code. The EAO structure is maintained throughout the different sections of this report for cohesiveness.

SUMMARY OF FINDINGS AND ANALYSIS

1. Based on 2000 U.S. Census and 2009-2011 American Community Survey data, Spanish and Chinese populations in Oakland meet the limited English speaking threshold of 10,000 as required by the EAO – Spanish (41,647 residents; 11.39%) and Chinese (20,595 residents; 5.63%).
2. The total number of Public Contact Positions (PCPs) in the City are 2248.34 FTE. The total number of Bilingual Public Contact Positions are 268.72 FTE Spanish, and 105.96 FTE Chinese.

Based on the LES/Spanish population percentage of 11.39%, a gap of 30.43 FTE Spanish speaking BPCPs citywide. For Chinese-speaking BCPCs, staffing fell short of the 5.63% goal by 47.65 FTE.

EAO AGENCY	FTE	PCP	VACANT PCP	SP PCP	SP GOAL FTE	SP NEED	CH PCP	CH GOAL FTE	CH NEED
City Administrator	198.90	78.00	3.00	13.00	8.88	(4.12)*	6.00	4.39	(1.61)*
City Attorney	60.00	11.00	1.00	2.00	1.25	(0.75)*	2.00	0.62	(1.38)*
City Auditor	9.50	1.50	0.00	0.00	0.17	0.17	0.00	0.08	0.08
City Clerk	9.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
City Council	28.50	20.50	0.00	4.25	2.33	(1.92)*	1.25	1.15	(0.10)*
Finance & Management Agency	70.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Department of Housing & Community Development	49.00	12.00	1.00	2.00	1.37	(0.63)*	1.00	0.68	(0.32)*

Department of Human Resources Management	34.00	4.00	0.00	1.00	0.46	(0.54)*	2.00	0.23	(1.77)*
Department of Human Services**	313.36	134.41	17.56	28.02			18.56		
Department of Information Technology	62.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Oakland Public Library**	215.53	175.19	36.10	32.58			18.34		
Mayor's Office	12.50	11.50	0.00	2.00	1.31	(0.69)*	1.00	0.65	(0.35)*
Office of Parks & Recreation**	258.67	237.29	15.75	28.69			9.80		
Dept. of Planning, Building & Neighborhood Preservation	131.70	102.70	4.00	17.00	11.70	(5.30)*	8.00	5.78	(2.22)*
Public Works Agency	733.08	10.00	0.00	1.00	1.14	0.14	2.00	0.56	(1.44)*
Oakland Fire Department	590.95	537.75	99.00	46.75	62.25	15.50	6.50	31.28	24.78
Oakland Police Department	1067.03	912.50	102.00	90.00	104.93	14.93	29.50	52.37	22.87

TOTALS	3844.22	2248.34	279.41	268.29			105.96		
---------------	----------------	----------------	---------------	---------------	--	--	---------------	--	--

* A negative number in the Spanish or Chinese "Need" column indicates that the Agency is exceeding its EAO requirement overall for bilingual Public Contact staff in the designated language.

**Calculation of "need" varies from site to site for service departments with multiple locations and with locations in neighborhoods where the language access needs are greater than that of the general population. Detail regarding the needs at those sites can be found on Table 4 – Public Contact Positions and Staffing.

Please refer to Table 4 - Citywide Report of Public Contact Positions and Staffing for additional detail on the bilingual staffing and staffing needs for units within the departments.

- The total number of Public Contact Positions filled during the fiscal year in the City are 189 (72 full time, 117 part time), representing 92.78 FTE. Of those positions filled, 81.88 FTE were not bilingual in the required languages. Of the total PCPs filled this reporting period, twenty-six (26) bilingual staff were hired; eight (8) full time (6 Spanish, 2 Chinese) and eighteen (18) part time (11 Spanish, 7 Chinese). The total FTE of Bilingual Public Contact Positions (BPCPs) filled during the fiscal year in the City are 6.98 FTE Spanish and 3.92 FTE Chinese (10.90 FTE total new BPCPs). Note: for public safety positions in Police and Fire, new recruits had not been hired before the end of FY11/12 and therefore recent bilingual hires are not reflected in the numbers below, but the results of the recruitment efforts are discussed later in this document.

EAO AGENCY	CLASSIFICATION	Chinese FTE	Spanish FTE
Oakland Fire Department	Fire Communications Dispatcher		1.00
Dept of Housing & Community Dev.	Program Analyst II		1.00
Dept of Human Services	Early Childhood Instructor	1.00	2.00
Dept of Human Services	Student Trainee, PT	0.09	0.09
Oakland Public Library	Librarian I, PT	0.04	0.12

Oakland Public Library	Library Aide, PPT	0.60	
Oakland Public Library	Library Aide, PT	0.87	0.02
Oakland Public Library	Library Assistant, PT		0.06
Mayor	Temp Contract Svcs Employee, PT		0.50
Parks and Recreation	Lifeguard, PT	0.32	0.03
Parks and Recreation	Recreation Attendant I, PT		0.16
Parks and Recreation	Recreation Specialist II, PPT		1.00
Parks and Recreation	Temp Contract Svcs Employee, PT		1.00
Public Works	Public Service Representative	1.00	
Grand Total		3.92	6.98

4. The total number of vital documents that require translation into Spanish is one (1) and Chinese is two (2). This represents improvement from FY10/11 when seventeen (17) documents required translation into Spanish and twenty-three (23) documents required translation into Chinese.
5. The total number of vital documents that have been translated into Spanish is 194 and Chinese is 193. *See Table 5 for a complete list of Vital Documents.*
6. The total number of telephone messages that require a recorded interpretation in Spanish is seventeen (17) and Chinese is twenty-four (24). This represents improvement from FY10/11 when twenty-five (25) phone lines required translation into Spanish and thirty (30) phone lines required translation into Chinese.
7. The total number of telephone messages that have a recorded interpretation in Spanish is sixty-three (63) and Chinese is fifty-six (56). *See Table 6 for a complete list of Telephone Lines.*
8. *Provide a summary narrative assessment and analysis of how and whether Departments are complying with the EAO based on the findings and assessments discussed in the full report.*

Bilingual Public Contact Positions. Bilingual staffing in many service areas has met or exceeded the levels required under the ordinance. Bilingual staffing citywide has not reached the level sufficient to meet the needs of LES populations in the City of Oakland as defined in the Equal Access to Services Ordinance (EAO). During this reporting period, there were very few vacancies, but when departments did have authorization to fill a vacancy, the Equal Access Office analyzed whether or not the position was a PCP position and if it was, whether the department's bilingual staffing goals required that the position be filled with bilingual staff. If the position being filled was a PCP position and the department was not yet meeting its goals for sufficient bilingual staff, the department was required to announce the position as requiring bilingual skills in Spanish and/or Chinese. Departments are compliant with the EAO in that hiring practices follow the requirements of the ordinance and interim service measures are in place to provide service when bilingual staff are not available.

Translation of Vital Documents. Each of the City's departments is in overall compliance with the EAO with regard to the translation of vital documents. Of the 195 vital documents throughout the City, more than 99% have been translated into both Spanish and Chinese. The City Auditor's "Fraud, Waste + Abuse Flyer & FAQ" has not yet been translated into Spanish or Chinese, and the Library's "Library Privacy Policy" has not been translated into Chinese. For the few remaining documents that require translation, the Equal Access Office staff have received drafts and are engaged in working with the department to provide the translations.

Telephone Messages. Compliance in this area was at 74% during the reporting period – of the 80 phone lines requiring bilingual outgoing messages, sixty-three (63) of the eighty (80) public access phone lines have been recorded in Spanish and fifty-six (56) have been recorded in Chinese. In the weeks following departmental submissions of their Agency Compliance Plans for FY2011/2012, several departments requested assistance with making the necessary recordings. Corrective action has already been taken to improve the compliance rate and six (6) additional lines have been translated into both Spanish and Chinese since August 2012. Four of the remaining five lines are in Public Works and the Fire Department where structural barriers related to the limits of the phone system prevent immediate solution. PWA and Fire are working with the Department of Information Technology to resolve those barriers. In the Library, the phone system is antiquated and unless a new system is installed, the outgoing messages are too long to be recorded and there is not an option for multiple line choices for callers. Instead, the Library uses printed materials and the availability of bilingual staff during business hours to serve LES persons.

Communication with LES Populations. All departments use the City's standard complaint procedure as described in the EAO and formalized in Administrative Instruction (A.I.) 145 – Equal Access Ordinance Implementation when receiving complaints from LES persons regarding their access to services. In some departments, the lack of proper signage means that patrons may be unaware of the availability of services provided in Spanish or Chinese. The information needs to be made more widely available through posted signs and by ensuring that PCPs have a list of bilingual contacts in departments readily available. Equal Access staff will be working with departments this year to increase the availability of signage and bilingual contact lists.

Also, the EAO requires that a qualitative survey be conducted at least every other year. This year, a qualitative survey was conducted in several City departments. Although the results were generally inconclusive, the surveys provided some key anecdotal feedback – for instance, using the translation line appears to add time to phone calls in OPD Dispatch; and many people use the recreation centers according to programs offered rather than by geographic proximity. Another qualitative survey will be conducted in the coming year following the addition of increased signage and developing bilingual staff contact lists.

Below are excerpts from the Agency Compliance Plans submitted by each of the EAO Agencies regarding their efforts to serve LES residents and comply with the EAO.

City Administrator's Office

The City Administrator's Office is able to meet the needs of LES persons seeking services with the availability of bilingual staff in several of CAO's units; the 10 vital documents in CAO have all been translated into both Spanish and Chinese; and contact phone messages have been recorded in Spanish and Cantonese.

The service "departments" in CAO as described in the EAO have changed during this reporting period. Due to the State's elimination of redevelopment funding, the City underwent a significant reorganization in February 2012, which had an impact on the City Administrator's Office (CAO) in particular. The former Community and Economic Development Agency was broken into four operational units – two independent departments (the Department of Housing and Community Development, and the Department of Building, Planning and Neighborhood Preservation), and two units within CAO, the Office of Neighborhood Investment, and the Office of Workforce and Economic Development. The Revenue Division, which had formerly been within the Finance & Management Agency, became a unit within the CAO's Budget Office and includes the Parking Citation Assistance Center. However, Parking Meter Repair was moved to the Public Works Agency, and Parking Enforcement was moved to the Police Department. The changes that were part of the reorganization resulted in changes to organizational reporting structures, but did not impact the number or assignment of PCPs or the designation of the Revenue units or Parking Citation Assistance Center as Super PCP Departments within the meaning of the EAO. The City Administrator's Office meets the needs of LES persons with bilingual staff within its divisions.

City Attorney's Office

Staff of the City Attorney's Office from the Neighborhood Law Corps program regularly attends Neighborhood Crime Prevention Council (NCP) meetings to provide updates and address community-related concerns. Such community outreach includes attending the monthly Asian Advisory Committee on Crime (AACC) meetings in Chinatown. The City Attorney's Office has also translated its website in Spanish.

City Auditor's Office

The City Auditor's Office maintains a list of non-PCPs who speak threshold languages and has more than one employee who can provide service to a LES person during business hours. In the event that these employees are not available, the office coordinates with the Equal Access Office to provide language assistance. Staff in the City Auditor's Office are trained in the use of interim measures such as using translation phone lines or referring calls to bilingual staff to assist LES persons when necessary.

City Clerk's Office

Due to the nature of the Clerk's Office and the information managed there, the department has been designated as a "Super PCP Department." Budget reductions have resulted in the elimination of formerly designated PCP positions in the Clerk's Office. There is currently one staff person who can assist people in Spanish. If another vacancy becomes available, the position will be announced as requiring bilingual skills in Chinese (Cantonese/Mandarin). With the current staffing, if an LES person requires assistance, they are redirected to the Oaklanders'

Assistance Center by way of the City Hall security guards. Clerk's Office staff are also trained in the use of translation phone service as an alternative.

City Council Office

The City Council Office is a department staffed with a significant number of bilingual employees to serve the language needs of individual districts. Council offices often assist one another on calls made in Spanish or Chinese. Bilingual staff are frequently called upon for language assistance for a wide array of public inquiries made by limited-English speakers.

Finance and Management Agency

The citywide reorganization in February 2012 resulted in all PCP positions and assignments moving to other agencies within the City. All of the former FMA's services are internal City services. Any requests for information from the public come through other offices such as the City Attorney's Open Government Coordinator for public records requests. Because there are no PCP positions and no public services offered in FMA, there is no Agency Compliance Plan for FMA.

Department of Housing & Community Development

Formerly a division of the Community and Economic Development Agency (CEDA), the Department of Housing & Community Development (DHCD) was created as part of the February 2012 reorganization. Two Super PCP Departments are now contained in DHCD: the Residential Rent Arbitration program and the Municipal Lending program. The Residential Rent Arbitration program has sufficient bilingual staff to meet its Super PCP Department designation. There is a need for a Chinese-speaking staff person in the Municipal Lending program, but there are currently no vacancies. Instead, services are provided in Chinese to LES persons by other Chinese speaking staff in DHCD. *For details regarding the areas where more bilingual staff are needed, please see Table 4 - Citywide Report of Public Contact Positions and Staffing.*

Department of Human Resources Management

DHRM has bilingual Spanish-speaking and Chinese-speaking staff available to serve LES persons who seek access to DHRM services. During this reporting period the Equal Access Office was moved from the City Administrator's Office to the Department of Human Resources Management (DHRM) as part of a citywide reorganization. The transition has provided the opportunity for Equal Access staff to work much more closely with DHRM staff in determining the language requirements for vacancies as approved requisitions are submitted. Additionally, the close accessibility of Equal Access staff created an opportunity for screening bilingual applicants for the next Police Academy. Candidates who had identified themselves as possessing bilingual skills and who participated in the oral panel review process were also screened for their bilingual proficiency on the day of the oral panels. This new step in the DHRM recruitment process ensured an accurate accounting of the applicants and their skills as they continued to participate in the hiring process.

Department of Human Services

DHS works closely with the Equal Access Office to ensure that data related to language capacity is captured, maintained and revised throughout the year. DHS hired 3.18 FTE bilingual staff (2 full-time and one part-time Spanish, one full-time and one part time Chinese) into PCP positions

in FY11/12 and continues to actively seek bilingual candidates when recruiting to fill vacancies. Additionally, the department meets federal grant mandates around language access in the Head Start Program. It is mandated that staff be able to speak in the families' served first language and that all documents be translated accordingly. Specific units such as individual Head Start locations have identified key bilingual staff to facilitate communication with Limited English Speaking residents.

Department of Information Technology

The Department of Information Technology is an internal department and has no Public Contact Positions, but the department has identified non-PCP staff that can provide language assistance in either Chinese or Spanish when necessary. Department staff is also trained to use the City's language access line for providing service to LES persons. Because there are no PCP positions and no public services offered in DIT, there is no Agency Compliance Plan for DIT.

Oakland Public Library

The Library has identified key bilingual staff within each branch to facilitate communication with members of the limited English speaking population. In instances where bilingual staff is not available to provide services in the needed language, library staff may utilize the over-the-phone interpreter service for assistance. Chinese-speaking staff is readily accessible in the Asian Branch located in Chinatown and Spanish-speaking staff in the Cesar Chavez Library in the Fruitvale District. Programs such as Family Story Time, Legal Services and Computer Basics are regularly provided in Spanish and Chinese.

Mayor's Office

The Mayor's Office has bilingual staff and volunteers who are able to respond to calls made by LES persons and ensures that staff providing service at the front desk have information readily available to be able to refer visitors and callers as necessary. The Mayor's Office consistently translates its outreach materials into Spanish or Chinese for distribution to communities and neighborhoods. It also provides translation equipment and translators in Spanish and Chinese as appropriate at public meetings where LES persons attend.

Additionally, the Mayor's Office has the regular assistance of the Oaklanders Assistance Center to address the immediate needs of people needing assistance in Chinese and Spanish. The Mayor's Office also has two bilingual volunteers who are in the office on a consistent basis three times a week.

Office of Parks and Recreation

The Office of Parks and Recreation (OPR) assigns bilingual staff throughout the department to meet the needs of LES persons, but stable assignments of additional bilingual staff in several operational units would improve the availability of services. Some OPR sites are situated in areas of the city where there are heavier concentrations of LES persons, for example, Carmen Flores Recreation Center in the Fruitvale, and Lincoln Recreation Center in Chinatown. The calculation for bilingual staffing needs at those centers is based on census data for the specific neighborhood rather than the city overall. In this way, bilingual staffing assignments can be more closely aligned with community need. *The detail and ratios used to determine bilingual staffing at*

centers in neighborhoods with high concentrations of LES persons can be found on Table 4 - Citywide Report of Public Contact Positions and Staffing.

To increase the number of bilingual applicants for its 2012 summer hiring, OPR integrated a wide distribution of Spanish and Chinese translated Summer Job Opportunity announcements, recruitment by recreation site staff to the surrounding communities and patrons, and recruitment from Counselor in Training Programs. More than 2,600 English/Spanish and 2,600 English/Chinese Summer Job Opportunity notices were distributed throughout the city. Even so, there were a limited number of bilingual candidates who participated in the summer hiring program and only a few were hired. Four new Spanish-speaking employees were hired and one new Chinese-speaking employee was hired during the reporting period. Additional bilingual staff were hired after July 1 and will be counted as part of next year's reporting.

Department of Planning, Building & Neighborhood Preservation

In last year's report, Planning & Zoning was identified as having insufficient Chinese-speaking staff to provide services to LES persons who speak Chinese. No PCPs were hired in the Planning & Zoning unit, so the need was and is addressed by drawing from bilingual staff in the Building Services unit to provide service upon request. Staff in Planning & Zoning are trained to seek out Chinese speaking employees in the Department of Building Services to assist Chinese-speaking customers. It is anticipated that there will be vacancies authorized to fill in the coming year and that recruitments to fill the positions will be announced as requiring Chinese language skills. *For details regarding the areas where more bilingual staff are needed, please see Table 4 - Citywide Report of Public Contact Positions and Staffing.*

Formerly a division of the Community and Economic Development Agency (CEDA), the Department of Planning, Building & Neighborhood Preservation (DPBNP) was created as part of the February 2012 reorganization. Two Super PCP Departments are now contained in DPBNP: Planning & Zoning, and Building Services.

Public Works Agency

The Public Works Call Center provides services to members of the public and responds to tens of thousands of calls annually. Bilingual staffing in the Call Center is sufficient to meet the needs of LES persons based on the quantitative analysis of citywide bilingual need. One of the department's phone lines, the Recycling Hotline, has not had its outgoing message recorded in Spanish and Chinese. The outgoing message is long and detailed and customers were complaining. PWA is now working with the Department of Information Technology to establish the line with multiple options, i.e. "Para español, oprima el dos." It is anticipated that this effort will be complete within the next reporting period.

Oakland Fire Department

There is a need for increased bilingual staffing in OFD Dispatch and in OFD Emergency Services. To address the need, OFD worked with DHRM this reporting period to recruit lateral candidates for Firefighter/Paramedic vacancies who were bilingual. Out of a total of 73 candidates who were referred to the department following minimum qualifications screening and an oral panel exam, eleven (11) candidates were bilingual – two (2) Chinese-speaking and nine

(9) Spanish-speaking. All of the bilingual candidates who successfully competed for the available vacancies were offered assignments. In fiscal year 2012/2013 OFD will be conducting a recruitment for entry level firefighters. The outreach plan for that recruitment has included targeted efforts to the Spanish and Chinese speaking communities. It is anticipated that OFD will have the opportunity to fill several vacancies in the next academy with bilingual entry-level firefighters.

Oakland Police Department

Based on a quantitative analysis using citywide census data, a need to increase the number of bilingual Police Officers in the Oakland Police Department (OPD) has been identified. Currently that need is estimated at ten (10) additional Spanish-speaking Officers, and sixteen (16) additional Chinese-speaking Officers. OPD Dispatch is currently meeting the need for Spanish-speaking staff in terms of quantitative analysis, but more Chinese-speakers (additional three) are needed. Dispatchers are the PCPs most likely to encounter members of the public who speak any of several other languages as well. To address requests for service in other languages, Dispatch staff are trained to use the phone-line translation service. Part of the information gathered through department surveys this year revealed that relying on the phone-line translation service adds delays to service. Continued recruitment of bilingual Dispatchers is required to more effectively serve the needs of LES Oakland residents.

During the reporting period, FY11/12, OPD worked closely with the Department of Human Resources Management (DHRM) to conduct two rounds of recruitment for Police Officer Trainees. As a result of the first of those two recruitment efforts, OPD invited 55 Police Officer Trainee candidates to the 166th Academy (start date: September 17, 2012). Of the 55 offered positions in the academy, 7 were Spanish speaking and 7 were Chinese speaking. The following chart shows data regarding the participation of bilingual candidates in the two recruitment pools this reporting period. For the first pool, language self-assessment was not done until candidates were at the Physical Agility portion of the testing. For the second group, self-assessment was done at the time of application and DHRM assessed proficiency at the same time as the oral interviews.

Police Officer Trainee Cycle 1

Step	Step End Date	Total	% of Total	Bilingual Spanish	% of Bilingual SP	Bilingual Chinese	% of Bilingual CH
Applications Received	3/5/2012	2301		N/A		N/A	
Invited to Written	3/21/2012	2165	94%	N/A	N/A	N/A	N/A
Invited to Physical Agility	4/10/2012	752	35%	119	N/A	47	N/A
Invited to Oral Interview	4/26/2012	643	86%	114	96%	45	96%
Referred to Department	5/18/2012	409	64%	72	63%	30	67%
Invited to Academy	Sept - 2012	55	13%	7	10%	7	23%
Academy Graduation	March - 2013						

Police Officer Trainee Cycle 2

Step	Step End Date	Total	% of Total	Bilingual Spanish	% of Bilingual SP	Bilingual Chinese	% of Bilingual CH
Applications Received	6/11/2012	1805		356		72	
Invited to Written	7/3/2012	1636	91%	323	91%	66	92%
Invited to Physical Agility	7/28/2012	710	43%	120	37%	36	55%
Invited to Oral Interview	8/22/2012	494	70%	87	73%	27	75%
Referred to Department	9/17/2012	231	47%	44	51%	10	37%
Invited to Academy	TBD						
Academy Graduation	TBD						

9. *Provide a description of implementation “best practices” developed by Agencies.*

The City Administrator has established best practices for EAO Agencies. City departments follow the guidelines established in Administrative Instruction (A.I.) 145 - Equal Access Ordinance Implementation as the basis for their “best practices.” The A.I. provides departments with the City’s standards for compliance and reporting. Additionally, departments rely on the services provided by the Equal Access Office within the Department of Human Resources Management to access document translation services, hve interpretation, and scheduled interpreter services.

10. *Provide a summary narrative description and assessment of any structural barriers that may be preventing Departments from complying with the EAO and recommend means to address barriers.*

Limitations in the City’s phone system and a particularly outdated phone system at the libraries have been identified as structural barriers. In the case of the Oakland Pubhc Library, an antiquated phone system has made it very difficult for them to institute telephone messages for the public to access. Until funding is available to update the Library’s phone system, they will continue to use posted flyers and the availability of bilingual staff during business hours to make services available to LES persons. Public Works and the Fire Department have also encountered difficulties and are working with the Department of Information Technology to enhance their phone lines to make it possible to record outgoing messages on several lines so callers can choose the language in which they wish to hear the message. It is anticipated that PWA and Fire will overcome their barriers in the next reporting period. There are no immediate plans to install a new phone system in the libraries.

11. *Provide a summary narrative description and assessment of corrective plans that Agencies have developed to address non-compliance with the EAO and corrective plans adopted by the City Administrator to address identified structural barriers.*

Agencies across the City organization are largely compliant with the EAO. Where there are too few bilingual staff to meet the needs of LES persons, departments follow the hiring process required to recruit bilingual candidates for vacancies. With only two

exceptions, all vital documents have been translated into Spanish and Chinese (the City Auditor's "Fraud, Waste + Abuse Flyer & FAQ" has not yet been translated into Spanish or Chinese, and the Library's "Library Privacy Policy" has not been translated into Chinese). Except where there are barriers, all phone lines have been translated. The structural barriers preventing the translation of phone messages are being evaluated and addressed where possible.

Information regarding the availability of services or assistance in Spanish or Chinese needs to be made more widely available through posted signs and by ensuring that PCPs have a list of bilingual contacts in departments readily available. Equal Access staff will be working with departments this year to increase the availability of signage and bilingual contact lists.

12. *Describe the enforcement mechanisms that the City Administrator has used or will use to enforce the EAO.*

The City Administrator utilizes several tools to ensure citywide compliance with the EAO:

- Equal Access Office staff provide bilingual service support, translation of documents, interpretation equipment, and bilingual interpreter services for community meetings and specialized hearings.
- DHRM requires Equal Access review of every approved personnel requisition to determine whether the position is a Public Contact Position (PCP) and if so, whether the hiring department has sufficient bilingual PCPs. If the hiring department does not have sufficient bilingual PCPs, the department is required to selectively certify the position for the appropriate language.
- Through the annual reporting process, the City Administrator reviews and evaluates department compliance levels and activities. Wherever deficiencies are identified, the City Administrator, through staff, requires action to correct the deficiencies. For example, in this year's reporting, several phone lines were identified as needing to be translated. Equal Access staff have already worked with departments to bring more than half of those phone lines into compliance and it is anticipated that all of the lines that can be corrected will be by the end of the calendar year. Structural barriers such as the Library's old phone system can be addressed when funding becomes available.

13. *Provide any other information required by the City Council and or Finance and Management Committee.*

See response in the section below.

City Administrator Additional Duties

1. *How has the City Administrator provided training and guidance to Departments to facilitate implementation of the EAO and how have Departments collaborated?*

During this reporting period, the City Administrator undertook two key activities for which training and guidance was provided related to EAO compliance. First, in the spring of 2012, CAO conducted outreach to departments to develop qualitative surveys regarding assistance available at service counters and phone lines. In working with departments to evaluate the effectiveness of their ability to provide services to LES persons, staff were provided instruction on the importance of qualitative evaluation of services and in some cases, CAO staff trained department staff on how to implement a survey to customers.

Secondly, Equal Access and DHRM staff met with department Language Access Coordinators to introduce the new reporting format and to explain reporting requirements. Draft compliance plan documents were provided and a training was conducted in early August 2012. Preliminary reports were received from every City department by August 27, 2012. Following receipt of the new departmental reports, Departments collaborated with Equal Access staff by engaging in dialog to clarify their submissions and to ensure their effective reporting.

2. *Assess the adequacy of the process the City Administrator utilizes to monitor departmental compliance with the EAO.*

With only two staff to oversee the implementation of and compliance with the Equal Access Ordinance, the City Administrator must rely on departments' commitment to following City policy. The process of developing the annual report provides the opportunity to review department activities, obtain clarification of processes, and evaluate compliance efforts. Over the past several years, significant gains have been achieved in raising awareness throughout the City organization regarding the requirements of the Equal Access to Services Ordinance and departments' responsibilities in meeting those requirements, as demonstrated by the steady increase in the number of bilingual staff, translated documents, and recorded telephone messages. The Equal Access Office and its staff provide a key resource through which departmental compliance may be monitored and evaluated. The annual reporting process ensures continued awareness of the needs of LES persons and the City's commitment to and responsibility for providing services to those populations.

3. *Assess the adequacy of performance of the Equal Access Office and DHRM in implementing the EAO.*

During this reporting period, moving the Equal Access Office into DHRM has improved communication and timely processing related to personnel requisitions, which has improved compliance in hiring overall. However, organizational changes throughout the City and staffing transitions have made it difficult to compile and prepare the annual report and resulted in its late submission this year. Going forward, increased stability in the organizational structure and staffing are likely to improve reporting timeliness.

Also during this reporting period, Equal Access staff worked to develop a testing process for written translation so bilingual City employees could be tested and certified to translate routine City documents. Implementing the certification process will relieve some of the workload for translating documents from the Equal Access staff and allow it

to be performed within departments by staff assigned to perform that work. Equal Access staff will continue to provide the service or will submit documents to a vendor for translation if department staff are not available.

4. *Has the City Administrator and/or Departments provided all additional, if any, information requested by the Finance and Management Committee?*

Requests received from the Finance and Management Committee were made when the CAO's Annual Compliance Report was presented for Fiscal Year 2010/2011, the committee requested that this year's report address the following:

- 1) How many residents came to the City and complained that they were unable to get access to their government?
- 2) A comparison of the Availability Study (prepared by Mason Tillman).
- 3) What portion of time do PCP's spend translating or giving access to their government?

Responses are as follows:

- 1) Complaints: There were no formal complaints reported during Fiscal Year 2011/2012.
- 2) The Mason/Tillman report was a Disparity Study that was conducted in 2006 and included a comparison of the City's workforce with the available local workforce. The charts on Attachment B include a copy of the 2005/2006 "Availability Percentages by Job Group and Employee Ethnicity and Gender" table from that study and provide comparisons of the City employee population for fiscal years 2011/2012, 2009/2010, and 2005/2006. The representation of the studied groups in the City's workforce has not changed significantly when comparing the data for each of the three years cited.
- 3) Portion of time PCPs spend providing services in languages other than English: The portion of time spent in providing information for LES persons varies greatly by assignment. For example, Spanish-speaking Public Service Representatives in the Parking Citation Assistance Center can spend 70-80% of their time in a given day providing services in Spanish. A Chinese-speaking Tax Enforcement Officer II in the Business Tax section of the Revenue Division may only occasionally serve a monolingual Chinese speaking patron. The designation of bilingual PCPs is to ensure the availability of services to LES persons whenever they are needed, regardless of the frequency with which those services are requested.

RECENT IMPROVEMENTS IN COMPLIANCE

In recent years, substantial effort has been made throughout the City organization to refine and improve compliance with the provisions of the Equal Access to Services Ordinance. Overall, department compliance is excellent with regard to bilingual staffing and the availability of

translated documents. There have been several improvements that have contributed to departments' success:

- Stable staffing in the Equal Access Office has resulted in stronger institutional knowledge and the ability to train new staff. One of the existing staff is leaving the unit and a new Equal Access Coordinator will have to be trained and oriented. The recruitment is currently underway and it is anticipated that the position will be filled early in 2013.
- The creation of a centralized repository in the Equal Access Office for data related to the designation of positions as Public Contact Positions has improved the City's ability for accurate reporting.
- Annual reporting requirements have raised department staff awareness of the requirements of the EAO and departments' responsibilities which has resulted in greater effort to recruit bilingual staff when needed and increased compliance with the translation of printed vital documents and recorded phone messages.
- The availability of Equal Access staff to provide translation and interpreter services has increased access to LES persons at public meetings.
- Changes to the personnel requisition process by adding Equal Access authorization prior to initiating recruitments has resulted in a greater number of recruitments where outreach is conducted for bilingual skills and PCPs are selectively certified.

RECOMMENDATIONS

There is a need for a greater quantity and more visible notices to LES persons of the availability of services in the threshold languages of Spanish and Chinese. While there were no formal complaints received by the Equal Access Office this year, it is unclear whether LES patrons were aware that they were entitled to equal services and had the right to complain if those needs were not being met. In the coming year, the City Administrator's Office with the support of Equal Access staff will work to ensure that sufficient notices are posted.

Additionally, the qualitative analysis required by the ordinance was partially completed this year in the form of surveys online and at service counters and provided some useful feedback, but the results were inconclusive. To be effective, the surveys should be conducted after public notices have been strategically placed in City buildings and at service counters. Staff recommends that the notices be completed and placed in the next few months and that a new qualitative survey be conducted in the spring of 2013.

PUBLIC OUTREACH

City staff met with community representatives to review the materials submitted for this report. Increased public outreach and notification of the availability of services for LES persons continues to be a key element of the City's current compliance and plans for improved communications going forward.

COORDINATION

The Equal Access Office of the Department of Human Resources Management (DHRM) coordinated the collection, compilation, and reporting of data with the Language Access Coordinators in each City department. Additionally, staff worked with Central Payroll to verify data for new hires and employee position changes.

COST SUMMARY/IMPLICATIONS

Acceptance of this report and its recommendations has no fiscal impacts or cost implications.

SUSTAINABLE OPPORTUNITIES

Economic – not applicable.

Environmental – not applicable.

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

For questions regarding this report, please contact Kip Walsh, Recruitment & Classification Manager, at (510) 238-7334.

Respectfully submitted,



ANDREA R. GOURDINE

Director, Dept. of Human Resources Management

Prepared by:

Kip Walsh, Recruitment & Classification Manager
and Monique Tsang, Equal Access Program Coordinator

Attachments:

- Table 1 – List of Equal Access Ordinance Agencies and Departments
- Table 2 – Chart of Super PCP Departments and Bilingual Staffing
- Table 3 – List of Language Access Coordinators by Equal Access Agency
- Table 4 – Citywide Report of Public Contact Positions and Staffing
- Table 5 – List of Vital Documents by Department
- Table 6 – List of Public Telephone Lines by Department
- Table 7 – PCP New Hire FY 11-12
- Table 8 – Usage Chart of Over-the-Phone Interpreter Services
- Table 9 – Applicant Pool List FY 11-12
- Attachment A - Citywide EAO Agency Compliance Plans by Agency
- Attachment B – Oakland Census Data and Equal Employment Opportunities comparison data

EXHIBIT 1: CITY OF OAKLAND DEPARTMENTS SUBJECT TO EAO (FY 2011-12)

UNIT DESIGNATION
DEPARTMENT DESIGNATION

AGENCY: CITY ADMINISTRATOR'S OFFICE (CAO)	
Unit	FIVE DEPARTMENTS
City Manager Administration Unit	
Equal Opportunity Programs	
Employee Relations (reorg: formerly DHRM)	
Contract Compliance Unit (reorg: formerly Dept of Contracting/Purchasing)	
Employment Services Unit (reorg: new)	
Outreach & Administrative Support Unit (reorg: formerly DCP)	
Ethics Unit	
Budget Division	
KTOP Operations	
DEPARTMENT: CAO Administration and Divisions	
Citizens Police Review Board Unit	
DEPARTMENT: Citizens Police Review Board*	
Neighborhood Investment: Project Staffing (formerly CEDA Redev. Projects)	
Real Estate (reorg: formerly in CEDA - ORA)	
Coliseum Redevelopment (reorg: formerly in CEDA - ORA)	
Oakland Army Base Redevelopment (reorg: formerly in CEDA - ORA)	
Central District Redevelopment (reorg: formerly in CEDA - ORA)	
Workforce Development (reorg: formerly in CEDA - Economic Dev)	
Economic Development (reorg: formerly in CEDA - Economic Dev)	
Cultural Arts & Marketing (reorg: formerly in CEDA - Mktg & Public Art)	
Public Art (reorg: formerly in CEDA - Mktg & Public Art)	
DEPARTMENT: Office of Neighborhood Investment (new)	
Revenue - Administration (reorg: formerly FMA Revenue)	
Revenue: Collections/Mandatory Garbage (reorg: formerly FMA Revenue)	
Revenue: Audit/Compliance (reorg: formerly FMA Revenue)	
Revenue: Strategic Support (reorg: new)	
Revenue: Business Tax (reorg: formerly FMA Revenue)	
Revenue: Parking Meter Collection (reorg: formerly FMA Parking)	
DEPARTMENT: Revenue*	
Revenue: Parking Citation Assistance Center	
DEPARTMENT: Parking Citation Assistance Center*	

AGENCY: OFFICE OF THE CITY ATTORNEY (OCA)	
Unit	ONE DEPARTMENT
City Attorney Administration Unit	
Litigation Unit	
Advisory Unit	
DEPARTMENT: City Attorney's Office	

AGENCY: OFFICE OF THE CITY AUDITOR (CAU)	
Unit	ONE DEPARTMENT
City Auditor Unit	
DEPARTMENT: City Auditor's Office	

* Denotes "Super PCP Department"
FY 2011-12

EXHIBIT 1: CITY OF OAKLAND DEPARTMENTS SUBJECT TO EAO (FY 2011-12)

UNIT DESIGNATION
DEPARTMENT DESIGNATION

AGENCY: OFFICE OF THE CITY CLERK (OCC)

Unit	ONE DEPARTMENT
City Clerk Unit (1st-floor)	
DEPARTMENT: City Clerk's Office*	

AGENCY: CITY COUNCIL OFFICES (CCO)

Unit	ONE DEPARTMENT
Council Administration Unit Reoption-Dosk (two units combined)	
District One Unit	
District Two Unit	
District Three Unit	
District Four Unit	
District Five Unit	
District Six Unit	
District Seven Unit	
Council At Large Unit	
DEPARTMENT: City Council Offices	

AGENCY: FINANCE & MANAGEMENT AGENCY (FMA)

Unit	ONE DEPARTMENT
Budget & Finance Administration Unit	
Accounting Administration Unit	
General Ledger	
Payables	
Stores Operations	
Purchasing (reorg: formerly Dept of Contract/Purchasing)	
Budget Analysis & Operations (reorg: formerly CAO Budget Unit)	
Treasury Administration Unit	
Treasury Operation Unit	
Treasury Cashiering Unit	
Treasury Payroll	
Retirement (reorg: formerly DHRM)	
Commercial Lending (reorg: formerly CEDA)	
DEPARTMENT: Finance and Management	

AGENCY: DEPARTMENT OF HOUSING & COMMUNITY DEVELOPMENT (DHCD)

Unit	THREE DEPARTMENTS
Admin: Housing & Community Development (formerly CEDA Housing)	
Housing Development (formerly CEDA Housing)	
CDBG Coordination (formerly CEDA Housing)	
Homeownership Programs (formerly CEDA Housing)	
DEPARTMENT: Housing and Community Development	
Municipal Lending (formerly CEDA Municipal Lending)	
DEPARTMENT: Municipal Lending*	
Residential Rent Arbitration (formerly CEDA Res Rent Arbitration)	
DEPARTMENT: Residential Rent Arbitration*	

* Denotes "Super PCP Department"
FY 2011-12

EXHIBIT 1: CITY OF OAKLAND DEPARTMENTS SUBJECT TO EAO (FY 2011-12)

UNIT DESIGNATION

DEPARTMENT DESIGNATION

AGENCY: DEPARTMENT OF HUMAN RESOURCES MANAGEMENT (DHRM)

Unit	TWO DEPARTMENTS
Personnel Admin/Human Resource Info Service	
Employment and Classification Unit	
Human Resource Development unit	
Employee Benefits Services	
Risk Management (reorg: formerly FMA)	
DEPARTMENT: Administration, Recruitment and Classification, Risk and Benefits	
Equal Access (reorg: formerly CAO)	
DEPARTMENT: Equal Access*	

AGENCY: DEPARTMENT OF HUMAN SERVICES (DHS)

Unit	SIX DEPARTMENTS
Linkages Program Unit	
Senior Companion Program Unit	
Outreach Program Unit	
Oakland Paratransit for the Elderly and Disabled	
Senior Aide Program Unit	
DEPARTMENT: Aging and Adult Services	
Multipurpose Senior Service Program Unit	
DEPARTMENT: Multipurpose Senior Service Program*	
Senior Center (Citywide)	
Senior Center (Downtown Oakland)	
Senior Center (East Oakland)	
Senior Center (North Oakland)	
Senior Center (West Oakland)	
DEPARTMENT: Senior Centers	
DHS Administration Unit	
Policy & Planning	
Community Housing Services	
DEPARTMENT: DHS Administration	
Head Start - Citywide	
Head Start - Service Area I (Frank G. Mar - P/D2)	
Head Start - Service Area I (Fannie Wall - F/D1)	
Head Start - Service Area II (Tassafaronga - P/D2)	
Head Start - Service Area I (Franklin - P/D2)	
City Towers Head Start	
Head Start - Service Area I (West Grand - F/D1)	
Head Start - Home Base Program	
Head Start - Service Area I (San Antonio Park - P/D2)	
Head Start - Service Area II (San Antonio CDC - P/D2)	
Head Start - Service Area II (Sun Gate - P/D2)	
Head Start - Service Area II (Manzanita - P/D2)	
Head Start - Service Area I (Virginia Ave - P/D2)	
Head Start - Family Child Care (Seminary)	
Head Start - Service Area II (6818 Lion Way - Lion Creek Crossing - P/D2)	
Head Start - Service Area I (Eastmont - P/D2)	
Head Start - Service Area II (Arroyo Viejo - P/D2)	

* Denotes "Super PCP Department"
 FY 2011-12

EXHIBIT 1: CITY OF OAKLAND DEPARTMENTS SUBJECT TO EAO (FY 2011-12)

UNIT DESIGNATION

DEPARTMENT DESIGNATION

Head Start - Service Area II (85th Ave - F/D1)
Head Start - Service Area II (92nd Ave - P/D2)
Head Start - Service Area II (Brookfield - P/D2)
Head Start - Central Kitchen
Head Start - Central Office
Early HS - FAME (3717 Telegraph Ave. 94609)
Early HS - Broadway (2619 Broadway 94612)
DEPARTMENT: Early Childhood and Family Services
Year Round Lunch Program Unit
Youth Services
DEPARTMENT: Children & Youth Services and Policy & Planning

AGENCY: DEPARTMENT OF INFORMATION TECHNOLOGY (DIT)

Unit	ONE DEPARTMENT
Administrative Services	
Reprographic Services	
Help Desk	
Desktop Support	
Server Maintenance & Support	
Telecommunications	
Systems & Database Administration	
Application Development	
Project Coordination	
Network Security & Maintenance	
Public Safety Maintenance & Installation	
Public Safety Applications	
DEPARTMENT: Information Technology	

AGENCY: OAKLAND PUBLIC LIBRARY (OPL)

Unit	FIVE DEPARTMENTS
Director Unit	
Departmental Operation Unit	
Automation	
Children Services/Youth Room	
Community Relations	
Acquisitions	
On-Call Public Services	
Literacy	
Childrens Services/Youth	
Support Services Unit	
DEPARTMENT: Systemwide Services	
Administrative Unit	
Main Library Administration	
Art/History/Literature	
Magazines and Newspapers	
Science Business and Sociology	
Childrens Room	
Circulation/Automation	

* Denotes "Super PCP Department"
FY 2011-12

EXHIBIT 1: CITY OF OAKLAND DEPARTMENTS SUBJECT TO EAO (FY 2011-12)

UNIT DESIGNATION

DEPARTMENT DESIGNATION

DEPARTMENT: Main Library Local Services*
Branch Administration
Brookfield Village Branch
Dimond Branch
Eastmont Branch
Elmhurst Branch
M.L. King Jr. Branch
Montclair Branch
Rockridge Branch
Temescal Branch
District I Administration (81st Ave Branch)
Golden Gate Branch
Lakeview Branch
Melrose Branch
Piedmont Branch
West Oakland Branch
African-American Museum & Library
DEPARTMENT: Branch Library Local Services
Asian Branch
DEPARTMENT: Asian Branch*
Latin American Branch
DEPARTMENT: Latin American Branch*

AGENCY: MAYOR'S OFFICE (MAY)

Unit	TWO DEPARTMENTS
Mayor Administration Unit Rooption-Desk (two units combined)	
DEPARTMENT: Mayor's Administration	
Oaklanders Assistance Center*	
DEPARTMENT: Oaklanders Assistance Center*	

AGENCY: OFFICE OF PARKS & RECREATION (OPR)

Unit	NINE DEPARTMENTS
Directors Unit	
OPR Administrative Services	
Budget and Fiscal	
Accounting Unit	
OPR Personnel Unit	
Area 1 Rec Center Supervision	
DEPARTMENT: OPR Administration	
Central Reservations	
Special Programs	
Dunsmuir Hellman Historic Estate	
Rotary Nature Center	
Tennis / Davie	
City-Wide Sports	
Giris Sports	
Youth & Adult Sports	
Boating	

* Denotes "Super PCP Department"
 FY 2011-12

EXHIBIT 1: CITY OF OAKLAND DEPARTMENTS SUBJECT TO EAO (FY 2011-12)

UNIT DESIGNATION

DEPARTMENT DESIGNATION

Area One Special Sports Programs
Community Gardens
Feather River Camp
Malonga Casquelourd Center for the Arts
Studio One Art Center
City-Wide Programs Unit
Radical Roving Recreation
Discovery Center(s)
Ball Fields Maintenance
At-Risk Youth
DEPARTMENT: City Wide Programs
Bushrod Recreation Center
Defremery Recreation Center
Golden Gate Recreation Center
Montclair Recreation Center
Mosswood Recreation Center
Willie Keyes (Poplar) Recreation Center
East Oakland Sports Center (new)
Allendale Recreation Center
Dimond Recreation Center
Franklin Recreation Center
Redwood Heights Recreation Center
Arroyo Recreation Center
Brookdale Recreation Center
Ira Jinkins Recreation Center
Rainbow Recreation Center
Tassafaranga Recreation Center
Digital Arts and Culinary Academy (Rainbow Teen Center - new)
Sheffield Village Recreation Center
DEPARTMENT: Recreation Centers
Lincoln Recreation Center
DEPARTMENT: Lincoln Recreation Center*
Aquatics Supervision (Merged to Unit where staff were assigned)
Dimond Aquatics (Lions Pool)
Defremery Aquatics
Temescal Aquatics
Fremont Aquatics
DEPARTMENT: Aquatics
Manzanita Recreation Center
DEPARTMENT: Manzanita Recreation Center*
FM Smith Recreation Center
DEPARTMENT: FM Smith Recreation Center*
San Antonio Recreation Center
DEPARTMENT: San Antonio Recreation Center*
Carmen Flores Recreation Center at Josie de la Cruz Park
DEPARTMENT: Carmen Flores Recreation Center*

* Denotes "Super PCP Department"
 FY 2011-12

EXHIBIT 1: CITY OF OAKLAND DEPARTMENTS SUBJECT TO EAO (FY 2011-12)

UNIT DESIGNATION
DEPARTMENT DESIGNATION

AGENCY: DEPT OF PLANNING, BUILDING AND NEIGHBORHOOD PRESERVATION (DPBNP)

Unit	THREE DEPARTMENTS
Admin: Planning, Building & Neighborhood Preservation	
DEPARTMENT: DPBNP Administration	
Planning (reorg: formerly CEDA City Planning - Other)	
Zoning (reorg: formerly CEDA Zoning)	
DEPARTMENT: Planning and Zoning*	
Engineering: Project Coordination (formerly CEDA Major Projects)	
Admin: Engineering (formerly CEDA Inspection Svcs Admin)	
Building & Infrastructure Plan Check (formerly CEDA Inspection Svcs - Other)	
Inspections: Residential Building (formerly CEDA Building Services)	
Engineering: Permit Center (formerly CEDA Engineering Services)	
Inspections: Commercial Building (formerly CEDA Building Services)	
Inspections: Neighborhood Preservation (formerly CEDA Building Codes)	
Inspections: Infrastructure (formerly CEDA Building Services)	
Admin: Building Inspection (formerly CEDA Building Services)	
DEPARTMENT: Building Services*	

AGENCY: PUBLIC WORKS AGENCY (PWA)

Unit	FIVE DEPARTMENTS
Director and Human Resources Unit	
Human Resources	
PWA Fiscal Services	
Management Information Systems Unit	
DEPARTMENT: Administration	
Public Works Call Center	
DEPARTMENT: Public Works Call Center*	
Engineering and Construction - Administration (reorg: formerly CEDA Engineering & Design)	
ADA Programs (reorg: formerly in CAO)	
Project Delivery - Administration (reorg: formerly CEDA Engineering & Design)	
Construction Management and Material Testing (reorg: formerly CEDA Engineering & Design)	
Project Management (reorg: formerly CEDA Engineering & Design)	
Facilities Planning and Development (reorg: formerly CEDA Engineering & Design)	
Surveying (reorg: formerly CEDA Engineering & Design)	
Engineering Design and ROW - Administration (reorg: formerly CEDA Engineering & Design)	
Streets and Structures (reorg: formerly CEDA Engineering & Design)	
Right of Way Management (reorg: formerly CEDA Engineering & Design)	
Sanitary Sewer Design (reorg: formerly CEDA Engineering & Design)	
Watershed and Stormwater Program (reorg: formerly CEDA Engineering & Design)	
Transportation Services - Administration (reorg: formerly CEDA Engineering & Design)	
Traffic Capital Projects (reorg: formerly CEDA Engineering & Design)	
Traffic Safety Program (reorg: formerly CEDA Engineering & Design)	
IPPD Plans and Programming (reorg: formerly CEDA Engineering & Design)	
DEPARTMENT: Engineering and Design	

* Denotes "Super PCP Department"
FY 2011-12

EXHIBIT 1: CITY OF OAKLAND DEPARTMENTS SUBJECT TO EAO (FY 2011-12)

UNIT DESIGNATION

DEPARTMENT DESIGNATION

Infrastructure & Ops Asst Director's Office Electrical Maintenance Electrical Traffic Maintenance Electrical Services: Meter Operations (reorg: formerly FMA Parking) Infrastructure Maint Admin Storm Drain Maintenance Sewer System Maintenance Street & Sidewalk Maintenance Equipment Services Administration

DEPARTMENT: Infrastructure and Operations

Facilities & Environ Asst. Director's Office Facility Services Admin Civic Center Complex Hall of Justice Complex Plant Operations Roving Custodial Parks/Bldg Maint Admin Landscape Maintenance Tree Services Bldgs Electrical & Painting Bldgs Structural SCGA Admin Street Cleaning Graffiti Abatement & Rapid Response Illegal Dumping Clean Oakland Program Environmental Services Admin Env Svcs Recycling & Solid Waste Env Svcs Environmental Remediation Env Svcs Sustainability Env Svcs Watershed Program Env Svcs Energy Group

DEPARTMENT: Facilities and Environment

AGENCY: OAKLAND FIRE DEPARTMENT (OFD)

Unit	FIVE DEPARTMENTS
Fire Chief Unit Budget and Planning Administration Budget Unit Accounts Payable Unit Payroll Unit Time and Attendance Unit Education and Training Administration Unit In-Service Training Unit Human Resources Fire Boat Fire - Support & Services Unit Measure N - Paramedic EMS Training	

* Denotes "Super PCP Department"
 FY 2011-12

EXHIBIT 1: CITY OF OAKLAND DEPARTMENTS SUBJECT TO EAO (FY 2011-12)

UNIT DESIGNATION

DEPARTMENT DESIGNATION

DEPARTMENT: OFD Administration and Divisions
Fire Communications Unit
Communications Emergency Dispatch Unit
DEPARTMENT: OFD 911 Dispatch*
Fire Marshals Office Unit
Certified Unified Program Agency (CUPA)
Inspectional Services Unit
Arson Investigation Unit
Engineering Unit
Vegetation Management Unit
DEPARTMENT: Fire Prevention
Emergency Service/Suppression
Airport
U.S.A.R.
DEPARTMENT: Emergency Services and Suppression
Emergency Services Program Unit
DEPARTMENT: Emergency Services Program

AGENCY: OAKLAND POLICE DEPARTMENT (OPD)

Unit	SEVEN DEPARTMENTS
Office of Chief - Administration	
Internal Affairs	
Office of the Inspector General	
Special Investigations Interl	
Bureau of Investigations Administration	
DEPARTMENT: Office of the Chief	
Property and Evidence	
Robbery	
Property/Theft	
Criminalistics Unit	
Bureau of Field Operations-Admin	
Police Area 1	
Police Area 2	
Police Area 3	
Support Operations	
Traffic BFO	
Special Operations	
DEPARTMENT: Bureau of Field Operations	
Identification Section	
Criminal Investigations	
Homicide	
Targeted Enforcement Task Force I	
Youth & Family Services	
Assault	
DEPARTMENT: Criminal Investigation	
Research, Planning & Crime Analysis	
Bureau of Services - Administration Unit	
Training Unit	

* Denotes "Super PCP Department"
 FY 2011-12

EXHIBIT 1: CITY OF OAKLAND DEPARTMENTS SUBJECT TO EAO (FY 2011-12)

UNIT DESIGNATION

DEPARTMENT DESIGNATION

Police Personnel
Police Information Technology
Fiscal Services
Background & Recruiting
Parking Enforcement
DEPARTMENT: Bureau of Services
Animal Shelter
DEPARTMENT: Animal Shelter*
Records Unit
Records & Warrants
DEPARTMENT: Records*
Communications Unit
DEPARTMENT: OPD 911 Dispatch*

* Denotes "Super PCP Department"
 FY 2011-12

TABLE 2

Exhibit 2: Super PCP Departments

Agency/Department/Position	Minimum Bilingual Staff		Notes	Current Bilingual Staff		Spanish BPCP Status	Chinese BPCP Status
CITY ADMINISTRATOR'S OFFICE (AGENCY)							
1. Citizens Police Review Board (02211)	1 SP	1 CH	At least one PCP shall be designated as a Spanish-speaking BPCP and filled by selective certification accordingly.	1 SP	1 CH	Meets Requirement	Meets Requirement
2. Revenue: Administration (02831)	1 SP	1 CH	At least one Spanish-speaking and one Chinese-speaking employee, shall be easily available to Business License Tax, Revenue Collections, and Citywide Liens at all times during business hours. A schedule setting forth the name and extension of each person shall be available in each Department.	4 SP	1 CH	Exceeds by 3 SP	Meets Requirement
3. Revenue: Collections/Mandatory Garbage (02841)							
4. Revenue: Audit/Compliance (02851)							
5. Revenue: Strategic Support (02861)							
6. Revenue: Business Tax (02871)							
7. Revenue: Parking Meter Collection (02891)							
8. Revenue: Parking Citation Assistance Center (02881)	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language and filled by selective certification accordingly.	6 SP	3 CH	Exceeds by 6 SP	Exceeds by 2 CH
CITY CLERK'S OFFICE (AGENCY)							
9. City Clerk Unit (03121)	1 SP	1 CH	At least one Spanish-speaking and one Chinese-speaking employee, shall be easily available to both the clerks' offices at all times during business hours. A schedule setting forth the name and extension of each person shall be available at the clerks' desks.	1 SP	0 CH	Meets Requirement	1 Additional CH Needed

TABLE 2

Agency/Department/Position	Minimum Bilingual Staff		Notes	Current Bilingual Staff		Spanish BPCP Status	Chinese BPCP Status
----------------------------	-------------------------	--	-------	-------------------------	--	---------------------	---------------------

HOUSING AND COMMUNITY DEVELOPMENT (AGENCY)

10. Municipal Lending (89939)	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language and filled by selective certification accordingly.	1 SP	0 CH	Meets Requirement	1 Additional CH Needed
11. Residential Rent Arbitration (88969)	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language and filled by selective certification accordingly.	1 SP	1 CH	Meets Requirement	Meets Requirement

DEPARTMENT OF HUMAN RESOURCES MANAGEMENT (AGENCY)

12. Equal Access (05221)	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language and filled by selective certification accordingly.	1 SP	1 CH	Meets Requirement	Meets Requirement
--------------------------	------	------	---	------	------	-------------------	-------------------

DEPARTMENT OF HUMAN SERVICES (AGENCY)

13. Multipurpose Senior Service Program Unit (75231)	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language and filled by selective certification accordingly.	2 SP	2 CH	Exceeds by 1 SP	Exceeds by 1 CH
--	------	------	---	------	------	-----------------	-----------------

OAKLAND PUBLIC LIBRARY (AGENCY)

14. Administrative Unit (61211)	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language in the Main Library and shall be filled by selective certification accordingly.	5 SP	3 CH	Exceeds by 4 SP	Exceeds by 2 CH
15. Main Library Administration (31221)							
16. Art/History/Literature (61231)							
17. Magazines and Newspapers (61235)							
18. Science Business and Sociology (61236)							
19. Childrens Room (61237)							
20. Circulation/Automation (61243)							

TABLE 2

Agency/Department/Position	Minimum Bilingual Staff		Notes	Current Bilingual Staff		Spanish BPCP Status	Chinese BPCP Status
21. Asian Branch (61341)	--	2 CH	At least two PCPs shall be designated as BPCP for Chinese—one for Mandarin and one for Cantonese—and filled by selective certification accordingly.	0 SP	9 CH	No Requirement	Exceeds by 7 CH
22. Latin American Branch (a.k.a. Cesar Chavez) (61345)	1 SP	--	At least one PCP shall be designated as a Spanish-speaking BPCP and filled by selective certification accordingly.	4 SP	0 CH	Exceeds by 3 SP	No Requirement

MAYOR (AGENCY)

23. OAC @ City Manager Administration Unit (02111)	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language and filled by selective certification accordingly, on the condition that the function and staffing of this office is substantively unchanged.	1 SP	0 CH	Meets Requirement	1 Additional CH Needed
--	------	------	--	------	------	-------------------	------------------------

OFFICE OF PARKS & RECREATION (AGENCY)

24. Lincoln Recreation Center (502234)	--	1 CH	At least one PCP shall be designated as a Chinese-speaking BPCP and filled by selective certification accordingly.	0 SP	1 CH	No Requirement	Meets Requirement
25. Manzanita Recreation Center (503235)	1 SP	--	At least one PCP shall be designated as a Spanish-speaking BPCP and filled by selective certification accordingly.	1 SP	0 CH	Meets Requirement	No Requirement
26. FM Smith Recreation Center (503237)	1 SP or 1 CH		At least one PCP shall be designated as either a Spanish-speaking or Chinese-speaking BPCP and filled by selective certification accordingly.	1 SP	0 CH	Meets Requirement	
27. San Antonio Recreation Center (503238)	1 SP	--	At least one PCP shall be designated as a Spanish-speaking BPCP and filled by selective certification accordingly.	1 SP	0 CH	Meets Requirement	

TABLE 2

Agency/Department/Position	Minimum Bilingual Staff		Notes	Current Bilingual Staff		Spanish BPCP Status	Chinese BPCP Status
	SP	CH		SP	CH		
28. Carmen Flores Recreation Center (503239)	1 SP	--	At least one PCP shall be designated as a Spanish-speaking BPCP and filled by selective certification accordingly.	1 SP	0 CH	Meets Requirement	No Requirement

DEPARTMENT OF PLANNING, BUILDING AND NEIGHBORHOOD PRESERVATION (AGENCY)

29. Planning (84211)	1 SP	1 CH	At least one Spanish-speaking and one Chinese-speaking employee shall be available at the (permit and building services) desks to assist the public at all times during business hours.	6 SP	0 CH	Exceeds by 5 SP	1 Additional CH Needed
30. Zoning (84229)							
31. Engineering: Project Coordination (84432)	1 SP Internal & 1 SP External	1 CH Internal & 1 CH External	At least one PCP (inspector who works in the field) shall be designated as a BPCP for each threshold language and filled by selective certification accordingly. In addition, at least one PCP who works internally shall be designated as a BPCP for each threshold language and filled by selective certification accordingly.	2 SP Internal & 7 SP External	4 CH	Exceeds by 1 SP Internal & Exceeds by 6 External	2 Additional CH Needed
32. Admin: Engineering (84411)							
33. Admin: Building Inspection (84412)							
34. Engineering: Permit Center (84421)							
35. Building & Infrastructure Plan Check (84431)							
36. Inspections: Commercial Building (84451)							
37. Inspections: Residential Building (84452)							
38. Inspections: Infrastructure (84453)							
39. Inspections: Neighborhood Preservation (84454)							

PUBLIC WORKS AGENCY

40. Public Works Call Center (30131)	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language and filled by selective certification accordingly.	1 SP	2 CH	Meets Requirement	Meets Requirement
--------------------------------------	------	------	---	------	------	-------------------	-------------------

TABLE 2

Agency/Department/Position	Minimum Bilingual Staff		Notes	Current Bilingual Staff		Spanish BPCP Status	Chinese BPCP Status
OAKLAND FIRE DEPARTMENT (AGENCY)							
41. Fire Communications Unit (20241)	4 SP	2 CH	The quantitative analysis shall determine the number of PCP dispatchers that shall be designated as BPCP for each threshold language. In addition to this number of BPCPs, at least one additional PCP dispatcher shall be designated as a BPCP for each threshold language and filled by selective certification accordingly.	1 SP	0 CH	3 Additional SP Needed	2 Additional CH Needed
42. Communications Emergency Dispatch Unit (20251)							
OAKLAND POLICE DEPARTMENT (AGENCY)							
43. Animal Shelter (103130)	1 SP	-	At least one PCP shall be designated as a Spanish-speaking BPCP and filled by selective certification accordingly.	4 SP	2 CH	Exceeds by 3 SP	Exceeds by 2 CH
44. Training Unit (103430)							
45. Records Unit (103240)	1 SP	1 CH	At least one PCP shall be designated as a BPCP for each threshold language and filled by selective certification accordingly.	3 SP	2 CH	Exceeds by 2 SP	Exceeds by 1 CH
46. Records & Warrants (103242)							
47. Communications Unit (103310)	11 SP	5 CH	The quantitative analysis shall determine the number of PCP dispatchers that shall be designated as BPCP for each threshold language. In addition to this number of BPCPs, at least one additional PCP shall be designated as a BPCP dispatcher for each threshold language and filled by selective certification accordingly.	8 SP	3 CH	3 Additional SP Needed	2 Additional CH Needed

FY 2011-12
List of Agency Heads, Language Access Coordinators (ALAC) and SPOCs

<i>Agency Head</i>	<i>Agency Language Access Coordinator</i>	<i>Agency SPOC</i>
CITY ADMINISTRATOR'S OFFICE		
<p>Deanna Santana City Administrator 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-3302 fax: (510) 238-2223 email: djsantana@oaklandnet.com assistant: Amber Todd</p>	<p>Amber Todd Exec Asst to City Administrator 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-6369 fax: (510) 238-2223 email: atodd@oaklandnet.com</p> <p>Sarah Schlenk Agency Administrative Manager 250 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-3982 fax: (510) 238-2226 email: sschlenk@oaklandnet.com</p>	<p>Alexandra Orologas City Administrator Analyst 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-6587 fax: (510) 238-2223 Email: aorologas@oaklandnet.com</p> <p>Debbie Comeaux Accountant III 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-7662 fax: (510) 238-2223 Email: dcomeaux@oaklandnet.com</p>
CITY ATTORNEY'S OFFICE		
<p>Barbara Parker City Attorney 1 Frank H. Ogawa Plaza, 6th Floor Oakland, CA 94612 phone: (510) 238-3815 fax: (510) 238-6500 email: bparker@oaklandcityattorney.org assistant: Mary Miles</p>	<p>Anita Hong Legal Support Supervisor 1 Frank H. Ogawa Plaza, 6th Floor Oakland, CA 94612 phone: (510) 238-2960 fax: (510) 238-6500 email: ahong@oaklandcityattorney.org</p>	<p>Anita Hong Legal Support Supervisor 1 Frank H. Ogawa Plaza, 6th Floor Oakland, CA 94612 phone: (510) 238-2960 fax: (510) 238-6500 email: ahong@oaklandcityattorney.org</p>
CITY AUDITOR'S OFFICE		
<p>Courtney Ruby City Auditor 1 Frank H. Ogawa Plaza, 4th Floor Oakland, CA 94612 phone: (510) 238-7604 fax: (510) 238-7640 email: cruby@oaklandnet.com assistant: Marti Paschal</p>	<p>Marti Paschal Exec Assist to the City Auditor 1 Frank H. Ogawa Plaza, 4th Floor Oakland, CA 94612 phone: (510) 238-3379 fax: (510) 238-7640 email: mpaschal@oaklandnet.com</p>	<p>Maya Collins Receptionist to the City Auditor 1 Frank H. Ogawa Plaza, 4th Floor Oakland, CA 94612 phone: (510) 238-6515 fax: (510) 238-7640 email: mcollins@oaklandnet.com</p>
CITY CLERK'S OFFICE		
<p>LaTonda Simmons City Clerk 1 Frank H. Ogawa Plaza, 2nd Floor Oakland, CA 94612 phone: (510) 238-7370 fax: (510) 238-6969 email: lsimmons@oaklandnet.com assistant: Veronica Bourelly</p>	<p>Veronica Bourelly Executive Assistant 1 Frank H. Ogawa Plaza, 2nd Floor Oakland, CA 94612 phone: (510) 238-3122 fax: (510) 238-6969 email: vbourelly@oaklandnet.com</p>	<p>Veronica Bourelly Executive Assistant 1 Frank H. Ogawa Plaza, 2nd Floor Oakland, CA 94612 phone: (510) 238-3122 fax: (510) 238-6969 email: vbourelly@oaklandnet.com</p>

TABLE 3

<i>Agency Head</i>	<i>Agency Language Access Coordinator</i>	<i>Agency SPOC</i>
CITY COUNCIL'S OFFICE		
Larry Reid Council President 1 Frank H. Ogawa Plaza, 2nd Floor Oakland, CA 94612 phone: (510) 238-7007 fax: (510) 238-6910 email: lreid@oaklandnet.com assistant: Pat Mossburg	Susan Sanchez Executive Assistant to the City Council 1 Frank H. Ogawa Plaza, 2nd Floor Oakland, CA 94612 phone: (510) 238-6917 fax: (510) 238-6129 email: sasanchez@oaklandnet.com	Susan Sanchez Executive Assistant to the City Council 1 Frank H. Ogawa Plaza, 2nd Floor Oakland, CA 94612 phone: (510) 238-6917 fax: (510) 238-6129 email: sasanchez@oaklandnet.com
FINANCE AND MANAGEMENT		
Scott Johnson Assistant City Administrator 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-6906 fax: (510) 238-2223 email: sjohnson@oaklandnet.com assistant: Wimmie Woo	Annie To Administrative Services Manager II 150 Frank H. Ogawa Plaza, Suite 5217 Oakland, CA 94612 phone: (510) 238-3657 fax: (510) 238-2059 email: ato@oaklandnet.com	Annie To Administrative Services Manager II 150 Frank H. Ogawa Plaza, Suite 5217 Oakland, CA 94612 phone: (510) 238-3657 fax: (510) 238-2059 email: ato@oaklandnet.com
HOUSING AND COMMUNITY DEVELOPMENT		
Michele Byrd Deputy Director, Housing 250 Frank H. Ogawa Plaza, 5 th Floor Oakland, CA 94612 phone: (510) 238-3716 fax: (510) 238-2087 email: mbyrd@oaklandnet.com assistant: none	Sam Aigbekaen Administrative Services Manager I 250 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) (510) 238-3786 fax: (510) 238-3691 email: saigbekaen@oaklandnet.com	Sylvia Shamon Administrative Analyst I 250 Frank H. Ogawa Plaza, 5 th Floor Oakland, CA 94612 phone: (510) 238-3715 fax: (510) 238-3691 email: sshamon@oaklandnet.com
HUMAN RESOURCES MANAGEMENT		
Andrea Gourdine Director of Human Resources Management 150 Frank H. Ogawa Plaza, Suite 3332 Oakland, CA 94612 phone: (510) 238-6450 fax: (510) 238-2976 email: agourdine@oaklandnet.com assistant: Sonia Lara	Sonia Lara Executive Assistant 150 Frank H. Ogawa Plaza, Suite 3332 Oakland, CA 94612 phone: (510) 238-7292 fax: (510) 238-2976 email: slara@oaklandnet.com	Sonia Lara Executive Assistant 150 Frank H. Ogawa Plaza, Suite 3332 Oakland, CA 94612 phone: (510) 238-7292 fax: (510) 238-2976 email: slara@oaklandnet.com
HUMAN SERVICES		
Sara Bedford Director of Human Services 150 Frank H. Ogawa Plaza, 4th Floor Oakland, CA 94612 phone: (510) 238-6794 fax: (510) 238-2157 email: sbedford@oaklandnet.com assistant: Mary Hill	Dana Perez Assistant to the Director 150 Frank H. Ogawa Plaza, 4th Floor Oakland, CA 94612 phone: (510) 238-3247 fax: (510) 238-2157 email: dperez@oaklandnet.com	Dana Perez Assistant to the Director 150 Frank H. Ogawa Plaza, 4th Floor Oakland, CA 94612 phone: (510) 238-3247 fax: (510) 238-2157 email: dperez@oaklandnet.com

TABLE 3

<i>Agency Head</i>	<i>Agency Language Access Coordinator</i>	<i>Agency SPOC</i>
INFORMATION TECHNOLOGY		
<p>Kenmeth Gordon Project Manager III 150 Frank H. Ogawa Plaza Oakland, CA 94612 phone: (510) 238-2023 fax: (510) 986-2800 email: kgordon@oaklandnet.com assistant: none</p>	<p>Esther Frazier Administrative Analyst II 150 Frank H. Ogawa Plaza Oakland, CA 94612 phone: (510) 238-2186 fax: (510) 986-2800 email: efrazier@oaklandnet.com</p>	<p>Esther Frazier Administrative Analyst II 150 Frank H. Ogawa Plaza Oakland, CA 94612 phone: (510) 238-2186 fax: (510) 986-2800 email: efrazier@oaklandnet.com</p>
LIBRARY SERVICES		
<p>Carmen Martinez Director of Library Services 125 14th Street, 1st Floor Oakland, CA 94612 phone: (510) 238-6608 fax: (510) 238-2232 email: cmartinez@oaklandnet.com assistant: Rosalia Romo</p>	<p>Crystal Ramie-Adams Management Assistant 125 14th Street, 1st Floor Oakland, CA 94612 phone: (510) 238-6716 fax: (510) 238-2232 email: eramie-adams@oaklandnet.com</p>	<p>Crystal Ramie-Adams Management Assistant 125 14th Street, 1st Floor Oakland, CA 94612 phone: (510) 238-6716 fax: (510) 238-2232 email: cramie-adams@oaklandnet.com</p>
MAYOR'S OFFICE		
<p>Jean Quan Mayor 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-3141 fax: (510) 238-4731 email: jquan@oaklandnet.com assistant: Ellen Dillard</p>	<p>Hatzune Aguilar Special Assistant to the Mayor 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-7072 fax: (510) 238-4731 email: haaguilar@oaklandnet.com</p>	<p>Debbie Comeaux Accountant III 1 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-7662 fax: (510) 238-2223 Email: dcomeaux@oaklandnet.com</p>
PARKS AND RECREATION		
<p>Audree Jones-Taylor Director of Recreation Services 250 Frank H. Ogawa Plaza, Suite 3330 Oakland, CA 94612 phone: (510) 238-7527 fax: (510) 238-2224 email: ajones-taylor@oaklandnet.com assistant: Diane Boyd</p>	<p>Dana Riley Assistant to the Director 250 Frank H. Ogawa Plaza, Suite 3330 Oakland, CA 94612 phone: (510) 238-6495 fax: (510) 238-2224 email: driev@oaklandnet.com</p>	<p>Robert Davila Administrative Services Manager II 250 Frank H. Ogawa Plaza, Suite 3330 Oakland, CA 94612 phone: (510) 238-3926 fax: (510) 238-2224 email: rdavila@oaklandnet.com</p>
PLANNING, BUILDING AND NEIGHBORHOOD PRESERVATION		
<p>Scott Miller (Acting) Deputy Director, Community & Economic Development 250 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-2235 Email: smiller@oaklandnet.com assistant: none</p>	<p>Sydney Oam Administrative Services Manager I 250 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-6441 fax: (510) 238-3674 email: soam@oaklandnet.com</p>	<p>Melanie Cockerham Administrative Analyst II 250 Frank H. Ogawa Plaza, 3rd Floor Oakland, CA 94612 phone: (510) 238-3471 fax: (510) 238-3674 email: mcockerham@oaklandnet.com</p>
PUBLIC WORKS AGENCY		
<p>Vitaly B. Troyan, P.E. Agency Director, Public Works 250 Frank H. Ogawa Plaza, 4314 Oakland, CA 94612 phone: (510) 238-4470 fax: (510) 238-6428 email: vtroyan@oaklandnet.com assistant: Kelly Pschirrer</p>	<p>Jason Mitchell Agency Administrative Manager 250 Frank H. Ogawa Plaza, 4314 Oakland, CA 94612 phone: (510) 238-2908 fax: (510) 238-2294 email: jwmitcheil@oaklandnet.com</p>	<p>Yolanda Lopez Administrative Services Manager II 250 Frank H. Ogawa Plaza, 4314 Oakland, CA 94612 phone: (510) 238-2098 fax: (510) 238-2294 email: ylopez@oaklandnet.com</p>

TABLE 3

<i>Agency Head</i>	<i>Agency Language Access Coordinator</i>	<i>Agency SPOC</i>
FIRE SERVICES		
Teresa Deloach Reed Agency Director, Fire Services 150 Frank H. Ogawa Plaza, Suite 3354 Oakland, CA 94612 phone: (510) 238-4050 fax: (510) 238-7924 email: tdeloachreed@oaklandnet.com assistant: Rebecca Kozak	Donna Hom Fire Division Manager 150 Frank H. Ogawa Plaza, Suite 3354 Oakland, CA 94612 phone: (510) 238-2038 fax: (510) 238-7924 email: dhom@oaklandnet.com	Steve Danziger Fire Division Manager 150 Frank H. Ogawa Plaza, Suite 3354 Oakland, CA 94612 phone: (510) 238-7623 fax: (510) 238-7924 email: sdanziger@oaklandnet.com
POLICE SERVICES		
Howard Jordan Chief of Police 455 7th Street, 7th Floor Oakland, CA 94607 phone: (510) 238-3365 fax: (510) 238-2251 email: opdchief@oaklandnet.com assistant: Yolanda Morris	Cecilia Belue Police Services Manager I 455 7th Street, 7th Floor Oakland, CA 94607 phone: (510) 238-6971 fax: (510) 238-4736 email: cbelue@oaklandnet.com	Cecilia Belue Police Services Manager I 455 7th Street, 7th Floor Oakland, CA 94607 phone: (510) 238-6971 fax: (510) 238-4736 email: cbelue@oaklandnet.com

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	BP PCP	SR PCP	JCH PCP	CH PCP	CH PCP	Language
								Cost	Need		Cost	Need	
CITY ADMIN	02111 - City Manager Administration Unit	1 FOP 11 FL	Admin Asst to City Administrator	1.00	1.00								
CITY ADMIN	02111 - City Manager Administration Unit	1 FOP 11 FL	Administrative Analyst I	1.00	1.00					1.00			Cantonese / Mandarin
CITY ADMIN	02111 - City Manager Administration Unit	1 FOP 11 FL	Administrative Assistant II (CONF)	1.00	1.00								Tagalog
CITY ADMIN	02111 - City Manager Administration Unit	1 FOP 3 FL	Asst to the City Administrator	1.00	0.00								French
CITY ADMIN	02111 - City Manager Administration Unit	1 FOP 3 FL	Assistant City Administrator	2.00	0.00								
CITY ADMIN	02111 - City Manager Administration Unit	1 FOP 3 FL	City Administrator	1.00	0.00								
CITY ADMIN	02111 - City Manager Administration Unit	250 FOP 3 FL	City Administrator Analyst	4.00	0.00								
CITY ADMIN	02111 - City Manager Administration Unit	1 FOP 11 FL	Deputy City Administrator	1.00	1.00		1.00						Spanish
CITY ADMIN	02111 - City Manager Administration Unit	250 FOP 3 FL	Exec Asst to Agency Director	1.00	0.00								
CITY ADMIN	02111 - City Manager Administration Unit	1 FOP 3 FL	Exec Asst to Asst City Administrator	1.00	0.00								
CITY ADMIN	02111 - City Manager Administration Unit	1 FOP 3 FL	Exec Asst to City Administrator	1.00	0.00								
CITY ADMIN	02111 - City Manager Administration Unit	1 FOP 3 FL	Management Intern, PT	0.50	0.00								
CITY ADMIN	02111 - City Manager Administration Unit	250 FOP 3 FL	Manager, Agency Administrative	1.00	0.00								
CITY ADMIN	47111 - City Manager Administration Unit	250 FOP 6303	Program Analyst I	2.00	2.00	1.00							
CITY ADMIN	47111 - City Manager Administration Unit	250 FOP 6303	Program Analyst III	3.00	2.00								
CITY ADMIN	02111 - City Manager Administration Unit	1 FOP 9 FL	Public Information Officer II	1.00	0.00								
CITY ADMIN	02111 - City Manager Administration Unit		Student Trainee, PT	1.00	0.00								
CITY ADMIN	02111 - City Manager Administration Unit	1 FOP 11 FL	Temp Contract Svcs Employee	1.00	1.00								
CITY ADMIN	02111 - City Manager Administration Unit	1 A 250 FOP		24.40	5.00	1.00	1.00	1.03	0.03	1.00	0.51	(0.49)	
CITY ADMIN	02311 - Equal Opportunity Programs	150 FOP 2 FL	Equal Opportunity Specialist	1.00	0.00								
CITY ADMIN	02311 - Equal Opportunity Programs	150 FOP 2 FL	Human Resource Analyst, Principal	1.00	0.00								
CITY ADMIN	02311 - Equal Opportunity Programs	150 FOP		2.00	0.00								
CITY ADMIN	02331 - Employee Relations	1 FOP 3 FL	Director of Human Resources Mgmt	1.00	0.00								
CITY ADMIN	02331 - Employee Relations	150 FOP 2 FL	Human Resource Analyst, Principal	2.00	0.00								
CITY ADMIN	02331 - Employee Relations	150 FOP 2 FL	Human Resource Analyst, Senior	1.00	0.00								
CITY ADMIN	02331 - Employee Relations	150 FOP 2 FL	Human Resource Technician	1.00	0.00								
CITY ADMIN	02331 - Employee Relations	1 A 150 FOP		5.00	0.00								
CITY ADMIN	02611 - Contract Compliance Unit	250 FOP 3341	Administrative Services Manager I	1.00	0.00								
CITY ADMIN	02611 - Contract Compliance Unit	250 FOP 3341	Manager, Contract S Employ Svcs	1.00	0.00								
CITY ADMIN	02611 - Contract Compliance Unit	250 FOP 3341	Receptionist	1.00	1.00								
CITY ADMIN	02611 - Contract Compliance Unit	250 FOP		3.00	1.00	0.00	0.00	0.11	0.11	0.00	0.05	0.05	
CITY ADMIN	02621 - Employment Services Unit	250 FOP 3341	Contract Compliance Field Tech	1.00	1.00								
CITY ADMIN	02621 - Employment Services Unit	250 FOP 3341	Contract Compliance Office Asst	3.00	2.00								Cambodian
CITY ADMIN	02621 - Employment Services Unit	250 FOP 3341	Contract Compliance Officer	2.00	0.00								
CITY ADMIN	02621 - Employment Services Unit	250 FOP 3341	Contract Compliance Officer, Sr.	1.00	0.00								
CITY ADMIN	02621 - Employment Services Unit	250 FOP 3341	Employment Services Supervisor	1.00	1.00								
CITY ADMIN	02621 - Employment Services Unit	250 FOP 3341	Job Developer	1.00	1.00								
CITY ADMIN	02621 - Employment Services Unit	250 FOP		9.00	5.00	0.00	0.00	0.57	0.57	0.00	0.28	0.28	SP
CITY ADMIN	02631 - Outreach & Administrative Support Unit	250 FOP 3341	Administrative Analyst II	2.00	0.00								
CITY ADMIN	02631 - Outreach & Administrative Support Unit	250 FOP 3341	Temp Contract Svcs Employee, PT	1.00	0.00								
CITY ADMIN	02631 - Outreach & Administrative Support Unit	250 FOP		3.00	0.00								
CITY ADMIN	02711 - Ethics Unit	1 FOP 11 FL	Exec Dir to Public Ethics Comm	1.00	0.00								
CITY ADMIN	02711 - Ethics Unit	1 FOP 11 FL	Program Analyst I, PT	1.00	1.00	1.00							
CITY ADMIN	02711 - Ethics Unit	1 FOP		2.00	1.00	1.00	0.00	0.11	0.11	0.00	0.00	0.00	
CITY ADMIN	02811 - Budget Division	1 FOP 3 FL	Accountant III	1.00	0.00								Tagalog
CITY ADMIN	02811 - Budget Division	1 FOP 3 FL	Asst to the City Administrator	2.00	0.00								
CITY ADMIN	02811 - Budget Division	1 FOP 3 FL	Budget Director	1.00	0.00								
CITY ADMIN	02811 - Budget Division	1 FOP		4.00	4.00								
CITY ADMIN	63221 - KTOP Operations	250 FOP 5 FL	Cable Operations Technician	4.00	0.00								
CITY ADMIN	63221 - KTOP Operations	250 FOP 5 FL	Cable TV Operations Chief Engineer	1.00	0.00								
CITY ADMIN	63221 - KTOP Operations	250 FOP 5 FL	Cable TV Production Assistant	1.00	0.00								
CITY ADMIN	63221 - KTOP Operations	250 FOP 5 FL	Cable TV Production Assistant, PPT	1.90	0.00								
CITY ADMIN	63221 - KTOP Operations	250 FOP 5 FL	Temp Contract Svcs Employee, PT	1.00	0.00								
CITY ADMIN	63221 - KTOP Operations	250 FOP		8.90	0.00								
CITY ADMIN	CAO Administration and Divisions	1,150 & 250 FOP		11.40	16.00	2.00	1.00	1.52	0.82	1.00	0.30	(0.10)	SP
CITY ADMIN	02211 - Citizens Police Review Board Unit	1 FOP 11 FL	Complaint Investigator II	3.00	3.00		1.00			1.00			Spanish / Taiwanese
CITY ADMIN	02211 - Citizens Police Review Board Unit	1 FOP 11 FL	Policy Analyst	1.00	0.00								
CITY ADMIN	02211 - Citizens Police Review Board Unit	1 FOP		4.00	3.00	1.00	0.00	0.34	(0.86)	1.00	0.17	(0.83)	
CITY ADMIN	Citizens Polcc Review Board	1 FOP		4.00	3.00	0.00	1.00	0.34	(0.66)	1.00	0.11	(0.83)	
CITY ADMIN	02421 - Neighborhood Investment: Project Sta	250 FOP 3 FL	Account Clerk III	1.00	0.00								
CITY ADMIN	02421 - Neighborhood Investment: Project Sta	250 FOP 3 FL	Administrative Analyst II	1.00	0.00								Cantonese
CITY ADMIN	02421 - Neighborhood Investment: Project Sta	250 FOP 3 FL	Administrative Assistant I	1.00	0.00								
CITY ADMIN	02421 - Neighborhood Investment: Project Sta	250 FOP 3 FL	Administrative Services Manager II	1.00	0.00								
CITY ADMIN	02421 - Neighborhood Investment: Project Sta	250 FOP 3 FL	Deputy Director, Comm & Econ Dev	1.00	0.00								
CITY ADMIN	02421 - Neighborhood Investment: Project Sta	250 FOP 3 FL	Development/Redevelopment Prgm MGR	1.00	0.00								
CITY ADMIN	02421 - Neighborhood Investment: Project Sta	250 FOP 3 FL	Office Assistant II	1.00	0.00								

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCP Goal	SP PCP Need	CH PCP	CH POP Goal	CH POP Need	Language
CITY ADMIN	02421 - Neighborhood Investment: Project Staff	250 FOP 3 FL	Program Analyst I	1.00	0.00								
CITY ADMIN	02421 - Neighborhood Investment: Project Staff	250 FOP 3 FL	Project Manager I	1.00	0.00								
CITY ADMIN	02421 - Neighborhood Investment: Project Staff	250 FOP 3 FL	Project Manager III	1.00	0.00								
CITY ADMIN	02421 - Neighborhood Investment: Project Staff	250 FOP 3 FL	Urban Economic Analyst I	2.00	0.00								
CITY ADMIN	02421 - Neighborhood Investment: Project Staff	250 FOP 3 FL	Urban Economic Analyst II	4.00	0.00								Cantonese
CITY ADMIN	02421 - Neighborhood Investment: Project Staff	250 FOP 3 FL	Urban Economic Analyst III	2.00	0.00								
CITY ADMIN	02421 - Neighborhood Investment: Project Staff	250 FOP 3 FL	Urban Economic Analyst IV, Projects	2.00	0.00								
CITY ADMIN	02421 - Neighborhood Investment: Project Staff	250 FOP 3 FL	Urban Economic Coordinator	2.00	0.00								
CITY ADMIN	02421 - Neighborhood Investment: Project Staff	250 FOP 3 FL	Temporary Contract Service Employee	0.50	0.00								
CITY ADMIN	02421 - Neighborhood Investment: Project Staff	250 FOP 3 FL	Temporary Contract Service Employee	22.50	0.00								
CITY ADMIN	02431 - Real Estate	250 FOP 4 FL	Real Estate Agent	4.00	0.00								
CITY ADMIN	02411 - Real Estate	250 FOP 4 FL	Real Estate Agent, Supervising	1.00	0.00								
CITY ADMIN	02411 - Real Estate	250 FOP 4 FL	Real Estate Services Manager	1.00	0.00								
CITY ADMIN	02431 - Real Estate	250 FOP 4 FL	Real Estate Services Manager	5.00	0.00								
CITY ADMIN	02442 - Coliseum Redevelopment	250 FOP 5 FL	Development/Redevelopment Pgrm MGR	1.00	0.00								
CITY ADMIN	02442 - Coliseum Redevelopment	250 FOP 5 FL	Development/Redevelopment Pgrm MGR	1.00	0.00								
CITY ADMIN	02444 - Oakland Army Base Redevelopment	250 FOP 5 FL	Urban Economic Analyst III	1.00	0.00								
CITY ADMIN	02444 - Oakland Army Base Redevelopment	250 FOP 5 FL	Urban Economic Analyst III	1.00	0.00								
CITY ADMIN	02445 - Central District Redevelopment	250 FOP 5 FL	Development/Redevelopment Pgrm MGR	1.00	0.00								
CITY ADMIN	02445 - Central District Redevelopment	250 FOP 5 FL	Development/Redevelopment Pgrm MGR	1.00	0.00								
CITY ADMIN	02971 - Workforce Development	250 FOP 5 FL	Administrative Assistant I	2.00	0.00								
CITY ADMIN	02971 - Workforce Development	250 FOP 5 FL	Administrative Analyst II, PPT	0.50	0.00								
CITY ADMIN	02971 - Workforce Development	250 FOP 5 FL	Development/Redevelopment Pgrm MGR	1.00	0.00								
CITY ADMIN	02971 - Workforce Development	250 FOP 5 FL	Exempt Limited Duration Employee	2.00	0.00								
CITY ADMIN	02971 - Workforce Development	250 FOP 5 FL	Program Analyst II	3.00	0.00								
CITY ADMIN	02971 - Workforce Development	250 FOP 5 FL	Program Analyst III	1.00	0.00								
CITY ADMIN	02971 - Workforce Development	250 FOP 5 FL	Project Manager III	1.00	0.00								
CITY ADMIN	02971 - Workforce Development	250 FOP 5 FL	Project Manager III	10.50	0.00								
CITY ADMIN	02901 - Economic Development	250 FOP 1 FL	Employment Services Supervisor	1.00	1.00		1.00						Spanish
CITY ADMIN	02981 - Economic Development	250 FOP 1 FL	Urban Economic Analyst I	1.00	1.00								
CITY ADMIN	02981 - Economic Development	250 FOP 3 FL	Urban Economic Analyst II	1.00	0.00								
CITY ADMIN	02981 - Economic Development	250 FOP 3 FL	Urban Economic Analyst III	2.00	0.00								
CITY ADMIN	02951 - Economic Development	250 FOP 3 FL	Urban Economic Analyst IV, Projects	1.00	0.00								
CITY ADMIN	02951 - Economic Development	250 FOP 3 FL	Urban Economic Coordinator	1.00	0.00								Spanish
CITY ADMIN	02951 - Economic Development	250 FOP 3 FL	Student Trainee, PT	0.50	0.00								Spanish / French / Bahasa Indone
CITY ADMIN	02951 - Economic Development	1.9 250 FOP 3 FL	Student Trainee, PT	7.50	2.00	0.00	-1.00	0.21	(0.17)	0.00	0.11	0.11	
CITY ADMIN	02991 - Cultural Arts & Marketing	1 FOP 9 FL	Administrative Services Manager II	1.00	0.00								
CITY ADMIN	02991 - Cultural Arts & Marketing	1 FOP 9 FL	Graphic Design Specialist	1.00	0.00								
CITY ADMIN	02991 - Cultural Arts & Marketing	1 FOP 9 FL	Program Analyst II, PPT	0.50	0.00								
CITY ADMIN	02991 - Cultural Arts & Marketing	1 FOP 9 FL	Program Analyst III, PPT	0.50	0.00								
CITY ADMIN	02991 - Cultural Arts & Marketing	1 FOP 9 FL	Special Events Coordinator	1.00	0.00								
CITY ADMIN	02991 - Cultural Arts & Marketing	1 FOP 9 FL	Temp Contract Svcs Employee, PT	1.00	0.00								
CITY ADMIN	02951 - Cultural Arts & Marketing	1 FOP 9 FL	Special Events Coordinator	5.00	0.00								
CITY ADMIN	02992 - Public Art	1 FOP 9 FL	Program Analyst II	1.00	0.00								
CITY ADMIN	02992 - Public Art	1 FOP 9 FL	Program Analyst III	1.00	0.00								
CITY ADMIN	02992 - Public Art	1 FOP 9 FL	Program Analyst III	2.00	0.00								
CITY ADMIN	Office of Neighborhood Investment	1 FOP 9 FL	Program Analyst II	5.50	2.00	0.00	1.00	0.28	(0.17)	0.00	0.11	0.11	
CITY ADMIN	02531 - Revenue: Administration	1 FOP 3 FL	Revenue & Tax Administrator	1.00	0.00								
CITY ADMIN	02531 - Revenue: Administration	250 FOP 1320	Revenue Analyst	1.00	1.00								
CITY ADMIN	02511 - Revenue: Administration	1.5 250 FOP 1320	Revenue Analyst	2.00	1.00	0.00	0.00	0.11	0.11	0.00	0.05	0.06	
CITY ADMIN	02541 - Revenue: Collections/Mandatory Garb	250 FOP 1320	Collections Officer	6.00	6.00								
CITY ADMIN	02541 - Revenue: Collections/Mandatory Garb	250 FOP 1320	Revenue Assistant	4.00	4.00		1.00						Spanish
CITY ADMIN	02541 - Revenue: Collections/Mandatory Garb	250 FOP 1320	Revenue Collections Supervisor	1.00	0.00								
CITY ADMIN	02541 - Revenue: Collections/Mandatory Garb	250 FOP 1320	Tax Enforcement Officer II	1.00	1.00								
CITY ADMIN	02541 - Revenue: Collections/Mandatory Garb	250 FOP 1320	Tax Enforcement Officer II	12.00	11.00	0.00	1.00	1.28	0.25	0.00	0.52	0.62	CH
CITY ADMIN	02551 - Revenue: Audit/Compliance	250 FOP 1320	Revenue Audit Supervisor	1.00	0.00								
CITY ADMIN	02551 - Revenue: Audit/Compliance	250 FOP 1320	Tax Auditor II	4.00	4.00								
CITY ADMIN	02551 - Revenue: Audit/Compliance	250 FOP 1320	Tax Auditor III	2.00	2.00	1.00							
CITY ADMIN	02551 - Revenue: Audit/Compliance	250 FOP 1320	Tax Enforcement Officer II	7.00	7.00								
CITY ADMIN	02551 - Revenue: Audit/Compliance	250 FOP 1320	Tax Enforcement Officer II	14.00	13.00	1.00	0.00	1.45	1.45	0.00	0.73	0.71	SP & CH
CITY ADMIN	02951 - Revenue: Strategic Support	250 FOP 1320	Cashier	1.00	0.00								
CITY ADMIN	02881 - Revenue: Strategic Support	250 FOP 1320	Revenue Assistant	2.00	2.00								
CITY ADMIN	02551 - Revenue: Strategic Support	250 FOP 1320	Revenue Operations Supervisor	1.00	0.00								
CITY ADMIN	02551 - Revenue: Strategic Support	250 FOP 1320	Tax Auditor II	3.00	3.00		1.00						Spanish / Portuguese
CITY ADMIN	02591 - Revenue: Strategic Support	250 FOP 1320	Tax Enforcement Officer II	1.00	1.00								
CITY ADMIN	02851 - Revenue: Strategic Support	250 FOP 1320	Tax Enforcement Officer II	5.00	6.00	0.00	1.00	0.85	(0.32)	0.00	0.34	0.34	

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	BP PCP	SP PCP	CM PCP	CM PCP	CM PCP	Language
							Goal	Need	Goal	Need	Goal	Need	
CITY ADMIN	02871 - Revenue: Business Tax	250 FOP 1320	Cashier	1.00	0.00								
CITY ADMIN	02871 - Revenue: Business Tax	250 FOP 1320	Revenue Assistant	5.00	5.00								
CITY ADMIN	02871 - Revenue: Business Tax	250 FOP 1320	Revenue Operations Supervisor	1.00	0.00								
CITY ADMIN	02871 - Revenue: Business Tax	250 FOP 1320	Tax Enforcement Officer II	4.00	4.00		1.00						Spanish
CITY ADMIN	02871 - Revenue: Business Tax	250 FOP 1320	Tax Enforcement Officer III	1.00	0.00								
CITY ADMIN	02871 - Revenue: Business Tax	250 FOP 1320	Tax Representative II	3.00	3.00		1.00			1.00			Spanish / Cantonese / Vietnamese
CITY ADMIN	02871 - Revenue: Business Tax	250 FOP 1320	Tax Representative III	15.00	12.00	0.00	2.00	-1.37	(0.53)	1.00	-0.65	(0.32)	
CITY ADMIN	02591 - Revenue: Parking Meter Collection	Field	Parking Meter Collector	7.00	0.00								
CITY ADMIN	02591 - Revenue: Parking Meter Collection	Field	Parking Meter Collector Supervisor	1.00	0.00								
CITY ADMIN	02591 - Revenue: Parking Meter Collection	Field	Revenue	8.00	0.00								
CITY ADMIN	02881 - Revenue: Parking Citation Assistance	Field; 1 A 280 FOP	Account Clerk III	1.00	0.00	1.00	3.00	4.90	0.06	1.06	2.42	1.42	SP & CM
CITY ADMIN	02581 - Revenue: Parking Citation Assistance	250 FOP 6300	Accountant III	1.00	0.00								Mandarin
CITY ADMIN	02581 - Revenue: Parking Citation Assistance	250 FOP 6300	City Administrator Analyst	1.00	0.00								
CITY ADMIN	02581 - Revenue: Parking Citation Assistance	250 FOP 6300	Office Manager	1.00	0.00								
CITY ADMIN	02581 - Revenue: Parking Citation Assistance	250 FOP 6300	Public Service Representative	14.00	14.00		6.00			3.00			Spanish / Cantonese / Mandarin /
CITY ADMIN	02581 - Revenue: Parking Citation Assistance	250 FOP 6300	Public Service Representative	16.00	14.00	0.00	5.00	1.59	(4.41)	3.00	0.78	(2.21)	
CITY ADMIN	Parking Citation Assistance Center	250 FOP	Parking Citation Assistance Center	19.00	14.00	0.00	6.00	1.69	(4.41)	5.00	0.79	(2.21)	
CITY ADMIN	OFFICE OF THE CITY ADMINISTRATOR			194.39	78.00	3.00	113.00	0.89	(4.12)	6.05	24.39	(1.91)	
CITY ATTORNEY	04111 - City Attorney Administration Unit	1 FOP 6 FL	Accountant II	1.00	1.00					1.00			Cantonese / Mandarin
CITY ATTORNEY	04111 - City Attorney Administration Unit	1 FOP 6 FL	City Attorney	1.00	0.00								
CITY ATTORNEY	04111 - City Attorney Administration Unit	1 FOP 6 FL	Claims Investigator II	1.00	1.00								
CITY ATTORNEY	04111 - City Attorney Administration Unit	1 FOP 6 FL	Exec Asst to City Attorney	1.00	1.00	1.00							
CITY ATTORNEY	04111 - City Attorney Administration Unit	1 FOP 5 FL	Information System Administrator	1.00	0.00								
CITY ATTORNEY	04111 - City Attorney Administration Unit	1 FOP 5 FL	Legal Admin Assistant, Supervising	1.00	0.00								
CITY ATTORNEY	04111 - City Attorney Administration Unit	1 FOP 5 FL	Legal Administrative Assistant	5.00	0.00								
CITY ATTORNEY	04111 - City Attorney Administration Unit	1 FOP 7 FL	Legal Support Supervisor	1.00	0.00								
CITY ATTORNEY	04111 - City Attorney Administration Unit	1 FOP 6 FL	Manager, Agency Administrative	1.00	0.00								Spanish
CITY ATTORNEY	04111 - City Attorney Administration Unit	1 FOP 6 FL	Manager, Legal Admin Services	1.00	0.00								
CITY ATTORNEY	04111 - City Attorney Administration Unit	1 FOP 6 FL	Microcomputer Systems Specialist I	1.00	0.00								
CITY ATTORNEY	04111 - City Attorney Administration Unit	1 FOP 10 FL	Open Government Coordinator	1.00	1.00		1.00						Spanish
CITY ATTORNEY	04111 - City Attorney Administration Unit	1 FOP 7 FL	Paralegal	5.00	0.00								
CITY ATTORNEY	04111 - City Attorney Administration Unit	1 FOP 5 FL	Public Service Representative	2.00	2.00								
CITY ATTORNEY	04111 - City Attorney Administration Unit	1 FOP 6 FL	Receptionist to the City Attorney	1.00	1.00								
CITY ATTORNEY	04111 - City Attorney Administration Unit	1 FOP 6 FL	Receptionist to the City Attorney	27.00	1.00	1.00	1.00	0.80	(0.20)	1.00	0.39	(0.01)	
CITY ATTORNEY	04211 - Litigation Unit	1 FOP 5 FL	City Attorney, Assistant	1.00	0.00								
CITY ATTORNEY	04211 - Litigation Unit	1 FOP 5 FL	Deputy City Attorney II	1.00	0.00								
CITY ATTORNEY	04211 - Litigation Unit	1 FOP 5 FL	Deputy City Attorney III	1.00	0.00								
CITY ATTORNEY	04211 - Litigation Unit	1 FOP 5 FL	Deputy City Attorney IV	3.00	0.00								
CITY ATTORNEY	04211 - Litigation Unit	1 FOP 5 FL	Deputy City Attorney V	2.00	0.00								
CITY ATTORNEY	04211 - Litigation Unit	1 FOP 5 FL	Exec Asst to Asst City Attorney	1.00	1.00					1.00			Cantonese / Mandarin
CITY ATTORNEY	04211 - Litigation Unit	1 FOP 5 FL	Exempt Limited Duration Employee	2.00	2.00								
CITY ATTORNEY	04211 - Litigation Unit	1 FOP 5 FL	Exempt Limited Duration Employee	11.00	3.00	0.00	0.00	0.34	0.34	1.00	0.17	(0.83)	
CITY ATTORNEY	04311 - Advisory Unit	1 FOP 6 FL	City Attorney, Assistant	1.00	0.00								
CITY ATTORNEY	04311 - Advisory Unit	1 FOP 5 FL	Deputy City Attorney II	3.00	0.00								Spanish
CITY ATTORNEY	04311 - Advisory Unit	1 FOP 5 FL	Deputy City Attorney III	6.00	0.00								
CITY ATTORNEY	04311 - Advisory Unit	1 FOP 10 FL	Deputy City Attorney IV	5.00	1.00		1.00						Spanish
CITY ATTORNEY	04311 - Advisory Unit	1 FOP 5 FL	Deputy City Attorney V	5.00	0.00								Spanish / Japanese
CITY ATTORNEY	04311 - Advisory Unit	1 FOP 7 FL	Exec Asst to Asst City Attorney	1.00	0.00								
CITY ATTORNEY	04311 - Advisory Unit	1 FOP 7 FL	Special Counsel	1.00	0.00								
CITY ATTORNEY	04311 - Advisory Unit	1 FOP 7 FL	Special Counsel	22.00	1.00	0.00	1.00	0.11	(0.89)	0.00	-0.06	0.05	
CITY ATTORNEY	City Attorney's Office	1 FOP 6 FL	City Attorney	60.00	11.00	1.00	2.00	1.28	(0.75)	2.00	0.82	(1.38)	
CITY ATTORNEY	OFFICE OF THE CITY ATTORNEY			60.00	11.00	1.00	2.00	1.28	(0.75)	2.00	0.82	(1.38)	
CITY AUDITOR	07111 - City Auditor Unit	1 FOP 4 FL	City Auditor	1.00	0.00								
CITY AUDITOR	07111 - City Auditor Unit	1 FOP 4 FL	City Auditor, Assistant	1.00	0.00								
CITY AUDITOR	07111 - City Auditor Unit	1 FOP 4 FL	Exec Asst to the City Auditor	1.00	1.00								
CITY AUDITOR	07111 - City Auditor Unit	1 FOP 4 FL	Performance Auditor	2.00	0.00								
CITY AUDITOR	07111 - City Auditor Unit	1 FOP 4 FL	Performance Auditor, Sr.	3.00	0.00								
CITY AUDITOR	07111 - City Auditor Unit	1 FOP 4 FL	Performance Auditor, TCSE	1.00	0.00								Korean
CITY AUDITOR	07111 - City Auditor Unit	1 FOP 4 FL	Performance Auditor, TCSE	1.00	0.00								Mandarin
CITY AUDITOR	07111 - City Auditor Unit	1 FOP 4 FL	Receptionist to the City Auditor, PT	0.50	0.50								Czech / Slovak / German
CITY AUDITOR	07111 - City Auditor Unit	1 FOP 4 FL	Receptionist to the City Auditor, PT	0.50	1.50	0.00	0.00	0.17	0.17	0.00	0.08	0.05	
CITY AUDITOR	City Auditor's Office	1 FOP 4 FL	City Auditor	9.50	1.50	0.00	0.00	0.17	0.17	0.00	0.08	0.05	
CITY AUDITOR	OFFICE OF THE CITY AUDITOR			9.50	1.50	0.00	0.00	0.17	0.17	0.00	0.08	0.05	
CITY CLERK	03121 - City Clerk Unit	1 FOP 1 FL	Administrative Analyst I	1.00	0.00								
CITY CLERK	03121 - City Clerk Unit	1 FOP 2 FL	City Clerk	1.00	0.00								Spanish
CITY CLERK	03121 - City Clerk Unit	1 FOP 2 FL	City Clerk, Assistant	1.00	0.00								

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCP Goal	SR PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
CITY CLERK	03121 - City Clerk Unit		1 FOP 1 FL Citywide Records Manager	1.00	0.00								
CITY CLERK	03121 - City Clerk Unit		1 FOP 2 FL Executive Assistant	1.00	0.00								
CITY CLERK	03121 - City Clerk Unit		1 FOP 2 FL Legislative Recorder	3.00	0.00								
CITY CLERK	03121 - City Clerk Unit		1 FOP 2 FL Management Assistant	1.00	0.00								
CITY CLERK	03121 - City Clerk Unit		1 FOP 2 FL City Clerk's Office	9.00	0.00								
CITY CLERK	OFFICE OF THE CITY CLERK		1 FOP 2 FL City Clerk's Office	9.00	0.00								
COUNCIL	00011 - Council Administration Unit		1 FOP 2 FL City Council PSE 14	0.50	0.50		0.50						Spanish
COUNCIL	00011 - Council Administration Unit		1 FOP 2 FL City Council PSE-51	1.00	1.00		1.00						Spanish
CITY COUNCIL	00011 - Council Administration Unit		1 FOP 2 FL City Council PSE-14 FTE	1.50	1.50	0.00	1.50	-0.17	(1.33)	0.00	0.05	0.05	
CITY COUNCIL	00111 - District One Unit		1 FOP 2 FL City Council PSE 14, PPT	1.00	1.00					1.00			Cantonese
CITY COUNCIL	00111 - District One Unit		1 FOP 2 FL City Council PSE 14, PPT	0.50	0.50		0.50						Spanish
CITY COUNCIL	00111 - District One Unit		1 FOP 2 FL City Council PSE-51	1.00	1.00								
CITY COUNCIL	00111 - District One Unit		1 FOP 2 FL Council Member	1.00	0.00								
CITY COUNCIL	00111 - District One Unit		1 FOP 2 FL City Council PSE 14, PPT	3.50	2.50	0.00	0.50	0.25	(0.22)	1.00	0.14	(0.86)	
CITY COUNCIL	00211 - District Two Unit		1 FOP 2 FL City Council PSE-51	0.50	0.50					0.25			Cantonese / Mandarin
CITY COUNCIL	00211 - District Two Unit		1 FOP 2 FL City Councilmember's Assistant	1.00	1.00								
CITY COUNCIL	00211 - District Two Unit		1 FOP 2 FL Council Member	1.00	0.00								
CITY COUNCIL	00211 - District Two Unit		1 FOP 2 FL City Council PSE 14	1.35	2.50	0.00	0.00	0.25	0.89	0.25	0.14	(0.11)	
CITY COUNCIL	00311 - District Three Unit		1 FOP 2 FL City Council PSE-51	0.50	0.50								
CITY COUNCIL	00311 - District Three Unit		1 FOP 2 FL Council Member	1.00	0.00								
CITY COUNCIL	00311 - District Three Unit		1 FOP 2 FL City Council PSE 14, PPT	2.50	1.50	0.00	0.00	0.17	0.17	0.00	0.08	0.08	
CITY COUNCIL	00411 - District Four Unit		1 FOP 2 FL City Council PSE-51	0.50	0.50								
CITY COUNCIL	00411 - District Four Unit		1 FOP 2 FL City Council PSE-51	2.00	2.00								
CITY COUNCIL	00411 - District Four Unit		1 FOP 2 FL Council Member	1.00	0.00								
CITY COUNCIL	00411 - District Four Unit		1 FOP 2 FL City Council PSE 14, PT	3.50	2.50	0.00	0.89	0.25	0.28	0.00	0.14	0.14	
CITY COUNCIL	00511 - District Five Unit		1 FOP 2 FL City Council PSE-51	0.50	0.50								
CITY COUNCIL	00511 - District Five Unit		1 FOP 2 FL City Council PSE-51	2.00	2.00		2.00						Spanish
CITY COUNCIL	00511 - District Five Unit		1 FOP 2 FL Council Member	1.00	0.00								Spanish
CITY COUNCIL	00511 - District Five Unit		1 FOP 2 FL City Council PSE 14, PT	3.50	2.50	0.00	2.00	0.89	(1.72)	0.00	0.14	0.14	
CITY COUNCIL	00611 - District Six Unit		1 FOP 2 FL City Council PSE-51	1.50	1.50								
CITY COUNCIL	00611 - District Six Unit		1 FOP 2 FL Council Member	1.00	0.00		0.25						Spanish
CITY COUNCIL	00611 - District Six Unit		1 FOP 2 FL City Council PSE 14	3.60	2.50	0.00	0.25	0.28	0.03	0.00	0.14	0.14	
CITY COUNCIL	00711 - District Seven Unit		1 FOP 2 FL City Council PSE 14	0.50	0.50								
CITY COUNCIL	00711 - District Seven Unit		1 FOP 2 FL City Council PSE-51	1.00	1.00								
CITY COUNCIL	00711 - District Seven Unit		1 FOP 2 FL Council Member	1.00	0.00								
CITY COUNCIL	00711 - District Seven Unit		1 FOP 2 FL Public Service Employee 51	1.00	1.00								
CITY COUNCIL	00711 - District Seven Unit		1 FOP 2 FL City Council PSE 14	3.50	2.50	0.00	0.00	0.28	0.28	0.00	0.14	0.14	
CITY COUNCIL	00911 - Council At Large Unit		1 FOP 2 FL City Councilmember's Assistant	0.50	0.50								
CITY COUNCIL	00911 - Council At Large Unit		1 FOP 2 FL City Councilmember's Assistant	2.00	2.00								
CITY COUNCIL	00911 - Council At Large Unit		1 FOP 2 FL Council Member	1.00	0.00								
CITY COUNCIL	00911 - Council At Large Unit		1 FOP 2 FL City Council PSE 14	3.50	2.50	0.00	0.00	0.28	0.25	0.00	0.14	0.14	
CITY COUNCIL	City Council Office		1 FOP 2 FL City Council PSE 14	28.89	20.50	0.00	4.26	2.33	(1.92)	1.25	1.15	(0.10)	
CITY COUNCIL	OFFICE OF THE CITY COUNCIL			28.89	20.50	0.00	4.26	2.33	(1.92)	1.25	1.15	(0.10)	
FINANCE	08111 - Budget & Finance Administration Unit	150 FOP 5215	Administrative Services Manager II	1.00	0.00								Cantonese
FINANCE	08111 - Budget & Finance Administration Unit	150 FOP 5215	Agency Director, Admin Services	1.00	0.00								
FINANCE	05111 - Budget & Finance Administration Unit	150 FOP 5215	Agency Director, Finance & Mgmt	1.00	0.00								
FINANCE	05111 - Budget & Finance Administration Unit	150 FOP 5215	Executive Assistant	1.00	0.00								
FINANCE	05111 - Budget & Finance Administration Unit	150 FOP 5215	Exec Asst to Agency Director	1.00	0.00								Cantonese
FINANCE	05111 - Budget & Finance Administration Unit	150 FOP 5215	City Council PSE 14	8.00	0.00								
FINANCE	05211 - Accounting Administration Unit	150 FOP 6353	Controller	1.00	0.00								
FINANCE	05211 - Accounting Administration Unit	150 FOP 6353	Systems Accountant III	1.00	0.00								
FINANCE	05211 - Accounting Administration Unit	150 FOP 6353	Accountant II	2.00	0.00								
FINANCE	05222 - General Ledger	150 FOP 6353	Accountant III	3.00	0.00								Cantonese
FINANCE	05222 - General Ledger	150 FOP 6353	Accounting Technician	8.00	0.00								Cantonese / Tagalog
FINANCE	05222 - General Ledger	150 FOP 6353	Accounting Technician	1.00	0.00								
FINANCE	05222 - General Ledger	150 FOP 6353	City Administrator Analyst	1.00	0.00								
FINANCE	05222 - General Ledger	150 FOP 6353	Controller, Assistant	1.00	0.00								
FINANCE	05222 - General Ledger	150 FOP 6353	Financial Analyst	1.00	0.00								
FINANCE	08222 - General Ledger	150 FOP 6353	Account Clerk III	15.00	0.00								
FINANCE	08241 - Payables	150 FOP 6353	Accounting Technician	1.00	0.00								
FINANCE	08241 - Payables	150 FOP 6353	Accounting Technician	4.00	0.00								
FINANCE	08241 - Payables	150 FOP 6353	Controller, Assistant	1.00	0.00								

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AO/ENY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	BP PCP	SP PCP	CH PCP	CH PCP	CH PCP	Language
FINANCE	05241 - Payables	150 FOP		5.00	0.00								
FINANCE	05242 - Stores Operations	150 FOP 6353	Storekeeper B	1.00	0.00								
FINANCE	05242 - Stores Operations	150 FOP 6353	Storekeeper III	1.00	0.00								
FINANCE	05242 - Stores Operations	150 FOP		2.00	0.00								
FINANCE	05243 - Purchasing	250 FOP 3341	Administrative Assistant II	1.00	0.00								Tagalog
FINANCE	05243 - Purchasing	250 FOP 3341	Buyer	3.50	0.00								
FINANCE	05243 - Purchasing	250 FOP 3341	Office Assistant II	2.00	0.00								
FINANCE	05243 - Purchasing	250 FOP 3341	Purchasing Supervisor	1.00	0.00								
FINANCE	05243 - Purchasing	250 FOP		7.50	0.00								
FINANCE	05251 - Budget Analysis & Operations	150 FOP 6216	Assistant Budget Analyst	1.00	0.00								
FINANCE	05251 - Budget Analysis & Operations	150 FOP 6216	Budget & Operations Analyst III	2.00	0.00								
FINANCE	05251 - Budget Analysis & Operations	150 FOP 6216	Financial Analyst	1.00	0.00								
FINANCE	05251 - Budget Analysis & Operations	150 FOP		4.00	0.00								
FINANCE	05711 - Treasury Administration Unit	150 FOP 5330	Administrative Assistant I	1.00	0.00								
FINANCE	05711 - Treasury Administration Unit	150 FOP 5330	Treasury Manager	1.00	0.00								
FINANCE	05711 - Treasury Administration Unit	150 FOP		2.00	0.00								
FINANCE	05721 - Treasury Operations Unit	150 FOP 5330	Accountant II	1.00	0.00								
FINANCE	05721 - Treasury Operations Unit	150 FOP 5330	Financial Analyst	1.00	0.00								
FINANCE	05721 - Treasury Operations Unit	150 FOP 5330	Human Res Systems Analyst, Senior	1.00	0.00								
FINANCE	05721 - Treasury Operations Unit	150 FOP 5330	Financial Analyst, Principal	1.00	0.00								
FINANCE	05721 - Treasury Operations Unit	150 FOP 5330	Treasury Analyst II	1.00	0.00								Cantonese
FINANCE	05721 - Treasury Operations Unit	150 FOP 5330	Treasury Analyst III	2.00	0.00								
FINANCE	05721 - Treasury Operations Unit	150 FOP		7.00	0.00								
FINANCE	05731 - Treasury Cashiering Unit	150 FOP 5330	Cashier	1.00	0.00								
FINANCE	05731 - Treasury Cashiering Unit	150 FOP		1.00	0.00								
FINANCE	08741 - Treasury Payroll	150 FOP 5330	Accountant III	1.00	0.00								Spanish
FINANCE	08741 - Treasury Payroll	150 FOP 5330	Financial Analyst, Principal	1.00	0.00								
FINANCE	08741 - Treasury Payroll	150 FOP 5330	Human Res Operations Tech, Senior	3.00	0.00								
FINANCE	08741 - Treasury Payroll	150 FOP 5330	Human Res Operations Technician	1.00	0.00								Tagalog
FINANCE	08741 - Treasury Payroll	150 FOP 5330	Human Res Systems Analyst, Senior	2.00	0.00								Cantonese
FINANCE	08741 - Treasury Payroll	150 FOP 5330	Human Resource Oper Supervisor	1.00	0.00								
FINANCE	08741 - Treasury Payroll	150 FOP 5330	Payroll Personnel Clerk II	2.00	0.00								
FINANCE	08741 - Treasury Payroll	150 FOP 5330	Payroll Personnel Clerk III	1.00	0.00								
FINANCE	08741 - Treasury Payroll	150 FOP		12.00	0.00								
FINANCE	08751 - Retirement	150 FOP 3332	Administrative Assistant II	1.00	0.00								
FINANCE	08751 - Retirement	150 FOP 3332	Benefits Representative	2.00	0.00								
FINANCE	08751 - Retirement	150 FOP 3332	Human Resources Manager	1.00	0.00								
FINANCE	08751 - Retirement	150 FOP 3332	Retirement Systems Accountant	1.00	0.00								
FINANCE	08751 - Retirement	150 FOP		8.00	0.00								
FINANCE	05761 - Commercial Lending	250 FOP 5 FL	Account Clerk I	1.00	0.00								
FINANCE	08781 - Commercial Lending	250 FOP 5 FL	Loan Servicing Specialist	1.00	0.00								
FINANCE	05751 - Commercial Lending	250 FOP		2.00	0.00								
FINANCE	Finance and Management	150 S 250 FOP		70.50	0.00								
FINANCE	FINANCE AND MANAGEMENT AGENCY			70.50	0.00								
DHCD	89919 - Admin: Housing & Community Development	250 FOP 3 FL	Account Clerk III	1.00	0.00								Cantonese
DHCD	89919 - Admin: Housing & Community Development	250 FOP 5 FL	Administrative Analyst I	1.00	0.00								
DHCD	89919 - Admin: Housing & Community Development	250 FOP 5 FL	Administrative Services Manager I	1.00	0.00								
DHCD	89919 - Admin: Housing & Community Development	250 FOP 5 FL	Deputy Director, Housing	1.00	0.00								
DHCD	89919 - Admin: Housing & Community Development	250 FOP 5 FL	Development/Redevelopment Pgrm MGR	1.00	0.00								
DHCD	89919 - Admin: Housing & Community Development	250 FOP 5 FL	Housing Development Coordinator III	1.00	0.00								
DHCD	89919 - Admin: Housing & Community Development	250 FOP 5 FL	Project Manager II	1.00	0.00								
DHCD	89919 - Admin: Housing & Community Development	250 FOP		7.00	0.00								
DHCD	89929 - Housing Development	250 FOP 5 FL	Development/Redevelopment Pgrm MGR	1.00	0.00								
DHCD	89929 - Housing Development	250 FOP 5 FL	Housing Development Coordinator III	4.00	0.00								
DHCD	89929 - Housing Development	250 FOP 5 FL	Housing Development Coordinator IV	4.00	0.00								
DHCD	89929 - Housing Development	250 FOP 5 FL	Office Assistant II	1.00	0.00								
DHCD	89929 - Housing Development	250 FOP		10.00	0.00								
DHCD	89949 - CDBG Coordination	250 FOP 5 FL	Administrative Assistant II	2.00	0.00								
DHCD	89949 - CDBG Coordination	250 FOP 5 FL	Community Dev Pgrm Coordinator	3.00	0.00								
DHCD	89949 - CDBG Coordination	250 FOP 5 FL	Development/Redevelopment Pgrm MGR	1.00	0.00								
DHCD	89949 - CDBG Coordination	250 FOP 5 FL	Exempt Limited Duration Employee	1.00	0.00								
DHCD	89949 - CDBG Coordination	250 FOP 5 FL	Student Trainee, PT	0.50	0.00								
DHCD	89949 - CDBG Coordination	250 FOP		7.50	0.00								
DHCD	89989 - Homeownership Programs	250 FOP 5 FL	Home Management Counselor III	1.00	0.00								
DHCD	89985 - Homeownership Programs	250 FOP		1.00	0.00								
DHCD	Housing and Community Development	250 FOP		25.50	0.00								

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCR Goal	SP PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language	
DHCD	89939 - Municipal Lending	250 FOP 5 FL	Administrative Analyst II	1.00	0.00								Tagalog	
DHCD	89939 - Municipal Lending	250 FOP 5 FL	Administrative Assistant I	2.00	0.00									
DHCD	89939 - Municipal Lending	250 FOP 5 FL	Administrative Assistant II	1.00	0.00									
DHCD	89939 - Municipal Lending	250 FOP 5 FL	Development/Redevelopment Prgm MGR	1.00	0.00									
DHCD	89939 - Municipal Lending	350 FOP 5 FL	Loan Servicing Administrator	1.00	0.00									
DHCD	89939 - Municipal Lending	250 FOP 5 FL	Loan Servicing Specialist	1.00	0.00								Tagalog	
DHCD	89939 - Municipal Lending	250 FOP 5 FL	Mortgage Advisor	2.00	0.00									
DHCD	89939 - Municipal Lending	250 FOP 5 FL	Program Analyst I	1.00	0.00								Tagalog	
DHCD	89939 - Municipal Lending	250 FOP 5 FL	Rehabilitation Advisor (I)	4.00	4.00		1.00						Spanish / Korean	
DHCD	89939 - Municipal Lending	250 FOP 5 FL	Student Trainee, PT	0.50	0.00									
DHCD	80839 - Municipal Lending	250 FOP		14.60	4.00	0.00	1.08	0.46	(0.84)	0.00	0.23	0.23		
DHCD	Municipal Lending	250 FOP		14.85	4.00	0.00	1.00	0.46	(0.54)	0.00	0.23	0.23		
DHCD	89969 - Residential Rent Arbitration	250 FOP 3 FL	Administrative Assistant I	2.00	2.00									
DHCD	89969 - Residential Rent Arbitration	250 FOP 3 FL	Hearing Officer	2.00	3.00					1.00			Cantonese / Taiwanese	
DHCD	89969 - Residential Rent Arbitration	250 FOP 3 FL	Program Analyst II	2.00	2.00	1.00	1.00						Spanish	
DHCD	89969 - Residential Rent Arbitration	250 FOP 3 FL	Program Analyst III	1.00	1.00									
DHCD	89969 - Residential Rent Arbitration	250 FOP 3 FL	Project Manager II	1.00	1.00									
DHCD	89969 - Residential Rent Arbitration	350 FOP 3 FL	Temp Contract Svcs Employee, PT	1.00	0.00								Cantonese / Mandarin	
DHCD	89969 - Residential Rent Arbitration	260 FOP		9.00	8.00	1.00	1.00	0.91	(0.05)	1.00	0.46	(0.55)		
DHCD	Residential Rent Arbitration	250 FOP		9.00	8.00	1.00	1.00	0.91	(0.09)	1.00	0.46	(0.68)		
DHCD	DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT				49.00	12.00	1.00	12.00	11.37	(0.63)	1.00	0.68	(0.32)	
DHRM	05111 - Personnel Admin/Human Resource Int	150 FOP 3332	Administrative Analyst II	1.00	0.00									
DHRM	05111 - Personnel Admin/Human Resource Int	150 FOP 2 FL	Administrative Services Manager I	1.00	0.00									
DHRM	05111 - Personnel Admin/Human Resource Int	150 FOP 3332	Director of Human Resources Mgmt	1.00	0.00									
DHRM	05111 - Personnel Admin/Human Resource Int	150 FOP 3332	Executive Assistant	1.00	0.00								Spanish	
DHRM	05111 - Personnel Admin/Human Resource Int	150 FOP 3332	Human Resource Technician	1.00	0.00									
DHRM	05111 - Personnel Admin/Human Resource Int	150 FOP 3332	Office Assistant II	1.00	0.00									
DHRM	05111 - Personnel Admin/Human Resource Int	150 FOP		8.00	0.00									
DHRM	05211 - Employment and Classification Unit	150 FOP 2 FL	Human Resource Analyst (CONF)	5.00	0.00								Spanish	
DHRM	05211 - Employment and Classification Unit	150 FOP 3 FL	Human Resource Analyst, Principal	2.00	0.00									
DHRM	05211 - Employment and Classification Unit	150 FOP 2 FL	Human Resource Analyst, Senior	1.00	0.00								Cantonese	
DHRM	05211 - Employment and Classification Unit	150 FOP 2 FL	Human Resource Oper Supervisor	1.00	0.00									
DHRM	05211 - Employment and Classification Unit	150 FOP 2 FL	Human Resource Technician	4.00	0.00								Cantonese	
DHRM	05211 - Employment and Classification Unit	150 FOP 2 FL	Public Service Representative	1.00	1.00					1.00			Cantonese	
DHRM	05211 - Employment and Classification Unit	150 FOP		14.00	1.00	0.00	0.00	0.11	0.11	1.00	0.05	(0.94)		
DHRM	05511 - Human Resource Development Unit	150 FOP 2 FL	Human Resource Technician	1.00	0.00								Cantonese / Mandarin	
DHRM	05511 - Human Resource Development Unit	150 FOP 2 FL	Office Assistant II	1.00	1.00									
DHRM	05511 - Human Resource Development Unit	150 FOP		2.00	1.00	0.00	0.00	0.11	0.11	0.00	0.06	0.05		
DHRM	05611 - Employee Benefits Services	150 FOP 2 FL	Benefits Analyst	1.00	0.00									
DHRM	05611 - Employee Benefits Services	150 FOP 2 FL	Benefits Representative	2.00	0.00									
DHRM	05611 - Employee Benefits Services	150 FOP		3.00	0.00									
DHRM	05621 - Risk Management	150 FOP 5342	Benefits Technician	2.00	0.00									
DHRM	05621 - Risk Management	150 FOP 5342	Budget 5 Operations Analyst III	1.00	0.00									
DHRM	05621 - Risk Management	150 FOP 5342	Claims 5 Risk Manager	1.00	0.00									
DHRM	05621 - Risk Management	150 FOP 5342	Disability Benefits Coordinator	1.00	0.00									
DHRM	05621 - Risk Management	150 FOP 5342	Employee Fleet & Safety Coordinator	1.00	0.00									
DHRM	05621 - Risk Management	150 FOP 5342	Safety 5 Loss Control Specialist	1.00	0.00									
DHRM	05621 - Risk Management	150 FOP		7.00	0.00									
DHRM	Recruitment, Classification, Risk and Benefit	150 FOP		32.00	2.00	0.00	0.00	0.23	0.23	1.00	0.11	(0.89)		
DHRM	05221 - Equal Access	150 FOP 2 FL	City Administrator Analyst	1.00	1.00					1.00			Cantonese / Mandarin	
DHRM	05221 - Equal Access	150 FOP 2 FL	Management Intern	1.00	1.00		1.00						Spanish	
DHRM	05221 - Equal Access	150 FOP		2.00	2.00	0.00	1.00	0.23	(0.77)	1.00	0.11	(0.59)		
DHRM	Equal Access	150 FOP		2.00	2.00	0.00	1.00	0.23	(0.77)	1.00	0.11	(0.89)		
DHRM	DEPARTMENT OF HUMAN RESOURCES MANAGEMENT				14.05	4.50	6.00	11.00	0.69	(0.64)	2.00	0.23	(1.77)	
DHS	75221 - Linkages Program Unit	150 FOP 4 FL	Case Manager I	1.00	1.00		1.00						Spanish	
DHS	75221 - Linkages Program Unit	150 FOP 4 FL	Case Manager, Supervising	0.50	0.50		0.50						Spanish	
DHS	75221 - Linkages Program Unit	150 FOP		1.80	1.50	0.00	1.50	0.17	(1.33)	0.00	0.05	0.05		
DHS	75241 - Senior Companion Program Unit	150 FOP 4 FL	Office Assistant I, PT	0.53	0.00									
DHS	75241 - Senior Companion Program Unit	150 FOP 4 FL	Senior Services Prgm Assistant, PPT	0.53	0.53									
DHS	75241 - Senior Companion Program Unit	150 FOP 4 FL	Senior Services Supervisor	1.00	1.00									
DHS	75241 - Senior Companion Program Unit	150 FOP 4 FL	Temp Contract Svcs Employee, PT	0.50	0.50					0.50			Cantonese / Mandarin	
DHS	75241 - Senior Companion Program Unit	150 FOP		2.58	2.03	0.00	0.00	0.23	0.23	0.50	0.11	(0.39)		
DHS	75251 - Outreach Program Unit	150 FOP 4 FL	Outreach Worker, PT	1.06	1.06	0.53								
DHS	75251 - Outreach Program Unit	150 FOP		1.08	1.08	0.53	0.10	0.12	0.12	0.00	0.06	0.05		
DHS	75621 - Oakland Paratransit for the Elderly and	150 FOP 4 FL	Accountant II	1.00	0.00								Tagalog	
DHS	75621 - Oakland Paratransit for the Elderly and	150 FOP 4 FL	Administrative Assistant I, PT	1.00	0.00									

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCP Goal	SP PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
DHS	75621 - Oakland Paratransit for the Elderly and	150 FOP 4 FL	Senior Aide, PT	1.59	1.59								
DHS	75621 - Oakland Paratransit for the Elderly and	150 FOP 4 FL	Senior Services Prgm Assistant	1.00	1.00								
DHS	75621 - Oakland Paratransit for the Elderly and	150 FOP 4 FL	Senior Services Supervisor	1.00	0.00								
DHS	75621 - Oakland Paratransit for the Elderly and	150 FOP 4 FL	Senior Services Supervisor	5.59	2.69	0.00	0.00	0.30	0.30	0.00	0.15	0.16	
DHS	75651 - Senior Aide Program Unit	150 FOP 4 FL	Outreach Developer, Ppt	0.80	0.00								Spanish
DHS	75651 - Senior Aide Program Unit	150 FOP 4 FL	Senior Employment Coordinator	1.00	1.00					1.00			Cantonese
DHS	75651 - Senior Aide Program Unit	150 FOP 4 FL	Senior Services Prgm Assistant	1.00	1.00								
DHS	75651 - Senior Aide Program Unit	150 FOP 4 FL	Senior Services Supervisor	1.00	1.00		1.00						Spanish
DHS	75651 - Senior Aide Program Unit	150 FOP 4 FL	Student Trainee, PT	1.00	0.00								
DHS	LDHS SENIOR AIDE PROGRAM (150 FOP 4 FL)	150 FOP 4 FL	Senior Aide, PT	4.80	3.00	0.00	1.00	0.34	0.66	1.00	0.17	0.83	Spanish / Cantonese / Mandarin
DHS	75651 - Senior Aide Program Unit	Field	Senior Aide, PT	61.00	0.00								Spanish / Cantonese / Mandarin
DHS	LDHS SENIOR AIDE PROGRAM (Field)	Field	Senior Aide, PT	61.00	0.00								
DHS	75651 - Senior Aide Program Unit	150 FOP 4 FL	Senior Aide, PT	65.80	3.00	0.00	1.00	0.34	0.66	1.00	0.17	0.83	
DHS	Aging and Adult Services	150 FOP	Senior Aide, PT	76.51	10.18	0.63	2.80	1.16	1.34	1.60	0.87	0.93	
DHS	75231 - Multipurpose Senior Service Program	150 FOP 4 FL	Case Manager I	1.60	1.60		1.60			0.50			Spanish / Cantonese
DHS	75231 - Multipurpose Senior Service Program	150 FOP 4 FL	Case Manager II	3.00	3.00	1.00							
DHS	75231 - Multipurpose Senior Service Program	150 FOP 4 FL	Case Manager, Supervising	1.00	1.00								
DHS	75231 - Multipurpose Senior Service Program	150 FOP 4 FL	Nurse Case Manager	3.00	3.00	1.00				1.00			Cantonese
DHS	75231 - Multipurpose Senior Service Program	150 FOP 4 FL	Office Assistant II	1.00	1.00								
DHS	75231 - Multipurpose Senior Service Program	150 FOP 4 FL	Senior Aide, PT	1.00	1.00								
DHS	75231 - Multipurpose Senior Service Program	150 FOP 4 FL	Senior Services Supervisor	1.00	1.00								
DHS	75231 - Multipurpose Senior Service Program	150 FOP 4 FL	Senior Services Supervisor	11.50	11.60	2.00	1.60	1.32	0.28	1.80	0.85	1.18	
DHS	Multipurpose Senior Service Program	150 FOP	Senior Aide, PT	11.50	11.60	2.00	1.60	1.32	0.28	1.80	0.85	1.18	
DHS	75631 - Senior Center Unit	150 FOP 4 FL	Custodian, PT	1.49	0.00	0.00	1.00	1.52	0.26	1.80	0.68	1.16	
DHS	75631 - Senior Center Unit	150 FOP 4 FL	Manager, Senior Services	1.00	0.00								
DHS	75631 - Senior Center Unit	150 FOP 4 FL	Outreach Worker, PT	1.00	0.00								
DHS	75631 - Senior Center Unit	150 FOP 4 FL	Program Analyst II, PPT	1.00	0.00								
DHS	75631 - Senior Center Unit	150 FOP 4 FL	Senior Aide, PT	0.40	0.00								
DHS	75631 - Senior Center Unit	150 FOP 4 FL	Student Trainee, PT	1.00	0.00								
DHS	Senior Center (City Center)	150 FOP 4 FL	Senior Aide, PT	1.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
DHS	75631 - Senior Center Unit	200 Grand Ave	Administrative Assistant I	0.64	0.64								
DHS	75631 - Senior Center Unit	200 Grand Ave	Custodian	0.75	0.00								
DHS	75631 - Senior Center Unit	200 Grand Ave	Senior Center Director	0.80	0.80								
DHS	Senior Center (Downtown Oakland)	200 Grand Ave	Senior Center Director	1.19	1.19	0.00	0.00	0.00	0.00	0.00	0.01	0.01	
DHS	75631 - Senior Center Unit	9255 Edes Ave	Custodian	1.00	0.00								
DHS	75631 - Senior Center Unit	9255 Edes Ave	Office Assistant II	0.64	0.00								Spanish
DHS	75631 - Senior Center Unit	9255 Edes Ave	Senior Center Director	0.80	0.80								
DHS	Senior Center (East Oakland)	9255 Edes Ave	Senior Center Director	2.44	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.01	
DHS	75631 - Senior Center Unit	5714 MLK Jr Way	Administrative Assistant I	0.64	0.64								
DHS	75631 - Senior Center Unit	5714 MLK Jr Way	Custodian	0.75	0.00								
DHS	75631 - Senior Center Unit	5714 MLK Jr Way	Senior Center Director	0.80	0.50								
DHS	Senior Center (North Oakland)	5714 MLK Jr Way	Senior Center Director	2.19	1.44	0.00	0.00	0.00	0.00	0.00	0.01	0.01	
DHS	75631 - Senior Center Unit	1724 Adeline St	Administrative Assistant I	0.64	0.64								
DHS	75631 - Senior Center Unit	1724 Adeline St	Custodian	0.75	0.00								
DHS	75631 - Senior Center Unit	1724 Adeline St	Senior Center Director	0.80	0.80								
DHS	Senior Center (West Oakland)	1724 Adeline St	Senior Center Director	2.19	1.44	0.00	0.00	0.00	0.00	0.00	0.01	0.01	
DHS	75531 - Senior Center Unit	Various	Senior Aide, PT	14.90	5.12	0.00	0.00			0.00			
DHS	Senior Centers	Various	Senior Aide, PT	14.50	5.12	0.00	0.00			0.00			
DHS	78111 - DHS Administration Unit	150 FOP 4 FL	Accountant II	1.00	0.00								Vietnamese
DHS	78111 - DHS Administration Unit	150 FOP 4 FL	Administrative Assistant I	2.00	0.00								Spanish
DHS	75111 - DHS Administration Unit	150 FOP 4 FL	Administrative Assistant II	1.00	0.00								Tagalog
DHS	75111 - DHS Administration Unit	150 FOP 4 FL	Administrative Services Manager II	2.00	0.00								Tagalog
DHS	75111 - DHS Administration Unit	150 FOP 4 FL	Assistant to the Director	1.00	0.00								
DHS	75111 - DHS Administration Unit	150 FOP 4 FL	Crossing Guard, PT	1.00	0.00								
DHS	78111 - DHS Administration Unit	150 FOP 4 FL	Director of Human Services	1.00	0.00								
DHS	75111 - DHS Administration Unit	150 FOP 4 FL	Exempt Limited Duration Employee	3.00	1.00								Spanish
DHS	78111 - DHS Administration Unit	150 FOP 4 FL	Health & Human Svcs Prgm Planner	1.00	0.00								
DHS	78111 - DHS Administration Unit	150 FOP 4 FL	Management Assistant	1.00	0.00								
DHS	78111 - DHS Administration Unit	150 FOP 4 FL	Office Assistant I, PPT	0.60	0.00								
DHS	78111 - DHS Administration Unit	150 FOP 4 FL	Payroll Personnel Clerk III	1.00	0.00								
DHS	78111 - DHS Administration Unit	150 FOP 4 FL	Program Analyst I	2.00	0.00								
DHS	78111 - DHS Administration Unit	150 FOP 4 FL	Program Analyst II, PPT	1.00	0.00								
DHS	78111 - DHS Administration Unit	150 FOP 4 FL	Outreach Developer	0.00	0.00								
DHS	78111 - DHS Administration Unit	150 FOP 4 FL	Outreach Developer	16.80	1.00	0.00	0.00	0.11	0.11	0.00	0.85	0.06	
DHS	78311 - Policy & Planning	150 FOP 4 FL	Administrative Assistant I, PPT	0.80	0.00								Spanish
DHS	78311 - Policy & Planning	150 FOP 4 FL	Health & Human Svcs Prgm Planner	2.00	0.00								

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SR PCP Goal	SR PCP Need	CH PCP Goal	CH PCP Need	Language	
DHS	75231 - Head Start Unit		Health 4 Human Svcs Prgm Planner	1.00	0.00								
DHS	75231 - Head Start Unit		Office Assistant II	1.00	0.00								
DHS	75331 - Head Start Unit		Public Service Employee 14, PT	0.25	0.00								
DHS	75231 - Head Start Unit		Senior Aide, PT	0.50	0.00								
DHS	78231 - Head Start Unit		Student Trainee, PT	4.70	4.70		0.52			0.26		Spanish / Cantonese / Mandarin /	
DHS	78231 - Head Start Unit		Temp Contract Svcs Employee, PT	1.00	0.00								
DHS	75231 - Head Start - Other			40.05	23.53	10.03	1.92	2.73	1.41	0.25	1.38	1.09	SP & CH
OHS	75331 - Head Start Unit	Various		163.65	105.01	15.03				15.96			
OHS	Early Childhood and Family Services	Various		163.85	105.01	15.03				15.26			
OHS	76341 - Year Round Lunch Program Unit	150 FOP 5 FL	Food Program Coordinator, PPT	1.00	0.00								
DHS	76341 - Year Round Lunch Program Und	150 FOP 5 FL	Food Program Driver, PT	0.50	0.00								Spanish
DHS	76241 - Year Round Lunch Program Unit	150 FOP 5 FL	Food Program Monitor, PT	5.00	0.00								
DHS	76241 - Year Round Lunch Program Unit	150 FOP 5 FL		5.50	0.00								
DHS	78251 - Youth Services	150 FOP 5 FL	Administrative Assistant II	1.00	0.00								
DHS	78251 - Youth Services	150 FOP 5 FL	Administrative Services Manager II	1.00	0.00								
DHS	78251 - Youth Services	150 FOP 5 FL	Health 4 Human Svcs Prgm Planner	1.00	0.00								
DHS	78251 - Youth Services	150 FOP 5 FL	Program Analyst I	1.50	0.50								Spanish
DHS	75361 - Youth Services	150 FOP 5 FL	Program Analyst II	3.00	0.00								
DHS	75251 - Youth Services	150 FOP		7.50	0.50	0.00	0.00	0.06	0.06	0.00	0.03	0.09	
DHS	Children's Youth Services and Policy & Plan	Various		14.00	0.90	0.00	0.00	0.08	0.06	0.00	0.03	0.09	
DHS	DEPARTMENT OF HUMAN SERVICES			312.34	134.41	17.15	128.02			18.55			
DIT	46111 - Administrative Services	150 FOP	Accountant II	1.00	0.00								Tagalog
DIT	46111 - Administrative Services	150 FOP	Administrative Analyst II	3.00	0.00								German
DIT	46111 - Administrative Services	150 FOP		3.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
DIT	46121 - Reprographic Services	150 FOP	Reproduction Assistant	1.00	0.00								
DIT	46121 - Reprographic Services	150 FOP	Reproduction Offset Operator	3.00	0.00								
DIT	46121 - Reprographic Services	150 FOP	Reprographic Shop Supervisor	1.00	0.00								
DIT	46121 - Reprographic Services	150 FOP		5.00	0.00								
DIT	46211 - Help Desk	150 FOP	Operations Support Specialist	2.00	0.00								
DIT	46211 - Help Desk	150 FOP		2.00	0.00								
DIT	46251 - Desktop Support	150 FOP	Microcomputer Systems Spec III	1.00	0.00								
DIT	46351 - Desktop Support	150 FOP	Microcomputer Systems Specialist II	9.00	0.00								Farsi / Japanese / Vietnamese
DIT	46361 - Desktop Support	150 FOP	Microcomputer Systems Spec III	10.00	0.00								
DIT	46361 - Server Maintenance & Support	150 FOP	Microcomputer Systems Spec III	1.00	0.00								
DIT	46361 - Server Maintenance & Support	150 FOP	Microcomputer Systems Specialist I	1.00	0.00								
DIT	46261 - Server Maintenance & Support	150 FOP	Microcomputer Systems Specialist II	2.00	0.00								Cantonese / Farsi
DIT	46251 - Server Maintenance S Support	150 FOP		4.00	0.00								
DIT	46271 - Telecommunications	150 FOP	Telecommunications Electrician, Sr	1.00	0.00								
DIT	46271 - Telecommunications	150 FOP	Telephone Services Specialist	3.00	0.00								
DIT	46271 - Telecommunications	150 FOP		4.00	0.00								
DIT	46321 - Systems & Database Administration	150 FOP	Database Administrator	2.00	0.00								Mandarin
DIT	46321 - Systems & Database Administration	150 FOP	Database Analyst III	1.00	0.00								
DIT	46321 - Systems & Database Administration	150 FOP	Project Manager II	2.00	0.00								Cantonese
DIT	46321 - Systems & Database Administration	150 FOP	Systems Programmer III	3.00	0.00								French
DIT	46321 - Systems & Database Administration	150 FOP		7.00	0.00								
DIT	46341 - Application Development	150 FOP	Information Systems Supervisor	1.00	0.00								
DIT	46341 - Application Development	150 FOP	Project Manager III	1.00	0.00								
DIT	46341 - Application Development	150 FOP	Spatial Data Analyst III	3.00	0.00								
DIT	46341 - Application Development	150 FOP	Systems Programmer II	3.00	0.00								
DIT	46341 - Application Development	150 FOP	Systems Programmer III	3.00	0.00					1.00			Mandarin / Tagalog
DIT	46341 - Application Development	150 FOP		10.00	0.00								
DIT	46461 - Project Coordination	150 FOP	Information Systems Supervisor	1.00	0.00								
DIT	46461 - Project Coordination	150 FOP	Telecommunication Systems Engineer	1.00	0.00								
DIT	46451 - Project Coordination	150 FOP		2.00	0.00								
DIT	46471 - Network Security 5 Maintenance	150 FOP	Manager, Information Systems	1.00	0.00								
DIT	46471 - Network Security 4 Maintenance	150 FOP	Microcomputer Systems Specialist II	1.00	0.00								Spanish
DIT	46471 - Network Security 4 Maintenance	150 FOP	Network Architect	1.00	0.00								Cantonese / Mandarin
DIT	46471 - Network Security A Maintenance	150 FOP		3.00	0.00								
DIT	46631 - Public Safety Maintenance & Installation	150 FOP	Electronics Technician	5.00	0.00								Tagalog
DIT	46621 - Public Safety Maintenance & Installation	150 FOP	Information Systems Supervisor	1.00	0.00								
DIT	46521 - Public Safety Maintenance & Installation	150 FOP	Microcomputer Systems Spec III	1.00	0.00								
DIT	46521 - Public Safety Maintenance 4 Installation	150 FOP	Microcomputer Systems Specialist II	2.00	0.00								Spanish
DIT	46521 - Public Safety Maintenance S Installation	150 FOP		5.00	0.00								
DIT	46531 - Public Safety Applications	150 FOP	Information Systems Supervisor	1.00	0.00								
DIT	46531 - Public Safety Applications	150 FOP	Manager, Information Systems	1.00	0.00								
DIT	46531 - Public Safety Applications	150 FOP	Systems Programmer III	1.00	0.00								

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	BP PCP Goal	SP PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
DIT	46631 - Public Safety Applications	150 FOP		2.00	0.00								
DIT	InformaSan Technology	150 FOP		62.00	0.00								
DIT	DEPARTMENT OF INFORMATION TECHNOLOGY			62.00	0.00								
LIBRARY	61111 - Director Unit	125 14th St 1 FL	Development Specialist III	1.00	1.00								
LIBRARY	61111 - Director Unit	125 14th St 1 FL	Director of Library Services	1.00	1.00		1.00						Spanish
LIBRARY	61111 - Director Unit	125 14th St 1 FL	Executive Assistant	1.00	1.00		1.00						Spanish
LIBRARY	61111 - Director Unit	125 14th St 1 FL	Librarian, Administrative	1.00	0.00								
LIBRARY	61111 - Director Unit	125 14th St 1 FL	Library Assistant, PT	0.20	0.20								Spanish
LIBRARY	61111 - Director Unit	125 14th St 1 FL	Office Manager	1.00	1.00	1.00							
LIBRARY	61111 - Director Unit	125 14th St 1 FL	Program Analyst I, PT	0.50	0.00								
LIBRARY	61111 - Director Unit	125 14th St	Program Analyst I	5.70	4.20	1.00	2.00	0.45	(1.52)	0.00	0.34	0.24	
LIBRARY	61121 - Departmental Operation Unit	125 14th St 1 FL	Account Clerk II	2.00	0.00								
LIBRARY	61121 - Departmental Operation Unit	125 14th St 1 FL	Accountant II	1.00	0.00								Vietnamese
LIBRARY	61121 - Departmental Operation Unit	125 14th St 1 FL	Administrative Services Manager II	1.00	0.00								
LIBRARY	61121 - Departmental Operation Unit	125 14th St 1 FL	Library Aide	1.00	1.00								
LIBRARY	61121 - Departmental Operation Unit	125 14th St 1 FL	Library Aide, PT	0.47	0.47	0.47							
LIBRARY	61121 - Departmental Operation Unit	125 14th St 1 FL	Management Assistant	1.00	1.00								
LIBRARY	61131 - Departmental Operation Unit	125 14th St 1 FL	Museum Guard	3.00	3.00								
LIBRARY	61121 - Departmental Operation Unit	125 14th St 1 FL	Museum Guard, PT	0.50	0.50	0.50							
LIBRARY	61121 - Departmental Operation Unit	125 14th St 1 FL	Office Manager	1.00	0.00								
LIBRARY	61121 - Departmental Operation Unit	125 14th St 1 FL	Payroll Personnel Clerk II	1.00	0.00								Mandarin
LIBRARY	61121 - Departmental Operation Unit	125 14th St 1 FL	Storekeeper II	1.00	0.00								
LIBRARY	51121 - Departmental Operation Unit	125 14th St	Storekeeper II	12.07	8.97	0.97	0.00	0.65	0.65	0.00	0.34	0.34	SP
LIBRARY	61131 - Automaton	125 14th St Basement	Librarian, Senior	1.00	0.00								
LIBRARY	61131 - Automaton	125 14th St Basement	Librarian, Supervising	1.00	0.00								
LIBRARY	61131 - Automaton	125 14th St Basement	Library Aide, PT	0.50	0.00								
LIBRARY	61131 - Automaton	135 14th St Basement	Library Assistant	1.00	0.00								
LIBRARY	61131 - Automaton	125 14th St Basement	Library Assistant, Senior	1.00	0.00								
LIBRARY	61131 - Automaton	125 14th St Basement	Student Trainee, PT	0.60	0.00								
LIBRARY	61131 - Automaton	125 14th St	Student Trainee	6.10	0.00								
LIBRARY	61132 - Children Services/Youth Room (Catalo	135 14th St Basement	Librarian II	1.00	0.00								Cantonese / Mandarin
LIBRARY	61132 - Children Services/Youth Room (Catalo	135 14th St Basement	Librarian, Senior	1.00	0.00								
LIBRARY	61132 - Children Services/Youth Room (Catalo	125 14th St Basement	Library Aide	3.00	0.00								
LIBRARY	61133 - Children Services/Youth Room (Catalo	125 14th St Basement	Library Aide, PPT	0.60	0.00								
LIBRARY	61132 - Children Services/Youth Room (Catalo	125 14th St Basement	Library Aide, PT	0.26	0.00								
LIBRARY	61132 - Children Services/Youth Room (Catalo	125 14th St Basement	Library Assistant	5.00	0.00								Spanish
LIBRARY	61132 - Children Services/Youth Room (Catalo	125 14th St Basement	Library Assistant, PT	0.50	0.00								
LIBRARY	61132 - Children Services/Youth Room (Catalo	125 14th St Basement	Library Assl, PPT	0.60	0.00								
LIBRARY	61132 - Children Services/Youth Room (Catalo	125 14th St Basement	Office Assistant II	2.00	0.00								
LIBRARY	61132 - Children Services/Youth Room	125 14th St	Office Assistant II	14.18	0.00								
LIBRARY	61133 - Community Relations	125 14th St 2 FL	Librarian, Supervising PPT	0.50	0.60	0.60							
LIBRARY	61133 - Community Relations	125 14th St 2 FL	Library Assl, PPT	0.60	0.60								
LIBRARY	61133 - Community Relations	125 14th St	Library Assl, PPT	1.40	1.40	0.60	0.00	0.15	0.16	0.00	0.05	0.08	
LIBRARY	61135 - Acquisitions	125 14th St Basement	Librarian, Senior	1.00	0.00								
LIBRARY	61135 - Acquisitions	125 14th St Basement	Library Aide	1.00	0.00								Spanish
LIBRARY	61135 - Acquisitions	125 14th St Basement	Library Aide, PT	0.40	0.00								
LIBRARY	61135 - Acquisitions	125 14th St Basement	Library Assistant	2.00	0.00								Cantonese
LIBRARY	61135 - Acquisitions	125 14th St Basement	Library Assistant, PT	1.00	0.00								Cantonese / Mandarin
LIBRARY	61135 - Acquisitions	125 14th St Basement	Library Assistant, Senior	1.00	0.00								
LIBRARY	61135 - Acquisitions	125 14th St Basement	Office Assistant I	1.00	0.00								
LIBRARY	61135 - Acquisitions	125 14th St	Office Assistant I	7.40	0.00								
LIBRARY	61212 - On-Call Public Services	System-wide Placement	Librarian I, PT	1.92	1.92		0.05			0.12			Spanish / Cantonese / Mandarin
LIBRARY	61212 - On-Call Public Services	System-wide Placement	Librarian II, PT	0.50	0.50		0.06						Spanish
LIBRARY	61212 - On-Call Public Services	System-wide Placement	Librarian, Senior, PT	0.19	0.19								
LIBRARY	61212 - On-Call Public Services	System-wide Placement	Library Aide	1.00	1.00	1.00							
LIBRARY	61212 - On-Call Public Services	System-wide Placement	Library Aide, PT	1.04	1.04		0.17						Spanish
LIBRARY	61212 - On-Call Public Services	System-wide Placement	Library Assistant, PT	0.50	0.60		0.15			0.04			Spanish / Cantonese / Mandarin
LIBRARY	61212 - On-Call Public Services	System-wide Placement	Temp Contact Svcs Employee, PT	0.21	0.21								Hindi / Punjabi
LIBRARY	61212 - On-Call Public Services	System-wide Placement	Temp Contact Svcs Employee	5.55	6.66	1.00	0.49	0.54	0.15	0.16	0.34	0.16	
LIBRARY	61213 - Literacy	125 14th St 2 FL	Librarian I, PT	1.00	1.00								
LIBRARY	61213 - Literacy	125 14th St 2 FL	Library Aide, PT	0.55	0.58	0.56							
LIBRARY	61213 - Literacy	125 14th St 2 FL	Literacy Assistant	1.00	1.00								
LIBRARY	61213 - Literacy	125 14th St 2 FL	Literacy Assistant, PT	0.50	0.50								
LIBRARY	61213 - Literacy	125 14th St 2 FL	Literacy Assistant, Senior	1.00	1.00								
LIBRARY	61213 - Literacy	125 14th St 2 FL	Office Assistant I	1.00	0.00								
LIBRARY	61213 - Literacy	1501 Adalina St.	Office Assistant I	6.06	4.06	0.55	0.00	0.45	0.45	0.00	0.23	0.23	

PUBLIC CONTACT POSITIONS STAFFING REPORT FY13-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	BP PCP Goal	BP PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
LIBRARY	61313 - Childrens Services/Youth	125 14th St Basement	Librarian II	2.00	3.00		1.00						Spanish
LIBRARY	61313 - Childrens Services/Youth	125 14th St Basement	Librarian II, PPT	0.50	0.60		0.60						Spanish
LIBRARY	61313 - Childrens Services/Youth	125 14th St Basement	Librarian, Supervising	1.00	1.00								
LIBRARY	61313 - Childrens Services/Youth	125 14th St Basement	Library Assistant, PT	1.40	0.00								
LIBRARY	61313 - Childrens Services/Youth	125 14th St Basement	Student Trainee, PT	2.76	0.00								
LIBRARY	61313 - Childrens Services/Youth	125 14th St	Librarian I	7.96	3.88	0.00	1.80	0.43	(1.37)	0.00	0.88	0.21	
LIBRARY	61321 - Support Services Unit (Teen Services)	125 14th St 2 FL	Librarian I	2.00	2.00		1.00						Spanish
LIBRARY	61321 - Support Services Unit (Teen Services)	125 14th St 2 FL	Librarian II	1.00	1.00					1.00			
LIBRARY	61321 - Support Services Unit (Teen Services)	125 14th St 2 FL	Librarian, Supervising	1.00	1.00								Cantonese/Mandarin
LIBRARY	61321 - Support Services Unit (Teen Services)	125 14th St 2 FL	Library Asst, PPT	1.20	1.20	0.60	0.60						Spanish
LIBRARY	61321 - Support Services Unit	125 14th St	Librarian I	6.20	5.20	0.50	1.60	0.69	(1.01)	1.00	0.88	(0.71)	
LIBRARY	Systemwide Services	Various	Associate Director, Library Services	70.65	30.31	4.95	6.39	3.46	(2.86)	8.18	8.71	0.54	CH
LIBRARY	61211 - Administrative Unit	125 14th St 2 FL	Associate Director, Library Services	1.00	1.00		1.00						Spanish
LIBRARY	61211 - Administrative Unit	125 14th St	Librarian I	1.00	1.00	0.00	1.00	0.11	(0.88)	0.00	0.88	0.06	
LIBRARY	61221 - Main Library Administration	125 14th St 2 FL	Librarian, Supervising	1.00	1.00	1.00							
LIBRARY	61231 - Main Library Administration	125 14th St	Librarian I	1.00	1.00	1.00	0.00	0.11	0.11	0.00	0.88	0.06	
LIBRARY	61231 - Art/History/Literature	125 14th St 1 FL	Librarian II	1.00	1.00								
LIBRARY	61231 - Art/History/Literature	125 14th St 1 FL	Library Aide, PPT	2.60	2.60	0.50	0.60						Spanish
LIBRARY	61231 - Art/History/Literature	125 14th St 1 FL	Library Aide, PT	4.28	4.28								
LIBRARY	61231 - Art/History/Literature	125 14th St 1 FL	Library Assistant	1.00	1.00		1.00						Spanish
LIBRARY	61231 - Art/History/Literature	125 14th St 1 FL	Library Assistant, PT	0.50	0.50	0.50							
LIBRARY	61231 - Art/History/Literature	126 14th St 1 FL	Office Assistant II	1.00	1.00								
LIBRARY	61231 - Art/History/Literature	125 14th St	Librarian I	10.35	10.35	1.30	1.60	1.15	(0.43)	0.00	0.55	0.55	CH
LIBRARY	61235 - Magazines and Newspapers	125 14th St 2 FL	Librarian I	1.00	1.00	1.00							
LIBRARY	61235 - Magazines and Newspapers	125 14th St 2 FL	Librarian I, PPT	0.04	0.04	0.04							
LIBRARY	61235 - Magazines and Newspapers	125 14th St 2 FL	Library Assistant	1.00	1.00								
LIBRARY	61235 - Magazines and Newspapers	125 14th St 2 FL	Library Assistant, PT	0.19	0.19								
LIBRARY	61235 - Magazines and Newspapers	125 14th St 2 FL	Library Asst, PPT	0.60	0.60								
LIBRARY	61235 - Magazines and Newspapers	125 14th St	Librarian I	2.33	2.33	1.04	0.88	0.32	0.32	0.00	0.15	0.16	
LIBRARY	61236 - Science Business and Sociology	125 14th St 1 FL	Librarian I	4.00	4.00	2.00							
LIBRARY	61236 - Science Business and Sociology	125 14th St 1 FL	Librarian I, PT	1.25	1.25	1.28							
LIBRARY	61236 - Science Business and Sociology	125 14th St 1 FL	Librarian II	2.00	2.00		1.00						Spanish / French
LIBRARY	61226 - Science Business and Sociology	125 14th St 1 FL	Librarian, Senior	2.00	2.00		1.00						Spanish / French
LIBRARY	61236 - Science Business and Sociology	125 14th St 1 FL	Library Aide	1.00	1.00	1.00							
LIBRARY	61236 - Science Business and Sociology	125 14th St 1 FL	Library Aide, PT	0.25	0.25	0.23							
LIBRARY	61236 - Science Business and Sociology	125 14th St 1 FL	Library Assistant, PT	0.40	0.40	0.40							
LIBRARY	61336 - Science Business and Sociology	125 14th St	Librarian I	10.91	10.91	4.81	2.00	1.24	(0.75)	0.00	0.81	0.61	CH
LIBRARY	61237 - Childrens Room	125 14th St Basement	Librarian I	1.00	1.00	1.00							
LIBRARY	61237 - Childrens Room	125 14th St Basement	Librarian II	1.00	1.00								
LIBRARY	61237 - Childrens Room	125 14th St Basement	Library Aide, PPT	0.60	0.60								
LIBRARY	61237 - Childrens Room	125 14th St Basement	Library Aide, PT	2.61	2.61		0.19			1.87			Spanish / Cantonese
LIBRARY	61237 - Childrens Room	125 14th St Basement	Library Assistant	1.00	1.00					1.00			Cantonese
LIBRARY	61237 - Childrens Room	125 14th St Basement	Library Assistant, PT	0.31	0.31		0.11			0.20			Spanish / Cantonese
LIBRARY	61237 - Childrens Room	125 14th St Basement	Library Asst, PPT	0.60	0.60								
LIBRARY	61237 - Childrens Room	125 14th St	Librarian I	7.12	7.12	1.00	0.30	0.51	0.52	3.07	0.40	(2.57)	SP
LIBRARY	61243 - Circulation/Automabon	125 14th St 1 FL	Library Aide	2.00	2.00		1.00			1.00			Spanish / Cantonese
LIBRARY	61243 - Circulation/Automabon	125 14th St 1 FL	Library Aide, PT	1.99	1.99		0.92			0.77			Spanish / Cantonese
LIBRARY	61243 - Circulation/Automabon	125 14th St 1 FL	Library Assistant	2.00	2.00	1.00							
LIBRARY	61243 - Circulation/Automabon	125 14th St 1 FL	Library Assistant, PT	0.47	0.47	0.23				0.08			Mandarin
LIBRARY	61243 - Circulation/Automabon	125 14th St 1 FL	Library Assistant, Senior	1.00	1.00								
LIBRARY	61243 - Circulation/Automabon	125 14th St	Librarian I	7.46	7.46	1.22	1.92	0.88	(1.07)	1.55	0.42	(1.43)	
LIBRARY	Mbt Library Local Services	126 34th St	Librarian I	40.70	40.70	10.48	6.81	4.64	(2.18)	4.92	3.29	(2.83)	
LIBRARY	61311 - Branch Administration	125 14th St 2 FL	Librarian, Supervising	2.00	2.00	1.00							Spanish
LIBRARY	61311 - Branch Administration	125 14th St	Librarian I	2.00	2.00	0.00	1.00	0.02	(0.98)	0.00	0.45	0.46	
LIBRARY	61331 - Brookfield Village Branch	9255 Edes Ave 1 FL	Librarian I	1.00	1.00								
LIBRARY	61331 - Brookfield Village Branch	9255 Edes Ave 1 FL	Librarian II	1.00	1.00								
LIBRARY	61331 - Brookfield Village Branch	9255 Edes Ave 1 FL	Library Aide, PPT	0.60	0.60	0.60							
LIBRARY	61331 - Brookfield Village Branch	9255 Edes Ave 1 FL	Library Aide, PT	0.40	0.40		0.20						
LIBRARY	61331 - Brookfield Village Branch	9255 Edes Ave 1 FL	Library Assistant	1.00	1.00					1.00			Spanish
LIBRARY	61331 - Brookfield Village Branch	9255 Edes Ave	Librarian I	4.00	4.00	0.50	0.20	0.46	0.26	1.00	0.04	(0.88)	Cantonese / Portuguese
LIBRARY	61332 - Dimond Branch	3565 Fruitvale Ave 1 FL	Librarian I	1.00	1.00	1.00							
LIBRARY	61332 - Dimond Branch	3565 Fruitvale Ave 1 FL	Librarian II	2.00	2.00								
LIBRARY	61332 - Dimond Branch	3565 Fruitvale Ave 1 FL	Librarian, Senior	1.00	1.00	1.00							
LIBRARY	61332 - Dimond Branch	3565 Fruitvale Ave 1 FL	Library Aide, PPT	0.60	0.60	0.80							
LIBRARY	61332 - Dimond Branch	3565 Fruitvale Ave 1 FL	Library Aide, PT	3.40	2.40		1.10			0.30			Spanish / Cantonese
LIBRARY	61332 - Dimond Branch	3565 Fruitvale Ave 1 FL	Library Assistant	1.00	1.00								

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-32

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	BP PCP	SP PCP	CH PCP	CH PCP	CH PCP	Language
								Goal	Need	PCP	Goal	Need	
LIBRARY	61332 - Diamond Branch	3565 Fruitvale Ave 1 FL	Library Assistant, Senior	1.00	1.00		1.00						Spanish
LIBRARY	61333 - Diamond Branch	3565 Fruitvale Ave	Librarian I	1.00	1.00	2.60	2.10	0.11	(1.95)	0.30	0.29	(0.01)	
LIBRARY	61333 - Eastmont Branch	7200 Bancroft Ave Ste 211	Librarian I	1.00	1.00	1.00							
LIBRARY	61333 - Eastmont Branch	7200 Bancroft Ave Ste 211	Librarian II	1.00	1.00		1.00						Spanish
LIBRARY	61333 - Eastmont Branch	7200 Bancroft Ave Ste 211	Librarian, Senior	1.00	1.00								
LIBRARY	61333 - Eastmont Branch	7200 Bancroft Ave Ste 211	Library Aide, PPT	0.60	0.60								
LIBRARY	61333 - Eastmont Branch	7200 Bancroft Ave Ste 211	Library Aide, PT	1.16	1.16		0.36						Spanish
LIBRARY	61333 - Eastmont Branch	7200 Bancroft Ave Ste 211	Library Assistant, Senior	1.00	1.00		1.00						Spanish
LIBRARY	61333 - Eastmont Branch	7200 Bancroft Ave Ste 211	Library Asst, PPT	0.60	0.60	0.60							
LIBRARY	61333 - Eastmont Branch	7200 Bancroft Ave	Librarian I	6.35	6.36	1.60	2.36	1.73	(1.63)	0.00	0.07	0.07	
LIBRARY	61334 - Elmhurst Branch	1427 85th Ave 1 FL	Librarian I	1.00	1.00		1.00						Spanish
LIBRARY	61334 - Elmhurst Branch	1427 88th Ave 1 FL	Librarian II	1.00	1.00								
LIBRARY	61334 - Elmhurst Branch	1427 88th Ave 1 FL	Library Aide, PPT	0.60	0.60								
LIBRARY	61334 - Elmhurst Branch	1437 85th Ave 1 FL	Library Aide, PT	0.40	0.40								
LIBRARY	61334 - Elmhurst Branch	1437 86th Ave 1 FL	Library Assistant	1.00	1.00	1.00							
LIBRARY	61334 - Elmhurst Branch	1427 86th Ave	Librarian I	4.00	4.00	1.00	1.00	0.46	(0.54)	0.00	0.04	0.04	
LIBRARY	61335 - M.L. King Jr. Branch	6833 Int'l Blvd 1 FL	Librarian I	1.00	1.00								
LIBRARY	61335 - M.L. King Jr. Branch	6833 Int'l Blvd 1 FL	Librarian II	1.00	1.00		1.00						Spanish/French
LIBRARY	61335 - M.L. King Jr. Branch	6833 Int'l Blvd 1 FL	Library Aide, PPT	0.60	0.60								
LIBRARY	61335 - M.L. King Jr. Branch	6833 Int'l Blvd 1 FL	Library Aide, PT	0.40	0.40		0.40						Spanish
LIBRARY	61335 - M.L. King Jr. Branch	6833 Int'l Blvd 1 FL	Library Assistant	1.00	1.00								
LIBRARY	61335 - M.L. King Jr. Branch	5833 Int'l Blvd	Librarian I	4.00	4.00	0.00	1.40	0.46	(0.94)	0.00	0.14	0.04	
LIBRARY	61336 - Montclair Branch	1657 Mountain Blvd 1 FL	Librarian I	1.00	1.00								
LIBRARY	61336 - Montclair Branch	1657 Mountain Blvd 1 FL	Librarian II	1.00	1.00	1.00							
LIBRARY	61336 - Montclair Branch	1657 Mountain Blvd 1 FL	Library Aide, PT	1.64	1.64								
LIBRARY	61336 - Montclair Branch	1657 Mountain Blvd 1 FL	Library Assistant	1.00	1.00								
LIBRARY	61336 - Montclair Branch	1657 Mountain Blvd	Librarian I	4.54	4.54	1.00	0.00	0.05	0.05	0.00	0.05	0.05	
LIBRARY	61337 - Rockridge Branch	5366 College Ave 1 FL	Librarian I	1.00	1.00								
LIBRARY	61337 - Rockridge Branch	5366 College Ave 1 FL	Librarian II	3.00	2.00	1.00							
LIBRARY	61337 - Rockridge Branch	5366 College Ave 1 FL	Librarian II, PPT	0.60	0.60								
LIBRARY	61337 - Rockridge Branch	5366 College Ave 1 FL	Librarian, Senior	1.00	1.00								
LIBRARY	61337 - Rockridge Branch	5366 College Ave 1 FL	Library Aide, PPT	0.60	0.60								
LIBRARY	61337 - Rockridge Branch	5366 College Ave 1 FL	Library Aide, PT	2.73	2.73	1.17							
LIBRARY	61337 - Rockridge Branch	5366 College Ave 1 FL	Library Assistant	2.00	2.00	1.00							
LIBRARY	61337 - Rockridge Branch	5366 College Ave 1 FL	Library Assistant, Senior	1.00	1.00								
LIBRARY	61337 - Rockridge Branch	5356 College Ave	Librarian I	10.93	10.93	3.17	0.80	0.13	0.13	0.00	0.12	0.12	
LIBRARY	61338 - Temescal Branch	5025 Telegraph Ave	Librarian I	1.00	1.00								
LIBRARY	61338 - Temescal Branch	5025 Telegraph Ave	Librarian II	1.00	1.00								
LIBRARY	61338 - Temescal Branch	5025 Telegraph Ave	Library Aide, PPT	0.60	0.60	0.60							
LIBRARY	61338 - Temescal Branch	5025 Telegraph Ave	Library Aide, PT	0.74	0.74								
LIBRARY	61338 - Temescal Branch	5025 Telegraph Ave	Library Assistant	1.00	1.00	1.00							
LIBRARY	61338 - Temescal Branch	5025 Telegraph Ave	Library Assistant, PT	0.20	0.20								
LIBRARY	61338 - Temescal Branch	5025 Telegraph Ave	Library Assistant, Senior	1.00	1.00								
LIBRARY	61338 - Temescal Branch	5025 Telegraph Ave	Library Asst, PPT	0.60	0.60								
LIBRARY	61335 - Temescal Branch	6025 Telegraph Ave	Librarian I	6.14	5.14	1.60	0.40	0.14	0.14	0.00	0.11	0.11	
LIBRARY	61339 - District I Administration (81st Ave Branch)	1021 81st Ave	Librarian I	1.00	1.00		1.00						Spanish
LIBRARY	61339 - District I Administration (81st Ave Branch)	1021 81st Ave	Librarian II	2.00	2.00	1.00	1.00						Spanish
LIBRARY	61339 - District I Administration (81st Ave Branch)	1021 81st Ave	Librarian, Senior	1.00	1.00		1.00						Spanish
LIBRARY	61339 - District I Administration (81st Ave Branch)	1021 81st Ave	Library Aide, PPT	0.60	0.60	0.60							
LIBRARY	61339 - District I Administration (81st Ave Branch)	1021 81st Ave	Library Aide, PT	2.00	2.00		0.67			0.60			Spanish / Cantonese / Mandarin
LIBRARY	61339 - District I Administration (81st Ave Branch)	1021 81st Ave	Library Assistant	1.00	1.00	1.00							
LIBRARY	61339 - District I Administration (81st Ave Branch)	1021 81st Ave	Library Assistant, Senior	1.00	1.00		1.00						Spanish
LIBRARY	61339 - District I Administration (81st Ave Branch)	1031 81st Ave	Library Asst, PPT	0.60	0.60								
LIBRARY	61339 - District I Administration (81st Ave Branch)	1021 81st Ave	Librarian I	9.20	9.20	3.50	4.67	2.88	(1.82)	0.50	0.13	(0.37)	
LIBRARY	61343 - Golden Gate Branch	5606 San Pablo Ave 1 FL	Librarian I	1.00	1.00		1.00						Spanish
LIBRARY	61343 - Golden Gate Branch	5608 San Pablo Ave 1 FL	Librarian II	1.00	1.00		1.00						Spanish
LIBRARY	61343 - Golden Gate Branch	5606 San Pablo Ave 1 FL	Library Aide, PPT	0.60	0.60								
LIBRARY	61343 - Golden Gate Branch	5606 San Pablo Ave 1 FL	Library Aide, PT	0.52	0.52		0.16						Spanish
LIBRARY	61343 - Golden Gate Branch	5606 San Pablo Ave 1 FL	Library Assistant	1.00	1.00								
LIBRARY	61343 - Golden Gate Branch	5608 San Pablo Ave	Librarian I	4.12	4.12	0.00	2.16	0.09	(2.11)	0.00	0.04	0.04	
LIBRARY	61344 - Lakeview Branch	550 El Embarcadero 1 FL	Librarian I	1.00	1.00	1.00							
LIBRARY	61344 - Lakeview Branch	550 El Embarcadero 1 FL	Librarian II	1.00	1.00								
LIBRARY	61344 - Lakeview Branch	550 El Embarcadero 1 FL	Library Aide, PT	1.40	1.40								
LIBRARY	61344 - Lakeview Branch	550 El Embarcadero 1 FL	Library Assistant	1.00	1.00								
LIBRARY	61344 - Lakeview Branch	550 El Embarcadero 1 FL	Library Assistant, PT	0.40	0.40								
LIBRARY	61344 - Lakeview Branch	550 El Embarcadero	Librarian I	4.80	4.50	1.00	0.00	0.17	0.17	0.00	0.53	0.53	CH

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCP Goal	SP PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
LIBRARY	61346 - Melrose Branch	4805 Foothill Blvd 1 FL	Librarian I	1.00	1.00	1.00							
LIBRARY	61346 - Melrose Branch	4805 Foothill Blvd 1 FL	Librarian II	1.00	1.00	1.00							
LIBRARY	61346 - Melrose Branch	4805 Foothill Blvd 1 FL	Library Aide, PPT	0.60	0.60		0.60						Spanish
LIBRARY	61346 - Melrose Branch	4805 Foothill Blvd 1 FL	Library Aide, PT	0.40	0.40		0.20						Spanish
LIBRARY	61346 - Melrose Branch	4805 Foothill Blvd 1 FL	Library Assistant	1.00	1.00								
LIBRARY	61346 - Melrose Branch	4805 Foothill Blvd	Librarian I	4.00	4.00	2.00	0.80	0.73	(0.07)	0.00	0.04	0.04	
LIBRARY	61347 - Piedmont Branch	160 41st St 1 FL	Librarian I	1.00	1.00								
LIBRARY	61347 - Piedmont Branch	160 41st St 1 FL	Librarian II	1.00	1.00								
LIBRARY	61347 - Piedmont Branch	160 41st St 1 FL	Library Aide, PPT	0.60	0.60								
LIBRARY	61347 - Piedmont Branch	160 41st St 1 FL	Library Aide, PT	1.28	1.25								
LIBRARY	61347 - Piedmont Branch	160 41st St 1 FL	Library Assistant	1.00	1.00								
LIBRARY	61347 - Piedmont Branch	160 41st St	Librarian I	4.48	4.45	0.00	0.00	0.06	0.05	0.00	0.34	0.05	
LIBRARY	61345 - West Oakland Branch	1801 Adeline St 1 FL	Librarian II	2.00	2.00	1.00							
LIBRARY	61345 - West Oakland Branch	1801 Adeline St 1 FL	Library Aide, PPT	0.60	0.60								
LIBRARY	61345 - West Oakland Branch	1801 Adeline St 1 FL	Library Aide, PT	0.40	0.40								
LIBRARY	61348 - West Oakland Branch	1501 Adeline St 1 FL	Library Assistant	1.00	1.00								
LIBRARY	61348 - West Oakland Branch	1801 Adeline St 1 FL	Library Assistant, PT	0.27	0.27								
LIBRARY	61348 - West Oakland Branch	1501 Adeline St	Librarian I	4.27	4.27	1.00	0.00	0.05	0.05	0.00	0.05	0.05	
LIBRARY	61511 - African-American Museum & Library	659 14th St 1 FL	Archivist	1.00	1.00	1.00							
LIBRARY	61511 - African-American Museum & Library	659 14th St 1 FL	Curator of History, Chief	1.00	1.00								
LIBRARY	61511 - African-American Museum & Library	659 14th St 1 FL	Librarian II	1.00	1.00	1.00							
LIBRARY	61511 - African-American Museum & Library	659 14th St 1 FL	Library Assistant, PT	0.40	0.40								
LIBRARY	61511 - African-American Museum & Library	659 14th St 1 FL	Museum Project Coordinator	1.00	1.00								
LIBRARY	61511 - African-American Museum & Library	659 14th St	Librarian I	4.48	4.40	2.00	0.00	0.05	0.05	0.00	0.48	0.48	
LIBRARY	Branch Library Local Services	Various		88.74	84.74	20.17	16.88			1.00			
LIBRARY	61341 - Asian Branch	385 9th St Ste 190	Librarian I	1.00	1.00					1.00			Mandarin
LIBRARY	61341 - Asian Branch	388 9th St Ste 190	Librarian I, PT	0.20	0.20					0.20			Cantonese / Mandarin / Vietnamese
LIBRARY	61341 - Asian Branch	385 9th St Ste 190	Librarian II	2.00	2.00					2.00			Cantonese / Mandarin
LIBRARY	61341 - Asian Branch	386 9th St Ste 190	Librarian II, PT	0.20	0.20					0.30			Cantonese / Mandarin
LIBRARY	61341 - Asian Branch	358 9th St Ste 190	Librarian, Senior	1.00	1.00					1.00			Cantonese
LIBRARY	61341 - Asian Branch	358 9th St Ste 190	Library Aide, PT	2.95	2.95					2.95			Cantonese / Mandarin / Vietnamese
LIBRARY	61341 - Asian Branch	358 9th St Ste 190	Library Assistant	1.00	1.00					1.00			Cantonese
LIBRARY	61341 - Asian Branch	385 9th St Ste 190	Library Assistant, PT	1.40	1.40					1.11			Cantonese / Mandarin / Cambodian
LIBRARY	61341 - Asian Branch	355 9th St Ste 190	Library Assistant, Senior	1.00	1.00					1.00			Cantonese
LIBRARY	61341 - Asian Branch	385 9th St	Librarian I	10.75	10.75	0.00	0.00	0.13	0.13	10.45	2.40	(7.66)	
LIBRARY	Asian Branch	385 9th St	Librarian I	10.75	10.75	0.00	0.00	0.13	0.13	10.45	2.40	(7.66)	
LIBRARY	61345 - Latin American Branch	3301 E. 12th St Ste 271	Librarian II	2.00	2.00								
LIBRARY	61345 - Latin American Branch	3301 E. 12th St Ste 271	Librarian, Senior	1.00	1.00		1.00						Spanish
LIBRARY	61345 - Latin American Branch	3301 E. 12th St Ste 271	Library Aide, PT	1.69	1.59		1.69						Spanish
LIBRARY	61345 - Latin American Branch	3301 E. 12th St Ste 271	Library Assistant	1.00	1.00		1.00						Spanish
LIBRARY	61345 - Latin American Branch	3301 E. 12th St Ste 271	Library Assistant, PT	0.50	0.50		0.50						Spanish
LIBRARY	61345 - Latin American Branch	3301 E. 12th St Ste 271	Library Asst, PPT	0.50	0.50	0.50							
LIBRARY	61345 - Latin American Branch	3301 E. 12th St	Librarian I	6.65	6.69	0.50	4.19	0.34	(3.95)	0.00	0.21	0.21	
LIBRARY	Latin American Branch	3301 E. 12th St	Librarian I	6.65	6.69	0.50	4.19	0.34	(3.95)	0.00	0.21	0.21	
LIBRARY	OAKLAND PUBLIC LIBRARY			216.92	179.19	36.10	32.89			168.74			
MAYOR	01111 - Mayor - Administration Unit	1 FOP 3 FL	Exempt Limited Duration Employee	3.00	3.00								
MAYOR	01111 - Mayor - Administration Unit	1 FOP 3 FL	Mayor	1.00	0.00								
MAYOR	01111 - Mayor - Administration Unit	1 FOP 3 FL	Mayor's PSE 14	1.00	1.00								Tagalog
MAYOR	01111 - Mayor - Administration Unit	1 FOP 3 FL	Public Service Employee S1	1.00	1.00								
MAYOR	01111 - Mayor - Administration Unit	1 FOP 3 FL	Special Assistant to the Mayor	3.00	3.00		1.00						Spanish
MAYOR	01111 - Mayor - Administration Unit	1 FOP 3 FL	Temp Contract Svcs Employee, PT	0.50	0.50								
MAYOR	01111 - Mayor - Administration Unit	1 FOP	Mayor's PSE 14	9.50	9.50	0.00	1.00	0.97	(0.03)	0.00	0.48	0.45	
MAYOR	Mayor's Administration Unit	1 FOP	Mayor's PSE 14	9.50	9.50	0.00	1.00	0.97	(0.03)	0.00	0.48	0.48	
CITY ADMIN	02111 - City Manager Administration Unit	1 FOP 1 FL	Mayor's PSE 14	3.00	3.00		1.00			1.00			
MAYOR	02111 - Oaklanders Assistance Center	1 FOP	Mayor's PSE 14	5.00	3.00	0.00	1.00	0.34	(0.66)	1.00	0.17	(0.83)	
MAYOR	Oaklanders Assistance Center	1 FOP	Mayor's PSE 14	5.00	3.00	0.00	1.00	0.34	(0.66)	1.00	0.17	(0.83)	
MAYOR	OFFICE OF THE MAYOR			12.63	11.90	0.00	2.00	1.91	(0.89)	1.00	0.13	(0.36)	
PARKS & REC	501110 - Directors Unit	250 FOP 3330	Director of Recreation Services	1.00	0.00								
PARKS & REC	501110 - Directors Unit	250 FOP 3330	Executive Assistant	1.00	1.00								
PARKS & REC	501110 - Directors Unit	250 FOP 3330	Recreation Leader I, PT	0.45	0.00								
PARKS & REC	501110 - Directors Unit	250 FOP 3330	Recreation Leader II, PT	0.45	0.00								
PARKS & REC	501110 - Directors Unit	350 FOP 3330	Recreation Specialist II, PT	0.45	0.00								
PARKS & REC	501110 - Directors Unit	250 FOP 3330	Recreation Leader I, PT	0.45	0.00								
PARKS & REC	501110 - Directors Unit	250 FOP 3330	Temp Contract Svcs Employee, PT	0.12	0.00								
PARKS & REC	501110 - Directors Unit	250 FOP 3330	Management Intern	3.94	1.00	0.00	0.00	0.11	0.11	0.00	0.05	0.06	
PARKS & REC	501120 - OPR Administrative Services	350 FOP 3330	Management Intern	1.00	0.00								

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	BP PCP	SP PCP	CM PCP	CH PCP	CH PCP	Language
								Goal	Need		Goal	Need	
PARKS & REC	501120 - OPR Administrative Services	250 FOP 1330	Administrative Assistant I	1.00	1.00								
PARKS & REC	501120 - OPR Administrative Services	250 FOP 1330	Assistant to the Director	1.00	0.00								
PARKS & REC	501120 - OPR Administrative Services	250 FOP 1330	Administrative Services Manager II	1.00	1.00	0.00	0.00	0.11	0.11	0.00	0.05	0.05	Spanish
PARKS & REC	501210 - Budget and Fiscal	250 FOP 3330	Temp Contract Svcs Employee, PT	0.48	0.00								
PARKS & REC	501310 - Budget and Fiscal	250 FOP 1130	Administrative Services Manager II	1.00	1.00		1.00						Tagalog
PARKS & REC	501210 - Budget and Fiscal	250 FOP 3310	Account Clerk III	1.48	1.00	0.00	1.00	0.11	(0.59)	0.00	0.06	0.05	Tagalog
PARKS & REC	501220 - Accounting Unit	250 FOP 3310	Account Clerk III	1.00	0.00								Tagalog
PARKS & REC	501220 - Accounting Unit	250 FOP 3330	Account Clerk II	1.00	0.00								Tagalog
PARKS & REC	501220 - Accounting Unit	250 FOP 3330	Accountant III	1.00	0.00								
PARKS & REC	501220 - Accounting Unit	250 FOP 1310	Payroll Personnel Clerk III	3.00	0.00								
PARKS & REC	501230 - OPR Personnel Unit	250 FOP 3330	Payroll Personnel Clerk III	1.00	0.00								
PARKS & REC	501230 - OPR Personnel Unit	250 FOP 3330	Payroll Personnel Clerk II	1.00	0.00								
PARKS & REC	501230 - OPR Personnel Unit	250 FOP 1310	Payroll Personnel Clerk III	2.00	0.00								
PARKS & REC	502230 - Area 1 Rec Center Supervision	Field	Recreation Leader II, PPT	0.75	0.75	0.75							
PARKS & REC	502230 - Area 1 Rec Center Supervision	Field	Recreation Leader II, PPT	0.75	0.75	0.75	0.00	0.09	0.09	0.00	0.00	0.04	
PARKS & REC	OPR Administration	Various	Facility Security Assistant, PPT	14.11	0.75	0.75	1.00	0.88	(0.87)	0.00	0.21	0.21	
PARKS & REC	501240 - Central Reservations	250 FOP 3330	Facility Security Assistant, PPT	0.75	0.75	0.75							Chinese
PARKS & REC	501110 - Directors Unit	250 FOP 1330	Facility Security Assistant, PT	0.69	0.69					0.21			
PARKS & REC	501240 - Central Reservations	250 FOP 3330	Office Manager	1.00	1.00								
PARKS & REC	501240 - Central Reservations	250 FOP 3330	Public Service Rep. PPT	1.00	1.00								Spanish
PARKS & REC	501240 - Central Reservations	250 FOP 3330	Public Service Representative	3.00	3.00		1.00						Spanish / Hindi / Urdu
PARKS & REC	501240 - Central Reservations	250 FOP 3330	Recreation Attendant I, PT	7.72	7.72		0.14						
PARKS & REC	501340 - Central Reservations	250 FOP 3330	Recreation Specialist I, PT	0.34	0.34								
PARKS & REC	501240 - Central Reservations	250 FOP 3130	Recreation Specialist I, PT	14.40	14.40	0.75	1.14	1.54	0.50	0.21	0.21	0.60	SP 4 CH
PARKS & REC	501250 - Special Programs	7701 Krause Ave	Recreation Aide, PT	0.37	0.27								
PARKS & REC	501250 - Special Programs	7701 Krause Ave	Recreation Leader I, PT	0.78	0.78		0.44						Spanish
PARKS & REC	501250 - Special Programs	7701 Krause Ave	Recreation Leader II, PT	0.03	0.03								
PARKS & REC	501250 - Special Programs	7701 Krause Ave	Recreation Specialist II, PT	0.48	0.48								
PARKS & REC	501250 - Special Programs	7701 Krause Ave	Recreation Supervisor	1.00	1.00								
PARKS & REC	501250 - Special Programs	7701 Krause Ave	Temp Rec Spec II, Sr, PT	0.47	0.47								
PARKS & REC	501250 - Special Programs	7701 Krause Ave	Temp Rec Spec II, Sr, PT	3.02	1.02	0.00	0.44	0.14	0.10	0.00	0.17	0.17	
PARKS & REC	501270 - Dunsmuir Hellman Estate	2960 Perafa Oaks Ct	Park Attendant, PT	0.93	0.93		0.47						Spanish
PARKS & REC	501270 - Dunsmuir Hellman Estate	2960 Perafa Oaks Ct	Recreation Attendant I, PT	0.79	0.79								
PARKS & REC	501270 - Dunsmuir Hellman Estate	2960 Perafa Oaks Ct	Recreation Center Director	1.00	1.00								Yamba / Hausa / Igbo
PARKS & REC	501270 - Dunsmuir Hellman Estate	2960 Perafa Oaks Ct	Recreation Leader I, PT	0.55	0.55					0.46			Cantonese
PARKS & REC	501270 - Dunsmuir Hellman Estate	2960 Perafa Oaks Ct	Recreation Program Director	1.00	1.00	1.00							
PARKS & REC	501270 - Dunsmuir Hellman Estate	2960 Perafa Oaks Ct	Recreation Specialist II, PPT	1.00	1.00	1.00							
PARKS & REC	501270 - Dunsmuir Hellman Estate	2960 Perafa Oaks Ct	Recreation Supervisor	1.00	1.00								
PARKS & REC	501270 - Dunsmuir Hellman Historic Estate	2960 Perafa Oaks Ct	Recreation Supervisor	5.58	1.66	2.00	0.87	0.76	0.25	0.48	0.37	(0.09)	
PARKS & REC	502260 - Rotary Nature Center	666 Bellevue Ave	Naturalist, Supervising	1.00	1.00								
PARKS & REC	502260 - Rotary Nature Center	666 Bellevue Ave	Recreation Aide, PT	0.30	0.20								
PARKS & REC	502260 - Rotary Nature Center	666 Bellevue Ave	Recreation Leader I, PT	3.39	2.29		0.10			0.49			Spanish / Cantonese / Mien
PARKS & REC	502360 - Rotary Nature Center	666 Bellevue Ave	Recreation Leader II, PPT	0.75	0.75								
PARKS & REC	502360 - Rotary Nature Center	666 Bellevue Ave	Recreation Leader II, PT	0.84	0.54								
PARKS & REC	502360 - Rotary Nature Center	666 Bellevue Ave	Recreation Specialist I, PT	0.10	0.10								
PARKS & REC	502260 - Rotary Nature Center	666 Bellevue Ave	Recreation Specialist II, PT	0.11	0.13								
PARKS & REC	502260 - Rotary Nature Center	666 Bellevue Ave	Temporary Recreation Leader I, PT	0.10	0.10					0.10			Cantonese
PARKS & REC	502360 - Rotary Nature Center	666 Bellevue Ave	Temporary Recreation Leader I, PT	6.41	6.41	0.00	0.10	0.52	0.52	0.69	0.88	(0.28)	SP
PARKS & REC	502320 - Tennis	195 Oak Road	Recreation Aide, PT	0.51	0.51						0.51		Cantonese / Mandarin
PARKS & REC	502320 - Tennis	195 Oak Road	Recreation Leader I, PT	0.06	0.96					0.15			Cantonese
PARKS & REC	502320 - Tennis	195 Oak Road	Recreation Leader II, PT	0.38	0.26		0.28						Spanish
PARKS & REC	502320 - Tennis	195 Oak Road	Recreation Program Director	1.00	1.00								
PARKS & REC	502320 - Tennis	195 Oak Road	Temp Contract Svcs Employee, PT	0.14	0.14								Filipino
PARKS & REC	502320 - Tennis / Drive	195 Oak Road	Temp Contract Svcs Employee, PT	2.89	2.89	0.00	0.28	0.33	0.09	0.88	0.16	(0.82)	
PARKS & REC	502330 - City-Wide Sports	666 Bellevue Ave	Recreation Aide, PT	1.54	1.54		0.43						Spanish
PARKS & REC	502330 - City-Wide Sports	350 FOP 3330	Recreation Attendant I, PT	0.65	0.65								
PARKS & REC	502330 - City-Wide Sports	666 Bellevue Ave	Recreation Leader I, PT	5.39	5.39		0.15						Spanish
PARKS & REC	502330 - City-Wide Sports	666 Bellevue Ave	Recreation Leader II, PPT	0.75	0.75								
PARKS & REC	502330 - City-Wide Sports	666 Bellevue Ave	Recreation Leader II, PT	2.54	2.84								
PARKS & REC	502330 - City-Wide Sports	666 Bellevue Ave	Recreation Specialist I, PT	0.09	0.09								
PARKS & REC	502330 - City-Wide Sports	666 Bellevue Ave	Recreation Specialist II, PT	0.23	0.23								
PARKS & REC	502330 - City-Wide Sports	666 Bellevue Ave	Sports Official, PT	6.80	6.50		0.19						Spanish
PARKS & REC	502330 - City-Wide Sports	666 Bellevue Ave	Sports Program Coordinator	1.00	1.00								
PARKS & REC	502330 - City-Wide Sports	666 Bellevue Ave	Temp Rec Aide, PT	0.01	0.01								
PARKS & REC	502330 - City-Wide Sports	666 Bellevue Ave	Temporary Recreation Leader II, PT	0.35	0.25								
PARKS & REC	501330 - City-Wide Sports	666 Bellevue Ave	Temporary Recreation Leader II, PT	19.85	19.85	0.00	0.97	2.23	1.26	0.00	1.10	1.10	SP 4 CH

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCP Goal	SP PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
PARKS & REC	502331 - Girls Sports	Field	Recreation Aide, PT	0.08	0.08								
PARKS & REC	502331 - Girls Sports	Field	Recreation Leader I, PT	0.07	0.07								
PARKS & REC	502331 - Girls Sports	Field	Recreation Leader II, PPT	0.75	0.75								
PARKS & REC	502331 - Girls Sports	Field	Recreation Leader II, PT	0.38	0.38								
PARKS & REC	502331 - Girls Sports	Field	Recreation Program Director	0.50	0.50	0.50							
PARKS & REC	502331 - Girls Sports	Field	Recreation Specialist II, PPT	1.75	1.76	0.50	0.00	0.20	0.20	0.00	0.10	0.30	
PARKS & REC	502340 - Youth & Adult Sports	Field	Recreation Aide, PT	0.18	0.18								
PARKS & REC	502340 - Youth & Adult Sports	Field	Recreation Leader I, PT	1.67	1.67								
PARKS & REC	502340 - Youth & Adult Sports	Field	Recreation Specialist II, PPT	0.75	0.75	0.75							
PARKS & REC	502340 - Youth & Adult Sports	Field	Recreation Specialist II, PT	0.11	0.11								
PARKS & REC	502340 - Youth & Adult Sports	Field	Sports Official, PT	1.25	1.25		0.11			0.05			Spanish / Cantonese
PARKS & REC	502340 - Youth & Adult Sports	Field	Sports Program Coordinator	1.00	1.00								
PARKS & REC	502340 - Youth & Adult Sports	Field	Recreation Specialist II, PPT	4.97	4.97	0.75	0.13	0.67	0.46	0.05	0.26	0.08	
PARKS & REC	502350 - Boating	568 Bellevue Ave	Recreation Aide, PT	0.50	0.50								
PARKS & REC	502350 - Boating	568 Bellevue Ave	Recreation Attendant I, PT	3.66	3.66		0.40						Spanish
PARKS & REC	502350 - Boating	568 Bellevue Ave	Recreation Attendant II, PPT	1.00	1.00	1.00							
PARKS & REC	502350 - Boating	568 Bellevue Ave	Recreation Leader I, PT	1.37	1.37								
PARKS & REC	502350 - Boating	568 Bellevue Ave	Recreation Leader II, PPT	2.25	3.25	0.75							
PARKS & REC	502350 - Boating	568 Bellevue Ave	Recreation Specialist I, PT	0.89	0.59								
PARKS & REC	502350 - Boating	568 Bellevue Ave	Recreation Specialist II, PT	0.40	0.40								
PARKS & REC	502350 - Boating	568 Bellevue Ave	Recreation Supervisor	1.00	1.00		1.00						Spanish
PARKS & REC	502350 - Boating	568 Bellevue Ave	Recreation Specialist II, PPT	10.07	30.07	3.75	3.40	3.16	(0.08)	0.00	0.57	0.57	CH
PARKS & REC	502370 - Area One Special Sports Programs	11450 Golf Links Rd	Recreation Aide, PT	0.19	0.19		0.19						Spanish
PARKS & REC	503370 - Area One Special Sports Programs	11450 Golf Links Rd	Recreation Specialist II, PPT	0.75	0.75								
PARKS & REC	503370 - Area One Special Sports Programs	11450 Golf Links Rd	Recreation Specialist II, PT	0.44	0.44								
PARKS & REC	502370 - Area One Special Sports Programs	11450 Golf Links Rd	Recreation Specialist II, PPT	1.28	3.35	0.00	0.19	0.38	(0.03)	0.00	0.08	0.08	
PARKS & REC	502380 - Community Gardens	656 Bellevue Ave	Recreation Specialist II, PPT	1.00	1.00								
PARKS & REC	502350 - Community Gardens	656 Bellevue Ave	Recreation Specialist II, PPT	1.00	3.00	0.00	0.20	0.31	0.31	0.00	0.08	0.05	
PARKS & REC	503260 - Feather River Camp	656 Bellevue Ave	Temp Contract Svcs Employee, PT	1.00	0.00								
PARKS & REC	503250 - Feather River Camp	656 Bellevue Ave	Recreation Specialist II, PPT	1.10	1.10								
PARKS & REC	504320 - Malonga Casquelourd Center	1428 Alice St	Recreation Center Director	1.00	1.00								
PARKS & REC	504320 - Malonga Casquelourd Center	1428 Alice St	Recreation Leader I, PT	1.65	1.65		0.45						Spanish
PARKS & REC	504320 - Malonga Casquelourd Center	1428 Alice St	Recreation Leader II, PPT	0.75	0.75								
PARKS & REC	504320 - Malonga Casquelourd Center	1428 Alice St	Recreation Leader II, PT	0.26	0.26								
PARKS & REC	504320 - Malonga Casquelourd Center	1436 Alice St	Recreation Specialist I, PPT	0.75	0.75								
PARKS & REC	504320 - Malonga Casquelourd Center	1428 Alice St	Recreation Specialist I, PT	0.65	0.65								
PARKS & REC	504320 - Malonga Casquelourd Center	1428 Alice St	Stagehand, PT	0.47	0.47								
PARKS & REC	504320 - Malonga Casquelourd Center for th	1428 Alice St	Recreation Specialist II, PPT	5.72	5.72	0.00	0.45	0.65	0.20	0.00	0.32	0.32	
PARKS & REC	504330 - Studio One	365 45th St	Recreation Aide, PT	2.62	2.62		0.14			0.47			Spanish / Cantonese
PARKS & REC	504330 - Studio One	365 45th St	Recreation Attendant I, PT	0.47	0.47								
PARKS & REC	504330 - Studio One	365 45th St	Recreation Leader I, PT	6.29	6.39		0.05						Spanish / Vietnamese
PARKS & REC	504330 - Studio One	365 45th St	Recreation Leader II, PPT	0.75	0.75								
PARKS & REC	504330 - Studio One	365 45th St	Recreation Leader II, PT	0.70	0.70					0.24			Cantonese / Vietnamese
PARKS & REC	504330 - Studio One	365 45th St	Recreation Specialist I, PT	3.30	3.30								
PARKS & REC	504330 - Studio One	365 45th St	Recreation Specialist II, PT	2.25	3.25		0.26						Spanish / Farsi / Hindu / Norse
PARKS & REC	504330 - Studio One	365 45th St	Student Trainee, PT	0.46	0.46								
PARKS & REC	504330 - Studio One Art Center	365 45th St	Recreation Specialist II, PPT	15.54	15.84	0.00	0.47	1.33	1.45	0.71	0.95	0.24	SP
PARKS & REC	504410 - City-Wide Programs Unit	Field	Recreation Aide, PT	0.22	0.22								Vietnamese
PARKS & REC	504410 - City-Wide Programs Unit	Field	Recreation Leader I, PT	1.50	1.50								ASL / German
PARKS & REC	504410 - City-Wide Programs Unit	Field	Recreation Leader II, PPT	0.75	0.75								
PARKS & REC	504410 - City-Wide Programs Unit	Field	Recreation Leader II, PT	0.49	0.49								
PARKS & REC	504410 - City-Wide Programs Unit	Field	Recreation Program Director	1.00	1.00	1.00							
PARKS & REC	504410 - City-Wide Programs Unit	Field	Recreation Specialist I, PT	1.52	1.52								
PARKS & REC	504410 - City-Wide Programs Unit	Field	Recreation Specialist II, PPT	0.46	0.46								Japanese
PARKS & REC	504410 - City-Wide Programs Unit	Field	Recreation Supervisor	1.00	1.00								
PARKS & REC	504410 - City-Wide Programs Unit	Field	Temp Contract Svcs Employee, PT	1.32	1.32		0.60						Spanish
PARKS & REC	504410 - City-Wide Programs Unit	Field	Recreation Specialist II, PPT	5.26	6.26	1.00	0.60	0.34	0.34	0.00	0.47	0.47	
PARKS & REC	505510 - Radical Roving Recreation	Field	Recreation Specialist II, PPT	0.00	0.00								
PARKS & REC	505510 - Radical Roving Recreation	Field	Recreation Specialist II, PPT	0.00	0.00								
PARKS & REC	509234 - Discovery	2521 High St	Program Analyst II	1.00	1.00		1.00						Spanish
PARKS & REC	509234 - Discovery	2521 High St	Recreation Leader II, PPT	0.75	0.75								
PARKS & REC	509234 - Discovery	2521 High St	Recreation Specialist II, PPT	0.75	0.75								
PARKS & REC	509234 - Discovery	2521 High St	Student Trainee, PT	0.48	0.48								
PARKS & REC	509234 - Discovery Center(s)	2521 High St	Recreation Specialist II, PPT	2.98	2.86	0.00	1.08	0.34	(0.66)	0.00	0.17	0.17	
PARKS & REC	509290 - Ball Fields Maintenance	Field	Gardener Crew Leader	1.00	0.00								
PARKS & REC	509290 - Ball Fields Maintenance	Field	Park Attendant, PPT	4.00	0.00								

PUBLIC CONTACT POSITIONS STAFFING REPORT FY 11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	BP PCP	GP PCP	OH PCP	CH PCP	CH PCP	Language
								Goal	Need		Goal	Need	
PARKS & REC	509290 - Ball Fields Maintenance	Field	Park Attendant, PT	3.96	0.00								Spanish
PARKS & REC	509290 - Ball Fields Maintenance	Field		6.33	0.00								
PARKS & REC	509330 - At-Risk Youth	Field	Recreation Aide, PT	0.30	0.30								
PARKS & REC	509330 - At-Risk Youth	Field	Recreation Leader I, PT	0.01	0.01								
PARKS & REC	509330 - At-Risk Youth	Field	Recreation Leader II, PPT	0.75	0.75	0.75							
PARKS & REC	509330 - At-Risk Youth	Field	Recreation Specialist I, PT	0.66	0.66		0.19						Spanish
PARKS & REC	509330 - At-Risk Youth	Field	Recreation Supervisor	1.00	1.00	1.00							
PARKS & REC	509330 - At-Risk Youth	Field		2.73	3.72								
PARKS & REC	City Wide Programs	Various		117.62	107.66	8.30	7.82	12.20	4.44	2.78	6.06	3.35	SP & CH
PARKS & REC	502231 - Bushrod Recreation Center	560 59th St	Recreation Aide, PT	0.39	0.39								
PARKS & REC	502231 - Bushrod Recreation Center	560 59th St	Recreation Center Director	1.00	1.00								
PARKS & REC	502231 - Bushrod Recreation Center	560 59th St	Recreation Leader I, PT	2.35	2.35		0.47						Spanish
PARKS & REC	502231 - Bushrod Recreation Center	560 59th St	Recreation Leader II, PPT	0.75	0.75								
PARKS & REC	502231 - Bushrod Recreation Center	560 59th St	Recreation Leader II, PT	0.45	0.45								
PARKS & REC	502231 - Bushrod Recreation Center	560 59th St		4.94	4.94	0.00	0.47	0.17	0.38	0.00	0.04	0.38	
PARKS & REC	502232 - DeFemery Recreation Center	1651 Adeline St	Recreation Center Director	1.00	1.00								
PARKS & REC	502232 - DeFemery Recreation Center	1651 Adeline St	Recreation Leader I, PT	1.86	1.86								
PARKS & REC	502232 - DeFemery Recreation Center	1651 Adeline St	Recreation Leader II, PPT	0.75	0.75								
PARKS & REC	502232 - DeFemery Recreation Center	1651 Adeline St	Recreation Leader II, PT	0.11	0.11								
PARKS & REC	502332 - DeFemery Recreation Center	1651 Adeline St		3.72	3.72	0.00	0.00	0.04	0.04	0.00	0.03	0.03	
PARKS & REC	502233 - Golden Gate Recreation Center	1075 62nd St	Recreation Aide, PT	0.40	0.40		0.40						Spanish
PARKS & REC	502233 - Golden Gate Recreation Center	1075 62nd St	Recreation Aide, PT	0.47	0.47								
PARKS & REC	502233 - Golden Gate Recreation Center	1075 62nd St	Recreation Leader I, PT	1.31	1.31		0.42						Spanish
PARKS & REC	502233 - Golden Gate Recreation Center	1075 62nd St	Recreation Program Director	1.00	1.00								
PARKS & REC	502233 - Golden Gate Recreation Center	1075 62nd St	Recreation Specialist I, PT	0.00	0.00								
PARKS & REC	502233 - Golden Gate Recreation Center	1075 62nd St	Student Trainee, PT	0.26	0.26								
PARKS & REC	502233 - Golden Gate Recreation Center	1075 62nd St		3.45	3.48	0.00	0.32	0.12	0.70	0.00	0.02	0.03	
PARKS & REC	502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Aide, PT	0.94	0.94								
PARKS & REC	502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Leader I, PT	4.69	4.69		0.10						Spanish / Vietnamese
PARKS & REC	502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Leader II, PPT	0.75	0.75								
PARKS & REC	502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Leader II, PT	1.03	1.03								
PARKS & REC	502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Specialist I, PT	0.14	0.14								
PARKS & REC	502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Specialist II, PPT	1.00	1.00	1.00							
PARKS & REC	502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Specialist II, PT	0.12	0.12								
PARKS & REC	502235 - Montclair Recreation Center	6300 Moraga Ave	Recreation Supervisor	1.00	1.00								
PARKS & REC	502235 - Montclair Recreation Center	6300 Moraga Ave	Temp Contract Svcs Employee, PT	0.31	0.31								
PARKS & REC	502235 - Montclair Recreation Center	6300 Moraga Ave		8.98	9.95	1.00	0.19	0.12	0.07	0.60	0.07	0.07	
PARKS & REC	502236 - Mosswood Recreation Center	3612 Webster St	Recreation Center Director	0.50	0.50			0.50					Spanish
PARKS & REC	502236 - Mosswood Recreation Center	3612 Webster St	Recreation Leader I, PT	1.76	1.76		0.24						Spanish / ASL / Cambodian / Fien
PARKS & REC	502236 - Mosswood Recreation Center	3612 Webster St	Recreation Leader II, PPT	0.13	0.13								ASL
PARKS & REC	502236 - Mosswood Recreation Center	3612 Webster St	Student Trainee, PT	0.08	0.08								
PARKS & REC	502236 - Mosswood Recreation Center	3612 Webster St		2.48	2.48	0.00	0.74	0.09	0.65	0.38	0.07	0.07	
PARKS & REC	502237 - (Willie Keyes) Poplar Recreation Center	3131 Union St	Recreation Leader I, PT	0.85	0.55								
PARKS & REC	502237 - (Willie Keyes) Poplar Recreation Center	3131 Union St	Recreation Leader II, PPT	0.75	0.75								ASL
PARKS & REC	502237 - (Willie Keyes) Poplar Recreation Center	3131 Union St	Recreation Leader II, PT	0.43	0.43								
PARKS & REC	502230 - Area 1 Rec Center Supervision	Field	Recreation Supervisor	1.00	1.00		1.00						Spanish
PARKS & REC	502237 - (Willie Keyes) Poplar Recreation Center	3131 Union St		3.03	3.03	0.00	1.00	0.04	0.96	0.00	0.03	0.02	
PARKS & REC	502333 - East Oakland Sports Center	9161 Edes Ave	Facility Security Assistant, FT	1.00	0.00								
PARKS & REC	502333 - East Oakland Sports Center	9161 Edes Ave	Life Guard, PT	2.47	2.47		0.03			0.52			Spanish / Chinese
PARKS & REC	502332 - East Oakland Sports Center	9161 Edes Ave	Pool Manager, PT	0.16	0.16								
PARKS & REC	502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Attendant I, PT	3.37	2.37		1.07						Spanish
PARKS & REC	502332 - East Oakland Sports Center	9161 Edes Ave	Recreation General Supervisor	1.00	1.00	1.00							
PARKS & REC	502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Leader I, PT	1.15	1.15								
PARKS & REC	503332 - East Oakland Sports Center	9161 Edes Ave	Recreation Program Director	3.00	3.00	3.00							
PARKS & REC	502310 - Aquatics Supervision	9161 Edes Ave	Recreation Specialist II, PPT	1.75	1.75		1.00						Spanish
PARKS & REC	502332 - East Oakland Sports Center	9161 Edes Ave	Recreation Specialist II, PT	0.09	0.09								
PARKS & REC	502310 - Aquatics Supervision	565 Bellevue Ave	Recreation Supervisor	1.00	1.00								
PARKS & REC	502315 - Fremont Aquatics	565 Bellevue Ave	Water Safety Instructor, PT	0.50	0.50		0.44			0.07			Spanish / Cantonese
PARKS & REC	502333 - East Oakland Sports Center	9161 Edes Ave		34.45	15.45	4.00	3.55	1.54	0.95	0.58	0.75	0.10	
PARKS & REC	503231 - Allendale Recreation Center	3711 Suter St	Recreation Aide, PT	1.27	1.27								
PARKS & REC	503231 - Allendale Recreation Center	3711 Suter St	Recreation Leader I, PT	1.62	1.62		0.45						Spanish
PARKS & REC	503231 - Allendale Recreation Center	3711 Suter St	Recreation Leader II, PT	0.26	0.26								
PARKS & REC	503231 - Allendale Recreation Center	3711 Suter St	Recreation Program Director	1.00	1.00		0.50						Spanish
PARKS & REC	503231 - Allendale Recreation Center	3711 Suter St		4.18	4.15	0.00	0.58	0.31	0.55	0.00	0.38	0.38	
PARKS & REC	503232 - Dimond Recreation Center	3560 Hanly Rd	Recreation Aide, PT	1.33	1.33		0.30			0.15			Spanish / Cantonese
PARKS & REC	503232 - Dimond Recreation Center	3560 Hanly Rd	Recreation Leader I, PT	3.31	3.31		0.49						Spanish

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCP Goal	SP PCP Need	CH PCP	CK PCP Goal	CH PCP Need	Language
PARKS & REC	503233 - Diamond Recreation Center	3580 Hanly Rd	Recreation Leader II, PPT	0.75	0.75								
PARKS & REC	503233 - Diamond Recreation Center	3580 Hanly Rd	Recreation Specialist I, PPT	0.75	0.75								
PARKS & REC	503232 - Diamond Recreation Center	3860 Hanly Rd	Recreation Specialist I, PT	0.27	0.27								Tagalog
PARKS & REC	503232 - Diamond Recreation Center	3860 Hanly Rd	Recreation Supervisor	1.00	1.00								ASL
PARKS & REC	503232 - Diamond Recreation Center	3580 Hanly Rd	Recreation Aide, PT	7.41	4.14	0.00	0.79	0.09	(0.70)	0.18	0.31	0.08	
PARKS & REC	503233 - Franklin Recreation Center	1010 E. 15th St	Recreation Aide, PT	0.86	0.86								Cantonese
PARKS & REC	503233 - Franklin Recreation Center	1010 E. 15th St	Recreation Leader I, PT	1.90	1.90		0.46			0.26			Spanish / Cantonese / Mein
PARKS & REC	503233 - Franklin Recreation Center	1010 E. 15th St	Recreation Program Director	1.00	1.00								Cambodian
PARKS & REC	503233 - Franklin Recreation Center	1010 E. 15th St	Recreation Aide, PT	3.78	3.78	0.00	0.46	0.28	(0.18)	0.73	0.39	(0.34)	
PARKS & REC	503236 - Redwood Heights Recreation Center	3853 Aliso Ave	Facility Security Assistant	1.00	1.00		1.00						Spanish
PARKS & REC	503236 - Redwood Heights Recreation Center	3853 Aliso Ave	Recreation Aide, PT	0.75	0.75								
PARKS & REC	503236 - Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Center Director	1.00	1.00								
PARKS & REC	503236 - Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader I, PT	3.78	3.78								
PARKS & REC	503236 - Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader II, PPT	0.75	0.75		0.75						Spanish
PARKS & REC	503236 - Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Leader II, PT	1.39	1.39								
PARKS & REC	503236 - Redwood Heights Recreation Center	3883 Aliso Ave	Recreation Specialist I, PT	0.50	0.50								
PARKS & REC	503236 - Redwood Heights Recreation Center	3853 Aliso Ave	Recreation Specialist II, PT	0.19	0.19								
PARKS & REC	503236 - Redwood Heights Recreation Center	3553 Aliso Ave	Temp Contact Svcs Employee, PT	0.78	0.78								
PARKS & REC	503236 - Redwood Heights Recreation Center	3853 Aliso Ave	Recreation Leader I, PT	10.14	10.14	0.00	1.75	0.35	(1.39)	0.00	0.54	0.54	CH
PARKS & REC	509231 - Arroyo Recreation Center	7701 Krause Ave	Recreation Leader I, PT	1.75	1.75								
PARKS & REC	509231 - Arroyo Recreation Center	7701 Krause Ave	Recreation Leader II, PPT	1.50	1.50	0.75							
PARKS & REC	509231 - Arroyo Recreation Center	7701 Krause Ave	Recreation Supervisor	1.00	1.00		1.00						Spanish
PARKS & REC	509331 - Arroyo Recreation Center	7701 Krause Ave	Recreation Specialist I, PT	4.28	4.28	0.75	1.00	0.49	(0.51)	0.00	0.03	0.03	
PARKS & REC	509233 - Brookdale Recreation Center	2535 High St	Recreation Leader I, PT	0.69	0.69								
PARKS & REC	509232 - Brookdale Recreation Center	2838 High St	Recreation Aide, PT	0.59	0.59	0.00	0.00	0.13	0.13	0.00	0.03	0.02	
PARKS & REC	509233 - Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Aide, PT	1.15	1.15		0.27						Spanish
PARKS & REC	509233 - Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Attendant I, PT	0.24	0.24								
PARKS & REC	509233 - Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Center Director	1.00	1.00		1.00						Spanish
PARKS & REC	509233 - Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Leader I, PT	1.45	1.45		0.16						Spanish
PARKS & REC	509233 - Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Leader II, PPT	2.06	2.06								
PARKS & REC	509233 - Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Leader II, PT	0.66	0.66		0.34						Spanish
PARKS & REC	509233 - Ira Jinkins Recreation Center	9175 Edes Ave	Recreation Leader I, PT	6.96	6.56	0.00	3.77	0.75	(1.01)	0.00	0.05	0.05	
PARKS & REC	509235 - Rainbow	5500 Int'l Blvd	Recreation Center Director	1.00	1.00								
PARKS & REC	509235 - Rainbow	5500 Int'l Blvd	Recreation Leader I, PT	0.85	0.85								
PARKS & REC	509235 - Rainbow	5500 Int'l Blvd	Recreation Leader II, PPT	0.75	0.75								
PARKS & REC	509235 - Rainbow	5500 Int'l Blvd	Student Trainee, PT	0.37	0.27								
PARKS & REC	509235 - Rainbow	5500 Int'l Blvd	Temp Contact Svcs Employee, PT	0.23	0.23								
PARKS & REC	509235 - Rainbow Recreation Center	5500 Int'l Blvd	Recreation Center Director	3.09	3.09	0.00	0.00	0.60	0.50	0.00	0.02	0.02	SP
PARKS & REC	509236 - Tassafaranga Recreation Center	975 55th Ave	Recreation Center Director	1.00	1.00								
PARKS & REC	509236 - Tassafaranga Recreation Center	975 55th Ave	Recreation Leader I, PT	0.84	0.84								
PARKS & REC	509236 - Tassafaranga Recreation Center	975 55th Ave	Recreation Leader II, PPT	0.75	0.75								
PARKS & REC	509236 - Tassafaranga Recreation Center	975 55th Ave	Recreation Specialist I, PT	0.07	0.07								
PARKS & REC	509335 - Tassafaranga Recreation Center	975 55th Ave	Recreation Specialist I, PT	2.68	2.68	0.00	0.00	0.49	0.49	0.00	0.02	0.02	
PARKS & REC	509239 - Rainbow Teen Center	5800 Int'l Blvd	Recreation Specialist I, PT	0.61	0.61								
PARKS & REC	509239 - Rainbow Teen Center	5800 Int'l Blvd	Recreation Specialist II, PT	1.10	1.10								
PARKS & REC	509239 - Digital Arts and Culinary Academy	5800 Int'l Blvd	Recreation Leader I, PT	1.71	1.71	0.00	0.00	0.28	0.28	0.00	0.01	0.01	
PARKS & REC	509237 - Sheffield Village Recreation Center	245 Marlow Dr	Recreation Leader I, PT	0.39	0.39								
PARKS & REC	509237 - Sheffield Village Recreation Center	248 Marlow Dr	Recreation Leader II, PPT	0.75	0.75	0.75							
PARKS & REC	509237 - Sheffield Village Recreation Center	345 Marlow Dr	Recreation Program Director	1.00	1.00								
PARKS & REC	509237 - Sheffield Village Recreation Center	245 Marlow Dr	Recreation Specialist I, PT	0.33	0.33								
PARKS & REC	503237 - Sheffield Village Recreation Center	245 Marlow Dr	Recreation Specialist I, PT	2.47	2.47	0.75	0.00	0.03	0.03	0.00	0.02	0.00	
PARKS & REC	Recreation Centers	Various	Recreation Specialist I, PT	39.01	55.01	6.00	12.61			1.47			
PARKS & REC	502234 - Lincoln Recreation Center	250 10th St	Recreation Aide, PT	0.88	0.88					0.47			Cantonese
PARKS & REC	502234 - Lincoln Recreation Center	250 10th St	Recreation Center Director	1.00	1.00					1.00			Cantonese
PARKS & REC	503234 - Lincoln Recreation Center	250 10th St	Recreation Leader I, PT	1.82	1.53					0.88			Cantonese / Mandarin / Mien / Vie
PARKS & REC	502234 - Lincoln Recreation Center	350 10th St	Recreation Leader II, PT	1.67	1.67					1.19			Cantonese / Mandarin
PARKS & REC	503234 - Lincoln Recreation Center	350 10th St	Recreation Specialist II, PPT	0.98	0.98								
PARKS & REC	503234 - Lincoln Recreation Center	250 10th St	Recreation Specialist I, PT	6.35	6.28	0.00	0.00	0.07	0.07	3.55	1.46	(2.09)	
PARKS & REC	Lincoln Recreation Center	350 10th St	Recreation Specialist I, PT	6.38	6.38	0.00	0.00	0.00	0.00	3.66	3.45	(2.09)	
PARKS & REC	502312 - Diamond Aquatics	3860 Hanly Rd	Lifeguard, PT	3.33	3.32		0.34			0.27			Spanish / Cantonese
PARKS & REC	503312 - Diamond Aquatics	3860 Hanly Rd	Pool Manager, PT	0.93	0.93								
PARKS & REC	502312 - Diamond Aquatics	3860 Hanly Rd	Recreation Attendant I, PT	0.22	0.22								
PARKS & REC	502312 - Diamond Aquatics	3860 Hanly Rd	Water Safety Instructor, PT	1.07	1.07		0.24			0.12			Spanish
PARKS & REC	503312 - Diamond Aquatics (Lions Pool)	3860 Hanly Rd	Recreation Specialist I, PT	5.54	5.84	0.00	0.57	0.07	(0.51)	0.39	0.04	(0.35)	
PARKS & REC	502313 - Defernoy Aquatics	1269 15th St	Lifeguard, PT	0.99	0.99								
PARKS & REC	502313 - Defernoy Aquatics	1263 18th St	Pool Manager, PT	0.72	0.73								

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCP Goal	SP PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
PARKS & REC	502313 - Delaney Aquatics	1269 18th St	Water Safety Instructor, PT	3.30	2.20								Cantonese
PARKS & REC	503313 - Delaney Aquatics	1269 18th St		3.91	3.91	0.00	0.00	0.08	0.05	0.15	0.03	(0.16)	
PARKS & REC	502314 - Temescal Aquatics	371 45th St	Lifeguard, PT	1.66	1.66		0.23						Spanish
PARKS & REC	503314 - Temescal Aquatics	371 45th St	Pool Manager, PT	1.63	1.63		0.47			0.29			Spanish / Cantonese
PARKS & REC	502310 - Aquatics Supervision	568 Bellevue Ave	Recreation Leader II, PT	0.50	0.50								
PARKS & REC	502314 - Temescal Aquatics	371 45th St	Water Safety Instructor, PT	1.57	1.57					0.63			Spanish / Mandarin
PARKS & REC	502314 - Temescal Aquatics	371 45th St		3.25	3.25	0.00	0.70	0.08	(0.84)	0.92	0.04	(0.55)	
PARKS & REC	502315 - Fremont Aquatics	565 Bellevue Ave	Lifeguard, PT	3.65	3.65		0.77			0.59			Spanish / Cantonese / Mandarin
PARKS & REC	502315 - Fremont Aquatics	565 Bellevue Ave	Pool Manager, PT	0.33	0.33		0.08						Spanish
PARKS & REC	502315 - Fremont Aquatics	565 Bellevue Ave	Recreation Attendant I, PT	0.69	0.69								
PARKS & REC	502315 - Fremont Aquatics	565 Bellevue Ave	Water Safety Instructor, PT	1.01	1.01		0.47						Spanish
PARKS & REC	502335 - Fremont Aquatics	565 Bellevue Ave		5.71	5.71	0.00	1.33	1.08	(0.25)	0.99	0.15	(0.41)	
PARKS & REC	503335 - Manzanita Recreation Center	1701 22nd Ave	Recreation Attendant I, PT	0.21	0.21								
PARKS & REC	503335 - Manzanita Recreation Center	1701 22nd Ave	Recreation Leader I, PT	0.92	0.92		0.11						Spanish
PARKS & REC	503235 - Manzanita Recreation Center	1701 22nd Ave	Recreation Leader II, PPT	0.75	0.75								
PARKS & REC	503235 - Manzanita Recreation Center	1701 22nd Ave	Recreation Program Director	0.25	0.25		0.25						Spanish
PARKS & REC	503235 - Manzanita Recreation Center	1701 22nd Ave		2.13	2.13	0.00	0.35	(0.20)		0.00	0.22	0.22	
PARKS & REC	503237 - FM Smith Recreation Center	1969 Park Blvd	Recreation Aide, PT	0.27	0.27								
PARKS & REC	503237 - FM Smith Recreation Center	1969 Park Blvd	Recreation Center Director	1.00	1.00								
PARKS & REC	503337 - FM Smith Recreation Center	1969 Park Blvd	Recreation Leader I, PT	0.58	0.58		0.10						Spanish
PARKS & REC	503237 - FM Smith Recreation Center	1969 Park Blvd	Recreation Leader II, PPT	0.75	0.75		0.75						Spanish
PARKS & REC	503237 - FM Smith Recreation Center	1969 Park Blvd	Recreation Specialist II, PT	0.04	0.04								
PARKS & REC	503337 - FM Smith Recreation Center	1969 Park Blvd		2.54	2.54	0.00	0.55	0.09	(0.78)	0.00	0.1A	0.14	
PARKS & REC	503335 - San Antonio Recreation Center	1701 E 19th St	Recreation Aide, PT	0.40	0.40								
PARKS & REC	503235 - San Antonio Recreation Center	1701 E 19th St	Recreation Leader I, PT	0.57	0.57		0.24						Spanish
PARKS & REC	503238 - San Antonio Recreation Center	1701 E 19th St	Recreation Program Director	0.50	0.50								
PARKS & REC	803235 - San Antonio Recreation Center	1703 E 19th St		3.47	3.47	0.00	0.24	0.17	(0.07)	0.00	0.16	0.15	
PARKS & REC	503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Aide, PT	0.57	0.57		0.57						Spanish
PARKS & REC	503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Leader I, PT	3.01	3.01		1.53						Spanish / Tagalog
PARKS & REC	503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Program Director	0.75	0.75		0.75						Spanish
PARKS & REC	503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Specialist I, PT	0.15	0.15		0.15						Spanish
PARKS & REC	503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave	Recreation Specialist II, PT	0.36	0.36		0.30						Spanish / Cambodian
PARKS & REC	503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave		4.87	4.87	0.00	3.33	0.96	(3.33)	0.00	0.03	0.00	
PARKS & REC	503239 - Carmen Flores Recreation Center	1637 Fruitvale Ave		4.87	4.87	0.00	3.33	0.96	(2.42)	0.00	0.03	0.03	
PARKS & REC	OFFICE OF PARKS AND RECREATION			258.87	237.29	0.00	126.69			3.50			
DPBNP	54111 - Admin: Planning, Building & Neighborh	250 FOP 3 FL	Account Clerk II	0.50	0.00								
DPBNP	54111 - Admin: Planning, Building & Neighborh	250 FOP 3 FL	Account Clerk III	1.00	0.00								
DPBNP	54111 - Admin: Planning, Building & Neighborh	250 FOP 3 FL	Administrative Analyst II	1.00	0.00								
DPBNP	84111 - Admin: Planning, Building & Neighborh	250 FOP 3 FL	Administrative Services Manager I	1.00	0.00								
DPBNP	54111 - Admin: Planning, Building & Neighborh	250 FOP 3 FL	Business Analyst III	1.00	0.00								
DPBNP	84111 - Admin: Planning, Building & Neighborh	250 FOP 3 FL	Deputy Director, Comm & Econ Dev	1.00	0.00								
DPBNP	84111 - Admin: Planning, Building & Neighborh	250 FOP 3 FL	Exempt Limited Duration Employee	1.00	0.00								Taiwanese
DPBNP	54111 - Admin: Planning, Building & Neighborh	250 FOP 3 FL	Management Assistant	1.00	0.00								
DPBNP	84111 - Admin: Planning, Building & Neighborh	250 FOP 3 FL	Manager, Information Systems	1.00	0.00								Spanish
DPBNP	84111 - Admin: Planning, Building & Neighborh	250 FOP 3 FL	Office Assistant II	1.00	0.00								
DPBNP	84111 - Admin: Planning, Building & Neighborh	250 FOP 3 FL	Temp Contract Svcs Employee, PT	0.50	0.00								
DPBNP	84131 - Admin: Planning, Building & Neighborh	250 FOP 3 FL		10.00	0.00								
DPBNP	DPBNP Administration	250 FOP 3 FL		10.00	0.00								
DPBNP	84211 - Planning	250 FOP 3 FL	Exempt Limited Duration Employee	1.00	0.00								
DPBNP	84211 - Planning	250 FOP 3 FL	Graphic Designer	0.00	0.00								
DPBNP	84211 - Planning	250 FOP 3 FL	Planner I	1.00	1.00	1.00	1.00						Spanish
DPBNP	84211 - Planning	250 FOP 3 FL	Planner II	4.00	4.00		1.00						Spanish / Danish / Swedish
DPBNP	84211 - Planning	250 FOP 3 FL	Planner III	6.00	6.00	1.00							
DPBNP	84211 - Planning	250 FOP 3 FL	Planner III, PPT	1.00	1.00								
DPBNP	84211 - Planning	250 FOP 3 FL	Planner IV	1.00	0.00								
DPBNP	84311 - Planning	250 FOP 3 FL	Planner V	1.00	0.00								
DPBNP	84311 - Planning	250 FOP 3 FL	Planning Intern, PT	1.20	1.20								
DPBNP	84231 - Planning	250 FOP 3 FL		18.20	13.20	2.00	2.00	1.80	(0.50)	0.00	0.74	0.74	CH
DPBNP	84329 - Zoning	250 FOP 3 FL	Administrative Assistant I	1.00	1.00								
DPBNP	84329 - Zoning	250 FOP 3 FL	Administrative Assistant II	1.00	1.00								
DPBNP	54229 - Zoning	250 FOP 3 FL	Manager, Zoning	1.00	0.00								
DPBNP	54229 - Zoning	250 FOP 3 FL	Planner I	2.00	3.00		1.00						Spanish

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	BP PCP	SP PCP	CH PCP	CH PCP	CH PCP	Language	
								Goal	Need	PCP	Goal	Need		
DPBNP	84229 - Zoning	250 FOP 3 FL	Planner II	7.00	7.00		1.00						Spanish	
DPBNP	84229 - Zoning	250 FOP 3 FL	Planner III	5.00	5.00		1.00						Spanish	
DPBNP	84229 - Zoning	250 FOP 2 FL	Planning Intern, PT	1.00	0.00								Igbo / Italian (Read)	
DPBNP	84229 - Zoning	250 FOP 3 FL	Public Service Representative	1.00	1.00									
DPBNP	84229 - Zoning	250 FOP		19.00	17.00	0.00	2.00	1.94	(1.08)	0.00	0.96	0.96	CH	
OPBNP	Planning and Zoning	250 FOP		39.20	32.00	2.00	8.00	2.67	(2.33)	8.00	1.81	1.81	CH	
DPBNP	84411 - Admin: Engineering	250 FOP 2 FL	Account Clerk II	2.00	2.00					1.00			Mandarin	
DPBNP	84411 - Admin: Engineering	250 FOP 2 FL	Account Clerk III	1.00	0.00									
DPBNP	84411 - Admin: Engineering	250 FOP 2 FL	Director of Building	1.00	0.00									
DPBNP	84411 - Admin: Engineering	250 FOP		4.00	2.00	0.00	0.00	0.22	0.22	1.00	0.11	(0.89)		
DPBNP	84412 - Admin: Building Inspection	250 FOP 2 FL	Management Assistant	1.00	0.00									
DPBNP	84412 - Admin: Building Inspection	250 FOP 2 FL	Office Assistant II	2.00	2.00					1.00			Cantonese	
DPBNP	84412 - Admin: Building Inspection	250 FOP 2 FL	Office Manager	1.00	0.00									
DPBNP	84412 - Admin: Building Inspection	250 FOP 2 FL	Public Service Rep, PPT	0.50	0.50								French	
DPBNP	84412 - Admin: Building Inspection	250 FOP 2 FL	Public Service Representative	4.00	4.00									
DPBNP	84412 - Admin: Building Inspection	250 FOP		9.60	7.50	1.00	0.00	0.68	0.65	1.00	0.42	(0.68)	SP	
DPBNP	84421 - Engineering: Permit Center	250 FOP 2 FL	Engineer, Assistant II (Office)	2.00	2.00	1.00								
DPBNP	84421 - Engineering: Permit Center	250 FOP 2 FL	Engineer, Civil Principal	1.00	0.00									
DPBNP	84421 - Engineering: Permit Center	250 FOP 2 FL	Engineer, Civil Supv (Office)	1.00	0.00									
DPBNP	84421 - Engineering: Permit Center	250 FOP 2 FL	Permit Technician II	1.00	1.00									
DPBNP	84421 - Engineering: Permit Center	250 FOP 2 FL	Process Coordinator II	2.00	0.00									
DPBNP	84421 - Engineering: Permit Center	250 FOP 2 FL	Process Coordinator III	1.00	0.00									
DPBNP	84421 - Engineering: Permit Center	250 FOP 2 FL	Public Service Representative	4.00	4.00		1.00			1.00			Spanish / Cantonese	
DPBNP	84421 - Engineering: Permit Center	250 FOP		12.00	7.00	1.00	1.00	0.80	(0.30)	1.00	0.39	(0.81)		
DPBNP	84431 - Building & Infrastructure Plan Check	250 FOP 2 FL	Engineer, Civil (Office)	6.00	8.00					4.00			Cantonese / Mandarin	
DPBNP	84411 - Building & Infrastructure Plan Check	250 FOP		8.00	8.00	0.00	0.00	0.55	0.55	4.00	0.00	(3.58)		
DPBNP	84432 - Engineering: Project Coordination	250 FOP 2 FL	Engineer, Assistant II (Office)	1.00	1.00									
DPBNP	84422 - Engineering: Project Coordination	250 FOP 2 FL	Engineer, Civil (Office)	2.00	0.00									
DPBNP	84432 - Engineering: Project Coordination	250 FOP 2 FL	Engineering Technician II (Office)	1.00	1.00		1.00						Spanish / Croatian	
DPBNP	84432 - Engineering: Project Coordination	250 FOP 2 FL	Planner I	0.00	0.00									
DPBNP	84412 - Engineering: Project Coordination	250 FOP		4.00	2.00	0.00	1.00	0.23	(0.77)	0.00	0.11	0.11		
DPBNP	84451 - Inspections: Commercial Building	250 FOP 2 FL	Engineer, Civil Principal	1.00	1.00					1.00			Cantonese	
DPBNP	84451 - Inspections: Commercial Building	250 FOP 2 FL	Principal Inspection Supv	2.00	2.00									
DPBNP	84451 - Inspections: Commercial Building	250 FOP 2 FL	Specialty Combination Insp, Senior	2.00	2.00		1.00						Spanish	
DPBNP	84451 - Inspections: Commercial Building	250 FOP 2 FL	Specialty Combination Inspector	15.00	18.00		5.00						Spanish	
DPBNP	84451 - Inspections: Commercial Building	250 FOP		24.00	24.00	0.00	5.00	2.73	(2.27)	1.00	1.35	0.35		
DPBNP	84452 - Inspections: Residential Building	Field	Construction Inspector, Sr (Office)	2.00	3.00		2.00						Spanish / Tagalog	
DPBNP	84452 - Inspections: Residential Building	250 FOP 2 FL	Specialty Combination Insp, Senior	1.00	1.00	1.00								
DPBNP	84452 - Inspections: Residential Building	250 FOP 2 FL	Specialty Combination Inspector	2.00	2.00									
DPBNP	84452 - Inspections: Residential Building	250 FOP		8.00	8.00	1.00	2.00	0.55	(1.32)	0.00	0.34	0.34		
DPBNP	84452 - Inspections: Infrastructure	250 FOP 2 FL	Planner III	1.00	1.00									
DPBNP	84452 - Inspections: Infrastructure	250 FOP 2 FL	Planner IV	1.00	0.00								Spanish	
DPBNP	84453 - Inspections: Infrastructure	250 FOP 2 FL	Specialty Combination Inspector	9.00	8.00		1.00						Spanish	
DPBNP	84452 - Inspections: Infrastructure	250 FOP		11.00	10.00	0.00	1.00	1.14	0.14	0.00	0.85	0.85	CH	
DPBNP	84454 - Inspections: Neighborhood Preservation	250 FOP 2 FL	Principal Inspection Supv	1.00	1.00									
DPBNP	84454 - Inspections: Neighborhood Preservation	250 FOP 2 FL	Specialty Combination Insp, Senior	1.00	1.00								Tagalog	
DPBNP	84454 - Inspections: Neighborhood Preservation	250 FOP 2 FL	Specialty Combination Inspector	3.00	2.00								Vietnamese	
DPBNP	84454 - Inspections: Neighborhood Preservation	250 FOP 2 FL	Urban Economic Coordinator	1.00	1.00									
DPBNP	84454 - Inspections: Neighborhood Preservation	250 FOP		5.00	8.00	0.00	0.00	0.85	0.55	0.00	0.34	0.34	SP	
DPBNP	84454 - Inspections: Neighborhood Preservation	250 FOP		62.80	70.30	2.00	11.00	8.00	(2.67)	8.00	3.97	(4.02)		
DPBNP	DIVISION OF PLANNING, BUILDING AND NEIGHBORHOOD PRESERVATION				131.70	102.70	8.00	17.00	11.78	(6.30)	8.00	6.78	(2.22)	
PUBLIC WORKS	20111 - Director and Human Resources Unit	250 FOP 4 FL	Agency Director, Public Works	1.00	0.00									
PUBLIC WORKS	30111 - Director and Human Resources Unit	250 FOP 4 FL	Exec Asst to Agency Director	1.00	0.00									
PUBLIC WORKS	30111 - Director and Human Resources Unit	250 FOP 4 FL	Manager, Agency Administrative	1.00	0.00									
PUBLIC WORKS	30111 - Director and Human Resources Unit	250 FOP		2.00	0.00									
PUBLIC WORKS	30112 - Human Resources	250 FOP 4 FL	Administrative Assistant I	1.00	0.00									
PUBLIC WORKS	30112 - Human Resources	250 FOP 4 FL	Administrative Assistant II	1.00	0.00								Spanish - Not Certified	
PUBLIC WORKS	30112 - Human Resources	250 FOP 4 FL	Administrative Assistant II (CONF)	1.00	0.00									
PUBLIC WORKS	30112 - Human Resources	250 FOP 4 FL	Administrative Services Manager II	1.00	0.00									
PUBLIC WORKS	30112 - Human Resources	250 FOP 4 FL	Management Intern	1.00	0.00									
PUBLIC WORKS	30112 - Human Resources	250 FOP 4 FL	Payroll Personnel Clerk III	4.00	0.00								Cantonese	
PUBLIC WORKS	30112 - Human Resources	250 FOP 4 FL	Program Analyst I	1.00	0.00								Spanish - Not Certified	
PUBLIC WORKS	20112 - Human Resources	250 FOP 4 FL	Public Service Representative	1.00	1.00									
PUBLIC WORKS	30112 - Human Resources	250 FOP 4 FL	Support Services Supervisor	3.00	0.00									
PUBLIC WORKS	30112 - Human Resources	250 FOP 4 FL	Training S Public Svcs Admin	1.00	0.00									
PUBLIC WORKS	20112 - Human Resources	250 FOP		18.00	1.00	0.00	0.00	0.11	0.11	0.00	0.08	0.08		

PUBLIC CONTACT POSITIONS STAFFING REPORT FY31-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	BP PCP	AP PCP	CH PCP	OH PCP	CH PCP	Language
								Cost	Need	FCP	Local	Need	
PUBLIC WORKS	30121 - PWA Fiscal Services	250 FOP 3 FL	Account Clerk II	1.00	0.00								
PUBLIC WORKS	30121 - PWA Fiscal Services	250 FOP 3 FL	Account Clerk III	4.00	0.00								
PUBLIC WORKS	30121 - PWA Fiscal Services	250 FOP 3 FL	Accountant I	3.00	0.00								
PUBLIC WORKS	30121 - PWA Fiscal Services	250 FOP 3 FL	Accountant II	2.00	0.00								Spanish / Tagalog
PUBLIC WORKS	30121 - PWA Fiscal Services	250 FOP 3 FL	Accountant III	2.00	0.00								Tagalog
PUBLIC WORKS	30121 - PWA Fiscal Services	250 FOP 3 FL	Administrative Services Manager II	1.00	0.00								Tagalog
PUBLIC WORKS	30121 - PWA Fiscal Services	250 FOP 3 FL	Budget & Grants Administrator	1.00	0.00								Tagalog
PUBLIC WORKS	30121 - PWA Fiscal Services	250 FOP 3 FL	Management Assistant	1.00	0.00								Tagalog
PUBLIC WORKS	30121 - PWA Fiscal Services	250 FOP 3 FL	Student Trainee, PT	1.00	0.00								
PUBLIC WORKS	30121 - PWA Fiscal Services	250 FOP 3 FL	Temp Contract Svcs Employee, PT	1.00	0.00								
PUBLIC WORKS	30121 - PWA Fiscal Services	250 FOP 3 FL	Management Intern	36.00	0.00								
PUBLIC WORKS	30151 - Management Information Systems Unit	250 FOP	Management Intern	1.00	0.00								
PUBLIC WORKS	30151 - Management Information Systems Unit	250 FOP	Microcomputer Systems Specialist II	1.00	0.00								
PUBLIC WORKS	30181 - Management Information Systems Unit	250 FOP	Project Manager II	1.00	0.00								
PUBLIC WORKS	30181 - Management Information Systems Unit	250 FOP	Spatial Data Analyst III	1.00	0.00								
PUBLIC WORKS	30181 - Management Information Systems Unit	250 FOP	Administrative Assistant II	4.00	0.00								
PUBLIC WORKS	Administration	25B FOP	Administrative Assistant II	58.00	1.00	0.00	0.00	0.11	0.11	0.00	0.06	0.06	
PUBLIC WORKS	30131 - Public Works Call Center	7101 Edgewater Dr Bldg 2	Management Assistant	1.00	1.00								
PUBLIC WORKS	30131 - Public Works Call Center	7101 Edgewater Dr Bldg 2	Public Service Representative	4.00	4.00					1.00			Spanish / Cantonese / Mandarin
PUBLIC WORKS	30131 - Public Works Call Center	7101 Edgewater Dr	Administrative Assistant II	5.00	5.00	0.00	1.00	0.57	(0.43)	2.00	0.00	(1.72)	
PUBLIC WORKS	PWA CALL CENTER	7101 Edgewater Dr	Administrative Assistant II	5.00	5.00	0.00	1.00	0.57	(0.43)	2.00	0.00	(1.72)	
PUBLIC WORKS	30311 - Engineering and Construction - Admin	250 FOP	Administrative Assistant II	1.00	0.00								
PUBLIC WORKS	30311 - Engineering and Construction - Admin	250 FOP	Administrative Services Manager I	1.00	0.00								
PUBLIC WORKS	30211 - Engineering and Construction - Admin	250 FOP	Assist Director, Pub Works Agency	1.00	0.00								Tagalog
PUBLIC WORKS	30211 - Engineering and Construction - Admin	250 FOP	Project Manager III	1.00	0.00								
PUBLIC WORKS	30211 - Engineering and Construction - Admin	250 FOP	Administrative Assistant II	4.00	0.00								
PUBLIC WORKS	30214 - ADA Programs	1 FOP 11 FL	ADA Projects Coordinator	1.00	0.00								
PUBLIC WORKS	30314 - ADA Programs	1 FOP 11 FL	Administrative Assistant II	1.00	1.00								
PUBLIC WORKS	30314 - ADA Programs	1 FOP 11 FL	Program Analyst II, PPT	0.75	0.00								
PUBLIC WORKS	30234 - ADA Programs	1 FOP	Administrative Assistant II	2.75	5.00	0.00	0.00	0.11	0.31	0.00	0.06	0.06	
PUBLIC WORKS	30231 - Project Delivery - Administration	250 FOP	Engineer, Civil Principal	1.00	0.00								
PUBLIC WORKS	30231 - Project Delivery - Administration	250 FOP	Administrative Assistant II	1.00	0.00								
PUBLIC WORKS	30232 - Construction Management and Materials	250 FOP	Architectural Assistant (Office)	1.00	0.00								Spanish
PUBLIC WORKS	30232 - Construction Management and Materials	250 FOP	Architectural Associate (Field)	1.00	0.00								
PUBLIC WORKS	30232 - Construction Management and Materials	250 FOP	Construction Coordinator	4.00	0.00								Spanish
PUBLIC WORKS	30232 - Construction Management and Materials	250 FOP	Construction Inspector (Field)	3.00	0.00								German / Persian
PUBLIC WORKS	30232 - Construction Management and Materials	250 FOP	Construction Inspector Sup (Field)	2.00	0.00								Arabic / French
PUBLIC WORKS	30232 - Construction Management and Materials	250 FOP	Construction Inspector, Sup II	1.00	0.00								
PUBLIC WORKS	30232 - Construction Management and Materials	250 FOP	Engineer, Assistant I (Office)	1.00	0.00								
PUBLIC WORKS	30232 - Construction Management and Materials	250 FOP	Engineer, Assistant II (Office)	3.00	0.00								Cantonese / Mandarin
PUBLIC WORKS	30232 - Construction Management and Materials	250 FOP	Engineer, Assistant I	1.00	0.00								
PUBLIC WORKS	30232 - Construction Management and Materials	250 FOP	Engineer, Assistant II (Office)	1.00	0.00								
PUBLIC WORKS	30233 - Construction Management and Materials	350 FOP	Engineer, Civil (Field)	3.00	0.00								Cantonese
PUBLIC WORKS	30232 - Construction Management and Materials	250 FOP	Engineer, Civil (Office)	2.00	0.00								Cantonese
PUBLIC WORKS	30232 - Construction Management and Materials	250 FOP	Engineer, Civil Supervising (Field)	1.00	0.00								Cantonese
PUBLIC WORKS	30232 - Construction Management and Materials	250 FOP	Engineer, Civil Supv (Office)	1.00	0.00								
PUBLIC WORKS	30232 - Construction Management and Materials	250 FOP	Engineer, Transportation Assistant	1.00	0.00								Cantonese
PUBLIC WORKS	30332 - Construction Management and Materials	250 FOP	Engineering Intern, PT	1.00	0.00								Spanish
PUBLIC WORKS	30232 - Construction Management and Materials	250 FOP	Project Manager II	1.00	0.00								
PUBLIC WORKS	30232 - Construction Management and Materials	250 FOP	Spatial Data Analyst III	1.00	0.00								
PUBLIC WORKS	30232 - Construction Management and Materials	250 FOP	Administrative Assistant II	29.00	0.00								
PUBLIC WORKS	30233 - Project Management	250 FOP	Administrative Assistant I	1.00	0.00								
PUBLIC WORKS	30233 - Project Management	250 FOP	Capital Improvement Project Coord	4.00	0.00								Mandarin
PUBLIC WORKS	30233 - Project Management	250 FOP	Administrative Assistant II	5.00	0.00								
PUBLIC WORKS	30234 - Facilities Planning and Development	250 FOP	Capital Improvement Project Coord	3.00	0.00								
PUBLIC WORKS	30234 - Facilities Planning and Development	250 FOP	Management Intern	1.00	0.00								
PUBLIC WORKS	30234 - Facilities Planning and Development	250 FOP	Project Manager II	1.00	0.00								
PUBLIC WORKS	30234 - Facilities Planning and Development	250 FOP	Administrative Assistant II	6.90	0.00								
PUBLIC WORKS	30235 - Surveying	250 FOP	Chief of Party	1.00	0.00								
PUBLIC WORKS	30235 - Surveying	250 FOP	City Land Surveyor	1.00	0.00								
PUBLIC WORKS	30235 - Surveying	250 FOP	Student Trainee, PT	1.00	0.00								
PUBLIC WORKS	30235 - Surveying	250 FOP	Surveying Technician, Sr (Field)	2.00	0.00								
PUBLIC WORKS	30238 - Surveying	250 FOP	Administrative Assistant II	5.00	0.00								
PUBLIC WORKS	30241 - Engineering Design and ROW - Admin	250 FOP	Administrative Assistant II	1.00	0.00								
PUBLIC WORKS	30241 - Engineering Design and ROW - Admin	250 FOP	Engineer, Civil Principal	1.00	0.00								
PUBLIC WORKS	30241 - Engineering Design and ROW - Admin	250 FOP	Administrative Assistant II	2.00	0.00								

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCP Goal	SP PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
PUBLIC WORKS	30242 - Streets and Structures	250 FOP	Architectural Associate (Field)	1.00	0.00								
PUBLIC WORKS	30242 - Streets and Structures	250 FOP	Capital Improvement Project Coord	1.00	0.00								
PUBLIC WORKS	30243 - Streets and Structures	250 FOP	Drafting Technician, Int (Office)	1.00	0.00								
PUBLIC WORKS	30242 - Streets and Structures	250 FOP	Drafting/Design Technician, Sr	2.00	0.00								
PUBLIC WORKS	30242 - Streets and Structures	250 FOP	Engineer, Assistant II (Office)	5.00	0.00								
PUBLIC WORKS	30242 - Streets and Structures	250 FOP	Engineer, Civil (Office)	5.00	0.00								
PUBLIC WORKS	30242 - Streets and Structures	250 FOP	Engineer, Civil Supv (Office)	2.00	0.00								
PUBLIC WORKS	30242 - Streets and Structures	250 FOP	Student Trainee, PT	0.50	0.00								French
PUBLIC WORKS	30242 - Streets and Structures	250 FOP		37.50	0.00								
PUBLIC WORKS	30243 - Right of Way Management	250 FOP	Administrative Assistant I	1.00	0.00								
PUBLIC WORKS	30243 - Right of Way Management	250 FOP	Administrative Assistant II	1.00	0.00								
PUBLIC WORKS	30243 - Right of Way Management	250 FOP	Arboricultural Inspector	1.00	0.00								
PUBLIC WORKS	30243 - Right of Way Management	250 FOP	Construction Inspector (Field)	12.00	0.00								Spanish / Cantonese / Mandarin
PUBLIC WORKS	30243 - Right of Way Management	250 FOP	Construction Inspector Sup (Field)	1.00	0.00								
PUBLIC WORKS	30243 - Right of Way Management	250 FOP	Construction Inspector, Sr (Field)	2.00	0.00								
PUBLIC WORKS	30243 - Right of Way Management	250 FOP	Engineer, Assistant II (Field)	1.00	0.00								
PUBLIC WORKS	30243 - Right of Way Management	250 FOP	Engineer, Assistant II (Office)	1.00	0.00								
PUBLIC WORKS	30243 - Right of Way Management	250 FOP	Engineer, Civil Supv (Office)	1.00	0.00								
PUBLIC WORKS	30243 - Right of Way Management	250 FOP		23.00	0.00								
PUBLIC WORKS	30244 - Sanitary Sewer Design	250 FOP	Drafting Technician, Int (Office)	1.00	0.00								
PUBLIC WORKS	30244 - Sanitary Sewer Design	250 FOP	Engineer, Assistant I (Office)	1.00	0.00								
PUBLIC WORKS	30244 - Sanitary Sewer Design	250 FOP	Engineer, Assistant II (Office)	4.00	0.00								
PUBLIC WORKS	30244 - Sanitary Sewer Design	250 FOP	Engineer, Civil (Office)	2.00	0.00								
PUBLIC WORKS	30244 - Sanitary Sewer Design	250 FOP	Engineer, Civil Supv (Office)	1.00	0.00								Cantonese
PUBLIC WORKS	30244 - Sanitary Sewer Design	250 FOP	Engineering Intern, PT	1.00	0.00								Mandarin / Japanese
PUBLIC WORKS	30244 - Sanitary Sewer Design	250 FOP	Temp Contract Svcs Employee, PT	1.00	0.00								
PUBLIC WORKS	30344 - Sanitary Sewer Design	250 FOP		11.00	0.00								
PUBLIC WORKS	30245 - Watershed and Stormwater Program	250 FOP	Engineer, Civil (Office)	1.00	0.00								
PUBLIC WORKS	30245 - Watershed and Stormwater Program	250 FOP	Environmental Program Specialist	1.00	0.00								
PUBLIC WORKS	30345 - Watershed and Stormwater Program	350 FOP	Program Analyst III	3.00	0.00								
PUBLIC WORKS	30245 - Watershed and Stormwater Program	250 FOP	Watershed Program Supervisor	1.00	0.00								
PUBLIC WORKS	30245 - Watershed and Stormwater Program	250 FOP		6.00	0.00								
PUBLIC WORKS	30261 - Transportation Services - Administration	250 FOP	Administrative Assistant II	1.00	1.00								
PUBLIC WORKS	30261 - Transportation Services - Administration	250 FOP	Engineer, Civil Principal	1.00	0.00								
PUBLIC WORKS	30261 - Transportation Services - Administration	250 FOP	Office Assistant II	1.00	0.00								
PUBLIC WORKS	30261 - Transportation Services - Administration	250 FOP		3.00	1.00	0.00	0.00	0.11	0.11	0.00	0.06	0.06	
PUBLIC WORKS	30264 - Traffic Capital Projects	250 FOP	Engineer, Assistant I (Office)	1.00	0.00								
PUBLIC WORKS	30264 - Traffic Capital Projects	250 FOP	Engineer, Assistant II (Office)	4.00	0.00								
PUBLIC WORKS	30264 - Traffic Capital Projects	250 FOP	Engineer, Transportation	4.00	0.00								
PUBLIC WORKS	30264 - Traffic Capital Projects	250 FOP	Engineer, Transportation Assistant	1.00	0.00								
PUBLIC WORKS	30234 - Traffic Capital Projects	250 FOP	Engineer, Transportation Supv	1.00	0.00								
PUBLIC WORKS	30264 - Traffic Capital Projects	250 FOP	Engineering Intern, PT	1.50	0.00								
PUBLIC WORKS	30264 - Traffic Capital Projects	250 FOP	Traffic Engineering Tech, Senior (O)	1.00	0.00								
PUBLIC WORKS	30264 - Traffic Capital Projects	250 FOP		13.50	0.00								
PUBLIC WORKS	30265 - Traffic Safety Program	250 FOP	Engineer, Assistant II (Office)	1.00	0.00								Mandarin
PUBLIC WORKS	30265 - Traffic Safety Program	250 FOP	Engineer, Transportation	2.00	0.00								
PUBLIC WORKS	30265 - Traffic Safety Program	250 FOP	Engineer, Transportation Assistant	1.00	0.00								
PUBLIC WORKS	30265 - Traffic Safety Program	250 FOP	Engineer, Transportation Supv	1.00	0.00								Mandarin
PUBLIC WORKS	30265 - Traffic Safety Program	250 FOP	Engineering Technician II (Office)	3.00	0.00								
PUBLIC WORKS	30365 - Traffic Safety Program	250 FOP		8.00	0.00								
PUBLIC WORKS	30275 - IPPD Plans and Programming	250 FOP	Engineer, Civil (Office)	1.00	0.00								
PUBLIC WORKS	30275 - IPPD Plans and Programming	250 FOP	Manager, Capital Improvement Pgrm	1.00	0.00								
PUBLIC WORKS	30275 - IPPD Plans and Programming	250 FOP	Program Analyst I	1.00	0.00								
PUBLIC WORKS	30275 - IPPD Plans and Programming	250 FOP	Program Analyst III	1.00	0.00								
PUBLIC WORKS	30275 - IPPD Plans and Programming	250 FOP	Student Trainee, PT	2.50	0.00								
PUBLIC WORKS	30275 - IPPD Plans and Programming	250 FOP	Transportation Planner, Senior	2.00	0.00								
PUBLIC WORKS	30275 - IPPD Plans and Programming	250 FOP		8.50	0.00								
PUBLIC WORKS	Engineering and Design	250 FOP		42.26	2.00	0.00	0.00	0.23	0.23	0.00	0.11	0.11	
PUBLIC WORKS	30511 - Infrastructure & Ops Asst Director's Office	7101 Edgewater Dr Bldg 4	Administrative Assistant II	1.00	0.00								
PUBLIC WORKS	30511 - Infrastructure & Ops Asst Director's Office	7101 Edgewater Dr Bldg 4	Assist Director, Pub Works Agency	1.00	0.00								
PUBLIC WORKS	30511 - Infrastructure & Ops Asst Director's Office	7101 Edgewater Dr Bldg 4	Budget S Operators Analyst III	1.00	0.00								Cantonese
PUBLIC WORKS	30511 - Infrastructure & Ops Asst Director's Office	7101 Edgewater Dr Bldg 4		3.00	0.00								
PUBLIC WORKS	30522 - Electrical Maintenance	7101 Edgewater Dr Bldg 2	Administrative Assistant II	1.00	0.00								
PUBLIC WORKS	30532 - Electrical Maintenance	7101 Edgewater Dr Bldg 2	Electrical Const & Maint Planner	1.00	0.00								
PUBLIC WORKS	30522 - Electrical Maintenance	7101 Edgewater Dr Bldg 2	Electrical Engineer III	2.00	0.00								
PUBLIC WORKS	30522 - Electrical Maintenance	7101 Edgewater Dr Bldg 2	Electrical Supervisor	2.00	0.00								

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP #	VACANT PCP	SP PCP	SR PCP Goal	SP PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
PUBLIC WORKS	30522 - Electrical Maintenance	7101 Edgewater Dr Bldg 2	Electrician	10.00	0.00								
PUBLIC WORKS	30522 - Electrical Maintenance	7101 Edgewater Dr Bldg 2	Electrician Helper	3.00	0.00								
PUBLIC WORKS	30522 - Electrical Maintenance	7101 Edgewater Dr Bldg 2	Manager, Electrical Services	1.00	0.00								
PUBLIC WORKS	30522 - Electrical Maintenance	7101 Edgewater Dr Bldg 2		20.00	0.00								
PUBLIC WORKS	30523 - Electrical Traffic Maintenance	7101 Edgewater Dr Bldg 2	Public Works Maintenance Worker	3.00	0.00								
PUBLIC WORKS	30523 - Electrical Traffic Maintenance	7101 Edgewater Dr Bldg 2	Public Works Supervisor I	1.00	0.00								
PUBLIC WORKS	30523 - Electrical Traffic Maintenance	7101 Edgewater Dr Bldg 2	Public Works Supervisor II	1.00	0.00								
PUBLIC WORKS	30523 - Electrical Traffic Maintenance	7101 Edgewater Dr Bldg 2	Sign Maintenance Worker	6.00	0.00								
PUBLIC WORKS	30523 - Electrical Traffic Maintenance	7101 Edgewater Dr Bldg 2	Traffic Painter	4.00	0.00								
PUBLIC WORKS	30523 - Electrical Traffic Maintenance	7101 Edgewater Dr Bldg 2	Traffic Sign Maker	2.00	0.00								
PUBLIC WORKS	30523 - Electrical Traffic Maintenance	7101 Edgewater Dr Bldg 2		17.00	0.00								
PUBLIC WORKS	30524 - Electrical Services: Meter Operations	Field	Parking Meter Repair Worker	7.00	0.00								
PUBLIC WORKS	30524 - Electrical Services: Meter Operations	Field		17.00	0.00								
PUBLIC WORKS	30531 - Infrastructure Maint Admin	7101 Edgewater Dr Bldg 4	Administrative Assistant II	1.00	0.00								
PUBLIC WORKS	30531 - Infrastructure Maint Admin	7101 Edgewater Dr Bldg 4	Public Works Operations Manager	1.00	0.00								
PUBLIC WORKS	30531 - Infrastructure Maint Admin	7101 Edgewater Dr Bldg 4		2.00	0.00								
PUBLIC WORKS	30532 - Storm Drain Maintenance	7101 Edgewater Dr Bldg 4	Heavy Equipment Operator	1.00	0.00								
PUBLIC WORKS	30532 - Storm Drain Maintenance	7101 Edgewater Dr Bldg 4	Public Works Maintenance Worker	12.00	0.00								
PUBLIC WORKS	30532 - Storm Drain Maintenance	7101 Edgewater Dr Bldg 4	Public Works Supervisor I	2.00	0.00								
PUBLIC WORKS	30532 - Storm Drain Maintenance	7101 Edgewater Dr Bldg 4	Public Works Supervisor II	1.00	0.00								
PUBLIC WORKS	30532 - Storm Drain Maintenance	7101 Edgewater Dr Bldg 4	Street Maintenance Leader	6.00	0.00								
PUBLIC WORKS	30532 - Storm Drain Maintenance	7101 Edgewater Dr Bldg 4		24.00	0.00								
PUBLIC WORKS	30533 - Sewer System Maintenance	7101 Edgewater Dr Bldg 4	Administrative Assistant I	1.00	0.00								
PUBLIC WORKS	30533 - Sewer System Maintenance	7101 Edgewater Dr Bldg 4	Electrical Const & Maint Planner	1.00	0.00								
PUBLIC WORKS	30533 - Sewer System Maintenance	7101 Edgewater Dr Bldg 4	Heavy Equipment Operator	2.00	0.00								
PUBLIC WORKS	30533 - Sewer System Maintenance	7101 Edgewater Dr Bldg 4	Public Works Supervisor I	5.00	0.00								
PUBLIC WORKS	30533 - Sewer System Maintenance	7101 Edgewater Dr Bldg 4	Public Works Supervisor II	1.00	0.00								
PUBLIC WORKS	30533 - Sewer System Maintenance	7101 Edgewater Dr Bldg 4	Sewer Maintenance Leader	23.00	0.00								Spanish
PUBLIC WORKS	30533 - Sewer System Maintenance	7101 Edgewater Dr Bldg 4	Sewer Maintenance Worker	32.00	0.00								
PUBLIC WORKS	30533 - Sewer System Maintenance	7101 Edgewater Dr Bldg 4		65.00	0.00								
PUBLIC WORKS	30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr Bldg 4	Concrete Finisher	3.00	0.00								
PUBLIC WORKS	30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr Bldg 4	Heavy Equipment Operator	4.00	0.00								
PUBLIC WORKS	30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr Bldg 4	Public Works Maintenance Worker	17.00	0.00								
PUBLIC WORKS	30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr Bldg 4	Public Works Supervisor I	2.00	0.00								
PUBLIC WORKS	30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr Bldg 4	Public Works Supervisor II	1.00	0.00								
PUBLIC WORKS	30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr Bldg 4	Street Maintenance Leader	12.00	0.00								
PUBLIC WORKS	30534 - Street & Sidewalk Maintenance	7101 Edgewater Dr Bldg 4		39.00	0.00								
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2	Administrative Assistant II	1.00	0.00								Spanish
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2	Auto Equipment Mechanic	11.00	0.00								
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2	Auto Equipment Painter	1.00	0.00								
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2	Auto Equipment Service Worker	4.00	0.00								
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2	Blacksmith Welder	1.00	0.00								
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2	Electro-Mechanical Mechanist	1.00	0.00								
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2	Employee Fleet & Safety Coordinator	1.00	0.00								
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2	Equipment Body Repair Worker	3.00	0.00								
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2	Equipment Parts Technician	3.00	0.00								
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2	Equipment Services Superintendent	1.00	0.00								
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2	Equipment Supervisor	3.00	0.00								
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2	Fleet Specialist	1.00	0.00								
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2	Heavy Equipment Mechanic	14.00	0.00								
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2	Heavy Equipment Service Worker	7.00	0.00								
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2	Heavy Equipment Supervisor	2.00	0.00								
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2	Manager, Equipment Services	1.00	0.00								
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2	Office Assistant II	1.00	0.00								
PUBLIC WORKS	30541 - Equipment Services Administration	7101 Edgewater Dr Bldg 2		65.00	0.00								
PUBLIC WORKS	Infrastructure and Operations	Field & 7101 Edgewater Dr Bldg 2		233.00	0.00								
PUBLIC WORKS	30611 - Facilities & Environ Asst. Director's Off	7101 Edgewater Dr Bldg 2	Administrative Assistant II	1.00	0.00								
PUBLIC WORKS	30611 - Facilities & Environ Asst. Director's Off	7101 Edgewater Dr Bldg 2	Administrative Services Manager I	1.00	0.00								
PUBLIC WORKS	30611 - Facilities & Environ Asst. Director's Off	7101 Edgewater Dr Bldg 2	Assist Director, Pub Works Agency	1.00	0.00								
PUBLIC WORKS	30611 - Facilities & Environ Asst. Director's Off	7101 Edgewater Dr Bldg 2	Clean Community Supervisor	1.00	1.00								
PUBLIC WORKS	30611 - Facilities & Environ Asst. Director's Off	7101 Edgewater Dr Bldg 2		4.00	1.00	0.00	0.00	0.11	0.11	0.00	0.00	0.06	
PUBLIC WORKS	30631 - Facility Services Admin	250 FOP 1 FL	Administrative Analyst II	1.00	0.00								Cantonese
PUBLIC WORKS	30631 - Facility Services Admin	250 FOP 1 FL	Administrative Assistant II	1.00	0.00								
PUBLIC WORKS	30631 - Facility Services Admin	250 FOP 1 FL	Facilities Complex Manager	1.00	0.00								
PUBLIC WORKS	30631 - Facility Services Admin	250 FOP 1 FL	Manager, Building Services	1.00	0.00								
PUBLIC WORKS	30631 - Facility Services Admin	250 FOP 1 FL		4.00	0.00								

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCP Goal	SP PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
PUBLIC WORKS	30632 - Civic Center Complex	250 FOP 1 FL	Custodial Services Super/sor I	1.00	0.00								
PUBLIC WORKS	30632 - Civic Center Complex	250 FOP 1 FL	Custodian	11.00	0.00								Spanish / Cantonese
PUBLIC WORKS	30632 - Civic Center Complex	250 FOP 1 FL	Custodian Supervisor	1.00	0.00								
PUBLIC WORKS	30632 - Civic Center Complex	250 FOP 1 FL	Custodian, PPT	2.59	0.00								
PUBLIC WORKS	30632 - Civic Center Complex	250 FOP 1 FL	Custodian, PT	4.50	0.00								
PUBLIC WORKS	30632 - Civic Center Complex	250 FOP 1 FL	Stationary Engineer	3.25	0.00								
PUBLIC WORKS	30632 - Civic Center Complex	250 FOP 1 FL	Stationary Engineer, Chief	1.00	0.00								
PUBLIC WORKS	30532 - Civic Center Complex	250 FOP 1 FL	Custodian	24.64	0.00								
PUBLIC WORKS	30633 - Hall of Justice Complex	250 FOP 1 FL	Custodian	5.00	0.00								
PUBLIC WORKS	30633 - Hall of Justice Complex	250 FOP 1 FL	Custodian, PT	0.50	0.00								
PUBLIC WORKS	30633 - Hall of Justice Complex	250 FOP 1 FL	Maintenance Mechanic	1.00	0.00								
PUBLIC WORKS	30533 - Hall of Justice Complex	250 FOP 1 FL	Stationary Engineer	3.00	0.00								
PUBLIC WORKS	30533 - Hall of Justice Complex	250 FOP 1 FL	Stationary Engineer, Chief	1.00	0.00								
PUBLIC WORKS	30533 - Hall of Justice Complex	250 FOP 1 FL	Construction & Maintenance Mechanic	33.50	0.00								
PUBLIC WORKS	30634 - Plant Operations	250 FOP 1 FL	Custodian	1.00	0.00								
PUBLIC WORKS	30534 - Plant Operations	250 FOP 1 FL	Custodian, PPT	2.00	0.00								
PUBLIC WORKS	30634 - Plant Operations	250 FOP 1 FL	Custodian, PPT	1.00	0.00								
PUBLIC WORKS	30634 - Plant Operations	250 FOP 1 FL	Maintenance Mechanic, PPT	0.50	0.00								
PUBLIC WORKS	30534 - Plant Operations	250 FOP 1 FL	Stationary Engineer	5.00	0.00								
PUBLIC WORKS	30634 - Plant Operations	250 FOP 1 FL	Stationary Engineer, Chief	1.00	0.00								
PUBLIC WORKS	30534 - Plant Operations	250 FOP 1 FL	Construction & Maintenance Mechanic	10.50	0.00								
PUBLIC WORKS	30635 - Roving Custodial	250 FOP 1 FL	Custodial Services Supervisor I	2.00	0.00								
PUBLIC WORKS	30635 - Roving Custodial	250 FOP 1 FL	Custodian	23.40	0.00								
PUBLIC WORKS	30535 - Roving Custodial	250 FOP 1 FL	Custodian, PPT	4.00	0.00								
PUBLIC WORKS	30635 - Roving Custodial	250 FOP 1 FL	Custodian, PT	9.29	0.00								
PUBLIC WORKS	30535 - Roving Custodial	250 FOP 1 FL	Custodian	38.60	0.00								
PUBLIC WORKS	30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr Bldg 4	Administrative Analyst II	1.00	0.00								
PUBLIC WORKS	30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr Bldg 4	Administrative Assistant II	1.00	0.00								
PUBLIC WORKS	30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr Bldg 4	Manager, Building Services	1.00	0.00								
PUBLIC WORKS	30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr Bldg 4	Administrative Assistant I	3.00	0.00								
PUBLIC WORKS	30652 - Landscape Maintenance	7101 Edgewater Dr Bldg 4	Generator Crew Leader	19.00	0.00								
PUBLIC WORKS	30652 - Landscape Maintenance	7101 Edgewater Dr Bldg 4	Generator II	7.00	0.00								
PUBLIC WORKS	30552 - Landscape Maintenance	7101 Edgewater Dr Bldg 4	Irrigation Repair Specialist	3.00	0.00								
PUBLIC WORKS	30652 - Landscape Maintenance	7101 Edgewater Dr Bldg 4	Park Attendant, PPT	1.00	0.00								
PUBLIC WORKS	30652 - Landscape Maintenance	7101 Edgewater Dr Bldg 4	Park Attendant, PT	36.50	0.00								
PUBLIC WORKS	30652 - Landscape Maintenance	7101 Edgewater Dr Bldg 4	Park Equipment Operator	6.00	0.00								
PUBLIC WORKS	30652 - Landscape Maintenance	7101 Edgewater Dr Bldg 4	Park Supervisor I	3.00	0.00								
PUBLIC WORKS	30652 - Landscape Maintenance	7101 Edgewater Dr Bldg 4	Park Supervisor II	1.00	0.00								
PUBLIC WORKS	30552 - Landscape Maintenance	7101 Edgewater Dr Bldg 4	Parkland Resources Supervisor	1.00	0.00								
PUBLIC WORKS	30552 - Landscape Maintenance	7101 Edgewater Dr Bldg 4	Administrative Assistant I	77.60	0.00								
PUBLIC WORKS	30654 - Tree Services	7101 Edgewater Dr Bldg 4	Administrative Assistant I	1.00	0.00								
PUBLIC WORKS	30654 - Tree Services	7101 Edgewater Dr Bldg 4	Arboricultural Inspector	1.00	0.00								
PUBLIC WORKS	30654 - Tree Services	7101 Edgewater Dr Bldg 4	Tree High Climber	2.00	0.00								
PUBLIC WORKS	30654 - Tree Services	7101 Edgewater Dr Bldg 4	Tree Supervisor I	1.00	0.00								
PUBLIC WORKS	30654 - Tree Services	7101 Edgewater Dr Bldg 4	Tree Supervisor II	1.00	0.00								
PUBLIC WORKS	30654 - Tree Services	7101 Edgewater Dr Bldg 4	Tree Trimmer	9.00	0.00								
PUBLIC WORKS	30564 - Tree Services	7101 Edgewater Dr Bldg 4	Tree Supervisor I	15.00	0.00								
PUBLIC WORKS	30655 - Bldgs Electrical & Painting	7101 Edgewater Dr Bldg 2	Construction 5 Maintenance Mechanic	2.00	0.00								
PUBLIC WORKS	30655 - Bldgs Electrical & Painting	7101 Edgewater Dr Bldg 2	Construction & Maintenance Supv I	1.00	0.00								
PUBLIC WORKS	30655 - Bldgs Electrical & Painting	7101 Edgewater Dr Bldg 2	Electrician	2.00	0.00								
PUBLIC WORKS	30655 - Bldgs Electrical & Painting	7101 Edgewater Dr Bldg 2	Electrician Leader	1.00	0.00								
PUBLIC WORKS	30655 - Bldgs Electrical & Painting	7101 Edgewater Dr Bldg 2	Maintenance Mechanic	1.00	0.00								
PUBLIC WORKS	30655 - Bldgs Electrical & Painting	7101 Edgewater Dr Bldg 2	Painter	3.00	0.00								
PUBLIC WORKS	30655 - Bldgs Electrical & Painting	7101 Edgewater Dr Bldg 2	Plumber	3.00	0.00								
PUBLIC WORKS	30655 - Bldgs Electrical & Painting	7301 Edgewater Dr Bldg 2	Construction 5 Maintenance Mechanic	13.00	0.00								
PUBLIC WORKS	30655 - Bldgs Structural	7101 Edgewater Dr Bldg 2	Carpenter	6.00	0.00								
PUBLIC WORKS	30658 - Bldgs Structural	7101 Edgewater Dr Bldg 2	Construction 5 Maintenance Mechanic	3.00	0.00								
PUBLIC WORKS	30658 - Bldgs Structural	7101 Edgewater Dr Bldg 2	Construction 5 Maintenance Supv I	1.00	0.00								
PUBLIC WORKS	30658 - Bldgs Structural	7101 Edgewater Dr Bldg 2	Maintenance Mechanic	5.00	0.00								
PUBLIC WORKS	30658 - Bldgs Structural	7101 Edgewater Dr Bldg 2	Maintenance Mechanic, PT	0.50	0.00								
PUBLIC WORKS	30655 - Bldgs Structural	7101 Edgewater Dr Bldg 2	Maintenance Mechanic	16.60	0.00								
PUBLIC WORKS	30671 - SCGA Admin	750 50th Ave	Administrative Assistant II	1.00	0.00								
PUBLIC WORKS	30671 - SCGA Admin	750 50th Ave	Public Works Operations Manager	1.00	0.00								
PUBLIC WORKS	30671 - SCGA Admin	750 50th Ave	Public Works Maintenance Worker	2.00	0.00								
PUBLIC WORKS	30672 - Steel Cleaning	750 50th Ave	Public Works Maintenance Worker	2.00	0.00								
PUBLIC WORKS	30672 - Steel Cleaning	750 50th Ave	Public Works Supervisor I	2.00	0.00								

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	BP PCP Goal	SP PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
PUBLIC WORKS	30672 - Street Cleaning	750 50th Ave	Public Works Supervisor II	1.00	0.00								
PUBLIC WORKS	30672 - Street Cleaning	750 50th Ave	Street Maintenance Leader	1.00	0.00								
PUBLIC WORKS	30672 - Street Cleaning	750 50th Ave	Street Sweeper Operator	20.00	0.00								
PUBLIC WORKS	30672 - Street Cleaning	750 50th Ave		26.00	0.00								
PUBLIC WORKS	30673 - Graffiti Abatement & Rapid Response	750 50th Ave	Electrical Painter	3.00	0.00								
PUBLIC WORKS	30673 - Graffiti Abatement & Rapid Response	750 50th Ave	Painter	1.00	0.00								
PUBLIC WORKS	30673 - Graffiti Abatement & Rapid Response	750 50th Ave	Public Works Supervisor I	1.00	0.00								
PUBLIC WORKS	30673 - Graffiti Abatement & Rapid Response	750 60th Ave		5.00	0.00								
PUBLIC WORKS	30674 - Uegal Dumping	750 50th Ave	Facility Security Assisnt L PT	0.50	0.00								
PUBLIC WORKS	30674 - Uegal Dumping	750 50th Ave	Public Works Maintenance Worker	25.00	0.00								
PUBLIC WORKS	30674 - Uegal Dumping	750 50th Ave	Public Works Supervisor I	2.00	0.00								
PUBLIC WORKS	30674 - Uegal Dumping	750 50th Ave	Public Works Supervisor II	1.00	0.00								
PUBLIC WORKS	30674 - Uegal Dumping	750 50th Ave	Street Maintenance Leader	12.00	0.00								
PUBLIC WORKS	30674 - Uegal Dumping	750 50th Ave		40.50	0.00								
PUBLIC WORKS	30675 - Clean Oakland Program	750 50th Ave	Clean City Specialist, Senior	1.00	1.00								
PUBLIC WORKS	30675 - Clean Oakland Program	750 50th Ave		1.00	1.00	0.00	0.00	0.11	0.11	0.00	0.05	0.05	
PUBLIC WORKS	30551 - Environmental Services Admin	250 FOP 5 FL	Administrative Assistant II	1.00	0.00								
PUBLIC WORKS	30551 - Environmental Services Admin	250 FOP 5 FL	Manager, Environmental Services	1.00	0.00								
PUBLIC WORKS	30581 - Environmental Services Admin	250 FOP		2.00	0.00								
PUBLIC WORKS	30652 - Env Svcs Recycling & Solid Waste	250 FOP 5 FL	Environmental Services Intem	2.00	0.00								
PUBLIC WORKS	30652 - Env Svcs Recycling & Solid Waste	250 FOP 5 FL	Recycling Specialist	4.00	0.00								
PUBLIC WORKS	30652 - Env Svcs Recycling & Solid Waste	250 FOP 5 FL	Recycling Specialist, Senior	1.00	0.00								
PUBLIC WORKS	30652 - Env Svcs Recycling & Solid Waste	250 FOP 5 FL	Solid Waste/Recycling Prog Sup	1.00	0.00								
PUBLIC WORKS	30552 - Env Svcs Recycling & Solid Waste	250 FOP		8.00	0.00								
PUBLIC WORKS	30653 - Env Svcs Environmental Remediation	250 FOP 5 FL	Environmental Program Specialist	3.00	0.00								
PUBLIC WORKS	30683 - Env Svcs Environmental Remediation	250 FOP 5 FL	Environmental Program Supervisor	1.00	0.00								
PUBLIC WORKS	30581 - Env Svcs Environmental Remediation	250 FOP		4.00	0.00								
PUBLIC WORKS	30654 - Env Svcs Sustainability	250 FOP 5 FL	Administrative Services Manager II	1.00	0.00								
PUBLIC WORKS	30554 - Env Svcs Sustainability	250 FOP		1.00	0.00								
PUBLIC WORKS	30685 - Env Svcs Watershed Program	250 FOP 5 FL	Program Analyst II	1.00	0.00								
PUBLIC WORKS	30685 - Env Svcs Watershed Program	250 FOP 5 FL	Student Trainee, PT	1.00	0.00								
PUBLIC WORKS	30685 - Env Svcs Watershed Program	250 FOP		2.00	0.00								
PUBLIC WORKS	30689 - Env Svcs Energy Group	250 FOP 5 FL	Electrical Engineer II	2.00	0.00								
PUBLIC WORKS	30689 - Env Svcs Energy Group	250 FOP 5 FL	Energy Engineer III	1.00	0.00								
PUBLIC WORKS	30689 - Env Svcs Energy Group	250 FOP 5 FL	Management Intern, PT	1.00	0.00								
PUBLIC WORKS	30559 - Env Svcs Energy Group	250 FOP		4.00	0.00								
PUBLIC WORKS	Facilities and Environment	Various		314.00	2.00	0.00	0.00	0.23	0.23	0.00	0.11	0.11	
PUBLIC WORKS	PUBLIC WORKS AGENCY			733.00	10.00	0.00	1.00	1.14	0.14	0.00	0.06	0.14	
FIRE	20110 - Fire Chief Unit	150 FOP 3354	Agency Director, Fire Services	1.00	0.00								
FIRE	20110 - Fire Chief Unit	150 FOP 3354	Assistant to the Director	1.00	0.00								
FIRE	20110 - Fire Chief Unit	150 FOP 3354	Exec Assl to Agency Director	1.00	0.00								
FIRE	20110 - Fire Chief Unit	150 FOP		3.00	0.00								
FIRE	20511 - Budget and Planning Administration	150 FOP 3354	Accountant II	1.00	0.00								
FIRE	20511 - Budget and Planning Administration	150 FOP		1.00	0.00								
FIRE	20521 - Budget Unit	150 FOP 3354	Accountant III	1.00	0.00								Cantonese
FIRE	20521 - Budget Unit	150 FOP 3354	Fire Division Manager	1.00	0.00								Cantonese / Mandarin
FIRE	20521 - Budget Unit	150 FOP		2.00	0.00								
FIRE	20531 - Accounts Payable Unit	150 FOP 3354	Accountant II	1.00	0.00								Cantonese / Mandarin
FIRE	20531 - Accounts Payable Unit	150 FOP		1.00	0.00								
FIRE	20541 - Payroll Unit	150 FOP 3354	Office Manager	1.00	0.00								
FIRE	20541 - Payroll Unit	150 FOP		1.00	0.00								
FIRE	20551 - Time and Attendance Unit	150 FOP 3354	Payroll Personnel Clerk III	1.00	0.00								
FIRE	20551 - Time and Attendance Unit	150 FOP		1.00	0.00								
FIRE	20611 - Education and Training Administration	150 FOP 3354	Administrative Assistant I	1.00	0.00								
FIRE	20611 - Education and Training Administration	150 FOP 3354	Fire Equipment Technician	1.00	0.00								
FIRE	20511 - Education and Training Administration	150 FOP		2.00	0.00								
FIRE	20631 - In-Service Training Unit	150 FOP 3354	Battalion Chief	1.00	0.00								
FIRE	20631 - In-Service Training Unit	150 FOP		1.00	0.00								
FIRE	20511 - Human Resources	150 FOP 3354	Administrative Services Manager I	1.00	0.00								
FIRE	20511 - Human Resources	150 FOP 3354	Fire Personnel Operations Spec	1.00	0.00								
FIRE	20811 - Human Resources	150 FOP		2.00	0.00								
FIRE	20813 - Fire Boat	150 FOP	Temp Contract Svcs Employee, PT	1.00	0.00								
FIRE	20513 - Fire Boat	150 FOP		1.00	0.00								
FIRE	20516 - Fire - Support & Services Unit	3459 Champion St	Captain of Fire Department	1.00	0.00								
FIRE	20816 - Fire - Support & Services Unit	3459 Champion St	Fire Equipment Technician	1.00	0.00								Spanish
FIRE	20816 - Fire - Support & Services Unit	3459 Champion St		2.00	0.00								

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	BCP	VACANT	SP	PCP	AS	PCP	CS	CH	PCP	CH	PCP	Language
FIRE	20912 - Measure N - Paramedic	47 City St	Administrative Assistant II	1.00	0.00											Spanish
FIRE	20912 - Measure N - Paramedic	47 City St	Emergency Medical Service Instructor, PT	4.00	0.00											Spanish
FIRE	20912 - Measure N - Paramedic	47 City St	Fire Division Manager	1.00	0.00											Spanish
FIRE	20912 - Measure N - Paramedic	47 City St	Program Analyst I	4.00	0.00											Spanish
FIRE	20913 - EMS Training	47 City St		1.00	0.00											Spanish
FIRE	OPD Administration and Divisions	Verdugo	Fire Communications Dispatcher, Sr	22.00	0.00											Spanish
FIRE	20241 - Fire Communications Unit	1605 MLK Jr Way 1 Fl	Fire Communications Supervisor	1.00	1.00											Spanish
FIRE	20241 - Fire Communications Unit	1605 MLK Jr Way 1 Fl	Fire Communications Dispatcher	18.00	18.00											Spanish
FIRE	20251 - Communications Emergency Dispatch	1605 MLK Jr Way 1 Fl	Fire Communications Dispatcher	18.00	18.00											Spanish
FIRE	OPD 911 Dispatch	1605 MLK Jr Way	Administrative Assistant I	23.00	23.00											Spanish
FIRE	20311 - Fire Marshals Office Unit	250 FOP 3341	Deputy Chief of Fire Department	1.00	1.00											Spanish
FIRE	20311 - Fire Marshals Office Unit	250 FOP 3341	Fire Safety Education Coordinator	2.00	2.00											Spanish
FIRE	20311 - Fire Marshals Office Unit	250 FOP 3341	Management Assistant	1.00	1.00											Spanish
FIRE	20311 - Fire Marshals Office Unit	250 FOP 3341	Office Assistant II	4.00	4.00											Spanish
FIRE	20321 - Certified United Fire Program Agency (CU)	250 FOP 3341	Administrative Assistant I	1.00	0.00											Spanish
FIRE	20321 - Certified United Fire Program Agency (CU)	250 FOP 3341	Assistant Fire Marshal-Sworn	1.00	1.00											Spanish
FIRE	20321 - Certified United Fire Program Agency (CU)	250 FOP 3341	Hazardous Materials Inspector, Senior	1.00	1.00											Spanish
FIRE	20321 - Certified United Fire Program Agency (CU)	250 FOP 3341	Hazardous Materials Inspector II	2.00	2.00											Spanish
FIRE	20321 - Certified United Fire Program Agency (CU)	250 FOP 3341	Office Assistant II	1.00	1.00											Spanish
FIRE	20331 - Inspection Services Unit	250 FOP 3341	Fire Prevention Bureau Inspect, Civil	7.00	7.00											Spanish
FIRE	20331 - Inspection Services Unit	250 FOP 3341	Office Assistant II	1.00	0.00											Spanish
FIRE	20331 - Inspection Services Unit	250 FOP 3341	Fire Investigator	3.00	3.00											Spanish
FIRE	20341 - Arson Investigation Unit	250 FOP 3341	Fire Protection Engineer	1.00	1.00											Spanish
FIRE	20351 - Engineering Unit	250 FOP 3341	Fire Marshal Assistant	1.00	0.00											Spanish
FIRE	20371 - Vegetation Management Unit	250 FOP 3341	Fire Suppression Dist Inspect PT	1.50	1.50											Spanish / Chinese
FIRE	20371 - Vegetation Management Unit	250 FOP 3341	Vegetation Management District Inspector	1.00	1.00											Spanish / Chinese
FIRE	20371 - Vegetation Management Unit	250 FOP 3341	Vegetation Management Supervisor	1.00	1.00											Spanish / Chinese
FIRE	20371 - Vegetation Management Unit	250 FOP 3341	Supervisor of Fire Department	1.00	1.00											Spanish
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Engineer of Fire Department	4.00	4.00											Spanish
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Fire Fighter Paramedic	2.00	2.00											Spanish
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Lieutenant of Fire Department	1.00	1.00											Spanish
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Engineer of Fire Department	1.00	1.00											Spanish
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Fire Fighter Paramedic	4.00	4.00											Spanish
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Lieutenant of Fire Department	1.00	1.00											Spanish
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Captain of Fire Department	1.00	1.00											Spanish
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Engineer of Fire Department	1.00	1.00											Spanish
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Fire Fighter Paramedic	2.00	2.00											Spanish / Ukrainian
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Lieutenant of Fire Department	1.00	1.00											Spanish
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Engineer of Fire Department	1.00	1.00											Spanish
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Engineer of Fire Department	1.00	1.00											Spanish
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Fire Fighter Paramedic	2.00	2.00											Spanish
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Lieutenant of Fire Department	1.00	1.00											Spanish
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Engineer of Fire Department	1.00	1.00											Spanish
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Fire Fighter Paramedic	2.00	2.00											Spanish
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Lieutenant of Fire Department	1.00	1.00											Spanish
FIRE	20411 - Emergency Service/Suppression	1603 MLK Jr Way	Engineer of Fire Department	1.00	1.00											Spanish

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	POP	VACANT PCP	3P PCP	SP PCP Goal	3P PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
FIRE	QFD EMERGENCY SERVICE/SUPPRESSION	1445 14th St		7.00	7.00	0.00	1.00	0.12	(0.15)	6.00	0.01	0.10	
FIRE	20411 - Emergency Service/Suppression	1445 14th St	Captain of Fire Department	2.00	2.00								
FIRE	20411 - Emergency Service/Suppression	1445 14th St	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1445 14th St	Fire Fighter	2.00	2.00		1.00						Spanish
FIRE	20411 - Emergency Service/Suppression	1445 14th St	Fire Fighter Paramedic	2.00	2.00								
FIRE	20411 - Emergency Service/Suppression	1445 14th St	Lieutenant of Fire Department	1.00	1.00								
FIRE	QFD EMERGENCY SERVICE/SUPPRESSION	1445 14th St		8.00	8.00	0.00	1.00	0.12	(0.03)	8.00	0.01	0.11	
FIRE	QFD EMERGENCY SERVICE/SUPPRESSION	1445 14th St		23.00	23.00	0.00	3.00			0.00			
FIRE	20411 - Emergency Service/Suppression	1235 E 14th St	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1235 E 14th St	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1235 E 14th St	Fire Fighter	5.00	5.00		1.00						Spanish / Cambodian / Vietnamese
FIRE	20411 - Emergency Service/Suppression	1235 E 14th St	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1235 E 14th St	Lieutenant of Fire Department	1.00	1.00								
FIRE	QFD EMERGENCY SERVICE/SUPPRESSION	1235 E 14th St		9.00	9.00	0.00	1.00	0.19	(0.75)	4.00	0.30	1.73	SP & CH
FIRE	20411 - Emergency Service/Suppression	1235 E 14th St	Captain of Fire Department	2.00	2.00								Vietnamese
FIRE	20411 - Emergency Service/Suppression	1235 E 14th St	Engineer of Fire Department	1.00	1.00					1.00			Cantonese
FIRE	20411 - Emergency Service/Suppression	1235 E 14th St	Fire Fighter	4.00	4.00								
FIRE	20411 - Emergency Service/Suppression	1235 E 14th St	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1235 E 14th St	Lieutenant of Fire Department	1.00	1.00								
FIRE	QFD EMERGENCY SERVICE/SUPPRESSION	1235 E 14th St		5.70	5.70	0.00	0.00	0.19	(1.75)	1.00	0.19	0.73	SP & CH
FIRE	20411 - Emergency Service/Suppression	1235 E 14th St	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1235 E 14th St	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1235 E 14th St	Fire Fighter	6.00	6.00		1.00						Spanish
FIRE	20411 - Emergency Service/Suppression	1235 E 14th St	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1235 E 14th St	Lieutenant of Fire Department	1.00	1.00		1.00						Spanish
FIRE	QFD EMERGENCY SERVICE/SUPPRESSION	1235 E 14th St		10.00	10.00	0.00	2.00	0.19	(0.00)	8.00	0.10	1.52	CH
FIRE	QFD EMERGENCY SERVICE/SUPPRESSION	1235 E 14th St		28.50	28.50	0.00	3.00			1.00			
FIRE	20411 - Emergency Service/Suppression	934 34th St	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	934 34th St	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	934 34th St	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	934 34th St	Lieutenant of Fire Department	1.00	1.00								
FIRE	QFD EMERGENCY SERVICE/SUPPRESSION	934 34th St		4.00	4.00	0.00	0.00	0.06	(0.25)	0.00	0.00	0.06	
FIRE	20411 - Emergency Service/Suppression	934 34th St	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	934 34th St	Fire Fighter	2.00	2.00								
FIRE	20411 - Emergency Service/Suppression	934 34th St	Lieutenant of Fire Department	1.00	1.00								
FIRE	QFD EMERGENCY SERVICE/SUPPRESSION	934 34th St		4.90	4.90	0.00	0.00	0.06	(0.25)	0.00	0.01	0.06	
FIRE	20411 - Emergency Service/Suppression	934 34th St	Captain of Fire Department	2.00	2.00								
FIRE	20411 - Emergency Service/Suppression	934 34th St	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	934 34th St	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	934 34th St	Fire Fighter Paramedic	1.00	1.00								
FIRE	QFD EMERGENCY SERVICE/SUPPRESSION	934 34th St		5.00	5.00	0.00	0.00	0.00	(0.31)	0.00	0.01	0.07	
FIRE	QFD EMERGENCY SERVICE/SUPPRESSION	934 34th St		13.00	13.00	0.00	0.00			0.00			
FIRE	20411 - Emergency Service/Suppression	7080 Colton Blvd	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	7080 Colton Blvd	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	7080 Colton Blvd	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	7080 Colton Blvd	Lieutenant of Fire Department	1.00	1.00								
FIRE	QFD EMERGENCY SERVICE/SUPPRESSION	7000 Colton Blvd		4.00	4.00	0.00	0.00	0.02	(0.07)	0.00	0.01	0.06	
FIRE	20411 - Emergency Service/Suppression	7050 Colton Blvd	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	7080 Colton Blvd	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	7080 Colton Blvd	Fire Fighter Paramedic	1.00	1.00								
FIRE	QFD EMERGENCY SERVICE/SUPPRESSION	7080 CoStm Blvd		3.00	3.00	0.00	0.00	0.00	(0.05)	0.00	0.01	0.04	
FIRE	20411 - Emergency Service/Suppression	7080 Colton Blvd	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	7080 Colton Blvd	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	7080 Colton Blvd	Lieutenant of Fire Department	1.00	1.00								
FIRE	QFD EMERGENCY SERVICE/SUPPRESSION	1050 Colton Blvd		3.00	3.00	0.00	0.00	0.02	(0.05)	0.00	0.01	0.04	
FIRE	QFD EMERGENCY SERVICE/SUPPRESSION	1050 Colton Blvd		10.00	10.00	0.00	0.00			0.00			
FIRE	20411 - Emergency Service/Suppression	1005 Amto Ave	Captain of Fire Department	2.00	2.00								
FIRE	20411 - Emergency Service/Suppression	1005 Amto Ave	Engineer of Fire Department	2.00	2.00								
FIRE	20411 - Emergency Service/Suppression	1005 Amto Ave	Fire Fighter Paramedic	1.00	1.00								
FIRE	QFD EMERGENCY SERVICE/SUPPRESSION	1005 Amto Ave		5.00	5.00	0.00	0.00	0.00	(0.31)	0.00	0.01	0.07	
FIRE	20411 - Emergency Service/Suppression	1005 Amto Ave	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1005 Amto Ave	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1005 Amto Ave	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1005 Amto Ave	Lieutenant of Fire Department	1.00	1.00		1.00						Spanish
FIRE	QFD EMERGENCY SERVICE/SUPPRESSION	1005 Amto Ave		4.00	4.00	0.00	1.00	0.00	(0.75)	0.00	0.01	0.00	
FIRE	20411 - Emergency Service/Suppression	1005 Amto Ave	Engineer of Fire Department	2.00	2.00								Vietnamese

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCP Onel	SP PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
FIRE	20411 - Emergency Service/Suppression	1006 Amto Ave	Fire Fighter	2.00	2.00								
FIRE	20411 - Emergency Service/Suppression	1006 Amho Ave	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	1005 Amto Ave	Fire Fighter	5.00	5.00	0.00	2.00	0.06	0.31	0.00	0.06	0.07	
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	100E Amto Ave	Fire Fighter	14.00	14.00	0.00	1.00			1.00			
FIRE	20411 - Emergency Service/Suppression	463 51st St	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	463 51st St	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	463 51st St	Fire Fighter	3.00	3.00		1.00						Spanish
FIRE	20411 - Emergency Service/Suppression	463 51st St	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	463 51st St	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	463 51st St	Fire Fighter	7.00	7.00	0.00	1.00	0.02	0.88	0.00	0.05	0.37	
FIRE	20411 - Emergency Service/Suppression	463 51st St	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	463 51st St	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	463 51st St	Fire Fighter	3.00	3.00								
FIRE	20411 - Emergency Service/Suppression	463 51st St	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	463 51st St	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	463 51st St	Fire Fighter	7.00	7.00	0.00	0.00	0.02	0.12	0.00	0.05	0.37	
FIRE	20411 - Emergency Service/Suppression	463 51st St	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	7080 Colton Blvd	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	463 51st St	Fire Fighter	3.00	3.00								
FIRE	20411 - Emergency Service/Suppression	463 51st St	Fire Fighter Paramedic	2.00	2.00		1.00						Spanish
FIRE	20411 - Emergency Service/Suppression	463 51st St	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	463 51st St	Fire Fighter	8.00	5.00	0.00	1.00	0.02	0.86	0.00	0.05	0.43	
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	463 51st St	Fire Fighter	22.00	22.00	0.00	2.00			1.00			
FIRE	20411 - Emergency Service/Suppression	172 Santa Clara Ave	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	172 Santa Clara Ave	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	172 Santa Clara Ave	Fire Fighter Paramedic	1.00	1.00					1.00			Cantonese
FIRE	20411 - Emergency Service/Suppression	172 Santa Clara Ave	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	171 Santa Clara Ave	Fire Fighter	4.00	4.00	0.00	0.00	0.02	0.07	1.00	0.01	0.94	
FIRE	20411 - Emergency Service/Suppression	172 Santa Clara Ave	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	172 Santa Clara Ave	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	172 Santa Clara Ave	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	172 Santa Clara Ave	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	172 Santa Clara Ave	Fire Fighter	4.00	4.00	0.00	0.00	0.02	0.07	0.00	0.01	0.06	
FIRE	20411 - Emergency Service/Suppression	172 Santa Clara Ave	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	172 Santa Clara Ave	Engineer of Fire Department	2.00	2.00								
FIRE	20411 - Emergency Service/Suppression	172 Santa Clara Ave	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	172 Santa Clara Ave	Fire Fighter Paramedic	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	172 Santa Clara Ave	Fire Fighter	6.00	6.00	0.00	0.00	0.02	0.09	0.00	0.01	0.07	
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	172 Santa Clara Ave	Fire Fighter	13.00	13.00	0.00	0.00	0.00	0.00	1.00			
FIRE	20411 - Emergency Service/Suppression	822 Alice St	Engineer of Fire Department	1.00	1.00		1.00						Spanish
FIRE	20411 - Emergency Service/Suppression	822 Alice St	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	822 Alice St	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	822 Alice St	Fire Fighter	3.00	3.00	0.00	1.00	0.15	0.42	0.00	0.43	1.28	CH
FIRE	20411 - Emergency Service/Suppression	822 Alice St	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	822 Alice St	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	822 Alice St	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	822 Alice St	Fire Fighter Paramedic	2.00	2.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	822 Alice St	Fire Fighter	5.00	5.00	0.00	0.00	0.19	0.97	0.00	0.43	2.13	SP & CH
FIRE	20411 - Emergency Service/Suppression	822 Alice St	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	822 Alice St	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	822 Alice St	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	822 Alice St	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	822 Alice St	Fire Fighter	4.00	4.00	0.00	0.00	0.19	0.78	0.00	0.43	1.70	SP & CH
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	822 Alice St	Fire Fighter	12.00	12.00	0.00	1.00			1.00			
FIRE	20411 - Emergency Service/Suppression	1225 Derby Ave	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1225 Derby Ave	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1225 Derby Ave	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1225 Derby Ave	Lieutenant of Fire Department	1.00	1.00		1.00						Spanish
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	1225 Derby Ave	Fire Fighter	4.00	4.00	0.00	1.00	0.31	0.24	0.00	0.05	0.21	
FIRE	20411 - Emergency Service/Suppression	1225 Derby Ave	Fire Fighter	1.00	1.00		1.00						
FIRE	20411 - Emergency Service/Suppression	1225 Derby Ave	Fire Fighter Paramedic	1.00	1.00		1.00						
FIRE	20411 - Emergency Service/Suppression	1225 Derby Ave	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	1225 Derby Ave	Fire Fighter	3.00	3.00	0.00	2.00	0.31	1.07	0.00	0.05	0.19	
FIRE	20411 - Emergency Service/Suppression	1225 Derby Ave	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1225 Derby Ave	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1225 Derby Ave	Lieutenant of Fire Department	1.00	1.00								

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCP Goal	SP PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	1225 Darby Ave		3.00	3.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	1225 Darby Ave		10.00	10.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Spanish
FIRE	20411 - Emergency Service/Suppression	455 27th St	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	455 27th St	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	455 27th St	Fire Fighter	6.00	6.00		2.00						Spanish
FIRE	20411 - Emergency Service/Suppression	455 27th St	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	455 27th St	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	455 27th St		10.00	10.00	0.00	2.00	0.00	(1.82)	0.00	0.01	0.14	
FIRE	20411 - Emergency Service/Suppression	455 27th St	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	455 27th St	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	455 27th St	Fire Fighter	6.00	6.00		1.00						Spanish
FIRE	20411 - Emergency Service/Suppression	455 27th St	Fire Fighter Paramedic	2.00	2.00		1.00						Spanish
FIRE	20411 - Emergency Service/Suppression	455 27th St	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	455 27th St		11.00	11.00	0.00	2.00	0.02	(1.81)	0.00	0.01	0.18	
FIRE	20411 - Emergency Service/Suppression	455 27th St	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	455 27th St	Fire Fighter	6.00	6.00								Korean
FIRE	20411 - Emergency Service/Suppression	455 27th St	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	458 27th St		8.00	8.00	0.00	0.00	0.02	0.14	0.00	0.01	0.11	
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	458 27th St		25.00	25.00	0.00	4.00			0.00			
FIRE	20411 - Emergency Service/Suppression	3600 13th Ave	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	3600 13th Ave	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	3600 13th Ave	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	3600 13th Ave	Fire Fighter Paramedic	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	3500 13th Ave		4.00	4.00	0.00	0.00	0.12	0.55	0.00	0.10	0.40	
FIRE	20411 - Emergency Service/Suppression	3600 13th Ave	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	3600 13th Ave	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	3600 13th Ave	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	3600 13th Ave	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	3600 13th Ave		4.00	4.00	0.00	0.00	0.12	0.48	0.00	0.10	0.40	
FIRE	20411 - Emergency Service/Suppression	3600 13th Ave	Engineer of Fire Department	1.00	1.00								Farsi
FIRE	20411 - Emergency Service/Suppression	3600 13th Ave	Fire Fighter	1.00	1.00								Laosian
FIRE	20411 - Emergency Service/Suppression	3600 13th Ave	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	3600 13th Ave	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	3508 13th Ave		4.00	4.00	0.00	0.00	0.12	0.48	0.00	0.10	0.40	
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	3900 13th Ave		12.00	12.00	0.00	0.00			0.00			
FIRE	20411 - Emergency Service/Suppression	3344 High St	Engineer of Fire Department	1.00	1.00					1.00			Mandarin / Taiwanese
FIRE	20411 - Emergency Service/Suppression	3344 High St	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	3344 High St	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	3344 High St	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	3344 High St		4.00	4.00	0.00	0.00	0.00	0.28	1.00	0.01	(0.34)	
FIRE	20411 - Emergency Service/Suppression	3344 High St	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	3344 High St	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	3344 High St	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	3344 High St		3.00	3.00	0.00	0.00	0.06	0.19	0.00	0.01	0.04	
FIRE	20411 - Emergency Service/Suppression	3344 High St	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	3344 High St	Fire Fighter	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	2344 High St		2.00	2.00	0.00	0.00	0.04	0.12	0.00	0.01	0.03	
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	3344 High St		0.00	5.00	0.00	0.00			1.00			
FIRE	20411 - Emergency Service/Suppression	1700 50th Ave	Captain of Fire Department	1.00	1.00		1.00						Spanish
FIRE	20411 - Emergency Service/Suppression	1700 50th Ave	Engineer of Fire Department	2.00	2.00								
FIRE	20411 - Emergency Service/Suppression	1700 50th Ave	Fire Fighter	4.00	4.00		2.00						Spanish / Russian
FIRE	20411 - Emergency Service/Suppression	1700 50th Ave	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1700 50th Ave	Lieutenant of Fire Department	1.00	1.00		1.00						Spanish
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	1700 50th Ave		9.00	9.00	0.00	4.00	0.31	(1.21)	0.00	0.01	0.13	
FIRE	20411 - Emergency Service/Suppression	1700 50th Ave	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1700 50th Ave	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1700 50th Ave	Fire Fighter	4.00	4.00					1.00			Mandarin
FIRE	20411 - Emergency Service/Suppression	1700 50th Ave	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1700 50th Ave	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	1700 50th Ave		8.00	8.00	0.00	0.00	0.31	(2.48)	1.00	0.01	(0.88)	Spanish
FIRE	20411 - Emergency Service/Suppression	1700 50th Ave	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1700 50th Ave	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1700 50th Ave	Fire Fighter	4.00	4.00		1.00						Spanish
FIRE	20411 - Emergency Service/Suppression	1700 50th Ave	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1700 50th Ave	Lieutenant of Fire Department	1.00	1.00								Spanish
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	1700 50th Ave		0.00	8.00	0.00	2.00	0.31	(9.48)	0.00	0.00	0.11	

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT	SP PCP	SP PCP Goal	SP PCP Need	CH PCP	CM PCP	CM PCP Goal	CM PCP Need	Language
FIRE	OPD EMERGENCY SERVICE/SUPPRESSION	1700 60th Ave		25.00	25.00	0.00	0.00	0.00	0.00	1.00				
FIRE	20411 - Emergency Service/Suppression	5776 Miles Ave	Captain of Fire Department	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	5776 Miles Ave	Engineer of Fire Department	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	6776 Miles Ave	Fire Fighter	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	6776 Miles Ave	Fire Fighter Paramedic	1.00	1.00									
FIRE	OPD EMERGENCY SERVICE/SUPPRESSION	6776 Miles Ave		4.00	4.00	0.00	0.00	0.02	0.07	0.00	0.01	0.00		
FIRE	20411 - Emergency Service/Suppression	5776 Miles Ave	Captain of Fire Department	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	5776 Miles Ave	Engineer of Fire Department	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	5776 Miles Ave	Fire Fighter	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	5776 Miles Ave	Fire Fighter Paramedic	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	5776 Miles Ave	Lieutenant of Fire Department	1.00	1.00									
FIRE	OPD EMERGENCY SERVICE/SUPPRESSION	6776 Miles Ave		6.00	6.00	0.00	0.00	0.02	0.09	0.00	0.01	0.00	0.07	
FIRE	20411 - Emergency Service/Suppression	6776 Miles Ave	Engineer of Fire Department	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	5776 Miles Ave	Fire Fighter	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	5776 Miles Ave	Fire Fighter Paramedic	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	5776 Miles Ave	Lieutenant of Fire Department	1.00	1.00									
FIRE	OPD EMERGENCY SERVICE/SUPPRESSION	6776 Miles Ave		4.00	4.00	0.00	0.00	0.02	0.07	0.00	0.01	0.00	0.06	
FIRE	OPD EMERGENCY SERVICE/SUPPRESSION	6776 Miles Ave		13.00	13.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
FIRE	20411 - Emergency Service/Suppression	1401 93th Ave	Captain of Fire Department	2.00	2.00									Spanish
FIRE	20411 - Emergency Service/Suppression	1401 98th Ave	Engineer of Fire Department	1.00	1.00									German
FIRE	20411 - Emergency Service/Suppression	1401 98th Ave	Fire Fighter	4.00	4.00									
FIRE	20411 - Emergency Service/Suppression	1401 98th Ave	Fire Fighter Paramedic	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	1401 98th Ave	Lieutenant of Fire Department	1.00	1.00									
FIRE	OPD EMERGENCY SERVICE/SUPPRESSION	1401 98th Ave		9.00	9.00	0.00	0.00	0.19	0.76	0.00	0.01	0.00	0.13	SP
FIRE	20411 - Emergency Service/Suppression	1401 98th Ave	Captain of Fire Department	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	1401 98th Ave	Engineer of Fire Department	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	1401 98th Ave	Fire Fighter	4.00	4.00									
FIRE	20411 - Emergency Service/Suppression	1401 98th Ave	Fire Fighter Paramedic	2.00	2.00		1.00							Spanish
FIRE	20411 - Emergency Service/Suppression	1401 98th Ave	Lieutenant of Fire Department	1.00	1.00									
FIRE	OPD EMERGENCY SERVICE/SUPPRESSION	1401 98th Ave		9.00	9.00	0.00	0.00	0.19	0.76	0.00	0.01	0.00	0.13	SP
FIRE	20411 - Emergency Service/Suppression	1401 98th Ave	Captain of Fire Department	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	1401 98th Ave	Engineer of Fire Department	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	1401 98th Ave	Fire Fighter	4.00	4.00		1.00							Spanish
FIRE	20411 - Emergency Service/Suppression	1401 98th Ave	Fire Fighter Paramedic	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	1401 98th Ave	Lieutenant of Fire Department	1.00	1.00									
FIRE	OPD EMERGENCY SERVICE/SUPPRESSION	1401 98th Ave		9.00	9.00	0.00	0.00	0.19	0.76	0.00	0.01	0.00	0.13	SP
FIRE	OPD EMERGENCY SERVICE/SUPPRESSION	1401 98th Ave		13.00	13.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
FIRE	20411 - Emergency Service/Suppression	13150 Skyline Blvd	Engineer of Fire Department	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	13150 Skyline Blvd	Fire Fighter	1.00	1.00		1.00							Spanish
FIRE	20411 - Emergency Service/Suppression	13150 Skyline Blvd	Fire Fighter Paramedic	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	13150 Skyline Blvd	Lieutenant of Fire Department	1.00	1.00									
FIRE	OPD EMERGENCY SERVICE/SUPPRESSION	13150 Skyline Blvd		4.00	4.00	0.00	0.00	0.02	0.03	0.00	0.00	0.00	0.21	
FIRE	20411 - Emergency Service/Suppression	13150 Skyline Blvd	Captain of Fire Department	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	13150 Skyline Blvd	Engineer of Fire Department	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	13150 Skyline Blvd	Fire Fighter	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	13150 Skyline Blvd	Fire Fighter Paramedic	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	13150 Skyline Blvd	Lieutenant of Fire Department	1.00	1.00									
FIRE	OPD EMERGENCY SERVICE/SUPPRESSION	13150 Skyline Blvd		4.00	4.00	0.00	0.00	0.02	0.07	0.00	0.00	0.00	0.21	
FIRE	20411 - Emergency Service/Suppression	13150 Skyline Blvd	Engineer of Fire Department	2.00	2.00									
FIRE	20411 - Emergency Service/Suppression	13150 Skyline Blvd	Fire Fighter	1.00	1.00									Italian
FIRE	20411 - Emergency Service/Suppression	13150 Skyline Blvd	Fire Fighter Paramedic	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	13150 Skyline Blvd	Lieutenant of Fire Department	1.00	1.00									
FIRE	OPD EMERGENCY SERVICE/SUPPRESSION	13150 Skyline Blvd		6.00	6.00	0.00	0.00	0.02	0.09	0.00	0.00	0.00	0.27	
FIRE	OPD EMERGENCY SERVICE/SUPPRESSION	13150 Skyline Blvd		13.00	13.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
FIRE	20411 - Emergency Service/Suppression	7100 Foothill Blvd	Fire Fighter	1.00	1.00		1.00							Spanish
FIRE	20411 - Emergency Service/Suppression	7100 Foothill Blvd	Fire Fighter Paramedic	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	7100 Foothill Blvd	Lieutenant of Fire Department	1.00	1.00									
FIRE	OPD EMERGENCY SERVICE/SUPPRESSION	7100 Foothill Blvd		3.00	3.00	0.00	0.00	0.19	0.42	0.00	0.00	0.00	0.04	
FIRE	20411 - Emergency Service/Suppression	7100 Foothill Blvd	Engineer of Fire Department	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	7100 Foothill Blvd	Fire Fighter	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	7100 Foothill Blvd	Fire Fighter Paramedic	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	7100 Foothill Blvd	Lieutenant of Fire Department	1.00	1.00									
FIRE	OPD EMERGENCY SERVICE/SUPPRESSION	7100 Foothill Blvd		4.00	4.00	0.00	0.00	0.19	0.78	0.00	0.01	0.00	0.06	SP
FIRE	20411 - Emergency Service/Suppression	7100 Foothill Blvd	Captain of Fire Department	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	7100 Foothill Blvd	Engineer of Fire Department	1.00	1.00									
FIRE	20411 - Emergency Service/Suppression	7100 Foothill Blvd	Fire Fighter	1.00	1.00									
FIRE	OPD EMERGENCY SERVICE/SUPPRESSION	7100 Foothill Blvd		3.00	3.00	0.00	0.00	0.19	0.58	0.00	0.01	0.00	0.04	SP

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCP	SP PCP	CH PCP	CR PCP	CR PCP	Language
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	7100 Foothill Blvd	Engineer of Fire Department	1.00	1.00	0.00	1.00			0.00			
FIRE	20411 - Emergency Service/Suppression	5900 Shepherd Canyon Rd	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	5900 Shepherd Canyon Rd	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	5900 Shepherd Canyon Rd	Fire Fighter Paramedic	1.00	1.00								Italian
FIRE	20411 - Emergency Service/Suppression	5900 Shepherd Canyon Rd	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	5900 Shepherd Canyon Rd	Engineer of Fire Department	2.00	2.00	0.00	0.00	0.02	0.07	0.00	0.01	0.06	
FIRE	20411 - Emergency Service/Suppression	5900 Shepherd Canyon Rd	Fire Fighter	2.00	2.00								
FIRE	20411 - Emergency Service/Suppression	5900 Shepherd Canyon Rd	Fire Fighter Paramedic	1.00	1.00		1.00						Spanish
FIRE	20411 - Emergency Service/Suppression	5900 Shepherd Canyon Rd	Lieutenant of Fire Department	1.00	1.00		1.00						Spanish
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	5900 Shepherd Canyon Rd	Captain of Fire Department	1.00	1.00	0.00	0.00	0.02	0.03	0.00	0.01	0.06	
FIRE	20411 - Emergency Service/Suppression	5900 Shepherd Canyon Rd	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	5900 Shepherd Canyon Rd	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	5900 Shepherd Canyon Rd	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	5900 Shepherd Canyon Rd	Fire Fighter Paramedic	1.00	1.00		1.00						Spanish
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	5900 Shepherd Canyon Rd	Engineer of Fire Department	4.00	4.00	0.00	1.00	0.02	0.03	0.00	0.01	0.06	
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	5900 Shepherd Canyon Rd	Engineer of Fire Department	12.00	12.00	0.00	3.00			0.00			
FIRE	20411 - Emergency Service/Suppression	2795 Butters Dr	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	2795 Butters Dr	Fire Fighter	1.00	1.00		1.00						Spanish
FIRE	20411 - Emergency Service/Suppression	2795 Butters Dr	Fire Fighter Paramedic	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	2795 Butters Dr	Engineer of Fire Department	3.00	3.00	0.00	1.00	0.06	0.01	0.00	0.01	0.16	
FIRE	20411 - Emergency Service/Suppression	2795 Butters Dr	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	2795 Butters Dr	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	2795 Butters Dr	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	2795 Butters Dr	Engineer of Fire Department	1.00	1.00	0.00	0.00	0.08	0.19	0.00	0.05	0.16	
FIRE	20411 - Emergency Service/Suppression	2795 Butters Dr	Engineer of Fire Department	2.00	2.00								
FIRE	20411 - Emergency Service/Suppression	2795 Butters Dr	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	2795 Butters Dr	Fire Fighter Paramedic	1.00	1.00		1.00						Spanish / Tagalog
FIRE	20411 - Emergency Service/Suppression	2795 Butters Dr	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	2795 Butters Dr	Engineer of Fire Department	5.00	5.00	0.00	1.00	0.06	0.01	0.00	0.05	0.27	
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	2795 Butters Dr	Engineer of Fire Department	11.00	11.00	0.00	2.00			0.00			
FIRE	20411 - Emergency Service/Suppression	2611 98th Ave	Engineer of Fire Department	2.00	2.00								
FIRE	20411 - Emergency Service/Suppression	2611 98th Ave	Fire Fighter	1.00	1.00		1.00						Spanish
FIRE	20411 - Emergency Service/Suppression	2611 98th Ave	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	2611 98th Ave	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	2511 98th Ave	Engineer of Fire Department	5.00	5.00	0.00	1.00	0.12	0.40	0.00	0.01	0.07	
FIRE	20411 - Emergency Service/Suppression	2611 98th Ave	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	2611 98th Ave	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	2611 98th Ave	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	2611 98th Ave	Fire Fighter Paramedic	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	2611 98th Ave	Engineer of Fire Department	4.00	4.00	0.00	0.00	0.12	0.45	0.00	0.01	0.06	
FIRE	20411 - Emergency Service/Suppression	2611 98th Ave	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	2011 98th Ave	Fire Fighter	1.00	1.00		1.00						Spanish
FIRE	20411 - Emergency Service/Suppression	2611 98th Ave	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	2611 98th Ave	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	2611 98th Ave	Engineer of Fire Department	4.00	4.00	0.00	1.00	0.12	0.32	0.00	0.01	0.06	
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	2611 98th Ave	Engineer of Fire Department	13.00	13.00	0.00	2.00			0.00			
FIRE	20411 - Emergency Service/Suppression	8501 Pardee Dr	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	8501 Pardee Dr	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	8501 Pardee Dr	Fire Fighter Paramedic	1.00	1.00		1.00						Spanish
FIRE	20411 - Emergency Service/Suppression	8501 Pardee Dr	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	8501 Pardee Dr	Engineer of Fire Department	4.00	4.00	0.00	1.00	0.19	0.22	0.00	0.01	0.06	
FIRE	20411 - Emergency Service/Suppression	8501 Pardee Dr	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	8501 Pardee Dr	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	8501 Pardee Dr	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	8501 Pardee Dr	Lieutenant of Fire Department	1.00	1.00		1.00						Spanish
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	8501 Pardee Dr	Captain of Fire Department	4.00	4.00	0.00	1.00	0.19	0.22	0.00	0.01	0.06	
FIRE	20411 - Emergency Service/Suppression	8501 Pardee Dr	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	8501 Pardee Dr	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	8501 Pardee Dr	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	8501 Pardee Dr	Fire Fighter Paramedic	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	8501 Pardee Dr	Engineer of Fire Department	4.00	4.00	0.00	1.00	0.19	0.22	0.00	0.01	0.06	SP
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	8501 Pardee Dr	Engineer of Fire Department	12.00	12.00	0.00	2.00			0.00			
FIRE	20411 - Emergency Service/Suppression	4615 Grass Valley Rd	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	4615 Grass Valley Rd	Fire Fighter Paramedic	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	4615 Grass Valley Rd	Engineer of Fire Department	2.00	2.00	0.00	0.00	0.02	0.04	0.00	0.01	0.03	
FIRE	20411 - Emergency Service/Suppression	4015 Grass Valley Rd	Engineer of Fire Department	1.00	1.00								

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCP Goal	SP PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
FIRE	20411 - Emergency Service/Suppression	4615 Grass Valley Rd	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	4615 Grass Valley Rd	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	4615 Grass Valley Rd	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	4615 Grass Valley Rd	Engineer of Fire Department	1.00	1.00	0.00	0.00	0.02	0.07	0.00	0.01	0.06	Spanish
FIRE	20411 - Emergency Service/Suppression	4615 Grass Valley Rd	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	4615 Grass Valley Rd	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	4615 Grass Valley Rd	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	4015 Grass Valley Rd	Engineer of Fire Department	1.00	1.00	0.00	0.00	0.02	0.09	0.00	0.01	0.08	
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	4015 Grass Valley Rd	Engineer of Fire Department	1.00	1.00	0.00	0.00	0.02	0.09	0.00	0.01	0.08	
FIRE	20411 - Emergency Service/Suppression	1016 66th Ave	Captain of Fire Department	2.00	2.00								
FIRE	20411 - Emergency Service/Suppression	1016 66th Ave	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1016 66th Ave	Fire Fighter	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	1016 66th Ave	Engineer of Fire Department	1.00	1.00	0.00	0.00	0.19	0.76	0.00	0.01	0.06	Spanish
FIRE	20411 - Emergency Service/Suppression	1016 66th Ave	Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1016 66th Ave	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1016 66th Ave	Fire Fighter Paramedic	1.00	1.00		1.00						Spanish
FIRE	20411 - Emergency Service/Suppression	1016 66th Ave	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	1016 66th Ave	Engineer of Fire Department	1.00	1.00	0.00	0.00	0.19	0.76	0.00	0.01	0.06	
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	1016 66th Ave	Engineer of Fire Department	1.00	1.00	0.00	0.00	0.19	0.76	0.00	0.01	0.06	Spanish
FIRE	20411 - Emergency Service/Suppression	1016 66th Ave	Fire Fighter	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1016 66th Ave	Fire Fighter Paramedic	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	1016 66th Ave	Lieutenant of Fire Department	1.00	1.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	1010 66th Ave	Lieutenant of Fire Department	1.00	1.00	0.00	0.00	0.19	0.76	0.00	0.01	0.06	Spanish
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	1016 66th Ave	Engineer of Fire Department	1.00	1.00	0.00	0.00	0.19	0.76	0.00	0.01	0.06	Spanish
FIRE	20411 - Emergency Service/Suppression	150 FDP 3354	Administrative Assistant II	1.00	0.00								
FIRE	20411 - Emergency Service/Suppression		Engineer of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression		Battalion Chief	10.00	0.00								
FIRE	20411 - Emergency Service/Suppression		Captain of Fire Department	9.00	9.00	9.00							
FIRE	20411 - Emergency Service/Suppression		Deputy Chief of Fire Department	1.00	0.00								
FIRE	20411 - Emergency Service/Suppression		Engineer of Fire Department	12.00	12.00	12.00							
FIRE	20411 - Emergency Service/Suppression		Fire Fighter	28.00	28.00	27.00							
FIRE	20411 - Emergency Service/Suppression		Fire Fighter Paramedic	22.00	22.00	22.00							
FIRE	20411 - Emergency Service/Suppression		Lieutenant of Fire Department	11.00	11.00	11.00							
FIRE	20411 - Emergency Service/Suppression		Temp Contract Svcs Employee, PT	0.20	0.00								
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	Citywide	Engineer of Fire Department	35.20	33.00	0.00	0.00	9.46	9.46	0.00	4.07	4.67	SP & CH
FIRE	OFD EMERGENCY SERVICE/SUPPRESSION	Citywide	Engineer of Fire Department	35.20	33.00	0.00	0.00	9.46	9.46	0.00	4.07	4.67	SP & CH
FIRE	20411 - Emergency Service/Suppression	Various	Administrative Assistant II	47.20	469.00	0.00	41.00	52.28	11.28	9.00	26.84	20.84	SP & CH
FIRE	20814 - Airport	751 Air Cargo Way	Captain of Fire Department	1.00	1.00								
FIRE	20411 - Emergency Service/Suppression	751 Air Cargo Way	Fire Fighter	2.00	2.00								
FIRE	OFD AIRPORT (Station 1)	751 Air Cargo Way	Fire Fighter	3.00	3.00	0.00	0.00	0.19	0.50	0.00	0.01	0.04	SP
FIRE	20814 - Airport	751 Air Cargo Way	Captain of Fire Department	1.00	1.00								
FIRE	20814 - Airport	751 Air Cargo Way	Fire Fighter	5.00	5.00								
FIRE	OFD AIRPORT (Station 2)	751 Air Cargo Way	Fire Fighter	4.00	4.00	0.00	0.00	0.19	0.97	0.00	0.01	0.09	SP
FIRE	20814 - Airport	751 Air Cargo Way	Captain of Fire Department	1.00	1.00								
FIRE	20814 - Airport	751 Air Cargo Way	Fire Fighter	4.00	4.00								
FIRE	OFD AIRPORT (Station 3)	751 Air Cargo Way	Fire Fighter	1.00	1.00	0.00	0.00	0.19	0.97	0.00	0.01	0.07	SP
FIRE	20814 - Airport	751 Air Cargo Way	Captain of Fire Department	1.00	0.00								
FIRE	20814 - Airport	751 Air Cargo Way	Battalion Chief	1.00	0.00								
FIRE	20814 - Airport	751 Air Cargo Way	Captain of Fire Department	1.00	1.00	1.00							
FIRE	20814 - Airport	751 Air Cargo Way	Fire Fighter	10.00	10.00	10.00							
FIRE	OFD AIRPORT (Station 4)	751 Air Cargo Way	Fire Fighter	18.00	11.00	11.00	0.00	0.19	2.14	0.00	0.01	0.16	
FIRE	OFD AIRPORT (Station 5)	751 Air Cargo Way	Fire Fighter	12.00	11.00	11.00	0.00	0.19	2.14	0.00	0.01	0.16	
FIRE	20814 - Airport	751 Air Cargo Way	Fire Fighter	26.00	25.00	11.00	0.00	2.35	2.35	0.00	1.41	1.41	SP & CH
FIRE	20815 - U.S.A.R	6550 Coliseum Way	Assistant Chief of Fire Department	0.00	0.00								
FIRE	20815 - U.S.A.R	6550 Coliseum Way	Battalion Chief	1.00	0.00								Arabic
FIRE	20815 - U.S.A.R	6550 Coliseum Way	Fire Fighter	1.00	1.00	1.00							
FIRE	20815 - U.S.A.R	6550 Coliseum Way	Management Intern, PT	0.17	0.00								
FIRE	20815 - U.S.A.R	6550 Coliseum Way	Student Trainee, PT	0.58	0.00								
FIRE	20815 - U.S.A.R	6550 Coliseum Way	Temp Contract Svcs Employee, PT	0.50	0.00								
FIRE	20815 - U.S.A.R	6550 Coliseum Way	Fire Fighter	3.25	1.00	1.00	0.00	0.11	0.11	0.00	0.06	0.06	
FIRE	Emergency Services and Suppression	Various	Administrative Assistant II	500.36	0.00	83.00	141.00	26.24	14.24	8.00	27.31	22.31	SP & CH
FIRE	20711 - Emergency Services Program Unit	1605 MLK Jr Way 2 FL	Administrative Assistant II	1.00	0.00								
FIRE	20711 - Emergency Services Program Unit	1605 MLK Jr Way 2 FL	Administrative Services Manager II	1.00	0.00								
FIRE	20711 - Emergency Services Program Unit	1605 MLK Jr Way 2 FL	Emergency Serv Manager, Assistant	1.00	0.00								
FIRE	20711 - Emergency Services Program Unit	1605 MLK Jr Way 2 FL	Emergency Planning Coordinator	2.00	1.00	1.00							

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCP Goal	SP PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
FIRE	20711 - Emergency Services Program Unit	1605 MLK Jr Way 2 FL	Emergency Planning Coordinator, Sr	3.00	1.00								
FIRE	20711 - Emergency Services Program Unit	1605 MLK Jr Way 2 FL	Engineer of Fire Department	1.00	1.00								
FIRE	20711 - Emergency Services Program Unit	1605 MLK Jr Way 2 FL	Management Intern, PT	1.00	1.00					1.00			Cantonese
FIRE	20711 - Emergency Services Program Unit	1605 MLK Jr Way 2 FL	Manager, Emergency Services	1.00	1.00		1.00						Spanish
FIRE	20711 - Emergency Services Program Unit	1605 MLK Jr Way 2 FL	Office Assistant I, PT	1.00	0.00								
FIRE	20711 - Emergency Services Program Unit	1605 MLK Jr Way 2 FL	Office Manager	1.00	0.00								Tagalog
FIRE	20711 - Emergency Services Program Unit	1605 MLK Jr Way 2 FL	Temp Contract Svcs Employee, PT	2.00	0.25		0.25						Spanish
FIRE	20711 - Emergency Services Program Unit	1605 MLK Jr Way		15.00	5.25	1.00	1.25	0.00	(0.85)	1.00	0.30	(0.70)	
FIRE	Emergency Services Program	1605 MLK Jr Way		15.00	5.25	1.00	1.25	0.00	(0.85)	1.00	0.30	(0.70)	
FIRE	OAKLAND FIRE DEPARTMENT			594.00	537.75	99.50	146.75	162.25	155.50	8.50	34.20	24.78	SP & CH
POLICE	101110 - Office of Chief - Administration	455 7th St 8 FL	Chief of Police	1.00	1.00								
POLICE	101110 - Office of Chief - Administration	455 7th St 8 FL	Chief of Police, Assistant	1.00	1.00		1.00						Spanish
POLICE	101110 - Office of Chief - Administration	455 7th St 8 FL	Exec Asst to Agency Director	1.00	0.00								
POLICE	101110 - Office of Chief - Administration	455 7th St 8 FL	Police Records Specialist	2.00	1.00	1.00							
POLICE	101110 - Office of Chief - Administration	455 7th St 8 FL	Sergeant of Police (PERS)	1.00	1.00								
POLICE	101110 - Office of Chief - Administration	455 7th St		6.00	4.00	1.00	1.00	0.48	(0.54)	0.00	0.23	0.00	
POLICE	101120 - Internal Affairs	250 FOP Ste C	Administrative Assistant I	1.00	1.00								
POLICE	101120 - Internal Affairs	250 FOP Ste C	Captain of Police (PERS)	1.00	1.00								
POLICE	101120 - Internal Affairs	250 FOP Ste C	Lieutenant of Police (PERS)	2.00	2.00								
POLICE	101120 - Internal Affairs	250 FOP Ste C	Performance Audit Manager	1.00	1.00								
POLICE	101120 - Internal Affairs	250 FOP Ste C	Police Officer (PERS)	3.00	3.00								
POLICE	101120 - Internal Affairs	250 FOP Ste C	Police Records Specialist	2.00	2.00								
POLICE	101120 - Internal Affairs	250 FOP Ste C	Sergeant of Police (PERS)	10.00	10.00	1.00	1.00			1.00			Spanish / Cantonese
POLICE	101120 - Internal Affairs	250 FOP Ste C	Temp Contract Svcs Employee, PT (Annuitants)	1.00	0.00								
POLICE	101120 - Internal Affairs	250 FOP Ste C		21.00	20.00	1.00	1.00	2.28	1.28	1.00	1.13	0.13	SP
POLICE	101130 - Office of the Inspector General	455 7th St 5 FL	Accountant II	1.00	0.00								
POLICE	101130 - Office of the Inspector General	455 7th St 5 FL	Administrative Analyst II	2.00	0.00								
POLICE	101130 - Office of the Inspector General	455 7th St 5 FL	Captain of Police (PERS)	1.00	1.00								
POLICE	101130 - Office of the Inspector General	455 7th St 9 FL	Lieutenant of Police (PERS)	1.00	1.00								
POLICE	101130 - Office of the Inspector General	455 7th St 5 FL	Police Prgm & Performance Auditor	1.00	1.00								
POLICE	101130 - Office of the Inspector General	455 7th St 5 FL	Police Records Specialist	2.00	1.00	1.00							
POLICE	101130 - Office of the Inspector General	455 7th St 9 FL	Sergeant of Police (PERS)	1.00	1.00	1.00							
POLICE	101130 - Office of the Inspector General	455 7th St 5 FL	Technical Communications Specialist	1.00	1.00								
POLICE	101130 - Office of the Inspector General	485 7th St		10.00	6.00	2.00	0.00	0.65	0.65	0.00	0.34	0.34	SP
POLICE	101140 - Special Investigations Internal	455 7th St 4 FL	Police Officer (PERS)	3.00	3.00					1.00			Mandarin
POLICE	101140 - Special Investigations Internal	455 7th St 4 FL	Sergeant of Police (PERS)	1.00	1.00								
POLICE	101140 - Special Investigations Internal	485 7th St		4.00	4.00	0.00	0.00	0.45	0.44	1.00	0.33	(0.77)	
POLICE	102110 - Bureau of Investigations Administration	455 7th St 5 FL	Administrative Analyst II	3.00	0.00								
POLICE	102110 - Bureau of Investigations Administration	455 7th St 6 FL	Deputy Chief of Police (PERS)	0.00	0.00								
POLICE	102110 - Bureau of Investigations Administration	455 7th St 6 FL	Police Personnel Oper Specialist	1.00	0.00								
POLICE	102110 - Bureau of Investigations Administration	455 7th St 5 FL	Police Records Specialist	1.00	0.00								
POLICE	102110 - Bureau of Investigations Administration	455 7th St 6 FL	Police Services Manager I	1.00	1.00	1.00							
POLICE	102110 - Bureau of Investigations Administration	455 7th St 5 FL	Sergeant of Police (PERS)	1.00	1.00								
POLICE	102110 - Bureau of Investigations Administration	455 7th St		7.00	2.00	1.00	0.00	0.23	0.23	0.00	0.11	0.11	Vietnamese
POLICE	Office of the Chief	Various		48.00	36.00	0.00	2.00	4.00	2.10	2.00	2.63	0.03	SP
POLICE	102120 - Property and Evidence	455 7th St Basement	Police Property Specialist	5.00	5.00								Tagalog
POLICE	102120 - Property and Evidence	455 7th St Basement	Police Property Supervisor	1.00	1.00								
POLICE	102120 - Property and Evidence	455 7th St		6.00	5.00	0.00	0.00	0.68	0.68	0.00	0.34	0.34	SP
POLICE	102330 - Robbery	455 7th St 2 FL	Police Officer (PERS)	2.00	2.00								Arabic
POLICE	102330 - Robbery	455 7th St 2 FL	Police Records Specialist	2.00	2.00								
POLICE	102330 - Robbery	455 7th St 2 FL	Sergeant of Police (PERS)	9.00	9.00	5.00	1.00						Spanish
POLICE	102330 - Robbery	455 7th St		13.00	13.00	5.00	1.00	1.48	0.45	0.00	0.73	0.73	CH
POLICE	102340 - Property/Theft		Administrative Analyst II	1.00	0.00								
POLICE	102340 - Property/Theft		Lieutenant of Police (PERS)	1.00	1.00	1.00							
POLICE	102340 - Property/Theft		Police Officer (PERS)	6.00	5.00		2.00						Spanish
POLICE	102340 - Property/Theft		Police Records Specialist	2.00	2.00	1.00							
POLICE	102340 - Property/Theft		Sergeant of Police (PERS)	5.00	8.00	2.00							
POLICE	102340 - Property/Theft	485 7th St		18.00	17.00	4.00	2.00	1.04	(0.06)	0.00	0.96	0.96	CH
POLICE	102610 - Criminalistics Unit	455 7th St 6 FL	Criminalist I	4.00	0.00								
POLICE	102610 - Criminalistics Unit	455 7th St 6 FL	Criminalist II	12.00	0.00								
POLICE	102610 - Criminalistics Unit	455 7th St 6 FL	Criminalist III	3.00	0.00								
POLICE	102610 - Criminalistics Unit	455 7th St 6 FL	Exempt Limited Duration Employee	1.00	0.00								Cantonese / Mandarin
POLICE	102610 - Criminalistics Unit	455 7th St 6 FL	Forensic Technician	1.00	0.00								
POLICE	102610 - Criminalistics Unit	455 7th St 6 FL	Latent Print Examiner I	1.00	0.00								
POLICE	102610 - Criminalistics Unit	455 7th St 6 FL	Latent Print Examiner II	3.00	0.00								
POLICE	102610 - Criminalistics Unit	455 7th St 6 FL	Manager, Crime Laboratory	1.00	0.00								

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCP Goal	BP PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
POLICE	102610 - Criminalistics Unit	455 7th St S FL	Office Assistant II	1.00	1.00								
POLICE	102610 - Criminalistics Unit	455 7th St	Office Assistant II	27.00	1.00	0.00	0.00	0.11	0.11	0.00	0.00	0.00	
POLICE	107010 - Bureau of Field Operations-Admin	455 7th St 1 FL	Deputy Chief of Police (PERS)	1.00	1.00								
POLICE	107010 - Bureau of Field Operations-Admin	455 7th St 1 FL	Police Officer (PERS)	2.00	2.00					1.00			Cantonese
POLICE	107010 - Bureau of Field Operations-Admin	455 7th St 1 FL	Police Records Specialist	4.00	0.00								Cantonese / Mandarin / Tagalog
POLICE	107010 - Bureau of Field Operations-Admin	455 7th St 1 FL	Police Services Technician II	1.00	0.00								
POLICE	107010 - Bureau of Field Operations-Admin	455 7th St 1 FL	Sergeant of Police (PERS)	1.00	1.00								
POLICE	107010 - Bureau of Field Operations-Admin	455 7th St	Sergeant of Police (PERS)	0.00	4.00	0.00	0.00	0.46	0.46	1.00	0.28	(0.77)	
POLICE	107110 - Police Area 1	Field	Captain of Police (PERS)	1.00	1.00	1.00							
POLICE	107110 - Police Area 1	Field	Deputy Chief of Police (PERS)	1.00	1.00								
POLICE	107110 - Police Area 1	Field	Lieutenant of Police (PERS)	5.00	5.00	1.00				1.00			Cantonese
POLICE	107110 - Police Area 1	Field	Police Evidence Technician	4.00	4.00		1.00			1.00			Spanish / Cantonese
POLICE	107110 - Police Area 1	Field	Police Officer (PERS)	147.00	147.00	8.00	10.00			4.00			Spanish / Cantonese / Korean / Vietnamese
POLICE	107110 - Police Area 1	Field	Police Services Technician II	4.00	4.00								
POLICE	107110 - Police Area 1	Field	Sergeant of Police (PERS)	20.00	20.00	1.00	1.00			3.00			Spanish / Cantonese / Mandarin / SP & CH
POLICE	107110 - Police Area 1	Field	Sergeant of Police (PERS)	182.00	182.00	11.00	12.00	20.73	5.73	9.00	10.25	1.25	
POLICE	107210 - Police Area 2	Field	Captain of Police (PERS)	1.00	1.00								
POLICE	107210 - Police Area 2	Field	Lieutenant of Police (PERS)	5.00	6.00		1.00						Spanish
POLICE	107210 - Police Area 2	Field	Police Evidence Technician	5.00	5.00		1.00						Spanish
POLICE	107210 - Police Area 2	Field	Police Officer (PERS)	121.00	121.00	2.00	17.00			2.00			Spanish / Cantonese / ASL / Budge
POLICE	107210 - Police Area 2	Field	Police Services Technician II	3.00	3.00								
POLICE	107210 - Police Area 2	Field	Sergeant of Police (PERS)	19.00	19.00		3.00			0.50			Spanish / Cantonese
POLICE	107210 - Police Area 2	Field	Sergeant of Police (PERS)	156.00	165.00	2.00	22.00	17.65	(A.28)	2.50	8.73	6.23	CH
POLICE	107310 - Police Area 3	Field	Administrative Assistant I	0.00	0.00								
POLICE	107310 - Police Area 3	Field	Captain of Police (PERS)	1.00	1.00								
POLICE	107310 - Police Area 3	Field	Lieutenant of Police (PERS)	5.00	5.00	3.00							
POLICE	107310 - Police Area 3	Field	Police Evidence Technician	5.00	5.00	1.00							
POLICE	107310 - Police Area 3	Field	Police Officer (PERS)	106.00	106.00	9.00	15.00			2.00			Spanish / Cantonese / Mandarin /
POLICE	107310 - Police Area 3	Field	Police Records Specialist	3.00	3.00		1.00						Spanish
POLICE	107310 - Police Area 3	Field	Police Services Technician II	4.00	4.00								
POLICE	107310 - Police Area 3	Field	Sergeant of Police (PERS)	16.00	16.00	1.00							
POLICE	107310 - Police Area 3	Field	Sergeant of Police (PERS)	142.00	142.00	14.00	10.00	16.17	0.17	2.00	17.99	6.99	CH
POLICE	107410 - Support Operations		Captain of Police (PERS)	1.00	1.00								
POLICE	107410 - Support Operations	250 FOP 6303	Neighborhood Services Coordinator	5.00	9.00		2.00			1.00			Spanish / Cantonese
POLICE	107410 - Support Operations		Police Services Technician II	3.00	3.00	1.00	1.00						Spanish
POLICE	107410 - Support Operations	250 FOP 6303	Program Analyst III	1.00	1.00								
POLICE	107410 - Support Operations	250 FOP	Program Analyst III	14.00	14.00	1.00	3.00	1.69	(1.41)	1.00	0.79	(0.21)	
POLICE	107510 - Traffic BFO	Field	Crossing Guard, PPT	6.00	6.00	4.00							
POLICE	107510 - Traffic BFO	Field	Crossing Guard, PT	1.14	1.14								
POLICE	107510 - Traffic BFO	Field	Lieutenant of Police (PERS)	1.00	1.00	1.00							
POLICE	107510 - Traffic BFO	Field	Parking Control Technician, PPT	0.85	0.85								
POLICE	107510 - Traffic BFO	Field	Police Officer (PERS)	25.00	26.00	1.00	5.00			2.00			Spanish / Cantonese / Mandarin /
POLICE	107510 - Traffic BFO	Field	Police Records Specialist	1.00	1.00	1.00				1.00			Cantonese
POLICE	107510 - Traffic BFO	Field	Police Services Technician II	14.00	14.00								
POLICE	107510 - Traffic BFO	Field	Sergeant of Police (PERS)	5.00	5.00								
POLICE	107510 - Traffic BFO	Field	Sergeant of Police (PERS)	38.99	64.99	7.00	5.00	6.26	1.26	3.00	3.10	0.10	SP
POLICE	107710 - Special Operations	Field	Administrative Analyst II	1.00	0.00								
POLICE	107710 - Special Operations	Field	Lieutenant of Police (PERS)	1.00	1.00								
POLICE	107710 - Special Operations	Field	Parking Control Technician	26.00	0.00								
POLICE	107710 - Special Operations	Field	Parking Control Technician, PPT	6.10	0.00								
POLICE	107710 - Special Operations	Field	Parking Control Technician, PT	1.01	1.01								
POLICE	107710 - Special Operations	Field	Parking Enforcement Supervisor I	4.00	0.00								
POLICE	107710 - Special Operations	Field	Police Officer (PERS)	27.00	27.00		1.00						Spanish / French / Greek
POLICE	107710 - Special Operations	Field	Police Services Technician II	3.00	3.00					1.00			Cantonese / Toisanese
POLICE	107710 - Special Operations	Field	Public Service Representative, PT	0.50	0.50	0.50							
POLICE	107710 - Special Operations	Field	Sergeant of Police	1.00	1.00								
POLICE	107710 - Special Operations	Field	Sergeant of Police (PERS)	5.00	5.00	1.00							
POLICE	107710 - Special Operations	Field	Sergeant of Police (PERS)	75.41	38.51	1.50	1.00	4.39	3.39	1.00	2.17	1.17	SP & CH
POLICE	Bureau of Field Operations	Various		679.80	627.60	66.60	52.00	71.47	5.47	19.50	35.33	15.83	SP & CH
POLICE	102130 - Identification Section	455 7th St 3 FL	Police Services Technician II	4.00	4.00	1.00							
POLICE	102130 - Identification Section	455 7th St	Police Services Technician II	4.00	4.00	1.00	0.28	0.45	0.46	0.00	0.28	0.28	
POLICE	102310 - Criminal Investigations	455 7th St 2 FL	Administrative Analyst II	1.00	0.00								Tagalog
POLICE	102310 - Criminal Investigations	455 7th St 2 FL	Administrative Assistant I	1.00	0.00								
POLICE	102310 - Criminal Investigations	455 7th St 2 FL	Captain of Police (PERS)	0.00	0.00								
POLICE	102310 - Criminal Investigations	455 7th St 2 FL	Police Records Specialist	1.00	1.00								
POLICE	102310 - Criminal Investigations	455 7th St	Police Records Specialist	3.00	1.28	0.00	0.28	0.11	0.11	0.00	0.06	0.06	

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE A

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCP Goal	SP PCP Need	CH PCP	CH PCP Goal	CH PCP Need	Language
POLICE	102320 - Homicide	455 7th St 2 FL	Lieutenant of Police (PERS)	1.00	1.00								
POLICE	102320 - Homicide	455 7th St 2 FL	Sergeant of Police (PERS)	9.00	9.00	2.00	1.00						Spanish / Tagalog
POLICE	102320 - Homicide	455 7th St		10.00	10.00	2.00	1.00	1.14	0.14	0.00	0.56	0.56	CH
POLICE	102321 - Targeted Enforcement Task Force I		Police Officer (PERS)	6.00	6.00		2.00						Spanish
POLICE	102321 - Targeted Enforcement Task Force I		Sergeant of Police (PERS)	1.00	1.00								
POLICE	102321 - Targeted Enforcement Task Force I	455 7th St		1.00	1.00	0.00	2.00	0.88	(1.30)	0.00	0.35	0.00	
POLICE	102350 - Youth & Family Services	455 7th St 4 FL	Captain of Police (PERS)	1.00	1.00								
POLICE	102350 - Youth & Family Services	455 7th St 4 FL	Lieutenant of Police (PERS)	2.00	2.00								
POLICE	102350 - Youth S Family Services	455 7th St 4 FL	Police Officer (PERS)	49.00	49.00	25.00	3.00						Spanish / ASL / Mien / Tagalog / V
POLICE	102350 - Youth S Family Services	455 7th St 4 FL	Police Records Specialist	2.00	2.00								Tagalog
POLICE	102350 - Youth S Family Services	455 7th St 4 FL	Police Services Technician II	5.00	5.00								
POLICE	102350 - Youth & Family Services	455 7th St 4 FL	Sergeant of Police (PERS)	5.00	5.00	1.00							
POLICE	102350 - Youth & Family Services	455 7th St		64.00	64.00	25.00	3.00	7.29	4.29	0.00	3.60	3.60	SP & CH
POLICE	102510 - Assault	455 7th St 2 FL	Lieutenant of Police (PERS)	1.00	1.00								
POLICE	102510 - Assault	455 7th St 2 FL	Police Officer (PERS)	14.00	14.00	1.00	3.00						Spanish
POLICE	102510 - Assault	455 7th St 2 FL	Police Records Specialist	1.00	1.00	1.00							
POLICE	102510 - Assault	455 7th St 2 FL	Sergeant of Police (PERS)	3.00	3.00	2.00							
POLICE	102510 - Assault	455 7th St		19.00	19.00	4.00	3.00	2.16	(0.84)	0.00	1.07	1.07	CH
POLICE	Criminal Investigation	455 7th St		107.00	105.00	33.00	9.00	11.00	2.00	0.00	5.91	5.91	3P S CH
POLICE	102140 - Research, Planning & Crime Analysis	455 7th St 9 FL	Administrative Analyst II	4.00	0.00								
POLICE	102140 - Research, Planning & Crime Analysis	455 7th St		4.00	0.00								
POLICE	103110 - Bureau of Services - Administration U	455 7th St 8 FL	Captain of Police (PERS)	1.00	1.00								
POLICE	103110 - Bureau of Services - Administration U	455 7th St 8 FL	Deputy Chief of Police (PERS)	1.00	0.00								
POLICE	103110 - Bureau of Services - Administration U	455 7th St		2.00	1.00	0.00	0.00	0.11	0.11	0.00	0.06	0.06	
POLICE	106210 - Police Personnel	455 7th St 7 FL	Administrative Analyst I	2.00	0.00								
POLICE	106210 - Police Personnel	455 7th St 7 FL	Administrative Analyst II	1.00	0.00								
POLICE	106210 - Police Personnel	455 7th St 7 FL	Support Services Supervisor	1.00	0.00								
POLICE	106210 - Police Personnel	455 7th St 7 FL	Police Records Specialist	2.00	2.00								Japanese
POLICE	106210 - Police Personnel	455 7th St 7 FL	Police Services Manager I	1.00	0.00								
POLICE	106210 - Police Personnel	455 7th St 7 FL	Storekeeper II	1.00	0.00								
POLICE	106210 - Police Personnel	455 7th St		8.00	2.00	0.00	0.00	0.23	0.23	0.00	0.11	0.11	
POLICE	106410 - Police Information Technology	455 7th St 9 FL	Police Officer (PERS)	1.00	1.00								
POLICE	106410 - Police Information Technology	455 7th St 9 FL	Police Services Technician II	1.00	1.00								
POLICE	106410 - Police Information Technology	455 7th St 9 FL	Sergeant of Police (PERS)	1.00	1.00								
POLICE	106410 - Police Information Technology	455 7th St		3.00	3.00	0.00	0.00	0.00	0.34	0.00	0.17	0.17	
POLICE	106510 - Fiscal Services	455 7th St 7 FL	Account Clerk II	5.00	0.00								Spanish
POLICE	106510 - Fiscal Services	455 7th St 7 FL	Account Clerk III	1.00	0.00								
POLICE	106510 - Fiscal Services	455 7th St 7 FL	Accountant II	3.00	0.00								
POLICE	106510 - Fiscal Services	455 7th St 7 FL	Administrative Analyst II	2.00	1.00					1.00			Spanish / Cantonese
POLICE	106510 - Fiscal Services	455 7th St 7 FL	Administrative Services Manager II	1.00	0.00								
POLICE	106510 - Fiscal Services	455 7th St 7 FL	Grants Coordinator	1.00	0.00								
POLICE	106510 - Fiscal Services	455 7th St 7 FL	Payroll Personnel Clerk II	3.00	0.00								
POLICE	106510 - Fiscal Services	455 7th St 7 FL	Payroll Personnel Clerk III	1.00	0.00								Spanish
POLICE	106510 - Fiscal Services	455 7th St 7 FL	Police Records Specialist	1.00	0.00								
POLICE	106510 - Fiscal Services	455 7th St 7 FL	Project Manager III	1.00	0.00								Spanish / French / Russian / Tag
POLICE	106510 - Fiscal Services	455 7th St		19.00	1.00	0.00	0.00	0.11	0.11	1.00	0.06	(0.94)	
POLICE	106610 - Background & Recruiting	250 FOP Ste D	Administrative Analyst II	1.00	0.00								Cantonese
POLICE	106610 - Background & Recruiting	250 FOP Ste D	Captain of Police (PERS)	1.00	1.00								
POLICE	106610 - Background & Recruiting	250 FOP Ste D	Police Officer (PERS)	3.00	3.00		1.00						Spanish
POLICE	106610 - Background & Recruiting	250 FOP Ste D	Police Personnel Oper Specialist	1.00	0.00								
POLICE	106610 - Background & Recruiting	250 FOP Ste D	Sergeant of Police (PERS)	1.00	1.00		1.00						Spanish
POLICE	106610 - Background & Recruiting	250 FOP		7.00	5.00	0.00	2.00	0.57	(1.43)	0.00	0.28	0.28	
POLICE	107511 - Parking Enforcement	250 FOP 1 FL	Administrative Services Manager II	1.00	0.00								
POLICE	107511 - Parking Enforcement	250 FOP 1 FL	Public Service Representative	1.00	0.00								
POLICE	107511 - Parking Enforcement	250 FOP		2.00	0.00								
POLICE	Bureau of Services	Various		134.00	12.00	0.00	2.00	1.37	(0.00)	1.00	0.00	(0.32)	
POLICE	103130 - Animal Shelter	1101 29th Ave	Animal Care Attendant, PT	0.43	0.00								Spanish / Cantonese / Mandarin
POLICE	103130 - Animal Shelter	1101 29th Ave	Animal Control Officer	11.00	11.00	2.00	2.00			2.00			Spanish / Cantonese / Mandarin
POLICE	103130 - Animal Shelter	1101 29th Ave	Animal Control Officer, PPT	1.00	1.00	0.50	1.00						Spanish
POLICE	103130 - Animal Shelter	1101 29th Ave	Animal Control Supervisor	1.00	1.00								
POLICE	103130 - Animal Shelter	1101 29th Ave	Director of Animal Services	1.00	1.00								
POLICE	103130 - Animal Shelter	1101 29th Ave	Police Records Specialist	1.00	1.00								
POLICE	103130 - Animal Shelter	1101 29th Ave	Veterinarian	0.00	0.00								
POLICE	103130 - Animal Shelter	1101 29th Ave	Temp Contract Svcs Employee, PT	3.00	3.00								
POLICE	103130 - Animal Shelter	1101 29th Ave	Veterinary Technician	2.00	2.00								
POLICE	103130 - Animal Shelter	1101 29th Ave	Volunteer Program Specialist II	1.00	1.00	1.00							

PUBLIC CONTACT POSITIONS STAFFING REPORT FY11-12

TABLE 4

AGENCY	ORGANIZATION NUMBER AND NAME	ADDRESS	JOB CLASSIFICATION	FTE	PCP	VACANT PCP	SP PCP	SP PCP Pool	SP PCP Need	CH PCP	CH PCP Pool	CH PCP Need	Language
POLICE	103138 - Animal Shelter	1101 29th Ave		21.43	21.00	3.50	3.00	2.53	(0.81)	2.00	1.18	(0.82)	
POLICE	103430 - Training Unit	455 7th St 5 FL	Administrative Assistant1	1.00	0.00								Korean
POLICE	103430 - Training Unit	455 7th St 5 FL	Lieutenant of Police (PERS)	1.00	0.00								
POLICE	103430 - Training Unit	455 7th St 5 FL	Police Cadet, PT	20.00	0.00								
POLICE	103430 - Training Unit	455 7th St 5 FL	Police Officer (PERS)	12.00	0.00								
POLICE	103430 - Training Unit	455 7th St 5 FL	Police Records Specialist	2.00	2.00	1.00							Tagalog
POLICE	103430 - Training Unit	455 7th St 5 FL	Reproduction Offset Operator	1.00	1.00								
POLICE	103430 - Training Unit	455 7th St 5 FL	Sergeant of Police (PERS)	2.00	2.00								
POLICE	103430 - Training Unit	455 7th St		39.00	8.00	1.00	0.00	0.67	0.67	0.00	0.28	0.28	SP
POLICE	Animal Shelter and Training	Various		80.43	26.00	4.50	3.00	1.98	(0.04)	2.00	1.48	(0.54)	
POLICE	103240 - Records Unit	455 7th St 3 FL	Administrative Assistant1	1.00	0.00								
POLICE	103240 - Records Unit	455 7th St 3 FL	Police Officer (PERS)	1.00	0.00								Thai / Laotian
POLICE	103240 - Records Unit	455 7th St 3 FL	Police Records Specialist	1.00	0.00								
POLICE	103240 - Records Unit	455 7th St 3 FL	Police Services Manager1	1.00	0.00								
POLICE	103240 - Records Unit	455 7th St		14.00	0.00								
POLICE	103242 - Records S Warrants	455 7th St 3 FL	Police Records Specialist	24.00	24.00	3.00	2.00			2.00			Spanish / Cantonese / Mandarin /
POLICE	103242 - Records S Warrants	455 7th St 3 FL	Police Records Supervisor	3.00	3.00								
POLICE	103242 - Records A Warrants	455 7th St		27.00	27.00	3.00	2.00	3.08	1.05	2.00	1.52	(0.48)	SP
POLICE	Records	455 7th St		31.00	27.00	3.00	2.00	3.08	1.08	2.00	1.52	(0.48)	SP
POLICE	103310 - Communications Unit	7101 Edgewater Dr Bldg 8	Lieutenant of Police (PERS)	1.00	1.00		1.00						Spanish
POLICE	103310 - Communications Unit	7101 Edgewater Dr Bldg 8	Police Communications Dispatcher	70.00	70.00	10.00	9.00			3.00			Spanish / Cantonese / Amharic / M
POLICE	103310 - Communications Unit	7101 Edgewater Dr Bldg 8	Police Communications Supervisor	4.00	4.00								
POLICE	103310 - Communications Unit	7101 Edgewater Dr Bldg 8	Sergeant of Police (PERS)	4.00	4.00	1.00							Cambodian
POLICE	103310 - Communications Unit	7101 Edgewater Dr		79.00	79.00	11.00	10.00	9.00	(1.00)	3.00	4.48	1.45	CH
POLICE	OPD 911 Dispatch	7101 Edgewater Dr		79.00	75.00	11.00	10.00	10.00	(0.00)	3.00	4.48	1.45	CH
POLICE	OAKLAND POLICE DEPARTMENT			1067.95	912.50	102.00	190.00	104.93	64.83	129.00	62.57	22.97	SP & CH
Non Public Safety Citywide TOTALs				2186.24	798.09	75.01	131.54			80.88			
Public Safety Citywide TOTALs				1887.98	1450.25	201.00	138.78	185.16	28.43	36.00	81.65	45.63	SP & CH
CITYWIDE TOTAL				3864.22	2248.09	279.41	288.28			106.96			

TABLE 5

Exhibit 5: Vital Documents

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

CITY ADMINISTRATOR'S OFFICE

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
CAO Administration and Divisions						
Contractor Profile	YES	YES		10	10	100%
Certification Fact Sheet	YES	YES				
Doing Business with the City of Oakland Flyer	YES	YES				
LEP/15% Apprenticeship Announcement	YES	YES				
Local Construction Referral Application	YES	YES				
Prompt Payment	YES	YES				
Winning Compliance Brochure	YES	YES				
Vendor Application	YES	YES				
Budget Fact Sheet	YES	YES				
New Business Application Information	YES	YES				
Citizens' Police Review Board*						
Bias-Based Policing Symposium Flyer	YES	YES		4	4	100%
CPRB Compliant Form	YES	YES	Vietnamese			
CPRB Program Brochure	YES	YES	Vietnamese			
Evidentiary Hearing Confidentiality Agreement	YES	YES				
Office of Neighborhood Investment						
CEDA Newsletters	YES	YES	Vietnamese	1	1	100%
Parking Citation Assistance Center*						
Administrative Review Request Form	YES	YES		11	11	100%
CALE Meters Decals	YES	YES				
Survey for the Parking Citation Assistance Center	YES	YES				
Parking Citation Kiosk Decals	YES	YES				
Parking Citations Promissory Note Procedures (this is the payment plan handout)	YES	YES				
Parking Information Brochure	YES	YES				
Parking Ticket Kiosk PSA	YES	YES				
Permit Placement Instructions	YES	YES				

TABLE S

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
Request for a Waiver of Deposit Prior to an Administrative Hearing	YES	YES				
RPP Application	YES	YES				
"Tow/Impound" Information	YES	YES				
# OF TOTAL VITAL DOCUMENTS	26	26				
# OF TRANSLATED DOCUMENTS	26	26				
% OF TOTAL DOCUMENTS TRANSLATED	100%	100%				

CITY ATTORNEY'S OFFICE

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
<i>City Attorney's Office</i>						
Claims Procedures	YES	YES	Vietnamese	4	4	100%
Foreclosure/Lending Flyers	YES	YES	Vietnamese			
Neighborhood Law Corps Material	YES	YES	Vietnamese			
Open Government Guide	YES	YES	Vietnamese			
# OF TOTAL VITAL DOCUMENTS	4	4				
# OF TRANSLATED DOCUMENTS	4	4				
% OF TOTAL DOCUMENTS TRANSLATED	100%	100%				

CITY AUDITOR'S OFFICE

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
<i>City Auditor's Office</i>						
Fraud, Waste + Abuse Flyer & FAQ	NO	NO		3	2	67%
Website: Fraud Waste and Abuse (TAB) - FAQ	YES	YES				
Website: Home (TAB) - Welcome Message	YES	YES				
# OF TOTAL VITAL DOCUMENTS	3	3				
# OF TRANSLATED DOCUMENTS	2	2				
% OF TOTAL DOCUMENTS TRANSLATED	67%	67%				

CITY CLERK'S OFFICE

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
<i>City Clerk's Office*</i>						
City Clerk Brochure	YES	YES	Vietnamese	4	4	100%

TABLE 5

City Council Meeting Speaker Card	YES	YES	Vietnamese			
Customer Service Survey	YES	YES	Vietnamese			
Domestic Partnership Form	YES	YES	Vietnamese			
# OF TOTAL VITAL DOCUMENTS	4	4				
# OF TRANSLATED DOCUMENTS	4	4				
% OF TOTAL DOCUMENTS TRANSLATED	100%	100%				

CITY COUNCIL'S OFFICE

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
City Council's Office						
Office Close Notices	YES	YES		1	1	100 %
# OF TOTAL VITAL DOCUMENTS	1	1				
# OF TRANSLATED DOCUMENTS	1	1				
% OF TOTAL DOCUMENTS TRANSLATED	100%	100%				

HOUSING AND COMMUNITY DEVELOPMENT

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
Housing and Community Development						
Down Payment Assistance Program Brochure	YES	YES		8	8	100%
First Time Home Buyer Program Brochure	YES	YES				
Summary of Restrictions for Affordable Homeownership Development	YES	YES				
Down Payment Assistant Program (DAP) Brochure	YES	YES				
Foreclosure Brochure	YES	YES				
Income Limits & Partners (Insert)	YES	YES				
Mortgage Assistance Program (MAP) Brochure	YES	YES				
Short Letter to Accompany the Foreclosure Brochures When Mailed	YES	YES				
Residential Rent Arbitration*						
Informational Brochure	YES	YES		6	6	100%
Just Cause Information	YES	YES				
Just Cause Ordinance	YES	YES				
Notice to Tenants	YES	YES				
Outreach Postcard	YES	YES				
Rent Adjustment Ordinance Brochure	YES	YES				

TABLE S

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doe
Municipal Lending*						
Homeownership Loan Programs (Cover/Shell/Folder with Pockets)	YES	YES		2	2	100%
Homeownership Loan Programs Brochure	YES	YES				
# OF TOTAL VITAL DOCUMENTS	16	16				
# OF TRANSLATED DOCUMENTS	16	16				
% OF TOTAL DOCUMENTS TRANSLATED	100%	100%				

HUMAN RESOURCES MANAGEMENT

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
Administration, Recruitment and Classification, Risk and Benefits						
City's Hiring Process Handouts	YES	YES	Vietnamese	1	1	100%
Equal Access*						
Equal Access Ordinance	YES	YES		3	3	100%
Equal Access Complaint Form	YES	YES	Vietnamese			
Interpretation Equipment Signage and Form	YES	YES	Japanese Vietnamese			
# OF TOTAL VITAL DOCUMENTS	4	4				
# OF TRANSLATED DOCUMENTS	4	4				
% OF TOTAL DOCUMENTS TRANSLATED	100%	100%				

HUMAN SERVICES

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
Aging and Adult Services						
Linkages Brochure	YES	YES	Vietnamese	8	8	100%
Sr. Companion Foster Grandparent Program Brochure	YES	YES	Vietnamese			
ASSETS Program for Employees Brochure	YES	YES	Vietnamese			
ASSETS Program for Employers Brochure	YES	YES	Vietnamese			
Oakland Paratransit for Elderly and Disabled Brochure	YES	YES	Vietnamese			
Older Americans Celebration Flyers	YES	YES				
Older Americans Public Service Announcement	YES	YES				

TABLE 5

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
Safe Walk to School Brochure	YES	YES	Vietnamese			
Multipurpose Senior Service Program*						
Multipurpose Senior Services Program Brochure	YES	YES	Vietnamese	1	1	100%
Senior Centers						
Senior Centers Brochure	YES	YES	Vietnamese	1	1	100%
DHS Administration						
Homeless Program Brochure	YES	YES	Vietnamese	3	3	100%
Hunger Program Brochure	YES	YES	Vietnamese			
Summer Food Service Program Brochure	YES	YES	Vietnamese			
Early Childhood and Family Services						
Even Start Brochure	YES	YES	Vietnamese	4	4	100%
Head Start Brochure	YES	YES	Vietnamese			
Head Start Flyers	YES	YES	Vietnamese			
Head Start Public Service Announcement	YES	YES				
Children and Youth Services & Policy and Planning						
Oakland Fund for Children & Youth Brochure	YES	YES	Vietnamese	1	1	100%
# OF TOTAL VITAL DOCUMENTS	18	18				
# OF TRANSLATED DOCUMENTS	18	18				
% OF TOTAL DOCUMENTS TRANSLATED	100%	100%				

LIBRARY

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
Main Library Local Services						
Comment Forms	YES	YES		12	12 SP 11 CH	SP 100% CH 92%
Current Calendar Link (Web) – some events	YES	YES				
Guidelines for Library Behavior	YES	YES				
Library Card Registration Form	YES	YES	Korean Vietnamese			
Library Fines & Fees	YES	YES				
Library Privacy Policy	YES	NO				
Library Services/Eyestended Library Services to Disabled	YES	YES	Vietnamese			
Main Library Map	YES	YES				
Web Pages	YES	YES				

TABLE S

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
Welcome to Oakland Public Library Brochure	YES	YES				
Welcome to Oakland Public Library DVD	YES	YES	Korean Vietnamese			
Your Library Card Handout (borrowing rules, etc.)	YES	YES	Vietnamese			
# OF TOTAL VITAL DOCUMENTS	12	12				
# OF TRANSLATED DOCUMENTS	12	11				
% OF TOTAL DOCUMENTS TRANSLATED	100%	92%				

MAYOR'S OFFICE

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
Mayor's Administration						
State of the City	YES	YES		1	1	100%
Oaklanders Assistance Center*						
Helpful Phone Numbers	YES	YES		1	1	100%
# OF TOTAL VITAL DOCUMENTS	2	2				
# OF TRANSLATED DOCUMENTS	2	2				
% OF TOTAL DOCUMENTS TRANSLATED	100%	100%				

PARKS AND RECREATION

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
City Wide Programs						
Office of Parks and Recreation Brochure (64 pg. annual program activity guide)	YES	YES		4	4	100%
OPR Activity/Program Registration Form	YES	YES	Vietnamese			
Facility/Park Use Application	YES	YES				
OPR Summer Hiring Event Flyers	YES	YES				
Recreation Centers						
Multiple Recreation Center Program Flyers (Allendale, Arroyo Viejo, Carmen Flores, FM Smith, Lincoln Square, Manzanita, San Antonio, Citywide Sports, Girls Sports)	YES	YES		1	1	100%
# OF TOTAL VITAL DOCUMENTS	5	5				
# OF TRANSLATED DOCUMENTS	5	5				
% OF TOTAL DOCUMENTS TRANSLATED	100%	100%				

TABLE 5

PLANNING, BUILDING AND NEIGHBORHOOD PRESERVATION

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
<i>Building Services</i>						
Bicycle Program Newsletters	YES	YES	Vietnamese	15	15	100%
CityRacks Bike Rack Request Form	YES	YES	Vietnamese			
Blight Abatement Brochure	YES	YES	Vietnamese			
Dogs in Oakland	YES	YES	Vietnamese			
Keep Oakland Beautiful, Clean and Green	YES	YES	Vietnamese			
Home Occupation	YES	YES	Vietnamese			
How to Reach Us	YES	YES	Vietnamese			
MJ Residential Additions and Alterations	YES	YES	Vietnamese			
Plot Plan	YES	YES	Vietnamese			
Services and Permits	YES	YES	Vietnamese			
Single Family Dwellings	YES	YES	Vietnamese			
What is a Variance?	YES	YES	Vietnamese			
Report of Building Record	YES	YES	Vietnamese			
Records Request	YES	YES	Vietnamese			
Plan and Permit Retrieval Request	YES	YES	Vietnamese			
<i>Planning and Zoning*</i>						
How to Contact Us	YES	YES	Vietnamese	3	3	100%
Important Additions and Alterations for Residents	YES	YES	Vietnamese			
Site Plans	YES	YES	Vietnamese			
# OF TOTAL VITAL DOCUMENTS	18	18				
# OF TRANSLATED DOCUMENTS	18	18				
% OF TOTAL DOCUMENTS TRANSLATED	100%	100%				

Public Works

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
<i>PWA Administration and Divisions</i>						
ADA Program Brochure	YES	YES		8	8	100%
Battery Recycling: Safe and Legal in Oakland	YES	YES	Vietnamese			
Environmentally Sensitive Vegetation Management	YES	YES	Vietnamese			
Greenware Ordinance	YES	YES	Vietnamese			
Guide for Oakland Food Vendors	YES	YES	Vietnamese			

TABLE 5

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
Public Works Agency – Street Asset Fax Sheet	YES	YES	Vietnamese			
Recycling Guide	YES	YES	Vietnamese			
Volunteer Safety Sheet	YES	YES	Vietnamese			
# OF TOTAL VITAL DOCUMENTS	8	8				
# OF TRANSLATED DOCUMENTS	8	8				
% OF TOTAL DOCUMENTS TRANSLATED	100%	100%				

FIRE DEPARTMENT

Vital Public Documents	Spanish	Chinese	Other Language(s)	# of Vital Doc	# of Translated Doc	% of Translated Doc
OFD Administration and Divisions						
OFD Programs Brochure	YES	YES		1	1	100%
Emergency Services Program						
911 Registry	YES	YES		5	5	100%
911 Registry FAQ	YES	YES				
CORE Fact Sheet	YES	YES				
CORE Flyers	YES	YES				
CORE Manuals	YES	YES				
# OF TOTAL VITAL DOCUMENTS	6	6				
# OF TRANSLATED DOCUMENTS	6	6				
% OF TOTAL DOCUMENTS TRANSLATED	100%	100%				

POLICE DEPARTMENT

Vital Public Documents	Spanish	Chinese	Other Languages)	# of Vital Doc	# of Translated Doc	% of Translated Doc
Office of the Chief						
(TF-862-2) Citizen Additional Report	YES	YES		14	14	100%
(TF-952) Parking Courtesy Warning	YES	YES				
(TF-1084) Property Record/Receipt and Release	YES	YES				
(TF-2096) Notification to Seyes Crime Victim	YES	YES				
(TF-3053) Business Information Record Card	YES	YES				
(TF-3075) Noise Complaint Notice	YES	YES				
(TF-3098) Fihng a Complaint	YES	YES	Vietnamese			
(TF-3104) Vehicles "For Sale" Parking Warning	YES	YES				

TABLE 5

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>	<u># of Vital Doc</u>	<u># of Translated Doc</u>	<u>% of Translated Doc</u>
(TF-3107) Amoyance Call Procedures	YES	YES				
(TF-3145) Alarm Activation Notice	YES	YES				
(TF-3168) Identity Theft	YES	YES				
(TF-3202) Tow Resource Guide	YES	YES				
(TF-3264) Citizen Notification Card	YES	YES				
(TF-3267) Identity Theft Summary Report	YES	YES				
<i>Bureau of Field Operations</i>						
ALCO Sheriff Info. Form	YES	YES		3	3	100%
OPD Bicycle Unit Release Form	YES	YES				
OPD Property Section Release Form	YES	YES				
<i>Criminal Investigation</i>						
(TF-869) Resource Card for Vic. Of Violent Crimes	YES	YES		1	1	100%
<i>Animal Shelter and Training*</i>						
About the Oakland Animal Services	YES	YES		43	43	100%
After Hours Cages Information Card	YES	YES				
Cat Adoption Questionnaire	YES	YES				
Cats and Scratching Form	YES	YES				
Children and Dogs Info. Form	YES	YES				
Conditions for Keeping a Potential Dangerous Dog	YES	YES				
Condidons for Keeping a Vicious Dog	YES	YES				
Did You Know About Rabbits?	YES	YES				
Dog Adoption Questionnaire	YES	YES				
Dog Bite Info. Form	YES	YES				
Dogs in Oakland Flyer	YES	YES				
Estimate of Fees Form	YES	YES				
Fowl in Oakland	YES	YES				
Free Spay and Neuter Surgery for Cats	YES	YES				
Home Quarantine Agreement	YES	YES				
Introducing Cats to Cats Info. Form	YES	YES				
Introducing Cats to Dogs Info. Form	YES	YES				
Introducing Dogs to Dogs Info. Form	YES	YES				
Is a Small Dog Right for Me?	YES	YES				
Kitten Proofing Your Home Info. Form	YES	YES				
List of Veterinary Clinics	YES	YES				
Multiplication Chart for Breeding Cats Info.	YES	YES				

TABLE 5

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>	<u># of Vital Doc</u>	<u># of Translated Doc</u>	<u>% of Translated Doc</u>
Municipal Code Changes for Animals Info.	YES	YES				
Myths and Facts about Spaying and Neutering	YES	YES				
New Fees for Animal Services	YES	YES				
Pet Adoption Form	YES	YES				
Potentially Dangerous Dog Permit	YES	YES				
Preventing Litter Boyes Problem Info. Form	YES	YES				
Property Inspection Requireinent Form	YES	YES				
Puppy House Training Info. Form	YES	YES				
Quarantine Notice	YES	YES				
Rabbit Adoption Questionnaire	YES	YES				
Rabies Control Disposition Notice	YES	YES				
Refusal to Quarantine Biting Animal	YES	YES				
Request for Hearing (Potentially Dangerous Dog)	YES	YES				
Siyes Months Property Inspection Requirement Form	YES	YES				
Statement of Account	YES	YES				
Statement of Buyer Form	YES	YES				
To Adopt You Must	YES	YES				
Vicious Dog License	YES	YES				
Volunteer Application	YES	YES				
When Dogs Bite in Oakland	YES	YES				
When to Give Your Dog Freedom	YES	YES				
Records*						
(TF-2093) Vehicle Release Fee (stored vehicles)	YES	YES		7	7	100%
(TF-2093a) Tow Advisement (Sideshow)	YES	YES				
(TF-2093a) Vehicle Towed and Impounded	YES	YES				
(TF-2093b) Vehicle Towed in Violation of 14602	YES	YES				
Impound Fee Ordinance 12649	YES	YES				
Post Storage Tow Hearing Form	YES	YES				
Vehicle Release Authorization by Owner	YES	YES				
# OF TOTAL VITAL DOCUMENTS	68	68				
# OF TRANSLATED DOCUMENTS	68	68				
% OF TOTAL DOCUMENTS TRANSLATED	100%	100%				

TABLE 5

<u>Vital Public Documents</u>	<u>Spanish</u>	<u>Chinese</u>	<u>Other Language(s)</u>	<u># of Vital Doc</u>	<u># of Translated Doc</u>	<u>% of Translated Doc</u>
CITYWIDE TOTALS						
# OF TOTAL VITAL DOCUMENTS	195	195	195			
# OF TRANSLATED DOCUMENTS	194	193	60			
% OF TOTAL DOCUMENTS TRANSLATED	99.4%	98.9%	30%			

CITY ADMINISTRATOR'S OFFICE

Function	Multilingual Lines	Status	# of Total Phone Lines	# of Recorded Lines	% of Total Recorded Lines
CAO Administration & Divisions					
City Administrator-Front Desk	238-3301	Completed	5	5	100%
Special Business Permit	238-6914	Completed			
Special Business Permit for Taxi	777-8527	Completed			
Contracting and Purchasing-General	238-3970	Completed			
KTOP-TV10	238-3566	Completed			
Citizens Police Review Board*					
Citizens Police Review Board	238-3159	Completed	1	1	100%
Office of Economic & Workforce Development					
Business Assistance Center	238-7952	Completed	2	2	100%
Economic Development	238-3627	Completed			
Revenue*					
Business Tax	238-3704	Completed	1	1	100%
Parking Citation Assistance Center*					
Parking Citation	800-500-6484	Completed	1	1	100%
City Administrator			10	10	100%

CITY ATTORNEY'S OFFICE

City Attorney's Office					
City Attorney-Front Desk	238-3601	Completed	2	2	100%
Claims Division	238-6337	Completed			
City Attorney			2	2	100%

CITY AUDITOR'S OFFICE

City Auditor's Office					
City Auditor-Front Desk	238-3378	Completed	1	1	100%
City Auditor			1	1	100%

CITY CLERK'S OFFICE

City Clerk's Office*					
City Clerk-Front Desk	238-3226	Completed	2	2	100%
Records Division	238-3612	Completed			
City Clerk			2	2	100%

CITY COUNCIL'S OFFICE

City Council's Office					
City Council-Front Desk	238-3266	Completed	1	1	100%
City Council			1	1	100%

HOUSING AND COMMUNITY DEVELOPMENT

Housing and Community Development					
Real Estate Services Division	238-3541	Completed	2	2	100%
Redevelopment and Housing	238-3015	Completed			
Residential Rent Arbitration*					

Recorded Telephonic Messages Status FY 11-12

TABLE 6

Function	Multilingual Lines	Status	# of Total Phone Lines	# of Recorded Lines	% of Total Recorded Lines
Rent Adjustment	238-3721	Completed	1	1	100%
Housing and Community Development			3	3	100%

HUMAN RESOURCES MANAGEMENT

<i>Administration, Recruitment and Classification, Risk and Benefits</i>					
Office of Personnel	238-3112	Completed	1	1	100%
<i>Equal Access*</i>					
Equal Access	238-6813	Completed	1	1	100%
Human Resources Management			2	2	100%

HUMAN SERVICES

<i>DHS Administration</i>					
Administration	238-3121	Completed	1	1	100%
<i>Early Childhood and Family Services</i>					
Head Start	238-3165	Completed	1	1	100%
Human Services			2	2	100%

INFORMATION TECHNOLOGY

<i>Information Technology</i>					
DIT Cable Complaint	238-3567	Completed	1	1	100%
Information Technology			1	1	100%

LIBRARY

<i>Main Library Local Services</i>					
Main Library-Information Desk	238-3134	Completed	2	2	100%
Main Library-Reference Desk	238-3138	Completed			
<i>Branch Library Local Services</i>					
Melrose Branch Library	535-5623	Completed (EN/CH)	3	2	67%
81st Avenue Branch Library	615-5812	Completed (EN/SP)			
Remaining Branch Library	Various	Structural barriers (phone system)			
<i>Asian Branch*</i>					
Asian Branch Library	238-3400	Completed (EN/SP)	1	1	100%
<i>Latin American 'Cesar Chavez' Branch*</i>					
Latin American 'Cesar Chavez' Library	535-5620	Completed (EN/SP)	1	1	100%
Library			7	6	86%

MAYOR'S OFFICE

<i>Mayor's Administration</i>					
Mayor-Front Desk	238-3141	Completed			

Function	Multilingual Lines	Status	# of Total Phone Lines	# of Recorded Lines	% of Total Recorded Lines
Special Assist to the Mayor	238-7072	Completed (EN/SP)	2	2	100%
Oaklanders Assistance Center*					
Mayor's Toy Drive Hotline	777-8697	Completed	2	2	100%
Oaklanders Assistance Center	444-2489	Completed			
Mayor			4	4	100%

PARKS AND RECREATION

OPR Administration					
General Information	238-7275	Completed	1	1	100%
City Wide Programs					
Reservations	238-3187	Completed	1	1	100%
Lincon Square Recreation Center*					
Lincon Square Recreation Center	238-7738	Completed (EN/CH)	1	1	100%
Manzanita Recreation Center*					
Manzanita Recreation Center	535-5625	Completed (EN/SP)	1	1	100%
San Antonio Recreation Center*					
San Antonio Recreation Center	535-5608	Completed (EN/SP)	1	1	100%
Carmen Flores Recreation Center*					
Carmen Flores Recreation Center	535-5631	Completed (EN/SP)	1	1	100%
Recreation Centers					
Franklin Recreation Center	238-7741	Completed (EN/CH)	6	6	100%
Arroyo Recreation Center	615-5755	Completed (EN/SP)			
Brookdale Recreation Center	535-5632	Completed (EN/SP)			
Ira Jinkins Recreation Center	615-5959	Completed (EN/SP)			
Tassafaronga Recreation Center	615-5764	Completed (EN/SP)			
Rainbow Recreation Center	615-5751	Completed (EN/SP)			
Aquatics					
Live Oak Pool	238-2292	Completed (EN/CH)	2	2	100%
Fremont Pool	535-5614	Completed (EN/SP)			
Parks & Recreation			14	14	100%

PLANNING, BUILDING AND NEIGHBORHOOD PRESERVATION

Planning and Zoning*					
Planning and Zoning-Intake Scheduling Appoi	238-3940	In Progress	2	0	0%

Recorded Telephonic Messages Status FY 11-12

TABLE 6

Function	Multilingual Lines	Status	# of Total Phone Lines	# of Recorded Lines	% of Total Recorded Lines
Planning and Zoning-Zoning Division Voicemail	238-3911	In Progress	2	0	0%
Building Services*					
Blight Hotline	238-3381	Completed	2	1	50%
Building Services Division-Billing Appeals Unit	238-3452	In Progress			
Planning, Building and Neighborhood Preservation			4	1	25%

PUBLIC WORKS

PWA Administration and Divisions					
Multi Space Parking Meter	238-4954	In Progress of Forwarding it to Call Center	4	2	50%
PWA Front Desk	238-3961	Completed			
Recycling Hotline	238-7283	In Progress of Setting Up Phone Tree			
Volunteer Opportunities	238-7630	Completed			
Public Works Call Center*					
PWA Call Center	615-5566	Completed	1	1	100%
Public Works			5	3	60%

FIRE DEPARTMENT

OFD Administration and Divisions					
Administration	238-3856	Completed	2	2	100%
EMS Division	238-6957	Completed			
Fire Prevention					
Fire Prevention	238-3851	In Progress	4	0	0%
Fire Report / Complaint	238-1955	In Progress			
Arson	238-4031	In Progress			
Vegetation Management	238-7388	In Progress			
Emergency Services Program					
Office of Emergency Services-CORE	238-6351	In Progress	2	1	50%
Office of Emergency Services	238-3938	Completed			
Fire			8	3	38%

POLICE DEPARTMENT

Office of the Chief					
Chief of Police	238-3365	Completed	2	2	100%
Internal Affairs Division	238-3161	Completed			
Bureau of Field Operations					
Patrol Desk (Information)	238-3455	Completed	7	6	86%
Drug/Prostitution Hotline	238-3784	Completed			
Fireworks Hotline	238-2373	Completed			
Sexual Assault Tip Line	637-0298	Completed			
Traffic Complaint	238-3155	In Progress			

Recorded Telephonic Messages Status FY 11-12

TABLE 6

Function	Multilingual Lines	Status	# of Total Phone Lines	# of Recorded Lines	% of Total Recorded Lines
Chinatown Substation	238-7930	Completed (EN/CH)			
Neighborhood Services Division	986-2715	Completed			
<i>Criminal Investigation</i>					
Criminal Investigation Division	238-3744	Completed	1	1	100%
<i>Animal Shelter and Training</i>					
Animal Services	535-5603	Completed	1	1	100%
<i>OPD 911 Dispatch*</i>					
Emergency	777-3211	Completed	2	2	100%
Non Emergency	777-3333	Completed			
<i>Records*</i>					
Records Division	238-3021	Completed	1	1	100%
Police			14	13	93%
CITYWIDE TOTALS			80	68	85%

PUBLIC CONTACT POSITIONS
NEW HIRES FY11-12

TABLE 7

AGENCY	ORG	JOB	PCP	SP	CH
City Attorney	04211 - Litigation Unit	Exempt Limited Duration Employee	1.00		
City Attorney	04211 - Litigation Unit	Exempt Limited Duration Employee	1.00		
City Council	00411 - District Four Unit	City Council PSE 14	0.50		
City Council	00611 - District Six Unit	City Council PSE 14, PT	0.25		
City Council	00611 - District Six Unit	City Council PSE 14, PT	0.25		
City Council	00611 - District Six Unit	City Council PSE 14, PT	0.25		
City Council	00611 - District Six Unit	City Council PSE 14, PT	0.25		
Housing and Communi	89969 - Residential Rent Arbitration	Program Analyst II	1.00	1.00	
Human Services	75231 - Multipurpose Senior Service Program	Nurse Case Manager	1.00		
Human Services	78231 - Head Start Unit	Early Childhood Instructor	0.80		
Human Services	78231 - Head Start Unit	Early Childhood Instructor	1.00	1.00	
Human Services	78231 - Head Start Unit	Early Childhood Instructor	1.00	1.00	
Human Services	78231 - Head Start Unit	Early Childhood Instructor	1.00		1.00
Human Services	78231 - Head Start Unit	Student Trainee, PT	0.09		
Human Services	78231 - Head Start Unit	Student Trainee, PT	0.09		
Human Services	78231 - Head Start Unit	Student Trainee, PT	0.09		
Human Services	78231 - Head Start Unit	Student Trainee, PT	0.09		
Human Services	78231 - Head Start Unit	Student Trainee, PT	0.09		0.09
Human Services	78231 - Head Start Unit	Student Trainee, PT	0.09		
Human Services	78231 - Head Start Unit	Student Trainee, PT	0.09	0.09	
Human Services	78231 - Head Start Unit	Student Trainee, PT	0.09		
Library	61121 - Departmental Operation Unit	Museum Guard, PT	0.50		
Library	61212 - On-Call Public Services	Librarian I, PT	0.04		
Library	61212 - On-Call Public Services	Librarian I, PT	0.04		
Library	61212 - On-Call Public Services	Librarian I, PT	0.04		
Library	61212 - On-Call Public Services	Librarian I, PT	0.04		
Library	61212 - On-Call Public Services	Librarian I, PT	0.04		
Library	61212 - On-Call Public Services	Librarian I, PT	0.04		
Library	61212 - On-Call Public Services	Librarian I, PT	0.04		
Library	61212 - On-Call Public Services	Librarian I, PT	0.04		
Library	61212 - On-Call Public Services	Librarian I, PT	0.04	0.04	
Library	61212 - On-Call Public Services	Librarian I, PT	0.04	0.04	
Library	61212 - On-Call Public Services	Librarian I, PT	0.04		0.04
Library	61212 - On-Call Public Services	Librarian I, PT	0.04	0.04	
Library	61212 - On-Call Public Services	Librarian II, PT	0.05		
Library	61212 - On-Call Public Services	Library Aide, PT	0.02	0.02	
Library	61212 - On-Call Public Services	Library Aide, PT	0.02		
Library	61212 - On-Call Public Services	Library Aide, PT	0.05		
Library	61212 - On-Call Public Services	Library Aide, PT	0.02		
Library	61212 - On-Call Public Services	Library Aide, PT	0.02		
Library	61212 - On-Call Public Services	Library Aide, PT	0.02		
Library	61212 - On-Call Public Services	Library Aide, PT	0.02		
Library	61212 - On-Call Public Services	Library Aide, PT	0.02		
Library	61212 - On-Call Public Services	Library Aide, PT	0.02		
Library	61212 - On-Call Public Services	Library Assistant, PT	0.02		
Library	61212 - On-Call Public Services	Library Assistant, PT	0.02	0.02	
Library	61212 - On-Call Public Services	Library Assistant, PT	0.02	0.02	
Library	61212 - On-Call Public Services	Library Assistant, PT	0.02	0.02	
Library	61212 - On-Call Public Services	Library Assistant, PT	0.02		
Library	61237 - Childrens Room	Library Aide, PPT	0.60		0.60
Library	61335 - M.L. King Jr. Branch	Library Assistant	1.00		
Library	61341 - Asian Branch	Library Aide, PT	0.29		0.29
Library	61341 - Asian Branch	Library Aide, PT	0.29		0.29
Library	61341 - Asian Branch	Library Aide, PT	0.29		0.29
Library	61341 - Asian Branch	Library Aide, PT	0.29		
Library	61341 - Asian Branch	Library Assistant, PT	0.15		
Mayor	01111 - Mayor - Administration Unit	Temp Contract Svcs Employee, PT	0.50		
Mayor	01111 - Mayor - Administration Unit	Temp Contract Svcs Employee, PT	0.50	0.50	
Parks and Recreation	501110 - Directors Unit	Facility Security Assistant, PT	0.25		
Parks and Recreation	501240 - Central Reservations	Recreation Attendant I, PT	0.41		

PUBLIC CONTACT POSITIONS
NEW HIRES FY11-12

TABLE 7

AGENCY	ORG	JOB	PCP	SP	CH
Parks and Recreation	501240 - Central Reservations	Recreation Attendant I, PT	0.19		
Parks and Recreation	501240 - Central Reservations	Recreation Attendant I, PT	0.04		
Parks and Recreation	501240 - Central Reservations	Recreation Attendant I, PT	0.40		
Parks and Recreation	502235 - Montclair Recreation Center	Recreation Leader II, PT	0.01		
Parks and Recreation	502236 - Mosswood Recreation Center	Recreation Aide, PT	0.01		
Parks and Recreation	502236 - Mosswood Recreation Center	Recreation Leader I, PT	0.01		
Parks and Recreation	502260 - Rotary Nature Center	Recreation Aide, PT	0.02		
Parks and Recreation	502260 - Rotary Nature Center	Recreation Aide, PT	0.02		
Parks and Recreation	502260 - Rotary Nature Center	Recreation Leader I, PT	1.00		
Parks and Recreation	502310 - Aquatics Supervision	Recreation Specialist II, PPT	1.00	1.00	
Parks and Recreation	502314 - Temescal Aquatics	Lifeguard, PT	0.02		
Parks and Recreation	502320 - Tennis	Recreation Aide, PT	0.02		
Parks and Recreation	502320 - Tennis	Recreation Leader I, PT	1.00		
Parks and Recreation	502320 - Tennis	Recreation Leader II, PT	0.74		
Parks and Recreation	502320 - Tennis	Temp Contract Svcs Employee, PT	0.14		
Parks and Recreation	502330 - City-Wide Sports	Recreation Attendant I, PT	0.45		
Parks and Recreation	502330 - City-Wide Sports	Recreation Leader I, PT	0.13		
Parks and Recreation	502330 - City-Wide Sports	Recreation Leader I, PT	0.46		
Parks and Recreation	502330 - City-Wide Sports	Recreation Leader I, PT	0.11		
Parks and Recreation	502330 - City-Wide Sports	Sports Official, PT	0.03		
Parks and Recreation	502330 - City-Wide Sports	Sports Official, PT	0.01		
Parks and Recreation	502330 - City-Wide Sports	Sports Official, PT	0.03		
Parks and Recreation	502332 - East Oakland Sports Center	Lifeguard, PT	0.17		
Parks and Recreation	502332 - East Oakland Sports Center	Lifeguard, PT	0.32		0.32
Parks and Recreation	502332 - East Oakland Sports Center	Lifeguard, PT	0.11		
Parks and Recreation	502332 - East Oakland Sports Center	Lifeguard, PT	0.03	0.03	
Parks and Recreation	502332 - East Oakland Sports Center	Lifeguard, PT	0.19		
Parks and Recreation	502332 - East Oakland Sports Center	Lifeguard, PT	1.00		
Parks and Recreation	502332 - East Oakland Sports Center	Lifeguard, PT	0.01		
Parks and Recreation	502332 - East Oakland Sports Center	Lifeguard, PT	0.01		
Parks and Recreation	502332 - East Oakland Sports Center	Lifeguard, PT	0.09		
Parks and Recreation	502332 - East Oakland Sports Center	Lifeguard, PT	0.48		
Parks and Recreation	502332 - East Oakland Sports Center	Recreation Attendant I, PT	0.14		
Parks and Recreation	502332 - East Oakland Sports Center	Recreation Attendant I, PT	0.16	0.16	
Parks and Recreation	502332 - East Oakland Sports Center	Recreation Attendant I, PT	0.06		
Parks and Recreation	502332 - East Oakland Sports Center	Recreation Attendant I, PT	0.02		
Parks and Recreation	502332 - East Oakland Sports Center	Recreation Leader I, PT	0.47		
Parks and Recreation	502340 - Youth & Adult Sports	Recreation Aide, PT	0.07		
Parks and Recreation	502350 - Boating	Recreation Leader I, PT	0.02		
Parks and Recreation	503231 - Allendale Recreation Center	Recreation Leader I, PT	0.01		
Parks and Recreation	503236 - Redwood Heights Recreation Center	Temp Contract Svcs Employee, PT	1.00	1.00	
Parks and Recreation	503239 - Carmen Flores Recreation Center	Recreation Attendant I, PT	0.02		
Parks and Recreation	503239 - Carmen Flores Recreation Center	Recreation Leader I, PT	0.02		
Parks and Recreation	504320 - Malonga Casquelourd Center	Recreation Specialist I, PT	0.01		
Parks and Recreation	504410 - City-Wide Programs Unit	Recreation Specialist I, PT	0.08		
Parks and Recreation	504410 - City-Wide Programs Unit	Temp Contract Svcs Employee, PT	0.01		
Parks and Recreation	509290 - Ball Fields Maintenance	Park Attendant, PT	0.17		
Parks and Recreation	509330 - At-Risk Youth	Recreation Leader I, PT	0.01		
Planning, Building and	88482 - Inspection Admin Support	Public Service Rep, PPT	0.50		
Public Works	30131 - Public Works Call Center	Public Service Representative	1.00		1.00
Fire	20241 - Fire Communications Unit	Fire Communications Dispatcher, Sr	1.00		
Fire	20251 - Communications Emergency Dispatch	Fire Communications Dispatcher	1.00	1.00	
Fire	20311 - Fire Marshals Office Unit	Office Assistant II, PT	0.50		
Fire	20371 - Vegetation Management Unit	Fire Suppression Dist Inspect PT	0.50		
Fire	20371 - Vegetation Management Unit	Fire Suppression Dist Inspect PT	0.50		
Police	103130 - Animal Shelter	Animal Control Supervisor	1.00		
Police	103130 - Animal Shelter	Veterinary Technician	1.00		
Police	103310 - Communications Unit	Police Communications Dispatcher	1.00		
Police	103310 - Communications Unit	Police Communications Dispatcher	1.00		
Police	103430 - Training Unit	Police Cadet, PT	1.00		
Police	103430 - Training Unit	Police Officer Trainee	1.00		
Police	103430 - Training Unit	Police Officer Trainee	1.00		
Police	103430 - Training Unit	Police Officer Trainee	1.00		
Police	103430 - Training Unit	Police Officer Trainee	1.00		
Police	103430 - Training Unit	Police Officer Trainee	1.00		

Usage of Over-The-Phone Interpretation Services

Table 8

	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	TOTALS
SPANISH	697	740	739	601	541	567	634	571	649	679	609	636	7,663
CANTONESE	69	82	86	70	57	60	88	83	63	86	75	80	899
MANDARIN	21	18	15	17	25	17	33	20	17	18	12	21	234
AKAN	0	0	0	0	0	0	0	0	1	0	0	0	1
AMHARIC	2	3	1	0	1	2	2	1	3	0	1	0	16
ARABIC	0	4	6	2	5	2	1	7	2	5	4	2	40
ARMENIAN	0	0	0	0	0	0	0	0	0	1	0	0	1
BURMESE	1	1	0	1	1	0	0	0	1	0	0	0	5
CAMBODIAN	3	4	2	0	3	5	1	2	2	4	4	1	31
DUTCH	0	0	0	0	0	0	0	0	1	0	0	0	1
FARSI	0	1	0	0	0	0	0	1	1	0	0	0	3
FRENCH	0	1	0	0	0	0	0	1	1	1	0	0	4
GREEK	0	0	0	0	0	0	0	0	0	0	1	0	1
HEBREW	0	0	1	0	0	0	0	0	0	0	0	0	1
HINDI	1	1	1	0	2	0	1	0	1	0	0	1	8
HMONG	0	0	1	0	0	0	0	1	0	0	0	0	2
JAPANESE	2	0	4	0	0	0	0	0	0	1	0	0	7
KAREN	1	0	0	0	0	0	0	0	0	0	0	0	1
KOREAN	11	3	8	6	4	3	3	2	7	6	6	8	67
LAOTIAN	1	0	0	2	0	0	0	0	1	1	0	0	5
LITHUANIAN	0	0	0	0	0	0	0	0	0	0	1	0	1
MANDINKA	0	0	0	1	0	0	0	0	0	0	0	0	1
MIEN	0	0	1	0	0	0	0	0	1	0	0	0	2
MONGOLIAN	0	1	0	0	1	0	0	0	1	2	1	1	7
NEPALI	1	1	0	3	0	1	0	0	0	1	1	1	9
PORTUGUESE	2	1	0	1	1	1	0	1	0	0	0	0	7
PUNJABI	1	0	1	1	2	1	0	0	0	0	0	0	6
RUSSIAN	0	0	3	0	0	0	0	0	1	0	0	0	4
TAGALOG	1	1	1	1	1	2	3	0	0	1	0	1	12
TAMIL	0	0	2	0	0	0	0	1	1	1	2	0	7
THAI	0	0	0	0	1	0	0	1	0	0	0	0	2
TIBETAN	0	0	0	0	0	0	0	0	0	1	0	0	1
TIGRINYA	5	3	0	0	1	0	0	0	1	1	3	1	15
TURKISH	0	1	0	0	0	0	0	0	0	0	0	0	1
VIETNAMESE	22	32	18	34	24	26	27	20	27	23	19	24	296
TOTALS	841	898	890	740	670	687	793	712	782	832	739	777	9,361

APPLICANT POOL LIST FOR PCP NEW HIRES FY 11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Animal Control Supervisor	N/A			
Captain of Police (PERS)	12-PS107-01	D	J	
Captain of Police (PERS)	12-PS107-01	D	L	
Captain of Police (PERS)	12-PS107-01	H	D	
Captain of Police (PERS)	12-PS107-01	H	F	
Captain of Police (PERS)	12-PS107-01	L	D	
Captain of Police (PERS)	12-PS107-01	M	J	
Captain of Police (PERS)	12-PS107-01	P	K	
Captain of Police (PERS)	12-PS107-01	W	S	
Captain of Police (PERS)	12-PS107-01	Y	R	
City Council PSE 14	N/A			
City Council PSE 14, PT	N/A			
Crossing Guard, PT	N/A			
Early Childhood Instructor	11-PP114-001-S	B	T	
Early Childhood Instructor	11-PP114-001-S	H	D	
Early Childhood Instructor	11-PP114-12	A	E	
Early Childhood Instructor	11-PP114-12	A	G	
Early Childhood Instructor	11-PP114-12	B	C	
Early Childhood Instructor	11-PP114-12	B	J	
Early Childhood Instructor	11-PP114-12	B	R	
Early Childhood Instructor	11-PP114-12	B	R	
Early Childhood Instructor	11-PP114-12	B	Y	
Early Childhood Instructor	11-PP114-12	C	B	
Early Childhood Instructor	11-PP114-12	C	D	
Early Childhood Instructor	11-PP114-12	C	D	
Early Childhood Instructor	11-PP114-12	C	H	
Early Childhood Instructor	11-PP114-12	C	J	
Early Childhood Instructor	11-PP114-12	C	L	
Early Childhood Instructor	11-PP114-12	C	L	
Early Childhood Instructor	11-PP114-12	C	V	
Early Childhood Instructor	11-PP114-12	C	Y	
Early Childhood Instructor	11-PP114-12	D	C	
Early Childhood Instructor	11-PP114-12	D	J	
Early Childhood Instructor	11-PP114-12	D	J	
Early Childhood Instructor	11-PP114-12	D	J	
Early Childhood Instructor	11-PP114-12	D	R	
Early Childhood Instructor	11-PP114-12	F	A	
Early Childhood Instructor	11-PP114-12	F	A	
Early Childhood Instructor	11-PP114-12	F	C	
Early Childhood Instructor	11-PP114-12	F	R	
Early Childhood Instructor	11-PP114-12	G	J	
Early Childhood Instructor	11-PP114-12	H	B	
Early Childhood Instructor	11-PP114-12	H	D	
Early Childhood Instructor	11-PP114-12	H	H	
Early Childhood Instructor	11-PP114-12	H	J	
Early Childhood Instructor	11-PP114-12	H	M	
Early Childhood Instructor	11-PP114-12	H	O	
Early Childhood Instructor	11-PP114-12	H	S	
Early Childhood Instructor	11-PP114-12	J	B	
Early Childhood Instructor	11-PP114-12	J	J	
Early Childhood Instructor	11-PP114-12	J	L	
Early Childhood Instructor	11-PP114-12	J	N	
Early Childhood Instructor	11-PP114-12	J	S	
Early Childhood Instructor	11-PP114-12	L	E	
Early Childhood Instructor	11-PP114-12	L	L	
Early Childhood Instructor	11-PP114-12	L	M	
Early Childhood Instructor	11-PP114-12	L	S	
Early Childhood Instructor	11-PP114-12	L	S	
Early Childhood Instructor	11-PP114-12	L	T	
Early Childhood Instructor	11-PP114-12	M	C	
Early Childhood Instructor	11-PP114-12	M	C	
Early Childhood Instructor	11-PP114-12	M	J	
Early Childhood Instructor	11-PP114-12	M	K	
Early Childhood Instructor	11-PP114-12	M	R	
Early Childhood Instructor	11-PP114-12	M	R	
Early Childhood Instructor	11-PP114-12	N	I	
Early Childhood Instructor	11-PP114-12	N	P	
Early Childhood Instructor	11-PP114-12	O	H	
Early Childhood Instructor	11-PP114-12	O	Q	
Early Childhood Instructor	11-PP114-12	P	J	
Early Childhood Instructor	11-PP114-12	P	J	
Early Childhood Instructor	11-PP114-12	P	K	
Early Childhood Instructor	11-PP114-12	P	K	
Early Childhood Instructor	11-PP114-12	P	T	
Early Childhood Instructor	11-PP114-12	P	Y	
Early Childhood Instructor	11-PP114-12	R	A	
Early Childhood Instructor	11-PP114-12	R	C	
Early Childhood Instructor	11-PP114-12	R	J	
Early Childhood Instructor	11-PP114-12	R	S	

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Early Childhood Instructor	11-PP114-12	R	T	
Early Childhood Instructor	11-PP114-12	S	B	
Early Childhood Instructor	11-PP114-12	S	J	
Early Childhood Instructor	11-PP114-12	S	M	
Early Childhood Instructor	11-PP114-12	S	M	
Early Childhood Instructor	11-PP114-12	S	S	
Early Childhood Instructor	11-PP114-12	S	V	
Early Childhood Instructor	11-PP114-12	T	E	
Early Childhood Instructor	11-PP114-12	U	F	
Early Childhood Instructor	11-PP114-12	V	N	
Early Childhood Instructor	11-PP114-12	V	R	
Early Childhood Instructor	11-PP114-12	W	J	
Early Childhood Instructor	11-PP114-12	W	K	
Early Childhood Instructor	11-PP114-12	W	K	
Early Childhood Instructor	11-PP114-12	W	M	
Early Childhood Instructor	11-PP114-12	W	S	
Early Childhood Instructor	11-PP114-12	Y	D	
Early Childhood Instructor	11-PP114-12	Y	J	
Early Childhood Instructor	12-PP114-01	A	G	
Early Childhood Instructor	12-PP114-01	A	T	
Early Childhood Instructor	12-PP114-01	B	A	
Early Childhood Instructor	12-PP114-01	C	A	
Early Childhood Instructor	12-PP114-01	C	L	
Early Childhood Instructor	12-PP114-01	D	D	
Early Childhood Instructor	12-PP114-01	E	S	
Early Childhood Instructor	12-PP114-01	G	A	
Early Childhood Instructor	12-PP114-01	H	J	
Early Childhood Instructor	12-PP114-01	H	J	
Early Childhood Instructor	12-PP114-01	H	M	
Early Childhood Instructor	12-PP114-01	H	M	
Early Childhood Instructor	12-PP114-01	J	C	
Early Childhood Instructor	12-PP114-01	J	J	
Early Childhood Instructor	12-PP114-01	J	N	
Early Childhood Instructor	12-PP114-01	J	R	
Early Childhood Instructor	12-PP114-01	J	W	
Early Childhood Instructor	12-PP114-01	K	A	
Early Childhood Instructor	12-PP114-01	L	E	
Early Childhood Instructor	12-PP114-01	L	L	
Early Childhood Instructor	12-PP114-01	L	M	
Early Childhood Instructor	12-PP114-01	M	A	
Early Childhood Instructor	12-PP114-01	M	B	
Early Childhood Instructor	12-PP114-01	M	M	
Early Childhood Instructor	12-PP114-01	M	M	
Early Childhood Instructor	12-PP114-01	M	R	
Early Childhood Instructor	12-PP114-01	N	K	
Early Childhood Instructor	12-PP114-01	N	S	
Early Childhood Instructor	12-PP114-01	P	J	
Early Childhood Instructor	12-PP114-01	P	K	
Early Childhood Instructor	12-PP114-01	P	P	
Early Childhood Instructor	12-PP114-01	Q	S	
Early Childhood Instructor	12-PP114-01	R	J	
Early Childhood Instructor	12-PP114-01	R	N	
Early Childhood Instructor	12-PP114-01	R	R	
Early Childhood Instructor	12-PP114-01	R	S	
Early Childhood Instructor	12-PP114-01	S	F	
Early Childhood Instructor	12-PP114-01	S	G	
Early Childhood Instructor	12-PP114-01	S	I	
Early Childhood Instructor	12-PP114-01	S	M	
Early Childhood Instructor	12-PP114-01	S	S	
Early Childhood Instructor	12-PP114-01	S	T	
Early Childhood Instructor	12-PP114-01	T	K	
Early Childhood Instructor	12-PP114-01	W	J	
Early Childhood Instructor	12-PP114-01	Y	D	
Early Childhood Instructor	12-PP114-01	Y	W	
Early Childhood Instructor	12-PP114-01	Z	M	
Exempt Limited Duration Employee	N/A			
Facility Security Assistant, PT	N/A			
Fire Communications Dispatcher	N/A			
Fire Communications Dispatcher, Sr	N/A			
Fire Suppression Dist Inspect PT	N/A			
Librarian I, PT	N/A			
Librarian II, PT	N/A			
Library Aide, PPT	N/A			
Library Aide, PT	N/A			
Library Assistant	N/A			
Library Assistant, PT	N/A			
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	C	K	Spanish
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	C	S	
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	C	T	

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	D	L	
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	F	N	
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	G	K	
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	H	B	
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	I	R	
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	L	A	Cantonese
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	L	D	
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	L	J	Cantonese
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	M	D	
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	M	O	Spanish
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	O	V	
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	P	J	
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	S	A	
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	S	D	Spanish
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	S	T	
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	S	Z	
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	T	J	
Lifeguard, PT (Continuous)	12-AP230-05(GRPA)	W	B	
Lifeguard, PT (Continuous)	12-AP230-06	A	R	
Lifeguard, PT (Continuous)	12-AP230-06	B	A	Spanish
Lifeguard, PT (Continuous)	12-AP230-06	B	A	
Lifeguard, PT (Continuous)	12-AP230-06	B	A	
Lifeguard, PT (Continuous)	12-AP230-06	B	A	
Lifeguard, PT (Continuous)	12-AP230-06	B	A	
Lifeguard, PT (Continuous)	12-AP230-06	B	D	
Lifeguard, PT (Continuous)	12-AP230-06	C	D	
Lifeguard, PT (Continuous)	12-AP230-06	C	R	
Lifeguard, PT (Continuous)	12-AP230-06	C	S	Cantonese, Mandarin
Lifeguard, PT (Continuous)	12-AP230-06	C	W	Cantonese, Mandarin
Lifeguard, PT (Continuous)	12-AP230-06	E	X	
Lifeguard, PT (Continuous)	12-AP230-06	G	G	
Lifeguard, PT (Continuous)	12-AP230-06	G	J	
Lifeguard, PT (Continuous)	12-AP230-06	H	A	
Lifeguard, PT (Continuous)	12-AP230-06	K	J	
Lifeguard, PT (Continuous)	12-AP230-06	L	A	
Lifeguard, PT (Continuous)	12-AP230-06	L	C	Cantonese
Lifeguard, PT (Continuous)	12-AP230-06	L	M	
Lifeguard, PT (Continuous)	12-AP230-06	L	M	
Lifeguard, PT (Continuous)	12-AP230-06	M	K	Spanish
Lifeguard, PT (Continuous)	12-AP230-06	M	R	
Lifeguard, PT (Continuous)	12-AP230-06	N	D	
Lifeguard, PT (Continuous)	12-AP230-06	S	A	
Lifeguard, PT (Continuous)	12-AP230-06	S	C	Spanish
Lifeguard, PT (Continuous)	12-AP230-06	T	A	
Lifeguard, PT (Continuous)	12-AP230-06	T	J	
Lifeguard, PT (Continuous)	12-AP230-06	U	A	
Lifeguard, PT (Continuous)	12-AP230-06	V	D	Spanish
Lifeguard, PT (Continuous)	12-AP230-06	V	Y	Spanish
Lifeguard, PT (Continuous)	12-AP230-06	W	A	
Lifeguard, PT (Continuous)	12-AP230-06	W	C	
Lifeguard, PT (Continuous)	12-AP230-07	A	E	Spanish
Lifeguard, PT (Continuous)	12-AP230-07	A	T	
Lifeguard, PT (Continuous)	12-AP230-07	B	C	
Lifeguard, PT (Continuous)	12-AP230-07	B	M	
Lifeguard, PT (Continuous)	12-AP230-07	B	S	Spanish
Lifeguard, PT (Continuous)	12-AP230-07	C	M	
Lifeguard, PT (Continuous)	12-AP230-07	C	S	
Lifeguard, PT (Continuous)	12-AP230-07	D	N	
Lifeguard, PT (Continuous)	12-AP230-07	D	P	
Lifeguard, PT (Continuous)	12-AP230-07	G	A	
Lifeguard, PT (Continuous)	12-AP230-07	H	A	Spanish
Lifeguard, PT (Continuous)	12-AP230-07	H	A	
Lifeguard, PT (Continuous)	12-AP230-07	H	L	
Lifeguard, PT (Continuous)	12-AP230-07	H	M	
Lifeguard, PT (Continuous)	12-AP230-07	H	N	
Lifeguard, PT (Continuous)	12-AP230-07	L	A	Cantonese
Lifeguard, PT (Continuous)	12-AP230-07	M	R	
Lifeguard, PT (Continuous)	12-AP230-07	M	R	
Lifeguard, PT (Continuous)	12-AP230-07	M	S	Spanish
Lifeguard, PT (Continuous)	12-AP230-07	N	D	
Lifeguard, PT (Continuous)	12-AP230-07	N	S	
Lifeguard, PT (Continuous)	12-AP230-07	N	S	
Lifeguard, PT (Continuous)	12-AP230-07	O	D	
Lifeguard, PT (Continuous)	12-AP230-07	P	C	
Lifeguard, PT (Continuous)	12-AP230-07	R	O	
Lifeguard, PT (Continuous)	12-AP230-07	R	N	
Lifeguard, PT (Continuous)	12-AP230-07	S	A	
Lifeguard, PT (Continuous)	12-AP230-07	S	D	
Lifeguard, PT (Continuous)	12-AP230-07	S	D	

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Lifeguard, PT (Continuous)	12-AP230-07	S	J	
Lifeguard, PT (Continuous)	12-AP230-07	T	J	
Lifeguard, PT (Continuous)	12-AP230-07	V	K	
Lifeguard, PT (Continuous)	12-AP230-07	W	A	
Lifeguard, PT (RE-OPEN)	12-AP230-02	A	D	Spanish
Lifeguard, PT (RE-OPEN)	12-AP230-02	A	H	Spanish
Lifeguard, PT (RE-OPEN)	12-AP230-02	A	N	Spanish
Lifeguard, PT (RE-OPEN)	12-AP230-02	A	T	
Lifeguard, PT (RE-OPEN)	12-AP230-02	B	C	
Lifeguard, PT (RE-OPEN)	12-AP230-02	B	C	
Lifeguard, PT (RE-OPEN)	12-AP230-02	B	D	Spanish
Lifeguard, PT (RE-OPEN)	12-AP230-02	B	E	
Lifeguard, PT (RE-OPEN)	12-AP230-02	B	N	Spanish
Lifeguard, PT (RE-OPEN)	12-AP230-02	B	R	
Lifeguard, PT (RE-OPEN)	12-AP230-02	C	A	Spanish
Lifeguard, PT (RE-OPEN)	12-AP230-02	C	C	
Lifeguard, PT (RE-OPEN)	12-AP230-02	C	E	
Lifeguard, PT (RE-OPEN)	12-AP230-02	D	V	Spanish
Lifeguard, PT (RE-OPEN)	12-AP230-02	E	E	
Lifeguard, PT (RE-OPEN)	12-AP230-02	G	T	
Lifeguard, PT (RE-OPEN)	12-AP230-02	G	Y	
Lifeguard, PT (RE-OPEN)	12-AP230-02	H	A	
Lifeguard, PT (RE-OPEN)	12-AP230-02	H	C	
Lifeguard, PT (RE-OPEN)	12-AP230-02	H	E	
Lifeguard, PT (RE-OPEN)	12-AP230-02	H	M	
Lifeguard, PT (RE-OPEN)	12-AP230-02	H	M	
Lifeguard, PT (RE-OPEN)	12-AP230-02	H	N	
Lifeguard, PT (RE-OPEN)	12-AP230-02	H	P	Spanish
Lifeguard, PT (RE-OPEN)	12-AP230-02	J	D	
Lifeguard, PT (RE-OPEN)	12-AP230-02	K	E	
Lifeguard, PT (RE-OPEN)	12-AP230-02	K	J	
Lifeguard, PT (RE-OPEN)	12-AP230-02	L	C	
Lifeguard, PT (RE-OPEN)	12-AP230-02	L	D	Cantonese, Mandarin
Lifeguard, PT (RE-OPEN)	12-AP230-02	L	K	Spanish
Lifeguard, PT (RE-OPEN)	12-AP230-02	L	K	
Lifeguard, PT (RE-OPEN)	12-AP230-02	L	S	Cantonese
Lifeguard, PT (RE-OPEN)	12-AP230-02	L	S	Cantonese
Lifeguard, PT (RE-OPEN)	12-AP230-02	M	C	
Lifeguard, PT (RE-OPEN)	12-AP230-02	M	J	Spanish
Lifeguard, PT (RE-OPEN)	12-AP230-02	N	D	
Lifeguard, PT (RE-OPEN)	12-AP230-02	N	G	
Lifeguard, PT (RE-OPEN)	12-AP230-02	N	M	Spanish
Lifeguard, PT (RE-OPEN)	12-AP230-02	O	E	Spanish
Lifeguard, PT (RE-OPEN)	12-AP230-02	O	J	
Lifeguard, PT (RE-OPEN)	12-AP230-02	O	K	
Lifeguard, PT (RE-OPEN)	12-AP230-02	P	J	
Lifeguard, PT (RE-OPEN)	12-AP230-02	R	C	
Lifeguard, PT (RE-OPEN)	12-AP230-02	R	E	Spanish
Lifeguard, PT (RE-OPEN)	12-AP230-02	R	M	
Lifeguard, PT (RE-OPEN)	12-AP230-02	R	S	
Lifeguard, PT (RE-OPEN)	12-AP230-02	S	B	
Lifeguard, PT (RE-OPEN)	12-AP230-02	S	D	
Lifeguard, PT (RE-OPEN)	12-AP230-02	S	F	
Lifeguard, PT (RE-OPEN)	12-AP230-02	S	J	
Lifeguard, PT (RE-OPEN)	12-AP230-02	S	L	
Lifeguard, PT (RE-OPEN)	12-AP230-02	S	Z	
Lifeguard, PT (RE-OPEN)	12-AP230-02	T	J	
Lifeguard, PT (RE-OPEN)	12-AP230-02	T	M	Spanish
Lifeguard, PT (RE-OPEN)	12-AP230-02	V	L	
Lifeguard, PT (RE-OPEN)	12-AP230-02	V	M	Spanish
Lifeguard, PT (RE-OPEN)	12-AP230-02	W	A	
Lifeguard, PT (RE-OPEN)	12-AP230-02	W	N	
Lifeguard, PT (RE-OPEN)	12-AP230-02	Y	K	
Lifeguard, PT (RE-OPEN)	12-AP230-02	Z	A	Spanish
Museum Guard, PT	N/A			
Nurse Case Manager	N/A			
Office Assistant II, PT	N/A			
Park Attendant, PT	N/A			
Police Cadet, PT	N/A			
Police Communications Dispatcher	11-PS162-11	A	A	Spanish
Police Communications Dispatcher	11-PS162-11	A	A	
Police Communications Dispatcher	11-PS162-11	A	A	
Police Communications Dispatcher	11-PS162-11	A	A	
Police Communications Dispatcher	11-PS162-11	A	A	
Police Communications Dispatcher	11-PS162-11	A	A	
Police Communications Dispatcher	11-PS162-11	A	A	
Police Communications Dispatcher	11-PS162-11	A	B	
Police Communications Dispatcher	11-PS162-11	A	C	Spanish
Police Communications Dispatcher	11-PS162-11	A	C	

APPLICANT POOL LIST FOR PCP NEW HIRES FY 11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Police Communications Dispatcher	11-PS162-11	H	A	
Police Communications Dispatcher	11-PS162-11	H	A	
Police Communications Dispatcher	11-PS162-11	H	A	
Police Communications Dispatcher	11-PS162-11	H	C	Mandarin
Police Communications Dispatcher	11-PS162-11	H	C	
Police Communications Dispatcher	11-PS162-11	H	C	
Police Communications Dispatcher	11-PS162-11	H	D	Cantonese
Police Communications Dispatcher	11-PS162-11	H	D	
Police Communications Dispatcher	11-PS162-11	H	D	
Police Communications Dispatcher	11-PS162-11	H	E	Spanish
Police Communications Dispatcher	11-PS162-11	H	G	
Police Communications Dispatcher	11-PS162-11	H	G	
Police Communications Dispatcher	11-PS162-11	H	H	
Police Communications Dispatcher	11-PS162-11	H	I	Spanish
Police Communications Dispatcher	11-PS162-11	H	J	Cantonese
Police Communications Dispatcher	11-PS162-11	H	J	
Police Communications Dispatcher	11-PS162-11	H	J	
Police Communications Dispatcher	11-PS162-11	H	K	Mandarin
Police Communications Dispatcher	11-PS162-11	H	K	Spanish
Police Communications Dispatcher	11-PS162-11	H	K	
Police Communications Dispatcher	11-PS162-11	H	M	Cantonese, Mandarin
Police Communications Dispatcher	11-PS162-11	H	M	Spanish
Police Communications Dispatcher	11-PS162-11	H	M	
Police Communications Dispatcher	11-PS162-11	H	M	
Police Communications Dispatcher	11-PS162-11	H	M	
Police Communications Dispatcher	11-PS162-11	H	M	
Police Communications Dispatcher	11-PS162-11	H	N	Spanish
Police Communications Dispatcher	11-PS162-11	H	N	
Police Communications Dispatcher	11-PS162-11	H	P	Cantonese
Police Communications Dispatcher	11-PS162-11	H	R	
Police Communications Dispatcher	11-PS162-11	H	R	
Police Communications Dispatcher	11-PS162-11	H	R	
Police Communications Dispatcher	11-PS162-11	H	R	
Police Communications Dispatcher	11-PS162-11	H	S	Cantonese
Police Communications Dispatcher	11-PS162-11	H	S	Spanish
Police Communications Dispatcher	11-PS162-11	H	S	
Police Communications Dispatcher	11-PS162-11	H	S	
Police Communications Dispatcher	11-PS162-11	H	S	
Police Communications Dispatcher	11-PS162-11	H	T	Cantonese, Mandarin
Police Communications Dispatcher	11-PS162-11	H	T	Mandarin
Police Communications Dispatcher	11-PS162-11	H	T	
Police Communications Dispatcher	11-PS162-11	H	T	
Police Communications Dispatcher	11-PS162-11	H	V	
Police Communications Dispatcher	11-PS162-11	H	W	Spanish
Police Communications Dispatcher	11-PS162-11	H	Y	
Police Communications Dispatcher	11-PS162-11	I	E	
Police Communications Dispatcher	11-PS162-11	I	K	
Police Communications Dispatcher	11-PS162-11	I	M	Spanish
Police Communications Dispatcher	11-PS162-11	I	M	Spanish
Police Communications Dispatcher	11-PS162-11	I	M	
Police Communications Dispatcher	11-PS162-11	J	A	Spanish
Police Communications Dispatcher	11-PS162-11	J	A	
Police Communications Dispatcher	11-PS162-11	J	B	
Police Communications Dispatcher	11-PS162-11	J	C	
Police Communications Dispatcher	11-PS162-11	J	D	
Police Communications Dispatcher	11-PS162-11	J	D	
Police Communications Dispatcher	11-PS162-11	J	E	
Police Communications Dispatcher	11-PS162-11	J	F	
Police Communications Dispatcher	11-PS162-11	J	J	Cantonese
Police Communications Dispatcher	11-PS162-11	J	J	Spanish
Police Communications Dispatcher	11-PS162-11	J	J	
Police Communications Dispatcher	11-PS162-11	J	K	
Police Communications Dispatcher	11-PS162-11	J	K	
Police Communications Dispatcher	11-PS162-11	J	L	
Police Communications Dispatcher	11-PS162-11	J	L	
Police Communications Dispatcher	11-PS162-11	J	L	
Police Communications Dispatcher	11-PS162-11	J	M	Spanish
Police Communications Dispatcher	11-PS162-11	J	M	
Police Communications Dispatcher	11-PS162-11	J	M	
Police Communications Dispatcher	11-PS162-11	J	M	
Police Communications Dispatcher	11-PS162-11	J	N	
Police Communications Dispatcher	11-PS162-11	J	N	

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Police Communications Dispatcher	11-PS162-11	T	F	
Police Communications Dispatcher	11-PS162-11	T	H	
Police Communications Dispatcher	11-PS162-11	T	J	
Police Communications Dispatcher	11-PS162-11	T	J	
Police Communications Dispatcher	11-PS162-11	T	K	
Police Communications Dispatcher	11-PS162-11	T	K	
Police Communications Dispatcher	11-PS162-11	T	M	Spanish
Police Communications Dispatcher	11-PS162-11	T	M	Spanish
Police Communications Dispatcher	11-PS162-11	T	M	
Police Communications Dispatcher	11-PS162-11	T	O	
Police Communications Dispatcher	11-PS162-11	T	P	Cantonese
Police Communications Dispatcher	11-PS162-11	T	P	
Police Communications Dispatcher	11-PS162-11	T	Q	
Police Communications Dispatcher	11-PS162-11	T	R	
Police Communications Dispatcher	11-PS162-11	T	S	
Police Communications Dispatcher	11-PS162-11	T	T	Spanish
Police Communications Dispatcher	11-PS162-11	U	L	
Police Communications Dispatcher	11-PS162-11	V	A	
Police Communications Dispatcher	11-PS162-11	V	B	Spanish
Police Communications Dispatcher	11-PS162-11	V	C	
Police Communications Dispatcher	11-PS162-11	V	G	Spanish
Police Communications Dispatcher	11-PS162-11	V	I	Spanish
Police Communications Dispatcher	11-PS162-11	V	J	
Police Communications Dispatcher	11-PS162-11	V	J	
Police Communications Dispatcher	11-PS162-11	V	M	Spanish
Police Communications Dispatcher	11-PS162-11	V	S	Spanish
Police Communications Dispatcher	11-PS162-11	V	S	
Police Communications Dispatcher	11-PS162-11	V	T	
Police Communications Dispatcher	11-PS162-11	W	A	Cantonese
Police Communications Dispatcher	11-PS162-11	W	A	Spanish
Police Communications Dispatcher	11-PS162-11	W	A	
Police Communications Dispatcher	11-PS162-11	W	A	
Police Communications Dispatcher	11-PS162-11	W	B	Cantonese
Police Communications Dispatcher	11-PS162-11	W	B	Cantonese, Mandarin
Police Communications Dispatcher	11-PS162-11	W	C	
Police Communications Dispatcher	11-PS162-11	W	C	
Police Communications Dispatcher	11-PS162-11	W	D	Cantonese, Mandarin
Police Communications Dispatcher	11-PS162-11	W	D	
Police Communications Dispatcher	11-PS162-11	W	D	
Police Communications Dispatcher	11-PS162-11	W	E	
Police Communications Dispatcher	11-PS162-11	W	G	
Police Communications Dispatcher	11-PS162-11	W	I	Cantonese, Mandarin
Police Communications Dispatcher	11-PS162-11	W	I	Mandarin
Police Communications Dispatcher	11-PS162-11	W	I	
Police Communications Dispatcher	11-PS162-11	W	J	Cantonese, Mandarin
Police Communications Dispatcher	11-PS162-11	W	J	
Police Communications Dispatcher	11-PS162-11	W	J	
Police Communications Dispatcher	11-PS162-11	W	K	
Police Communications Dispatcher	11-PS162-11	W	K	
Police Communications Dispatcher	11-PS162-11	W	K	
Police Communications Dispatcher	11-PS162-11	W	L	
Police Communications Dispatcher	11-PS162-11	W	L	
Police Communications Dispatcher	11-PS162-11	W	M	Cantonese
Police Communications Dispatcher	11-PS162-11	W	M	
Police Communications Dispatcher	11-PS162-11	W	M	
Police Communications Dispatcher	11-PS162-11	W	M	
Police Communications Dispatcher	11-PS162-11	W	N	
Police Communications Dispatcher	11-PS162-11	W	R	
Police Communications Dispatcher	11-PS162-11	W	S	
Police Communications Dispatcher	11-PS162-11	W	S	
Police Communications Dispatcher	11-PS162-11	W	S	
Police Communications Dispatcher	11-PS162-11	W	T	
Police Communications Dispatcher	11-PS162-11	W	V	
Police Communications Dispatcher	11-PS162-11	W	W	Cantonese, Mandarin
Police Communications Dispatcher	11-PS162-11	W	Y	
Police Communications Dispatcher	11-PS162-11	W	Y	
Police Communications Dispatcher	11-PS162-11	Y	A	
Police Communications Dispatcher	11-PS162-11	Y	S	
Police Communications Dispatcher	11-PS162-11	Z	M	Spanish
Police Communications Dispatcher	11-PS162-11	Z	Q	Mandarin
Police Communications Dispatcher	11-PS162-11	Z	R	Cantonese, Mandarin
Police Officer (PERS)	N/A			
Police Officer Trainee	12-PS169-02/05/06	A	A	Spanish
Police Officer Trainee	12-PS169-02/05/06	A	A	Spanish
Police Officer Trainee	12-PS169-02/05/06	A	A	Spanish
Police Officer Trainee	12-PS169-02/05/06	A	A	

APPLICANT POOL LIST FOR PCP NEW HIRES FY 11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Police Officer Trainee	12-PS169-02/05/06	E	G	
Police Officer Trainee	12-PS169-02/05/06	E	G	
Police Officer Trainee	12-PS169-02/05/06	E	H	Spanish
Police Officer Trainee	12-PS169-02/05/06	E	H	Spanish
Police Officer Trainee	12-PS169-02/05/06	E	H	
Police Officer Trainee	12-PS169-02/05/06	E	J	Spanish
Police Officer Trainee	12-PS169-02/05/06	E	J	Spanish
Police Officer Trainee	12-PS169-02/05/06	E	J	Spanish
Police Officer Trainee	12-PS169-02/05/06	E	J	
Police Officer Trainee	12-PS169-02/05/06	E	J	
Police Officer Trainee	12-PS169-02/05/06	E	J	
Police Officer Trainee	12-PS169-02/05/06	E	J	
Police Officer Trainee	12-PS169-02/05/06	E	K	
Police Officer Trainee	12-PS169-02/05/06	E	K	
Police Officer Trainee	12-PS169-02/05/06	E	K	
Police Officer Trainee	12-PS169-02/05/06	E	K	
Police Officer Trainee	12-PS169-02/05/06	E	L	Spanish
Police Officer Trainee	12-PS169-02/05/06	E	L	
Police Officer Trainee	12-PS169-02/05/06	E	M	
Police Officer Trainee	12-PS169-02/05/06	E	M	
Police Officer Trainee	12-PS169-02/05/06	E	M	
Police Officer Trainee	12-PS169-02/05/06	E	M	
Police Officer Trainee	12-PS169-02/05/06	E	M	
Police Officer Trainee	12-PS169-02/05/06	E	N	Spanish
Police Officer Trainee	12-PS169-02/05/06	E	N	
Police Officer Trainee	12-PS169-02/05/06	E	O	
Police Officer Trainee	12-PS169-02/05/06	E	P	Spanish
Police Officer Trainee	12-PS169-02/05/06	E	P	
Police Officer Trainee	12-PS169-02/05/06	E	R	Spanish
Police Officer Trainee	12-PS169-02/05/06	E	R	Spanish
Police Officer Trainee	12-PS169-02/05/06	E	R	Spanish
Police Officer Trainee	12-PS169-02/05/06	E	R	Spanish
Police Officer Trainee	12-PS169-02/05/06	E	R	Spanish
Police Officer Trainee	12-PS169-02/05/06	E	R	Spanish
Police Officer Trainee	12-PS169-02/05/06	E	R	
Police Officer Trainee	12-PS169-02/05/06	E	R	
Police Officer Trainee	12-PS169-02/05/06	E	S	Spanish
Police Officer Trainee	12-PS169-02/05/06	E	S	
Police Officer Trainee	12-PS169-02/05/06	E	S	
Police Officer Trainee	12-PS169-02/05/06	E	S	
Police Officer Trainee	12-PS169-02/05/06	E	S	
Police Officer Trainee	12-PS169-02/05/06	E	T	
Police Officer Trainee	12-PS169-02/05/06	E	T	
Police Officer Trainee	12-PS169-02/05/06	E	T	
Police Officer Trainee	12-PS169-02/05/06	E	V	
Police Officer Trainee	12-PS169-02/05/06	F	A	Spanish
Police Officer Trainee	12-PS169-02/05/06	F	A	Spanish
Police Officer Trainee	12-PS169-02/05/06	F	A	
Police Officer Trainee	12-PS169-02/05/06	F	A	
Police Officer Trainee	12-PS169-02/05/06	F	A	
Police Officer Trainee	12-PS169-02/05/06	F	A	
Police Officer Trainee	12-PS169-02/05/06	F	A	
Police Officer Trainee	12-PS169-02/05/06	F	A	
Police Officer Trainee	12-PS169-02/05/06	F	B	Cantonese
Police Officer Trainee	12-PS169-02/05/06	F	B	Spanish
Police Officer Trainee	12-PS169-02/05/06	F	B	Spanish
Police Officer Trainee	12-PS169-02/05/06	F	B	
Police Officer Trainee	12-PS169-02/05/06	F	B	
Police Officer Trainee	12-PS169-02/05/06	F	B	
Police Officer Trainee	12-PS169-02/05/06	F	B	
Police Officer Trainee	12-PS169-02/05/06	F	C	Spanish
Police Officer Trainee	12-PS169-02/05/06	F	C	Spanish
Police Officer Trainee	12-PS169-02/05/06	F	C	
Police Officer Trainee	12-PS169-02/05/06	F	C	

APPLICANT POOL LIST FOR PCP NEW HIRES FY 11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Police Officer Trainee	12-PS169-02/05/06	N	K	
Police Officer Trainee	12-PS169-02/05/06	N	K	
Police Officer Trainee	12-PS169-02/05/06	N	K	
Police Officer Trainee	12-PS169-02/05/06	N	L	Mandarin
Police Officer Trainee	12-PS169-02/05/06	N	L	
Police Officer Trainee	12-PS169-02/05/06	N	L	
Police Officer Trainee	12-PS169-02/05/06	N	M	Cantonese
Police Officer Trainee	12-PS169-02/05/06	N	M	Spanish
Police Officer Trainee	12-PS169-02/05/06	N	M	Spanish
Police Officer Trainee	12-PS169-02/05/06	N	M	Spanish
Police Officer Trainee	12-PS169-02/05/06	N	M	
Police Officer Trainee	12-PS169-02/05/06	N	M	
Police Officer Trainee	12-PS169-02/05/06	N	M	
Police Officer Trainee	12-PS169-02/05/06	N	M	
Police Officer Trainee	12-PS169-02/05/06	N	M	
Police Officer Trainee	12-PS169-02/05/06	N	M	
Police Officer Trainee	12-PS169-02/05/06	N	N	
Police Officer Trainee	12-PS169-02/05/06	N	N	
Police Officer Trainee	12-PS169-02/05/06	N	O	Spanish
Police Officer Trainee	12-PS169-02/05/06	N	R	Cantonese
Police Officer Trainee	12-PS169-02/05/06	N	R	Spanish
Police Officer Trainee	12-PS169-02/05/06	N	R	
Police Officer Trainee	12-PS169-02/05/06	N	R	
Police Officer Trainee	12-PS169-02/05/06	N	R	
Police Officer Trainee	12-PS169-02/05/06	N	R	
Police Officer Trainee	12-PS169-02/05/06	N	S	Cantonese
Police Officer Trainee	12-PS169-02/05/06	N	S	Spanish
Police Officer Trainee	12-PS169-02/05/06	N	S	Spanish
Police Officer Trainee	12-PS169-02/05/06	N	S	
Police Officer Trainee	12-PS169-02/05/06	N	S	
Police Officer Trainee	12-PS169-02/05/06	N	T	Cantonese
Police Officer Trainee	12-PS169-02/05/06	N	T	
Police Officer Trainee	12-PS169-02/05/06	N	T	
Police Officer Trainee	12-PS169-02/05/06	N	T	
Police Officer Trainee	12-PS169-02/05/06	N	T	
Police Officer Trainee	12-PS169-02/05/06	N	T	
Police Officer Trainee	12-PS169-02/05/06	N	T	
Police Officer Trainee	12-PS169-02/05/06	N	V	
Police Officer Trainee	12-PS169-02/05/06	N	V	
Police Officer Trainee	12-PS169-02/05/06	N	V	
Police Officer Trainee	12-PS169-02/05/06	N	V	
Police Officer Trainee	12-PS169-02/05/06	N	V	
Police Officer Trainee	12-PS169-02/05/06	N	W	
Police Officer Trainee	12-PS169-02/05/06	N	W	
Police Officer Trainee	12-PS169-02/05/06	O	A	Spanish
Police Officer Trainee	12-PS169-02/05/06	O	A	Spanish
Police Officer Trainee	12-PS169-02/05/06	O	A	
Police Officer Trainee	12-PS169-02/05/06	O	A	
Police Officer Trainee	12-PS169-02/05/06	O	A	
Police Officer Trainee	12-PS169-02/05/06	O	B	Spanish
Police Officer Trainee	12-PS169-02/05/06	O	B	
Police Officer Trainee	12-PS169-02/05/06	O	B	
Police Officer Trainee	12-PS169-02/05/06	O	C	
Police Officer Trainee	12-PS169-02/05/06	O	D	Spanish
Police Officer Trainee	12-PS169-02/05/06	O	D	
Police Officer Trainee	12-PS169-02/05/06	O	D	
Police Officer Trainee	12-PS169-02/05/06	O	D	
Police Officer Trainee	12-PS169-02/05/06	O	E	
Police Officer Trainee	12-PS169-02/05/06	O	E	
Police Officer Trainee	12-PS169-02/05/06	O	F	Spanish
Police Officer Trainee	12-PS169-02/05/06	O	G	
Police Officer Trainee	12-PS169-02/05/06	O	J	Spanish
Police Officer Trainee	12-PS169-02/05/06	O	J	Spanish
Police Officer Trainee	12-PS169-02/05/06	O	J	
Police Officer Trainee	12-PS169-02/05/06	O	J	
Police Officer Trainee	12-PS169-02/05/06	O	J	

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Police Officer Trainee	12-PS169-02/05/06	T	R	
Police Officer Trainee	12-PS169-02/05/06	T	R	
Police Officer Trainee	12-PS169-02/05/06	T	R	
Police Officer Trainee	12-PS169-02/05/06	T	R	
Police Officer Trainee	12-PS169-02/05/06	T	R	
Police Officer Trainee	12-PS169-02/05/06	T	R	
Police Officer Trainee	12-PS169-02/05/06	T	R	
Police Officer Trainee	12-PS169-02/05/06	T	R	
Police Officer Trainee	12-PS169-02/05/06	T	S	Spanish
Police Officer Trainee	12-PS169-02/05/06	T	S	Spanish
Police Officer Trainee	12-PS169-02/05/06	T	S	
Police Officer Trainee	12-PS169-02/05/06	T	S	
Police Officer Trainee	12-PS169-02/05/06	T	S	
Police Officer Trainee	12-PS169-02/05/06	T	S	
Police Officer Trainee	12-PS169-02/05/06	T	S	
Police Officer Trainee	12-PS169-02/05/06	T	S	
Police Officer Trainee	12-PS169-02/05/06	T	S	
Police Officer Trainee	12-PS169-02/05/06	T	S	
Police Officer Trainee	12-PS169-02/05/06	T	S	
Police Officer Trainee	12-PS169-02/05/06	T	S	
Police Officer Trainee	12-PS169-02/05/06	T	S	
Police Officer Trainee	12-PS169-02/05/06	T	S	
Police Officer Trainee	12-PS169-02/05/06	T	S	
Police Officer Trainee	12-PS169-02/05/06	T	S	
Police Officer Trainee	12-PS169-02/05/06	T	T	
Police Officer Trainee	12-PS169-02/05/06	T	T	
Police Officer Trainee	12-PS169-02/05/06	T	T	
Police Officer Trainee	12-PS169-02/05/06	T	T	
Police Officer Trainee	12-PS169-02/05/06	T	T	
Police Officer Trainee	12-PS169-02/05/06	T	T	
Police Officer Trainee	12-PS169-02/05/06	T	V	Spanish
Police Officer Trainee	12-PS169-02/05/06	T	V	
Police Officer Trainee	12-PS169-02/05/06	T	V	
Police Officer Trainee	12-PS169-02/05/06	U	C	Cantonese,Mandarin
Police Officer Trainee	12-PS169-02/05/06	U	D	Spanish
Police Officer Trainee	12-PS169-02/05/06	U	J	Spanish
Police Officer Trainee	12-PS169-02/05/06	U	J	
Police Officer Trainee	12-PS169-02/05/06	U	J	
Police Officer Trainee	12-PS169-02/05/06	U	L	Spanish
Police Officer Trainee	12-PS169-02/05/06	U	M	
Police Officer Trainee	12-PS169-02/05/06	U	N	
Police Officer Trainee	12-PS169-02/05/06	U	S	
Police Officer Trainee	12-PS169-02/05/06	U	T	
Police Officer Trainee	12-PS169-02/05/06	V	A	Spanish
Police Officer Trainee	12-PS169-02/05/06	V	A	Spanish
Police Officer Trainee	12-PS169-02/05/06	V	A	Spanish
Police Officer Trainee	12-PS169-02/05/06	V	A	
Police Officer Trainee	12-PS169-02/05/06	V	A	
Police Officer Trainee	12-PS169-02/05/06	V	A	
Police Officer Trainee	12-PS169-02/05/06	V	A	
Police Officer Trainee	12-PS169-02/05/06	V	A	
Police Officer Trainee	12-PS169-02/05/06	V	A	
Police Officer Trainee	12-PS169-02/05/06	V	B	
Police Officer Trainee	12-PS169-02/05/06	V	B	
Police Officer Trainee	12-PS169-02/05/06	V	B	
Police Officer Trainee	12-PS169-02/05/06	V	B	
Police Officer Trainee	12-PS169-02/05/06	V	B	
Police Officer Trainee	12-PS169-02/05/06	V	B	
Police Officer Trainee	12-PS169-02/05/06	V	C	
Police Officer Trainee	12-PS169-02/05/06	V	C	
Police Officer Trainee	12-PS169-02/05/06	V	C	
Police Officer Trainee	12-PS169-02/05/06	V	D	Cantonese
Police Officer Trainee	12-PS169-02/05/06	V	D	Spanish
Police Officer Trainee	12-PS169-02/05/06	V	D	Spanish
Police Officer Trainee	12-PS169-02/05/06	V	D	
Police Officer Trainee	12-PS169-02/05/06	V	D	
Police Officer Trainee	12-PS169-02/05/06	V	E	Spanish

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Police Officer Trainee	12-PS169-02/05/06	Y	C	
Police Officer Trainee	12-PS169-02/05/06	Y	D	
Police Officer Trainee	12-PS169-02/05/06	Y	D	
Police Officer Trainee	12-PS169-02/05/06	Y	D	
Police Officer Trainee	12-PS169-02/05/06	Y	D	
Police Officer Trainee	12-PS169-02/05/06	Y	E	
Police Officer Trainee	12-PS169-02/05/06	Y	F	
Police Officer Trainee	12-PS169-02/05/06	Y	H	Mandarin
Police Officer Trainee	12-PS169-02/05/06	Y	I	
Police Officer Trainee	12-PS169-02/05/06	Y	J	Cantonese
Police Officer Trainee	12-PS169-02/05/06	Y	J	Cantonese
Police Officer Trainee	12-PS169-02/05/06	Y	J	Cantonese, Mandarin
Police Officer Trainee	12-PS169-02/05/06	Y	J	Spanish
Police Officer Trainee	12-PS169-02/05/06	Y	J	
Police Officer Trainee	12-PS169-02/05/06	Y	J	
Police Officer Trainee	12-PS169-02/05/06	Y	J	
Police Officer Trainee	12-PS169-02/05/06	Y	J	
Police Officer Trainee	12-PS169-02/05/06	Y	J	
Police Officer Trainee	12-PS169-02/05/06	Y	J	
Police Officer Trainee	12-PS169-02/05/06	Y	J	
Police Officer Trainee	12-PS169-02/05/06	Y	J	
Police Officer Trainee	12-PS169-02/05/06	Y	K	Cantonese, Mandarin
Police Officer Trainee	12-PS169-02/05/06	Y	K	Spanish
Police Officer Trainee	12-PS169-02/05/06	Y	K	
Police Officer Trainee	12-PS169-02/05/06	Y	M	
Police Officer Trainee	12-PS169-02/05/06	Y	M	
Police Officer Trainee	12-PS169-02/05/06	Y	M	
Police Officer Trainee	12-PS169-02/05/06	Y	M	
Police Officer Trainee	12-PS169-02/05/06	Y	P	Cantonese
Police Officer Trainee	12-PS169-02/05/06	Y	P	Cantonese
Police Officer Trainee	12-PS169-02/05/06	Y	R	
Police Officer Trainee	12-PS169-02/05/06	Y	R	
Police Officer Trainee	12-PS169-02/05/06	Y	R	
Police Officer Trainee	12-PS169-02/05/06	Y	S	
Police Officer Trainee	12-PS169-02/05/06	Y	S	
Police Officer Trainee	12-PS169-02/05/06	Y	T	
Police Officer Trainee	12-PS169-02/05/06	Y	V	
Police Officer Trainee	12-PS169-02/05/06	Y	W	
Police Officer Trainee	12-PS169-02/05/06	Y	Y	Cantonese
Police Officer Trainee	12-PS169-02/05/06	Z	A	
Police Officer Trainee	12-PS169-02/05/06	Z	A	
Police Officer Trainee	12-PS169-02/05/06	Z	A	
Police Officer Trainee	12-PS169-02/05/06	Z	D	
Police Officer Trainee	12-PS169-02/05/06	Z	E	Spanish
Police Officer Trainee	12-PS169-02/05/06	Z	F	
Police Officer Trainee	12-PS169-02/05/06	Z	G	
Police Officer Trainee	12-PS169-02/05/06	Z	G	
Police Officer Trainee	12-PS169-02/05/06	Z	J	
Police Officer Trainee	12-PS169-02/05/06	Z	J	
Police Officer Trainee	12-PS169-02/05/06	Z	J	
Police Officer Trainee	12-PS169-02/05/06	Z	J	
Police Officer Trainee	12-PS169-02/05/06	Z	J	
Police Officer Trainee	12-PS169-02/05/06	Z	L	
Police Officer Trainee	12-PS169-02/05/06	Z	M	Spanish
Police Officer Trainee	12-PS169-02/05/06	Z	M	
Police Officer Trainee	12-PS169-02/05/06	Z	P	Spanish
Police Officer Trainee	12-PS169-02/05/06	Z	R	Spanish
Police Officer Trainee	12-PS169-02/05/06	Z	R	
Police Officer Trainee	12-PS169-02/05/06	Z	V	
Police Officer Trainee	12-PS169-02/05/06	Z	Y	
Police Officer Trainee	12-PS169-02/05/06	Z	Y	
Police Officer Trainee	N/A			
Police Services Technician II	N/A			
Program Analyst II	12-AP293-WIB	A	D	
Program Analyst II	12-AP293-WIB	B	E	
Program Analyst II	12-AP293-WIB	B	J	
Program Analyst II	12-AP293-WIB	B	K	Spanish
Program Analyst II	12-AP293-WIB	B	M	
Program Analyst II	12-AP293-WIB	C	E	Tagalog

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Program Analyst II	12-AP293-WIB	C	M	Cantonese,Mandarin
Program Analyst II	12-AP293-WIB	C	T	
Program Analyst II	12-AP293-WIB	D	M	
Program Analyst II	12-AP293-WIB	E	T	
Program Analyst II	12-AP293-WIB	H	D	
Program Analyst II	12-AP293-WIB	H	M	
Program Analyst II	12-AP293-WIB	H	R	Mandarin
Program Analyst II	12-AP293-WIB	H	S	
Program Analyst II	12-AP293-WIB	H	T	
Program Analyst II	12-AP293-WIB	J	L	
Program Analyst II	12-AP293-WIB	J	W	
Program Analyst II	12-AP293-WIB	L	H	
Program Analyst II	12-AP293-WIB	M	B	
Program Analyst II	12-AP293-WIB	M	R	Creole,French
Program Analyst II	12-AP293-WIB	Q	S	
Program Analyst II	12-AP293-WIB	Q	R	Spanish
Program Analyst II	12-AP293-WIB	R	D	Spanish
Program Analyst II	12-AP293-WIB	S	C	Mandarin
Program Analyst II	12-AP293-WIB	S	J	
Program Analyst II	12-AP293-WIB	S	L	
Program Analyst II	12-AP293-WIB	S	R	Spanish
Program Analyst II	12-AP293-WIB	S	R	
Program Analyst II	12-AP293-WIB	S	R	
Program Analyst II	12-AP293-WIB	T	J	
Program Analyst II	12-AP293-WIB	T	M	Spanish,Mandarin
Program Analyst II	12-AP293-WIB	V	J	Spanish,Taqalqa
Program Analyst II	12-AP293-WIB	Y	X	Chinese
Public Service Rep, PPT	N/A			
Public Service Representative	N/A			
Recreation Aide, PT	12-SS177-02	A	A	
Recreation Aide, PT	12-SS177-02	A	A	
Recreation Aide, PT	12-SS177-02	A	A	
Recreation Aide, PT	12-SS177-02	A	A	
Recreation Aide, PT	12-SS177-02	A	A	
Recreation Aide, PT	12-SS177-02	A	A	
Recreation Aide, PT	12-SS177-02	A	B	
Recreation Aide, PT	12-SS177-02	A	B	
Recreation Aide, PT	12-SS177-02	A	B	
Recreation Aide, PT	12-SS177-02	A	C	Soanish
Recreation Aide, PT	12-SS177-02	A	C	Spanish
Recreation Aide, PT	12-SS177-02	A	C	
Recreation Aide, PT	12-SS177-02	A	D	Spanish
Recreation Aide, PT	12-SS177-02	A	D	
Recreation Aide, PT	12-SS177-02	A	D	
Recreation Aide, PT	12-SS177-02	A	D	
Recreation Aide, PT	12-SS177-02	A	D	
Recreation Aide, PT	12-SS177-02	A	D	
Recreation Aide, PT	12-SS177-02	A	E	Spanish
Recreation Aide, PT	12-SS177-02	A	E	Spanish
Recreation Aide, PT	12-SS177-02	A	I	
Recreation Aide, PT	12-SS177-02	A	J	
Recreation Aide, PT	12-SS177-02	A	J	
Recreation Aide, PT	12-SS177-02	A	J	
Recreation Aide, PT	12-SS177-02	A	K	
Recreation Aide, PT	12-SS177-02	A	L	
Recreation Aide, PT	12-SS177-02	A	M	
Recreation Aide, PT	12-SS177-02	A	M	
Recreation Aide, PT	12-SS177-02	A	M	
Recreation Aide, PT	12-SS177-02	A	N	
Recreation Aide, PT	12-SS177-02	A	R	
Recreation Aide, PT	12-SS177-02	A	T	Spanish
Recreation Aide, PT	12-SS177-02	A	V	Spanish
Recreation Aide, PT	12-SS177-02	B	A	
Recreation Aide, PT	12-SS177-02	B	A	
Recreation Aide, PT	12-SS177-02	B	A	
Recreation Aide, PT	12-SS177-02	B	A	
Recreation Aide, PT	12-SS177-02	B	A	
Recreation Aide, PT	12-SS177-02	B	A	
Recreation Aide, PT	12-SS177-02	B	A	
Recreation Aide, PT	12-SS177-02	B	A	
Recreation Aide, PT	12-SS177-02	B	A	
Recreation Aide, PT	12-SS177-02	B	B	
Recreation Aide, PT	12-SS177-02	B	B	
Recreation Aide, PT	12-SS177-02	B	B	
Recreation Aide, PT	12-SS177-02	B	B	
Recreation Aide, PT	12-SS177-02	B	B	
Recreation Aide, PT	12-SS177-02	B	B	
Recreation Aide, PT	12-SS177-02	B	B	
Recreation Aide, PT	12-SS177-02	B	C	
Recreation Aide, PT	12-SS177-02	B	C	
Recreation Aide, PT	12-SS177-02	B	D	
Recreation Aide, PT	12-SS177-02	B	D	
Recreation Aide, PT	12-SS177-02	B	D	

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Recreation Aide, PT	12-SS177-02	B	D	
Recreation Aide, PT	12-SS177-02	B	D	
Recreation Aide, PT	12-SS177-02	B	E	Spanish
Recreation Aide, PT	12-SS177-02	B	E	
Recreation Aide, PT	12-SS177-02	B	H	
Recreation Aide, PT	12-SS177-02	B	I	
Recreation Aide, PT	12-SS177-02	B	I	
Recreation Aide, PT	12-SS177-02	B	I	
Recreation Aide, PT	12-SS177-02	B	J	
Recreation Aide, PT	12-SS177-02	B	J	
Recreation Aide, PT	12-SS177-02	B	J	
Recreation Aide, PT	12-SS177-02	B	J	
Recreation Aide, PT	12-SS177-02	B	J	
Recreation Aide, PT	12-SS177-02	B	J	
Recreation Aide, PT	12-SS177-02	B	K	
Recreation Aide, PT	12-SS177-02	B	K	
Recreation Aide, PT	12-SS177-02	B	K	
Recreation Aide, PT	12-SS177-02	B	K	
Recreation Aide, PT	12-SS177-02	B	K	
Recreation Aide, PT	12-SS177-02	B	L	
Recreation Aide, PT	12-SS177-02	B	M	
Recreation Aide, PT	12-SS177-02	B	M	
Recreation Aide, PT	12-SS177-02	B	M	
Recreation Aide, PT	12-SS177-02	B	N	
Recreation Aide, PT	12-SS177-02	B	N	
Recreation Aide, PT	12-SS177-02	B	R	
Recreation Aide, PT	12-SS177-02	B	S	
Recreation Aide, PT	12-SS177-02	B	S	
Recreation Aide, PT	12-SS177-02	B	T	
Recreation Aide, PT	12-SS177-02	B	T	
Recreation Aide, PT	12-SS177-02	B	T	
Recreation Aide, PT	12-SS177-02	B	X	
Recreation Aide, PT	12-SS177-02	C	A	
Recreation Aide, PT	12-SS177-02	C	A	
Recreation Aide, PT	12-SS177-02	C	A	
Recreation Aide, PT	12-SS177-02	C	A	
Recreation Aide, PT	12-SS177-02	C	A	
Recreation Aide, PT	12-SS177-02	C	B	Spanish
Recreation Aide, PT	12-SS177-02	C	B	
Recreation Aide, PT	12-SS177-02	C	C	
Recreation Aide, PT	12-SS177-02	C	C	
Recreation Aide, PT	12-SS177-02	C	C	
Recreation Aide, PT	12-SS177-02	C	D	
Recreation Aide, PT	12-SS177-02	C	H	Spanish
Recreation Aide, PT	12-SS177-02	C	J	Spanish
Recreation Aide, PT	12-SS177-02	C	J	
Recreation Aide, PT	12-SS177-02	C	J	
Recreation Aide, PT	12-SS177-02	C	J	
Recreation Aide, PT	12-SS177-02	C	J	
Recreation Aide, PT	12-SS177-02	C	J	
Recreation Aide, PT	12-SS177-02	C	K	Cantonese
Recreation Aide, PT	12-SS177-02	C	K	Spanish
Recreation Aide, PT	12-SS177-02	C	K	
Recreation Aide, PT	12-SS177-02	C	K	
Recreation Aide, PT	12-SS177-02	C	L	Cantonese, Mandarin
Recreation Aide, PT	12-SS177-02	C	L	Spanish
Recreation Aide, PT	12-SS177-02	C	L	
Recreation Aide, PT	12-SS177-02	C	L	
Recreation Aide, PT	12-SS177-02	C	M	Spanish
Recreation Aide, PT	12-SS177-02	C	M	Spanish
Recreation Aide, PT	12-SS177-02	C	M	
Recreation Aide, PT	12-SS177-02	C	M	
Recreation Aide, PT	12-SS177-02	C	P	
Recreation Aide, PT	12-SS177-02	C	R	
Recreation Aide, PT	12-SS177-02	C	S	
Recreation Aide, PT	12-SS177-02	C	S	
Recreation Aide, PT	12-SS177-02	C	T	
Recreation Aide, PT	12-SS177-02	C	T	
Recreation Aide, PT	12-SS177-02	C	T	
Recreation Aide, PT	12-SS177-02	C	T	
Recreation Aide, PT	12-SS177-02	C	X	
Recreation Aide, PT	12-SS177-02	D	A	
Recreation Aide, PT	12-SS177-02	D	B	
Recreation Aide, PT	12-SS177-02	D	C	Cantonese
Recreation Aide, PT	12-SS177-02	D	D	

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Recreation Aide, PT	12-SS177-02	D	D	
Recreation Aide, PT	12-SS177-02	D	D	
Recreation Aide, PT	12-SS177-02	D	D	
Recreation Aide, PT	12-SS177-02	D	E	
Recreation Aide, PT	12-SS177-02	D	F	
Recreation Aide, PT	12-SS177-02	D	F	
Recreation Aide, PT	12-SS177-02	D	G	
Recreation Aide, PT	12-SS177-02	D	J	
Recreation Aide, PT	12-SS177-02	D	J	
Recreation Aide, PT	12-SS177-02	D	K	
Recreation Aide, PT	12-SS177-02	D	K	
Recreation Aide, PT	12-SS177-02	D	M	
Recreation Aide, PT	12-SS177-02	D	O	
Recreation Aide, PT	12-SS177-02	D	P	
Recreation Aide, PT	12-SS177-02	D	R	
Recreation Aide, PT	12-SS177-02	D	S	
Recreation Aide, PT	12-SS177-02	D	T	
Recreation Aide, PT	12-SS177-02	D	T	
Recreation Aide, PT	12-SS177-02	E	A	
Recreation Aide, PT	12-SS177-02	E	A	
Recreation Aide, PT	12-SS177-02	E	D	
Recreation Aide, PT	12-SS177-02	E	E	
Recreation Aide, PT	12-SS177-02	E	E	
Recreation Aide, PT	12-SS177-02	E	G	
Recreation Aide, PT	12-SS177-02	E	I	
Recreation Aide, PT	12-SS177-02	E	K	
Recreation Aide, PT	12-SS177-02	E	M	Spanish
Recreation Aide, PT	12-SS177-02	E	P	
Recreation Aide, PT	12-SS177-02	E	T	
Recreation Aide, PT	12-SS177-02	F	B	
Recreation Aide, PT	12-SS177-02	F	D	
Recreation Aide, PT	12-SS177-02	F	D	
Recreation Aide, PT	12-SS177-02	F	E	
Recreation Aide, PT	12-SS177-02	F	H	
Recreation Aide, PT	12-SS177-02	F	J	
Recreation Aide, PT	12-SS177-02	F	J	
Recreation Aide, PT	12-SS177-02	F	M	
Recreation Aide, PT	12-SS177-02	F	M	
Recreation Aide, PT	12-SS177-02	F	N	
Recreation Aide, PT	12-SS177-02	F	R	
Recreation Aide, PT	12-SS177-02	F	T	
Recreation Aide, PT	12-SS177-02	G	A	Cantonese,Mandarin
Recreation Aide, PT	12-SS177-02	G	A	
Recreation Aide, PT	12-SS177-02	G	A	
Recreation Aide, PT	12-SS177-02	G	B	
Recreation Aide, PT	12-SS177-02	G	B	
Recreation Aide, PT	12-SS177-02	G	C	
Recreation Aide, PT	12-SS177-02	G	C	
Recreation Aide, PT	12-SS177-02	G	D	
Recreation Aide, PT	12-SS177-02	G	D	
Recreation Aide, PT	12-SS177-02	G	E	Spanish
Recreation Aide, PT	12-SS177-02	G	E	
Recreation Aide, PT	12-SS177-02	G	G	Spanish
Recreation Aide, PT	12-SS177-02	G	G	
Recreation Aide, PT	12-SS177-02	G	H	
Recreation Aide, PT	12-SS177-02	G	J	Spanish
Recreation Aide, PT	12-SS177-02	G	J	
Recreation Aide, PT	12-SS177-02	G	K	
Recreation Aide, PT	12-SS177-02	G	K	
Recreation Aide, PT	12-SS177-02	G	R	
Recreation Aide, PT	12-SS177-02	G	R	
Recreation Aide, PT	12-SS177-02	G	T	
Recreation Aide, PT	12-SS177-02	G	T	
Recreation Aide, PT	12-SS177-02	G	T	
Recreation Aide, PT	12-SS177-02	G	T	
Recreation Aide, PT	12-SS177-02	H	A	
Recreation Aide, PT	12-SS177-02	H	A	
Recreation Aide, PT	12-SS177-02	H	A	
Recreation Aide, PT	12-SS177-02	H	A	
Recreation Aide, PT	12-SS177-02	H	B	Spanish
Recreation Aide, PT	12-SS177-02	H	B	
Recreation Aide, PT	12-SS177-02	H	B	
Recreation Aide, PT	12-SS177-02	H	C	Cantonese
Recreation Aide, PT	12-SS177-02	H	C	Cantonese
Recreation Aide, PT	12-SS177-02	H	C	Scansih
Recreation Aide, PT	12-SS177-02	H	C	
Recreation Aide, PT	12-SS177-02	H	D	Cantonese
Recreation Aide, PT	12-SS177-02	H	D	
Recreation Aide, PT	12-SS177-02	H	D	
Recreation Aide, PT	12-SS177-02	H	E	Cantonese,Mandarin

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Recreation Aide, PT	12-SS177-02	L	G	
Recreation Aide, PT	12-SS177-02	L	G	
Recreation Aide, PT	12-SS177-02	L	H	Cantonese
Recreation Aide, PT	12-SS177-02	L	J	Cantonese
Recreation Aide, PT	12-SS177-02	L	J	
Recreation Aide, PT	12-SS177-02	L	K	
Recreation Aide, PT	12-SS177-02	L	K	
Recreation Aide, PT	12-SS177-02	L	K	
Recreation Aide, PT	12-SS177-02	L	L	Cantonese,Mandarin
Recreation Aide, PT	12-SS177-02	L	L	
Recreation Aide, PT	12-SS177-02	L	M	
Recreation Aide, PT	12-SS177-02	L	M	
Recreation Aide, PT	12-SS177-02	L	M	
Recreation Aide, PT	12-SS177-02	L	O	
Recreation Aide, PT	12-SS177-02	L	R	
Recreation Aide, PT	12-SS177-02	L	R	
Recreation Aide, PT	12-SS177-02	L	R	
Recreation Aide, PT	12-SS177-02	L	R	
Recreation Aide, PT	12-SS177-02	L	S	
Recreation Aide, PT	12-SS177-02	L	S	
Recreation Aide, PT	12-SS177-02	L	S	
Recreation Aide, PT	12-SS177-02	L	T	
Recreation Aide, PT	12-SS177-02	L	T	
Recreation Aide, PT	12-SS177-02	L	T	
Recreation Aide, PT	12-SS177-02	L	X	
Recreation Aide, PT	12-SS177-02	L	Y	Cantonese
Recreation Aide, PT	12-SS177-02	M	A	
Recreation Aide, PT	12-SS177-02	M	A	
Recreation Aide, PT	12-SS177-02	M	A	
Recreation Aide, PT	12-SS177-02	M	A	
Recreation Aide, PT	12-SS177-02	M	A	
Recreation Aide, PT	12-SS177-02	M	A	
Recreation Aide, PT	12-SS177-02	M	A	
Recreation Aide, PT	12-SS177-02	M	A	
Recreation Aide, PT	12-SS177-02	M	A	
Recreation Aide, PT	12-SS177-02	M	A	
Recreation Aide, PT	12-SS177-02	M	C	
Recreation Aide, PT	12-SS177-02	M	C	
Recreation Aide, PT	12-SS177-02	M	C	
Recreation Aide, PT	12-SS177-02	M	D	
Recreation Aide, PT	12-SS177-02	M	D	
Recreation Aide, PT	12-SS177-02	M	D	
Recreation Aide, PT	12-SS177-02	M	E	Spanish
Recreation Aide, PT	12-SS177-02	M	E	
Recreation Aide, PT	12-SS177-02	M	G	Spanish
Recreation Aide, PT	12-SS177-02	M	G	
Recreation Aide, PT	12-SS177-02	M	H	
Recreation Aide, PT	12-SS177-02	M	J	
Recreation Aide, PT	12-SS177-02	M	J	
Recreation Aide, PT	12-SS177-02	M	J	
Recreation Aide, PT	12-SS177-02	M	K	
Recreation Aide, PT	12-SS177-02	M	K	
Recreation Aide, PT	12-SS177-02	M	M	
Recreation Aide, PT	12-SS177-02	M	M	
Recreation Aide, PT	12-SS177-02	M	M	
Recreation Aide, PT	12-SS177-02	M	N	
Recreation Aide, PT	12-SS177-02	M	R	Spanish
Recreation Aide, PT	12-SS177-02	M	R	
Recreation Aide, PT	12-SS177-02	M	R	
Recreation Aide, PT	12-SS177-02	M	R	
Recreation Aide, PT	12-SS177-02	M	R	
Recreation Aide, PT	12-SS177-02	M	R	
Recreation Aide, PT	12-SS177-02	M	R	
Recreation Aide, PT	12-SS177-02	M	S	
Recreation Aide, PT	12-SS177-02	M	T	
Recreation Aide, PT	12-SS177-02	M	T	
Recreation Aide, PT	12-SS177-02	M	V	
Recreation Aide, PT	12-SS177-02	M	W	
Recreation Aide, PT	12-SS177-02	N	A	
Recreation Aide, PT	12-SS177-02	N	D	
Recreation Aide, PT	12-SS177-02	N	D	
Recreation Aide, PT	12-SS177-02	N	D	
Recreation Aide, PT	12-SS177-02	N	H	
Recreation Aide, PT	12-SS177-02	N	M	
Recreation Aide, PT	12-SS177-02	N	M	
Recreation Aide, PT	12-SS177-02	N	N	
Recreation Aide, PT	12-SS177-02	N	N	
Recreation Aide, PT	12-SS177-02	N	P	Cantonese
Recreation Aide, PT	12-SS177-02	N	T	
Recreation Aide, PT	12-SS177-02	O	A	Spanish

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Recreation Aide, PT	12-SS177-02	W	D	
Recreation Aide, PT	12-SS177-02	W	D	
Recreation Aide, PT	12-SS177-02	W	E	
Recreation Aide, PT	12-SS177-02	W	G	
Recreation Aide, PT	12-SS177-02	W	G	
Recreation Aide, PT	12-SS177-02	W	J	
Recreation Aide, PT	12-SS177-02	W	J	
Recreation Aide, PT	12-SS177-02	W	J	
Recreation Aide, PT	12-SS177-02	W	K	
Recreation Aide, PT	12-SS177-02	W	K	
Recreation Aide, PT	12-SS177-02	W	K	
Recreation Aide, PT	12-SS177-02	W	L	Cantonese
Recreation Aide, PT	12-SS177-02	W	L	
Recreation Aide, PT	12-SS177-02	W	L	
Recreation Aide, PT	12-SS177-02	W	M	
Recreation Aide, PT	12-SS177-02	W	M	
Recreation Aide, PT	12-SS177-02	W	Q	
Recreation Aide, PT	12-SS177-02	W	R	
Recreation Aide, PT	12-SS177-02	W	T	
Recreation Aide, PT	12-SS177-02	W	T	
Recreation Aide, PT	12-SS177-02	W	T	
Recreation Aide, PT	12-SS177-02	W	W	
Recreation Aide, PT	12-SS177-02	W	Y	
Recreation Aide, PT	12-SS177-02	Y	B	
Recreation Aide, PT	12-SS177-02	Y	D	
Recreation Aide, PT	12-SS177-02	Y	M	Spanish
Recreation Aide, PT	12-SS177-02	Y	M	
Recreation Aide, PT	12-SS177-02	Z	A	Spanish
Recreation Aide, PT	12-SS177-02	Z	G	Cantonese,Mandarin
Recreation Aide, PT	12-SS177-02	Z	W	Cantonese
Recreation Attendant 1, PT	(12-SS178-02)	A	A	
Recreation Attendant 1, PT	(12-SS178-02)	A	A	
Recreation Attendant 1, PT	(12-SS178-02)	A	A	
Recreation Attendant 1, PT	(12-SS178-02)	A	C	Spanish
Recreation Attendant 1, PT	(12-SS178-02)	A	C	
Recreation Attendant 1, PT	(12-SS178-02)	A	D	
Recreation Attendant 1, PT	(12-SS178-02)	A	F	Spanish
Recreation Attendant 1, PT	(12-SS178-02)	A	F	
Recreation Attendant 1, FT	(12-SS178-02)	A	I	
Recreation Attendant 1, PT	(12-SS178-02)	A	J	
Recreation Attendant 1, PT	(12-SS178-02)	A	M	
Recreation Attendant 1, FT	(12-SS178-02)	A	R	Spanish
Recreation Attendant 1, PT	(12-SS178-02)	A	R	Spanish
Recreation Attendant 1, PT	(12-SS178-02)	A	R	
Recreation Attendant 1, PT	(12-SS178-02)	A	T	
Recreation Attendant 1, FT	(12-SS178-02)	A	V	Spanish
Recreation Attendant 1, PT	(12-SS178-02)	B	A	
Recreation Attendant 1, PT	(12-SS178-02)	B	B	
Recreation Attendant 1, PT	(12-SS178-02)	B	B	
Recreation Attendant 1, PT	(12-SS178-02)	B	C	
Recreation Attendant 1, PT	(12-SS178-02)	B	C	
Recreation Attendant 1, PT	(12-SS178-02)	B	C	
Recreation Attendant 1, PT	(12-SS178-02)	B	C	
Recreation Attendant 1, PT	(12-SS178-02)	B	C	
Recreation Attendant 1, PT	(12-SS178-02)	B	D	
Recreation Attendant 1, PT	(12-SS178-02)	B	E	
Recreation Attendant 1, PT	(12-SS178-02)	B	E	
Recreation Attendant 1, PT	(12-SS178-02)	B	E	
Recreation Attendant 1, PT	(12-SS178-02)	B	F	Spanish
Recreation Attendant 1, PT	(12-SS178-02)	B	H	
Recreation Attendant 1, PT	(12-SS178-02)	B	I	
Recreation Attendant 1, PT	(12-SS178-02)	B	J	
Recreation Attendant 1, PT	(12-SS178-02)	B	J	
Recreation Attendant 1, PT	(12-SS178-02)	B	J	
Recreation Attendant 1, PT	(12-SS178-02)	B	K	
Recreation Attendant 1, PT	(12-SS178-02)	B	M	
Recreation Attendant 1, PT	(12-SS178-02)	B	M	
Recreation Attendant 1, PT	(12-SS178-02)	B	P	
Recreation Attendant 1, PT	(12-SS178-02)	B	S	
Recreation Attendant 1, FT	(12-SS178-02)	B	S	
Recreation Attendant 1, PT	(12-SS178-02)	B	S	
Recreation Attendant 1, PT	(12-SS178-02)	B	S	
Recreation Attendant 1, FT	(12-SS178-02)	B	S	
Recreation Attendant 1, FT	(12-SS178-02)	B	S	
Recreation Attendant 1, FT	(12-SS178-02)	B	T	Cantonese
Recreation Attendant 1, PT	(12-SS178-02)	B	T	
Recreation Attendant 1, PT	(12-SS178-02)	B	T	
Recreation Attendant 1, PT	(12-SS178-02)	C	A	Cantonese,Mandarin
Recreation Attendant 1, PT	(12-SS178-02)	C	A	

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Recreation Attendant I, PT	(12-SS178-02)	C	B	Spanish
Recreation Attendant I, PT	(12-SS178-02)	C	B	
Recreation Attendant I, PT	(12-SS178-02)	C	B	
Recreation Attendant I, PT	(12-SS178-02)	C	B	
Recreation Attendant I, PT	(12-SS178-02)	C	C	
Recreation Attendant I, PT	(12-SS178-02)	C	D	
Recreation Attendant I, PT	(12-SS178-02)	C	D	
Recreation Attendant I, PT	(12-SS178-02)	C	D	
Recreation Attendant I, PT	(12-SS178-02)	C	E	
Recreation Attendant I, PT	(12-SS178-02)	C	H	Spanish
Recreation Attendant I, PT	(12-SS178-02)	C	I	Cantonese
Recreation Attendant I, PT	(12-SS178-02)	O	I	Cantonese,Mandarin
Recreation Attendant I, PT	(12-SS178-02)	C	J	
Recreation Attendant I, PT	(12-SS178-02)	C	J	
Recreation Attendant I, PT	(12-SS178-02)	C	K	
Recreation Attendant I, PT	(12-SS178-02)	C	K	
Recreation Attendant I, PT	(12-SS178-02)	C	L	Spanish
Recreation Attendant I, PT	(12-SS178-02)	C	L	
Recreation Attendant I, PT	(12-SS178-02)	C	M	Spanish
Recreation Attendant I, PT	(12-SS178-02)	C	N	Spanish
Recreation Attendant I, PT	(12-SS178-02)	C	O	Spanish
Recreation Attendant I, PT	(12-SS178-02)	C	R	
Recreation Attendant I, PT	(12-SS178-02)	C	S	
Recreation Attendant I, PT	(12-SS178-02)	C	T	
Recreation Attendant I, PT	(12-SS178-02)	C	T	
Recreation Attendant I, PT	(12-SS178-02)	C	T	
Recreation Attendant I, PT	(12-SS178-02)	C	V	
Recreation Attendant I, PT	(12-SS178-02)	D	A	
Recreation Attendant I, PT	(12-SS178-02)	D	A	
Recreation Attendant I, PT	(12-SS178-02)	D	A	
Recreation Attendant I, PT	(12-SS178-02)	D	B	
Recreation Attendant I, PT	(12-SS178-02)	D	C	
Recreation Attendant I, PT	(12-SS178-02)	D	C	
Recreation Attendant I, PT	(12-SS178-02)	D	D	
Recreation Attendant I, PT	(12-SS178-02)	D	D	
Recreation Attendant I, PT	(12-SS178-02)	D	E	
Recreation Attendant I, PT	(12-SS178-02)	D	E	
Recreation Attendant I, PT	(12-SS178-02)	D	F	
Recreation Attendant I, PT	(12-SS178-02)	D	I	
Recreation Attendant I, PT	(12-SS178-02)	D	O	
Recreation Attendant I, PT	(12-SS178-02)	D	P	
Recreation Attendant I, PT	(12-SS178-02)	D	P	
Recreation Attendant I, PT	(12-SS178-02)	D	S	
Recreation Attendant I, PT	(12-SS178-02)	D	T	
Recreation Attendant I, PT	(12-SS178-02)	D	W	
Recreation Attendant I, PT	(12-SS178-02)	E	A	
Recreation Attendant I, PT	(12-SS178-02)	E	B	
Recreation Attendant I, PT	(12-SS178-02)	E	D	
Recreation Attendant I, PT	(12-SS178-02)	E	D	
Recreation Attendant I, PT	(12-SS178-02)	E	J	
Recreation Attendant I, PT	(12-SS178-02)	E	M	
Recreation Attendant I, PT	(12-SS178-02)	F	A	
Recreation Attendant I, PT	(12-SS178-02)	F	B	
Recreation Attendant I, PT	(12-SS178-02)	F	B	
Recreation Attendant I, PT	(12-SS178-02)	F	D	
Recreation Attendant I, PT	(12-SS178-02)	F	D	
Recreation Attendant I, PT	(12-SS178-02)	F	G	
Recreation Attendant I, PT	(12-SS178-02)	F	H	
Recreation Attendant I, PT	(12-SS178-02)	F	R	
Recreation Attendant I, PT	(12-SS178-02)	F	R	
Recreation Attendant I, PT	(12-SS178-02)	F	S	
Recreation Attendant I, PT	(12-SS178-02)	F	S	
Recreation Attendant I, PT	(12-SS178-02)	F	S	
Recreation Attendant I, PT	(12-SS178-02)	F	V	
Recreation Attendant I, PT	(12-SS178-02)	G	A	Spanish
Recreation Attendant I, PT	(12-SS178-02)	G	A	
Recreation Attendant I, PT	(12-SS178-02)	G	A	
Recreation Attendant I, PT	(12-SS178-02)	G	A	
Recreation Attendant I, PT	(12-SS178-02)	G	A	
Recreation Attendant I, PT	(12-SS178-02)	G	A	
Recreation Attendant I, PT	(12-SS178-02)	G	C	
Recreation Attendant I, PT	(12-SS178-02)	G	C	
Recreation Attendant I, PT	(12-SS178-02)	G	D	
Recreation Attendant I, PT	(12-SS178-02)	G	E	
Recreation Attendant I, PT	(12-SS178-02)	G	J	Spanish
Recreation Attendant I, PT	(12-SS178-02)	G	J	Spanish
Recreation Attendant I, PT	(12-SS178-02)	G	K	
Recreation Attendant I, PT	(12-SS178-02)	G	M	

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Recreation Attendant I, PT	(12-SS178-02)	G	M	
Recreation Attendant I, PT	(12-SS178-02)	G	P	
Recreation Attendant I, PT	(12-SS178-02)	G	S	
Recreation Attendant I, PT	(12-SS178-02)	G	T	
Recreation Attendant I, PT	(12-SS178-02)	G	T	
Recreation Attendant I, PT	(12-SS178-02)	G	W	
Recreation Attendant I, PT	(12-SS178-02)	H	A	
Recreation Attendant I, PT	(12-SS178-02)	H	A	
Recreation Attendant I, PT	(12-SS178-02)	H	B	
Recreation Attendant I, PT	(12-SS178-02)	H	B	
Recreation Attendant I, PT	(12-SS178-02)	H	D	Cantonese
Recreation Attendant I, PT	(12-SS178-02)	H	D	
Recreation Attendant I, PT	(12-SS178-02)	H	E	
Recreation Attendant I, PT	(12-SS178-02)	H	E	
Recreation Attendant I, PT	(12-SS178-02)	H	G	
Recreation Attendant I, PT	(12-SS178-02)	H	G	
Recreation Attendant I, PT	(12-SS178-02)	H	J	
Recreation Attendant I, PT	(12-SS178-02)	H	J	
Recreation Attendant I, PT	(12-SS178-02)	H	J	
Recreation Attendant I, PT	(12-SS178-02)	H	M	
Recreation Attendant I, PT	(12-SS178-02)	H	M	
Recreation Attendant I, PT	(12-SS178-02)	H	N	
Recreation Attendant I, PT	(12-SS178-02)	H	P	Spanish
Recreation Attendant I, PT	(12-SS178-02)	H	R	
Recreation Attendant I, PT	(12-SS178-02)	H	R	
Recreation Attendant I, PT	(12-SS178-02)	H	S	
Recreation Attendant I, PT	(12-SS178-02)	H	S	
Recreation Attendant I, PT	(12-SS178-02)	H	T	
Recreation Attendant I, PT	(12-SS178-02)	H	Y	Cantonese, Mandarin
Recreation Attendant I, PT	(12-SS178-02)	H	Y	Cantonese, Mandarin
Recreation Attendant I, PT	(12-SS178-02)	H	Y	
Recreation Attendant I, PT	(12-SS178-02)	H	Y	
Recreation Attendant I, PT	(12-SS178-02)	J	A	
Recreation Attendant I, PT	(12-SS178-02)	J	A	
Recreation Attendant I, PT	(12-SS178-02)	J	B	
Recreation Attendant I, PT	(12-SS178-02)	J	B	
Recreation Attendant I, PT	(12-SS178-02)	J	D	
Recreation Attendant I, PT	(12-SS178-02)	J	D	
Recreation Attendant I, PT	(12-SS178-02)	J	D	
Recreation Attendant I, PT	(12-SS178-02)	J	D	
Recreation Attendant I, PT	(12-SS178-02)	J	E	
Recreation Attendant I, PT	(12-SS178-02)	J	F	
Recreation Attendant I, PT	(12-SS178-02)	J	F	
Recreation Attendant I, PT	(12-SS178-02)	J	K	
Recreation Attendant I, PT	(12-SS178-02)	J	L	
Recreation Attendant I, PT	(12-SS178-02)	J	T	Spanish, Mandarin
Recreation Attendant I, PT	(12-SS178-02)	J	T	
Recreation Attendant I, PT	(12-SS178-02)	J	W	
Recreation Attendant I, PT	(12-SS178-02)	K	C	
Recreation Attendant I, PT	(12-SS178-02)	K	D	
Recreation Attendant I, PT	(12-SS178-02)	K	D	
Recreation Attendant I, PT	(12-SS178-02)	K	E	
Recreation Attendant I, PT	(12-SS178-02)	K	E	
Recreation Attendant I, PT	(12-SS178-02)	K	J	Cantonese
Recreation Attendant I, PT	(12-SS178-02)	K	R	
Recreation Attendant I, PT	(12-SS178-02)	K	T	
Recreation Attendant I, PT	(12-SS178-02)	L	A	Cantonese
Recreation Attendant I, PT	(12-SS178-02)	L	A	
Recreation Attendant I, PT	(12-SS178-02)	L	A	
Recreation Attendant I, PT	(12-SS178-02)	L	C	Cantonese
Recreation Attendant I, PT	(12-SS178-02)	L	C	Spanish
Recreation Attendant I, PT	(12-SS178-02)	L	C	
Recreation Attendant I, PT	(12-SS178-02)	L	J	Cantonese
Recreation Attendant I, PT	(12-SS178-02)	L	J	Cantonese, Mandarin
Recreation Attendant I, PT	(12-SS178-02)	L	J	Spanish
Recreation Attendant I, PT	(12-SS178-02)	L	J	
Recreation Attendant I, PT	(12-SS178-02)	L	J	
Recreation Attendant I, PT	(12-SS178-02)	L	K	
Recreation Attendant I, PT	(12-SS178-02)	L	K	
Recreation Attendant I, PT	(12-SS178-02)	L	L	
Recreation Attendant I, PT	(12-SS178-02)	L	M	
Recreation Attendant I, PT	(12-SS178-02)	L	M	
Recreation Attendant I, PT	(12-SS178-02)	L	R	
Recreation Attendant I, PT	(12-SS178-02)	L	S	
Recreation Attendant I, PT	(12-SS178-02)	L	T	
Recreation Attendant I, PT	(12-SS178-02)	L	T	
Recreation Attendant I, PT	(12-SS178-02)	L	Y	Cantonese

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Recreation Attendant I, PT	(12-SS178-02)	M	A	
Recreation Attendant I, PT	(12-SS178-02)	M	A	
Recreation Attendant I, PT	(12-SS178-02)	M	A	
Recreation Attendant I, PT	(12-SS178-02)	M	A	
Recreation Attendant I, PT	(12-SS178-02)	M	B	
Recreation Attendant I, PT	(12-SS178-02)	M	B	
Recreation Attendant I, PT	(12-SS178-02)	M	B	
Recreation Attendant I, PT	(12-SS178-02)	M	C	
Recreation Attendant I, PT	(12-SS178-02)	M	C	
Recreation Attendant I, PT	(12-SS178-02)	M	C	
Recreation Attendant I, PT	(12-SS178-02)	M	D	
Recreation Attendant I, PT	(12-SS178-02)	M	J	
Recreation Attendant I, PT	(12-SS178-02)	M	J	
Recreation Attendant I, PT	(12-SS178-02)	M	L	Spanish
Recreation Attendant I, PT	(12-SS178-02)	M	M	
Recreation Attendant I, PT	(12-SS178-02)	M	N	
Recreation Attendant I, PT	(12-SS178-02)	M	R	
Recreation Attendant I, PT	(12-SS178-02)	M	S	
Recreation Attendant I, PT	(12-SS178-02)	M	S	
Recreation Attendant I, PT	(12-SS178-02)	M	V	
Recreation Attendant I, PT	(12-SS178-02)	M	Y	
Recreation Attendant I, PT	(12-SS178-02)	N	D	
Recreation Attendant I, PT	(12-SS178-02)	N	J	Spanish
Recreation Attendant I, PT	(12-SS178-02)	N	K	
Recreation Attendant I, PT	(12-SS178-02)	N	M	Spanish
Recreation Attendant I, PT	(12-SS178-02)	N	M	
Recreation Attendant I, PT	(12-SS178-02)	N	M	
Recreation Attendant I, PT	(12-SS178-02)	N	R	
Recreation Attendant I, PT	(12-SS178-02)	O	D	
Recreation Attendant I, PT	(12-SS178-02)	O	E	Spanish
Recreation Attendant I, PT	(12-SS178-02)	O	J	
Recreation Attendant I, PT	(12-SS178-02)	P	A	
Recreation Attendant I, PT	(12-SS178-02)	P	A	
Recreation Attendant I, PT	(12-SS178-02)	P	C	
Recreation Attendant I, PT	(12-SS178-02)	P	C	
Recreation Attendant I, PT	(12-SS178-02)	P	D	
Recreation Attendant I, FT	(12-SS178-02)	P	D	
Recreation Attendant I, PT	(12-SS178-02)	P	E	Spanish
Recreation Attendant I, PT	(12-SS178-02)	P	E	
Recreation Attendant I, PT	(12-SS178-02)	P	G	Spanish
Recreation Attendant I, PT	(12-SS178-02)	P	J	Spanish
Recreation Attendant I, PT	(12-SS178-02)	P	J	
Recreation Attendant I, PT	(12-SS178-02)	P	J	
Recreation Attendant I, PT	(12-SS178-02)	P	K	
Recreation Attendant I, PT	(12-SS178-02)	P	L	
Recreation Attendant I, PT	(12-SS178-02)	P	M	
Recreation Attendant I, PT	(12-SS178-02)	P	R	
Recreation Attendant I, PT	(12-SS178-02)	P	R	
Recreation Attendant I, PT	(12-SS178-02)	P	R	
Recreation Attendant I, PT	(12-SS178-02)	P	S	
Recreation Attendant I, PT	(12-SS178-02)	P	S	
Recreation Attendant I, PT	(12-SS178-02)	P	T	
Recreation Attendant I, PT	(12-SS178-02)	Q	K	Cantonese
Recreation Attendant I, PT	(12-SS178-02)	Q	R	Cantonese
Recreation Attendant I, PT	(12-SS178-02)	O	S	Spanish
Recreation Attendant I, PT	(12-SS178-02)	R	A	Spanish
Recreation Attendant I, PT	(12-SS178-02)	R	A	Spanish
Recreation Attendant I, PT	(12-SS178-02)	R	A	
Recreation Attendant I, PT	(12-SS178-02)	R	A	
Recreation Attendant I, PT	(12-SS178-02)	R	C	
Recreation Attendant I, PT	(12-SS178-02)	R	D	
Recreation Attendant I, PT	(12-SS178-02)	R	E	
Recreation Attendant I, PT	(12-SS178-02)	R	K	
Recreation Attendant I, PT	(12-SS178-02)	R	L	Spanish
Recreation Attendant I, PT	(12-SS178-02)	R	L	
Recreation Attendant I, PT	(12-SS178-02)	R	M	
Recreation Attendant I, PT	(12-SS178-02)	R	N	Spanish
Recreation Attendant I, PT	(12-SS178-02)	R	S	
Recreation Attendant I, PT	(12-SS178-02)	R	T	
Recreation Attendant I, PT	(12-SS178-02)	S	A	
Recreation Attendant I, PT	(12-SS178-02)	S	B	
Recreation Attendant I, PT	(12-SS178-02)	S	C	Mandarin
Recreation Attendant I, PT	(12-SS178-02)	S	C	
Recreation Attendant I, PT	(12-SS178-02)	S	C	
Recreation Attendant I, PT	(12-SS178-02)	S	D	Spanish
Recreation Attendant I, PT	(12-SS178-02)	S	D	
Recreation Attendant I, PT	(12-SS178-02)	S	D	
Recreation Attendant I, PT	(12-SS178-02)	S	D	

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Recreation Attendant I, PT	(12-SS178-02)	S	E	
Recreation Attendant I, PT	(12-SS178-02)	S	H	Spanish
Recreation Attendant I, PT	(12-SS178-02)	S	I	
Recreation Attendant I, FT	(12-SS178-02)	S	J	
Recreation Attendant I, PT	(12-SS178-02)	S	K	
Recreation Attendant I, PT	(12-SS178-02)	S	K	
Recreation Attendant I, PT	(12-SS178-02)	S	K	
Recreation Attendant I, PT	(12-SS178-02)	S	L	
Recreation Attendant I, PT	(12-SS178-02)	S	L	
Recreation Attendant I, PT	(12-SS178-02)	S	L	
Recreation Attendant I, PT	(12-SS178-02)	S	M	
Recreation Attendant I, PT	(12-SS178-02)	S	M	
Recreation Attendant I, PT	(12-SS178-02)	S	N	
Recreation Attendant I, PT	(12-SS178-02)	S	P	Spanish
Recreation Attendant I, PT	(12-SS178-02)	S	R	
Recreation Attendant I, PT	(12-SS178-02)	S	R	
Recreation Attendant I, PT	(12-SS178-02)	S	S	Spanish
Recreation Attendant I, PT	(12-SS178-02)	S	S	
Recreation Attendant I, PT	(12-SS178-02)	S	S	
Recreation Attendant I, PT	(12-SS178-02)	S	T	
Recreation Attendant I, PT	(12-SS178-02)	S	T	
Recreation Attendant I, PT	(12-SS178-02)	S	T	
Recreation Attendant I, PT	(12-SS178-02)	S	V	
Recreation Attendant I, PT	(12-SS178-02)	S	Y	
Recreation Attendant I, PT	(12-SS178-02)	T	A	
Recreation Attendant I, PT	(12-SS178-02)	T	A	
Recreation Attendant I, PT	(12-SS178-02)	T	A	
Recreation Attendant I, PT	(12-SS178-02)	T	A	
Recreation Attendant I, PT	(12-SS178-02)	T	B	Spanish
Recreation Attendant I, PT	(12-SS178-02)	T	C	
Recreation Attendant I, PT	(12-SS178-02)	T	C	
Recreation Attendant I, FT	(12-SS178-02)	T	D	
Recreation Attendant I, PT	(12-SS178-02)	T	D	
Recreation Attendant I, PT	(12-SS178-02)	T	J	Spanish
Recreation Attendant I, PT	(12-SS178-02)	T	J	
Recreation Attendant I, PT	(12-SS178-02)	T	J	
Recreation Attendant I, PT	(12-SS178-02)	T	L	
Recreation Attendant I, PT	(12-SS178-02)	T	M	Spanish
Recreation Attendant I, PT	(12-SS178-02)	T	N	
Recreation Attendant I, PT	(12-SS178-02)	T	P	Spanish
Recreation Attendant I, FT	(12-SS178-02)	T	T	
Recreation Attendant I, PT	(12-SS178-02)	T	X	Cantonese, Mandarin
Recreation Attendant I, PT	(12-SS178-02)	U	S	Spanish
Recreation Attendant I, PT	(12-SS178-02)	V	D	
Recreation Attendant I, PT	(12-SS178-02)	V	E	Spanish
Recreation Attendant I, PT	(12-SS178-02)	V	J	Spanish
Recreation Attendant I, PT	(12-SS178-02)	V	L	
Recreation Attendant I, PT	(12-SS178-02)	V	L	
Recreation Attendant I, PT	(12-SS178-02)	V	R	Spanish
Recreation Attendant I, PT	(12-SS178-02)	V	S	Spanish
Recreation Attendant I, PT	(12-SS178-02)	V	S	
Recreation Attendant I, PT	(12-SS178-02)	W	A	Cantonese
Recreation Attendant I, PT	(12-SS178-02)	W	A	Spanish
Recreation Attendant I, PT	(12-SS178-02)	W	A	
Recreation Attendant I, PT	(12-SS178-02)	W	C	
Recreation Attendant I, PT	(12-SS178-02)	W	C	
Recreation Attendant I, PT	(12-SS178-02)	W	D	
Recreation Attendant I, PT	(12-SS178-02)	W	D	
Recreation Attendant I, PT	(12-SS178-02)	W	D	
Recreation Attendant I, PT	(12-SS178-02)	W	G	
Recreation Attendant I, PT	(12-SS178-02)	W	J	
Recreation Attendant I, PT	(12-SS178-02)	W	J	
Recreation Attendant I, PT	(12-SS178-02)	W	J	
Recreation Attendant I, PT	(12-SS178-02)	W	L	Cantonese
Recreation Attendant I, PT	(12-SS178-02)	W	L	
Recreation Attendant I, PT	(12-SS178-02)	W	L	
Recreation Attendant I, PT	(12-SS178-02)	W	M	
Recreation Attendant I, PT	(12-SS178-02)	W	M	
Recreation Attendant I, PT	(12-SS178-02)	W	M	
Recreation Attendant I, PT	(12-SS178-02)	W	N	
Recreation Attendant I, PT	(12-SS178-02)	W	N	
Recreation Attendant I, PT	(12-SS178-02)	W	P	
Recreation Attendant I, PT	(12-SS178-02)	W	P	
Recreation Attendant I, PT	(12-SS178-02)	W	R	
Recreation Attendant I, PT	(12-SS178-02)	W	R	

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Recreation Attendant I, PT	(12-SS178-02)	W	R	
Recreation Attendant I, PT	(12-SS178-02)	W	R	
Recreation Attendant I, PT	(12-SS178-02)	W	S	
Recreation Attendant I, PT	(12-SS178-02)	W	V	Spanish
Recreation Attendant I, PT	(12-SS178-02)	W	W	
Recreation Attendant I, PT	(12-SS178-02)	Y	D	
Recreation Attendant I, PT	(12-SS178-02)	Y	M	
Recreation Attendant I, PT	(12-SS178-02)	Z	A	Spanish
Recreation Attendant I, FT	(12-SS178-02)	Z	H	Spanish
Recreation Leader I, PT	12-PP132-02	A	A	
Recreation Leader I, PT	12-PP132-02	A	D	
Recreation Leader I, PT	12-PP132-02	A	G	Spanish
Recreation Leader I, PT	12-PP132-02	A	J	
Recreation Leader I, PT	12-PP132-02	A	M	
Recreation Leader I, PT	12-PP132-02	A	O	
Recreation Leader I, PT	12-PP132-02	A	R	
Recreation Leader I, PT	12-PP132-02	B	B	
Recreation Leader I, PT	12-PP132-02	B	B	
Recreation Leader I, PT	12-PP132-02	B	C	
Recreation Leader I, PT	12-PP132-02	B	C	
Recreation Leader I, PT	12-PP132-02	B	D	
Recreation Leader I, PT	12-PP132-02	B	D	
Recreation Leader I, PT	12-PP132-02	B	E	
Recreation Leader I, PT	12-PP132-02	B	H	
Recreation Leader I, PT	12-PP132-02	B	I	
Recreation Leader I, PT	12-PP132-02	B	J	
Recreation Leader I, PT	12-PP132-02	B	J	
Recreation Leader I, PT	12-PP132-02	B	J	
Recreation Leader I, PT	12-PP132-02	B	K	
Recreation Leader I, PT	12-PP132-02	B	L	
Recreation Leader I, PT	12-PP132-02	B	M	
Recreation Leader I, PT	12-PP132-02	B	S	
Recreation Leader I, PT	12-PP132-02	B	S	
Recreation Leader I, PT	12-PP132-02	B	T	
Recreation Leader I, PT	12-PP132-02	C	A	Cantonese, Mandarin
Recreation Leader I, PT	12-PP132-02	C	B	Spanish
Recreation Leader I, PT	12-PP132-02	C	B	
Recreation Leader I, PT	12-PP132-02	C	C	
Recreation Leader I, PT	12-PP132-02	C	C	
Recreation Leader I, PT	12-PP132-02	C	C	
Recreation Leader I, PT	12-PP132-02	C	D	
Recreation Leader I, PT	12-PP132-02	C	D	
Recreation Leader I, PT	12-PP132-02	C	E	
Recreation Leader I, PT	12-PP132-02	C	E	
Recreation Leader I, PT	12-PP132-02	C	J	
Recreation Leader I, PT	12-PP132-02	C	J	
Recreation Leader I, PT	12-PP132-02	C	J	
Recreation Leader I, PT	12-PP132-02	C	K	
Recreation Leader I, PT	12-PP132-02	C	K	
Recreation Leader I, PT	12-PP132-02	C	K	
Recreation Leader I, PT	12-PP132-02	C	N	
Recreation Leader 1, PT	12-PP132-02	C	S	Cantonese
Recreation Leader I, PT	12-PP132-02	C	T	
Recreation Leader I, PT	12-PP132-02	C	T	
Recreation Leader I, PT	12-PP132-02	D	A	
Recreation Leader I, PT	12-PP132-02	D	B	
Recreation Leader I, PT	12-PP132-02	D	C	Cantonese
Recreation Leader I, PT	12-PP132-02	D	D	
Recreation Leader I, PT	12-PP132-02	D	D	
Recreation Leader I, PT	12-PP132-02	D	F	
Recreation Leader I, PT	12-PP132-02	D	J	
Recreation Leader I, PT	12-PP132-02	D	K	
Recreation Leader I, PT	12-PP132-02	D	L	
Recreation Leader I, PT	12-PP132-02	D	O	
Recreation Leader I, PT	12-PP132-02	D	P	
Recreation Leader I, PT	12-PP132-02	D	R	Spanish
Recreation Leader 1, PT	12-PP132-02	D	S	
Recreation Leader 1, PT	12-PP132-02	D	T	Spanish
Recreation Leader 1, PT	12-PP132-02	D	T	
Recreation Leader 1, PT	12-PP132-02	D	T	
Recreation Leader I, PT	12-PP132-02	E	B	
Recreation Leader 1, PT	12-PP132-02	E	M	
Recreation Leader 1, PT	12-PP132-02	F	B	Spanish
Recreation Leader I, PT	12-PP132-02	F	D	
Recreation Leader I, PT	12-PP132-02	F	M	Spanish
Recreation Leader I, PT	12-PP132-02	F	S	

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Recreation Leader I, PT	12-PP132-02	G	A	Spanish
Recreation Leader I, PT	12-PP132-02	G	B	
Recreation Leader I, PT	12-PP132-02	G	C	
Recreation Leader I, PT	12-PP132-02	G	D	
Recreation Leader I, PT	12-PP132-02	G	G	
Recreation Leader I, PT	12-PP132-02	G	J	
Recreation Leader I, PT	12-PP132-02	G	K	
Recreation Leader I, PT	12-PP132-02	G	M	
Recreation Leader I, PT	12-PP132-02	G	P	
Recreation Leader I, PT	12-PP132-02	G	P	
Recreation Leader I, PT	12-PP132-02	G	T	
Recreation Leader I, PT	12-PP132-02	H	B	
Recreation Leader I, PT	12-PP132-02	H	H	
Recreation Leader I, PT	12-PP132-02	H	J	
Recreation Leader I, PT	12-PP132-02	H	J	
Recreation Leader I, PT	12-PP132-02	H	J	
Recreation Leader I, PT	12-PP132-02	H	L	Spanish
Recreation Leader I, PT	12-PP132-02	H	L	
Recreation Leader I, PT	12-PP132-02	H	L	
Recreation Leader I, PT	12-PP132-02	H	M	
Recreation Leader I, PT	12-PP132-02	H	M	
Recreation Leader I, PT	12-PP132-02	H	M	
Recreation Leader I, PT	12-PP132-02	H	R	
Recreation Leader I, PT	12-PP132-02	H	R	
Recreation Leader I, PT	12-PP132-02	H	T	
Recreation Leader I, PT	12-PP132-02	I	G	
Recreation Leader I, PT	12-PP132-02	J	A	
Recreation Leader I, PT	12-PP132-02	J	B	
Recreation Leader I, PT	12-PP132-02	J	C	Spanish
Recreation Leader I, PT	12-PP132-02	J	C	
Recreation Leader I, PT	12-PP132-02	J	D	
Recreation Leader I, PT	12-PP132-02	J	E	
Recreation Leader I, PT	12-PP132-02	J	J	
Recreation Leader1, PT	12-PP132-02	J	K	
Recreation Leader1, PT	12-PP132-02	J	M	
Recreation Leader1, PT	12-PP132-02	J	R	
Recreation Leader1, PT	12-PP132-02	J	R	
Recreation Leader1, PT	12-PP132-02	J	S	
Recreation Leader1, PT	12-PP132-02	J	W	
Recreation Leader I, FT	12-PP132-02	K	D	
Recreation Leader1, PT	12-PP132-02	K	M	Spanish
Recreation Leader1, PT	12-PP132-02	K	N	
Recreation Leader1, PT	12-PP132-02	K	R	
Recreation Leader I, PT	12-PP132-02	K	T	
Recreation Leader I, PT	12-PP132-02	L	A	
Recreation Leader I, PT	12-PP132-02	L	C	Spanish
Recreation Leader I, PT	12-PP132-02	L	D	
Recreation Leader I, PT	12-PP132-02	L	E	
Recreation Leader I, PT	12-PP132-02	L	E	
Recreation Leader I, PT	12-PP132-02	L	G	
Recreation Leader I, PT	12-PP132-02	L	J	Cantonese
Recreation Leader I, PT	12-PP132-02	L	K	
Recreation Leader I, PT	12-PP132-02	L	L	
Recreation Leader I, PT	12-PP132-02	L	Q	
Recreation Leader I, PT	12-PP132-02	L	S	
Recreation Leader I, PT	12-PP132-02	L	T	
Recreation Leader I, PT	12-PP132-02	M	A	
Recreation Leader I, PT	12-PP132-02	M	A	
Recreation Leader I, PT	12-PP132-02	M	A	
Recreation Leader I, PT	12-PP132-02	M	B	
Recreation Leader I, PT	12-PP132-02	M	C	
Recreation Leader I, PT	12-PP132-02	M	C	
Recreation Leader I, PT	12-PP132-02	M	C	
Recreation Leader I, PT	12-PP132-02	M	C	
Recreation Leader I, PT	12-PP132-02	M	C	
Recreation Leader I, PT	12-PP132-02	M	D	
Recreation Leader I, PT	12-PP132-02	M	E	
Recreation Leader1, PT	12-PP132-02	M	G	
Recreation Leader1, PT	12-PP132-02	M	H	
Recreation Leader1, PT	12-PP132-02	M	I	
Recreation Leader I, PT	12-PP132-02	M	J	
Recreation Leader I, PT	12-PP132-02	M	L	
Recreation Leader I, PT	12-PP132-02	M	M	
Recreation Leader I, PT	12-PP132-02	M	N	
Recreation Leader I, PT	12-PP132-02	M	R	
Recreation Leader I, PT	12-PP132-02	M	R	
Recreation Leader I, PT	12-PP132-02	M	S	
Recreation Leader I, PT	12-PP132-02	M	T	

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Recreation Leader I, PT	12-PP132-02	M	T	
Recreation Leader I, PT	12-PP132-02	M	T	
Recreation Leader I, PT	12-PP132-02	N	D	
Recreation Leader I, PT	12-PP132-02	N	E	
Recreation Leader I, PT	12-PP132-02	N	J	
Recreation Leader I, PT	12-PP132-02	N	R	
Recreation Leader I, PT	12-PP132-02	N	S	Spanish
Recreation Leader I, PT	12-PP132-02	N	T	
Recreation Leader I, PT	12-PP132-02	O	K	
Recreation Leader I, PT	12-PP132-02	O	T	
Recreation Leader I, PT	12-PP132-02	P	A	Spanish
Recreation Leader I, PT	12-PP132-02	P	A	
Recreation Leader I, PT	12-PP132-02	P	H	Spanish
Recreation Leader I, PT	12-PP132-02	P	J	
Recreation Leader I, PT	12-PP132-02	P	L	
Recreation Leader I, PT	12-PP132-02	P	S	Spanish
Recreation Leader I, PT	12-PP132-02	P	S	
Recreation Leader I, PT	12-PP132-02	Q	K	Cartonese
Recreation Leader I, PT	12-PP132-02	R	J	
Recreation Leader I, PT	12-PP132-02	R	K	
Recreation Leader I, PT	12-PP132-02	R	K	
Recreation Leader I, PT	12-PP132-02	R	K	
Recreation Leader I, PT	12-PP132-02	R	M	Spanish
Recreation Leader I, PT	12-PP132-02	R	M	Spanish
Recreation Leader I, PT	12-PP132-02	R	N	
Recreation Leader I, PT	12-PP132-02	R	P	
Recreation Leader I, PT	12-PP132-02	R	R	
Recreation Leader I, PT	12-PP132-02	R	S	
Recreation Leader I, PT	12-PP132-02	R	T	
Recreation Leader I, PT	12-PP132-02	R	V	
Recreation Leader I, PT	12-PP132-02	S	A	
Recreation Leader I, PT	12-PP132-02	S	A	
Recreation Leader I, PT	12-PP132-02	S	A	
Recreation Leader I, PT	12-PP132-02	S	C	
Recreation Leader I, PT	12-PP132-02	S	C	
Recreation Leader I, PT	12-PP132-02	S	D	Spanish
Recreation Leader I, PT	12-PP132-02	S	H	Spanish
Recreation Leader I, PT	12-PP132-02	S	I	
Recreation Leader I, PT	12-PP132-02	S	J	
Recreation Leader I, PT	12-PP132-02	S	J	
Recreation Leader I, PT	12-PP132-02	S	J	
Recreation Leader I, PT	12-PP132-02	S	K	
Recreation Leader I, PT	12-PP132-02	S	L	
Recreation Leader I, PT	12-PP132-02	S	M	
Recreation Leader I, PT	12-PP132-02	S	P	Spanish
Recreation Leader I, PT	12-PP132-02	S	R	
Recreation Leader I, PT	12-PP132-02	S	R	
Recreation Leader I, PT	12-PP132-02	S	S	
Recreation Leader I, PT	12-PP132-02	S	S	
Recreation Leader I, PT	12-PP132-02	S	T	
Recreation Leader I, PT	12-PP132-02	S	T	
Recreation Leader I, PT	12-PP132-02	S	T	
Recreation Leader I, PT	12-PP132-02	S	W	Spanish
Recreation Leader I, PT	12-PP132-02	S	Y	
Recreation Leader I, PT	12-PP132-02	T	A	Mandarin
Recreation Leader I, PT	12-PP132-02	T	A	
Recreation Leader I, PT	12-PP132-02	T	B	
Recreation Leader I, PT	12-PP132-02	T	D	
Recreation Leader I, PT	12-PP132-02	T	D	
Recreation Leader I, PT	12-PP132-02	T	J	Spanish
Recreation Leader I, PT	12-PP132-02	T	J	
Recreation Leader I, PT	12-PP132-02	T	J	
Recreation Leader I, PT	12-PP132-02	T	J	
Recreation Leader I, PT	12-PP132-02	T	M	Spanish
Recreation Leader I, PT	12-PP132-02	T	M	Spanish
Recreation Leader I, PT	12-PP132-02	T	M	
Recreation Leader I, PT	12-PP132-02	T	P	Spanish
Recreation Leader I, PT	12-PP132-02	T	P	
Recreation Leader I, PT	12-PP132-02	T	V	
Recreation Leader I, PT	12-PP132-02	V	D	
Recreation Leader I, PT	12-PP132-02	V	L	
Recreation Leader I, PT	12-PP132-02	V	N	
Recreation Leader I, PT	12-PP132-02	V	Q	
Recreation Leader I, PT	12-PP132-02	V	S	Spanish
Recreation Leader I, PT	12-PP132-02	V	S	
Recreation Leader I, PT	12-PP132-02	W	A	
Recreation Leader I, PT	12-PP132-02	W	C	

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Recreation Leader I, PT	12-PP132-02	W	D	
Recreation Leader I, PT	12-PP132-02	W	D	
Recreation Leader I, PT	12-PP132-02	W	D	
Recreation Leader I, PT	12-PP132-02	W	D	
Recreation Leader I, PT	12-PP132-02	W	D	
Recreation Leader I, PT	12-PP132-02	W	E	
Recreation Leader I, PT	12-PP132-02	W	F	
Recreation Leader I, PT	12-PP132-02	W	I	Cantonese,Mandarin
Recreation Leader I, PT	12-PP132-02	W	J	
Recreation Leader I, PT	12-PP132-02	W	J	
Recreation Leader I, PT	12-PP132-02	W	J	
Recreation Leader I, PT	12-PP132-02	W	J	
Recreation Leader I, PT	12-PP132-02	W	K	
Recreation Leader I, PT	12-PP132-02	W	K	
Recreation Leader I, PT	12-PP132-02	W	K	
Recreation Leader I, PT	12-PP132-02	W	M	
Recreation Leader I, PT	12-PP132-02	W	M	
Recreation Leader I, PT	12-PP132-02	W	N	
Recreation Leader I, PT	12-PP132-02	W	O	
Recreation Leader I, PT	12-PP132-02	W	S	
Recreation Leader I, PT	12-PP132-02	W	T	
Recreation Leader I, PT	12-PP132-02	W	Y	
Recreation Leader I, PT	12-PP132-02	Y	D	
Recreation Leader I, PT	12-PP132-02	Y	K	
Recreation Leader I, PT	12-PP132-02	Z	S	
Recreation Leader II, PPT	N/A			
Recreation Leader II, PT	12-PP134-02	A	A	
Recreation Leader II, PT	12-PP134-02	A	M	
Recreation Leader II, PT	12-PP134-02	A	R	
Recreation Leader II, PT	12-PP134-02	B	B	
Recreation Leader II, PT	12-PP134-02	B	J	
Recreation Leader II, PT	12-PP134-02	B	L	
Recreation Leader II, PT	12-PP134-02	B	T	
Recreation Leader II, PT	12-PP134-02	B	Z	Spanish
Recreation Leader II, PT	12-PP134-02	C	J	
Recreation Leader II, PT	12-PP134-02	C	K	
Recreation Leader II, PT	12-PP134-02	C	M	
Recreation Leader II, PT	12-PP134-02	C	N	Cantonese,Mandarin
Recreation Leader II, PT	12-PP134-02	C	N	Spanish
Recreation Leader II, PT	12-PP134-02	D	F	
Recreation Leader II, PT	12-PP134-02	D	P	
Recreation Leader II, PT	12-PP134-02	D	R	Spanish
Recreation Leader II, PT	12-PP134-02	D	S	
Recreation Leader II, PT	12-PP134-02	D	T	
Recreation Leader II, PT	12-PP134-02	D	T	
Recreation Leader II, PT	12-PP134-02	G	B	
Recreation Leader II, PT	12-PP134-02	G	C	Spanish
Recreation Leader II, PT	12-PP134-02	G	J	
Recreation Leader II, PT	12-PP134-02	H	B	
Recreation Leader II, PT	12-PP134-02	H	C	
Recreation Leader II, PT	12-PP134-02	H	C	
Recreation Leader II, PT	12-PP134-02	H	D	
Recreation Leader II, PT	12-PP134-02	H	H	Spanish
Recreation Leader II, PT	12-PP134-02	H	J	Spanish
Recreation Leader II, PT	12-PP134-02	H	J	
Recreation Leader II, PT	12-PP134-02	H	M	
Recreation Leader II, PT	12-PP134-02	H	M	
Recreation Leader II, PT	12-PP134-02	H	R	
Recreation Leader II, PT	12-PP134-02	H	T	
Recreation Leader II, PT	12-PP134-02	J	A	
Recreation Leader II, PT	12-PP134-02	J	A	
Recreation Leader II, PT	12-PP134-02	J	B	
Recreation Leader II, PT	12-PP134-02	J	D	
Recreation Leader II, PT	12-PP134-02	J	D	
Recreation Leader II, PT	12-PP134-02	J	N	
Recreation Leader II, PT	12-PP134-02	J	W	
Recreation Leader II, PT	12-PP134-02	K	C	
Recreation Leader II, PT	12-PP134-02	K	K	
Recreation Leader II, PT	12-PP134-02	K	M	Spanish
Recreation Leader II, PT	12-PP134-02	L	A	
Recreation Leader II, PT	12-PP134-02	L	C	
Recreation Leader II, PT	12-PP134-02	L	E	
Recreation Leader II, PT	12-PP134-02	L	H	
Recreation Leader II, PT	12-PP134-02	L	L	
Recreation Leader II, PT	12-PP134-02	L	M	
Recreation Leader II, PT	12-PP134-02	L	S	
Recreation Leader II, PT	12-PP134-02	M	A	
Recreation Leader II, PT	12-PP134-02	M	B	
Recreation Leader II, PT	12-PP134-02	M	C	Spanish

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Recreation Leader II, PT	12-PP134-02	M	C	
Recreation Leader II, PT	12-PP134-02	M	D	
Recreation Leader II, PT	12-PP134-02	P	A	
Recreation Leader II, PT	12-PP134-02	P	A	
Recreation Leader II, PT	12-PP134-02	P	D	
Recreation Leader II, PT	12-PP134-02	P	J	
Recreation Leader II, PT	12-PP134-02	R	E	Spanish
Recreation Leader II, PT	12-PP134-02	R	E	Spanish
Recreation Leader II, PT	12-PP134-02	R	J	
Recreation Leader II, PT	12-PP134-02	R	N	
Recreation Leader II, PT	12-PP134-02	S	A	
Recreation Leader II, PT	12-PP134-02	S	D	
Recreation Leader II, PT	12-PP134-02	S	J	
Recreation Leader II, PT	12-PP134-02	S	S	
Recreation Leader II, PT	12-PP134-02	S	S	
Recreation Leader II, PT	12-PP134-02	S	T	
Recreation Leader II, PT	12-PP134-02	S	T	
Recreation Leader II, PT	12-PP134-02	S	V	Spanish
Recreation Leader II, PT	12-PP134-02	T	M	Spanish
Recreation Leader II, PT	12-PP134-02	T	S	
Recreation Leader II, PT	12-PP134-02	T	T	
Recreation Leader II, PT	12-PP134-02	V	D	Spanish
Recreation Leader II, PT	12-PP134-02	V	L	Spanish
Recreation Leader II, PT	12-PP134-02	W	A	Spanish
Recreation Leader II, PT	12-PP134-02	W	A	
Recreation Leader II, PT	12-PP134-02	W	A	
Recreation Leader II, PT	12-PP134-02	W	B	
Recreation Leader II, PT	12-PP134-02	W	D	
Recreation Leader II, PT	12-PP134-02	W	F	
Recreation Leader II, PT	12-PP134-02	W	F	
Recreation Leader II, PT	12-PP134-02	W	J	
Recreation Leader II, PT	12-PP134-02	W	K	
Recreation Leader II, PT	12-PP134-02	Y	D	
Recreation Specialist I, PT	12-PP137-02	A	A	
Recreation Specialist I, PT	12-PP137-02	A	C	
Recreation Specialist I, PT	12-PP137-02	A	D	
Recreation Specialist I, PT	12-PP137-02	A	I	
Recreation Specialist I, PT	12-PP137-02	A	M	
Recreation Specialist I, PT	12-PP137-02	B	B	
Recreation Specialist I, PT	12-PP137-02	B	D	
Recreation Specialist I, PT	12-PP137-02	B	J	
Recreation Specialist I, PT	12-PP137-02	B	J	
Recreation Specialist I, PT	12-PP137-02	B	L	Spanish
Recreation Specialist I, PT	12-PP137-02	B	M	
Recreation Specialist I, PT	12-PP137-02	B	S	
Recreation Specialist I, PT	12-PP137-02	C	A	Cantonese, Mandarin
Recreation Specialist I, PT	12-PP137-02	C	B	
Recreation Specialist I, PT	12-PP137-02	C	B	
Recreation Specialist I, PT	12-PP137-02	C	J	
Recreation Specialist I, PT	12-PP137-02	C	K	
Recreation Specialist I, PT	12-PP137-02	C	K	
Recreation Specialist I, PT	12-PP137-02	C	M	
Recreation Specialist I, PT	12-PP137-02	C	M	
Recreation Specialist I, PT	12-PP137-02	C	N	
Recreation Specialist I, PT	12-PP137-02	C	S	Cantonese
Recreation Specialist I, PT	12-PP137-02	D	E	
Recreation Specialist I, PT	12-PP137-02	D	K	
Recreation Specialist I, PT	12-PP137-02	D	M	
Recreation Specialist I, PT	12-PP137-02	D	O	Spanish
Recreation Specialist I, PT	12-PP137-02	D	R	Spanish
Recreation Specialist I, PT	12-PP137-02	D	S	
Recreation Specialist I, PT	12-PP137-02	D	T	
Recreation Specialist I, PT	12-PP137-02	D	T	
Recreation Specialist I, PT	12-PP137-02	E	B	
Recreation Specialist I, PT	12-PP137-02	E	D	
Recreation Specialist I, PT	12-PP137-02	E	G	
Recreation Specialist I, PT	12-PP137-02	F	C	
Recreation Specialist I, PT	12-PP137-02	F	M	Spanish
Recreation Specialist I, PT	12-PP137-02	F	S	
Recreation Specialist I, PT	12-PP137-02	G	A	
Recreation Specialist I, PT	12-PP137-02	G	C	Spanish
Recreation Specialist I, PT	12-PP137-02	G	G	
Recreation Specialist I, PT	12-PP137-02	G	M	
Recreation Specialist I, PT	12-PP137-02	G	N	
Recreation Specialist I, PT	12-PP137-02	G	S	
Recreation Specialist I, PT	12-PP137-02	H	D	
Recreation Specialist I, PT	12-PP137-02	H	I	
Recreation Specialist I, PT	12-PP137-02	H	J	
Recreation Specialist I, PT	12-PP137-02	H	M	

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Recreation Specialist 1, PT	12-PP137-02	H	M	
Recreation Specialist 1, PT	12-PP137-02	H	N	
Recreation Specialist 1, PT	12-PP137-02	H	R	
Recreation Specialist 1, PT	12-PP137-02	H	S	
Recreation Specialist 1, PT	12-PP137-02	H	T	
Recreation Specialist 1, PT	12-PP137-02	H	T	
Recreation Specialist 1, PT	12-PP137-02	H	W	
Recreation Specialist 1, PT	12-PP137-02	J	B	
Recreation Specialist 1, PT	12-PP137-02	J	C	Spanish
Recreation Specialist 1, PT	12-PP137-02	J	D	
Recreation Specialist 1, PT	12-PP137-02	J	F	
Recreation Specialist 1, PT	12-PP137-02	J	L	
Recreation Specialist 1, FT	12-PP137-02	J	W	
Recreation Specialist 1, PT	12-PP137-02	K	K	
Recreation Specialist 1, PT	12-PP137-02	K	M	Spanish
Recreation Specialist 1, PT	12-PP137-02	K	S	
Recreation Specialist 1, PT	12-PP137-02	L	A	Cantonese
Recreation Specialist 1, PT	12-PP137-02	L	A	
Recreation Specialist 1, PT	12-PP137-02	L	A	
Recreation Specialist 1, PT	12-PP137-02	L	C	Spanish
Recreation Specialist 1, PT	12-PP137-02	L	C	
Recreation Specialist 1, PT	12-PP137-02	L	E	
Recreation Specialist 1, PT	12-PP137-02	L	J	Cantonese
Recreation Specialist 1, PT	12-PP137-02	L	M	
Recreation Specialist 1, PT	12-PP137-02	L	Z	
Recreation Specialist 1, PT	12-PP137-02	M	A	Spanish
Recreation Specialist 1, FT	12-PP137-02	M	A	
Recreation Specialist 1, PT	12-PP137-02	M	C	
Recreation Specialist 1, PT	12-PP137-02	M	C	
Recreation Specialist 1, FT	12-PP137-02	M	J	Spanish
Recreation Specialist 1, PT	12-PP137-02	M	J	
Recreation Specialist 1, PT	12-PP137-02	M	J	
Recreation Specialist 1, PT	12-PP137-02	M	R	
Recreation Specialist 1, PT	12-PP137-02	M	R	
Recreation Specialist 1, PT	12-PP137-02	M	S	
Recreation Specialist 1, PT	12-PP137-02	N	J	
Recreation Specialist 1, PT	12-PP137-02	N	L	
Recreation Specialist 1, PT	12-PP137-02	N	M	
Recreation Specialist 1, PT	12-PP137-02	N	M	
Recreation Specialist 1, PT	12-PP137-02	N	R	Spanish
Recreation Specialist 1, PT	12-PP137-02	N	T	
Recreation Specialist 1, PT	12-PP137-02	Q	G	
Recreation Specialist 1, PT	12-PP137-02	P	A	
Recreation Specialist 1, PT	12-PP137-02	P	A	
Recreation Specialist 1, PT	12-PP137-02	P	D	
Recreation Specialist 1, PT	12-PP137-02	P	D	
Recreation Specialist 1, PT	12-PP137-02	P	J	
Recreation Specialist 1, PT	12-PP137-02	P	K	Spanish
Recreation Specialist 1, PT	12-PP137-02	P	L	
Recreation Specialist 1, PT	12-PP137-02	P	T	
Recreation Specialist 1, PT	12-PP137-02	Q	K	Cantonese
Recreation Specialist 1, PT	12-PP137-02	R	E	Spanish
Recreation Specialist 1, PT	12-PP137-02	R	F	
Recreation Specialist 1, PT	12-PP137-02	R	J	
Recreation Specialist 1, PT	12-PP137-02	R	M	Spanish
Recreation Specialist 1, PT	12-PP137-02	S	C	
Recreation Specialist 1, PT	12-PP137-02	S	I	
Recreation Specialist 1, PT	12-PP137-02	S	I	
Recreation Specialist 1, PT	12-PP137-02	S	J	
Recreation Specialist 1, PT	12-PP137-02	S	J	
Recreation Specialist 1, FT	12-PP137-02	S	P	
Recreation Specialist 1, PT	12-PP137-02	S	R	Spanish
Recreation Specialist 1, PT	12-PP137-02	S	R	
Recreation Specialist 1, PT	12-PP137-02	S	S	
Recreation Specialist 1, PT	12-PP137-02	S	Y	
Recreation Specialist 1, PT	12-PP137-02	T	A	
Recreation Specialist 1, PT	12-PP137-02	T	B	
Recreation Specialist 1, PT	12-PP137-02	T	J	
Recreation Specialist 1, PT	12-PP137-02	T	M	Spanish
Recreation Specialist 1, PT	12-PP137-02	T	P	Spanish
Recreation Specialist 1, PT	12-PP137-02	T	T	
Recreation Specialist 1, PT	12-PP137-02	U	D	
Recreation Specialist 1, PT	12-PP137-02	V	D	Spanish
Recreation Specialist 1, PT	12-PP137-02	V	E	Spanish
Recreation Specialist 1, PT	12-PP137-02	V	S	Spanish
Recreation Specialist 1, FT	12-PP137-02	W	A	Spanish
Recreation Specialist 1, PT	12-PP137-02	W	C	
Recreation Specialist 1, PT	12-PP137-02	W	I	Cantonese, Mandarin

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Recreation Specialist I, PT	12-PP137-02	W	J	
Recreation Specialist I, PT	12-PP137-02	W	J	
Recreation Specialist I, PT	12-PP137-02	W	K	
Recreation Specialist I, PT	12-PP137-02	W	L	Spanish
Recreation Specialist I, PT	12-PP137-02	W	M	
Recreation Specialist I, PT	12-PP137-02	W	O	
Recreation Specialist I, PT	12-PP137-02	W	P	
Recreation Specialist II, PPT	12-PP138-09	A	G	
Recreation Specialist II, PPT	12-PP138-09	A	O	Spanish
Recreation Specialist II, PPT	12-PP138-09	A	T	
Recreation Specialist II, PPT	12-PP138-09	B	B	
Recreation Specialist II, PPT	12-PP138-09	B	R	
Recreation Specialist II, PPT	12-PP138-09	C	C	
Recreation Specialist II, PPT	12-PP138-09	C	J	Cantonese, Mandarin
Recreation Specialist II, PPT	12-PP138-09	C	J	
Recreation Specialist II, PPT	12-PP138-09	C	L	Spanish
Recreation Specialist II, PPT	12-PP138-09	C	M	
Recreation Specialist II, PPT	12-PP138-09	D	A	Spanish
Recreation Specialist II, PPT	12-PP138-09	D	R	
Recreation Specialist II, PPT	12-PP138-09	D	S	
Recreation Specialist II, PPT	12-PP138-09	D	S	
Recreation Specialist II, PPT	12-PP138-09	E	B	
Recreation Specialist II, PPT	12-PP138-09	F	A	Spanish
Recreation Specialist II, PPT	12-PP138-09	F	T	
Recreation Specialist II, PPT	12-PP138-09	G	A	
Recreation Specialist II, PPT	12-PP138-09	G	N	
Recreation Specialist II, PPT	12-PP138-09	H	B	
Recreation Specialist II, PPT	12-PP138-09	H	D	
Recreation Specialist II, PPT	12-PP138-09	H	D	
Recreation Specialist II, PPT	12-PP138-09	H	J	
Recreation Specialist II, PPT	12-PP138-09	H	J	
Recreation Specialist II, PPT	12-PP138-09	H	R	
Recreation Specialist II, PPT	12-PP138-09	I	S	
Recreation Specialist II, PPT	12-PP138-09	J	A	
Recreation Specialist II, PPT	12-PP138-09	J	E	
Recreation Specialist II, PPT	12-PP138-09	J	J	
Recreation Specialist II, PPT	12-PP138-09	J	W	Cantonese, Mandarin
Recreation Specialist II, PPT	12-PP138-09	K	M	
Recreation Specialist II, PPT	12-PP138-09	K	Z	
Recreation Specialist II, PPT	12-PP138-09	L	A	Spanish
Recreation Specialist II, PPT	12-PP138-09	L	C	Spanish
Recreation Specialist II, PPT	12-PP138-09	L	K	
Recreation Specialist II, PPT	12-PP138-09	L	Q	Cantonese, Mandarin
Recreation Specialist II, PPT	12-PP138-09	L	R	Cantonese, Mandarin
Recreation Specialist II, PPT	12-PP138-09	M	D	
Recreation Specialist II, PPT	12-PP138-09	M	J	Spanish
Recreation Specialist II, PPT	12-PP138-09	M	M	
Recreation Specialist II, PPT	12-PP138-09	N	L	
Recreation Specialist II, PPT	12-PP138-09	O	K	
Recreation Specialist II, PPT	12-PP138-09	P	A	
Recreation Specialist II, PPT	12-PP138-09	P	A	
Recreation Specialist II, PPT	12-PP138-09	P	M	Spanish
Recreation Specialist II, PPT	12-PP138-09	R	C	
Recreation Specialist II, PPT	12-PP138-09	R	J	
Recreation Specialist II, PPT	12-PP138-09	R	M	Spanish
Recreation Specialist II, PPT	12-PP138-09	S	C	Spanish
Recreation Specialist II, PPT	12-PP138-09	S	J	
Recreation Specialist II, PPT	12-PP138-09	S	T	
Recreation Specialist II, PPT	12-PP138-09	T	M	
Recreation Specialist II, PPT	12-PP138-09	V	M	Spanish
Recreation Specialist II, PPT	12-PP138-09	V	P	
Recreation Specialist II, PPT	12-PP138-09	W	L	
Recreation Specialist II, PPT	12-PP138-09	W	M	
Recreation Specialist II, PPT	12-PP138-09	W	S	
Recreation Specialist II, PPT	12-PP138-09	Z	W	Cantonese
Recreation Specialist II, PT	12-PP139-02	A	A	
Recreation Specialist II, PT	12-PP139-02	A	E	Spanish
Recreation Specialist II, PT	12-PP139-02	A	F	Spanish
Recreation Specialist II, PT	12-PP139-02	A	R	
Recreation Specialist II, PT	12-PP139-02	A	W	
Recreation Specialist II, PT	12-PP139-02	B	B	
Recreation Specialist II, PT	12-PP139-02	B	C	Spanish
Recreation Specialist II, PT	12-PP139-02	B	E	
Recreation Specialist II, PT	12-PP139-02	B	J	
Recreation Specialist II, PT	12-PP139-02	B	J	
Recreation Specialist II, PT	12-PP139-02	B	J	
Recreation Specialist II, PT	12-PP139-02	B	L	
Recreation Specialist II, PT	12-PP139-02	B	M	
Recreation Specialist II, PT	12-PP139-02	B	N	

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Recreation Specialist II, PT	12-PP139-02	B	Z	Spanish
Recreation Specialist II, PT	12-PP139-02	C	A	
Recreation Specialist II, PT	12-PP139-02	C	A	
Recreation Specialist II, PT	12-PP139-02	C	H	Spanish
Recreation Specialist II, PT	12-PP139-02	C	J	
Recreation Specialist II, PT	12-PP139-02	C	M	
Recreation Specialist II, PT	12-PP139-02	C	M	
Recreation Specialist II, PT	12-PP139-02	C	N	Cantonese
Recreation Specialist II, PT	12-PP139-02	C	N	Cantonese, Mandarin
Recreation Specialist II, PT	12-PP139-02	C	S	Cantonese
Recreation Specialist II, PT	12-PP139-02	C	S	
Recreation Specialist II, PT	12-PP139-02	C	S	
Recreation Specialist II, PT	12-PP139-02	C	V	
Recreation Specialist II, PT	12-PP139-02	D	C	
Recreation Specialist II, PT	12-PP139-02	D	D	
Recreation Specialist II, PT	12-PP139-02	D	J	
Recreation Specialist II, PT	12-PP139-02	D	J	
Recreation Specialist II, PT	12-PP139-02	D	R	Spanish
Recreation Specialist II, PT	12-PP139-02	D	T	
Recreation Specialist II, PT	12-PP139-02	E	R	
Recreation Specialist II, PT	12-PP139-02	F	C	
Recreation Specialist II, PT	12-PP139-02	F	T	
Recreation Specialist II, PT	12-PP139-02	G	C	Spanish
Recreation Specialist II, PT	12-PP139-02	G	J	
Recreation Specialist II, PT	12-PP139-02	H	B	
Recreation Specialist II, PT	12-PP139-02	H	C	
Recreation Specialist II, PT	12-PP139-02	H	D	
Recreation Specialist II, PT	12-PP139-02	H	L	
Recreation Specialist II, PT	12-PP139-02	H	M	
Recreation Specialist II, PT	12-PP139-02	H	M	
Recreation Specialist II, PT	12-PP139-02	H	M	
Recreation Specialist II, PT	12-PP139-02	H	M	
Recreation Specialist II, PT	12-PP139-02	H	N	
Recreation Specialist II, PT	12-PP139-02	H	O	
Recreation Specialist II, PT	12-PP139-02	H	R	
Recreation Specialist II, PT	12-PP139-02	H	R	
Recreation Specialist II, PT	12-PP139-02	H	S	
Recreation Specialist II, PT	12-PP139-02	H	T	
Recreation Specialist II, PT	12-PP139-02	H	W	
Recreation Specialist II, PT	12-PP139-02	J	J	
Recreation Specialist II, PT	12-PP139-02	J	L	
Recreation Specialist II, PT	12-PP139-02	J	S	
Recreation Specialist II, PT	12-PP139-02	J	W	
Recreation Specialist II, PT	12-PP139-02	K	C	
Recreation Specialist II, PT	12-PP139-02	K	D	Spanish
Recreation Specialist II, PT	12-PP139-02	K	D	
Recreation Specialist II, PT	12-PP139-02	K	J	
Recreation Specialist II, PT	12-PP139-02	K	M	Spanish
Recreation Specialist II, PT	12-PP139-02	K	O	
Recreation Specialist II, PT	12-PP139-02	K	P	Spanish
Recreation Specialist II, PT	12-PP139-02	K	Z	
Recreation Specialist II, PT	12-PP139-02	L	G	Cantonese
Recreation Specialist II, PT	12-PP139-02	L	J	Mandarin
Recreation Specialist II, PT	12-PP139-02	L	K	
Recreation Specialist II, PT	12-PP139-02	L	R	
Recreation Specialist II, PT	12-PP139-02	L	S	
Recreation Specialist II, PT	12-PP139-02	M	A	
Recreation Specialist II, PT	12-PP139-02	M	C	
Recreation Specialist II, PT	12-PP139-02	M	C	
Recreation Specialist II, PT	12-PP139-02	M	E	Spanish
Recreation Specialist II, PT	12-PP139-02	M	J	Spanish
Recreation Specialist II, PT	12-PP139-02	M	J	Spanish
Recreation Specialist II, PT	12-PP139-02	M	S	
Recreation Specialist II, PT	12-PP139-02	M	S	
Recreation Specialist II, PT	12-PP139-02	M	W	
Recreation Specialist II, PT	12-PP139-02	P	A	Spanish
Recreation Specialist II, PT	12-PP139-02	P	A	
Recreation Specialist II, PT	12-PP139-02	P	J	
Recreation Specialist II, PT	12-PP139-02	P	M	
Recreation Specialist II, PT	12-PP139-02	P	M	
Recreation Specialist II, PT	12-PP139-02	Q	K	Cantonese
Recreation Specialist II, PT	12-PP139-02	O	T	
Recreation Specialist II, PT	12-PP139-02	R	C	
Recreation Specialist II, PT	12-PP139-02	R	C	
Recreation Specialist II, PT	12-PP139-02	R	E	Spanish
Recreation Specialist II, PT	12-PP139-02	R	F	
Recreation Specialist II, PT	12-PP139-02	R	J	
Recreation Specialist II, PT	12-PP139-02	R	M	Spanish
Recreation Specialist II, PT	12-PP139-02	R	N	

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Recreation Specialist II, PT	12-PP139-02	S	B	Spanish
Recreation Specialist II, PT	12-PP139-02	S	D	
Recreation Specialist II, PT	12-PP139-02	S	F	
Recreation Specialist II, PT	12-PP139-02	S	I	
Recreation Specialist II, PT	12-PP139-02	S	J	Spanish
Recreation Specialist II, PT	12-PP139-02	S	J	
Recreation Specialist II, PT	12-PP139-02	S	J	
Recreation Specialist II, PT	12-PP139-02	S	L	Spanish
Recreation Specialist II, PT	12-PP139-02	S	M	
Recreation Specialist II, PT	12-PP139-02	S	M	
Recreation Specialist II, PT	12-PP139-02	S	M	
Recreation Specialist II, PT	12-PP139-02	S	P	
Recreation Specialist II, PT	12-PP139-02	S	R	Spanish
Recreation Specialist II, PT	12-PP139-02	S	T	
Recreation Specialist II, PT	12-PP139-02	T	B	
Recreation Specialist II, PT	12-PP139-02	T	C	Spanish
Recreation Specialist II, PT	12-PP139-02	T	J	
Recreation Specialist II, PT	12-PP139-02	T	K	
Recreation Specialist II, PT	12-PP139-02	T	O	
Recreation Specialist II, PT	12-PP139-02	T	S	Spanish
Recreation Specialist II, PT	12-PP139-02	T	S	
Recreation Specialist II, PT	12-PP139-02	T	S	
Recreation Specialist II, PT	12-PP139-02	U	D	
Recreation Specialist II, PT	12-PP139-02	V	D	Spanish
Recreation Specialist II, PT	12-PP139-02	V	L	Spanish
Recreation Specialist II, PT	12-PP139-02	W	A	
Recreation Specialist II, PT	12-PP139-02	W	B	Cantonese
Recreation Specialist II, PT	12-PP139-02	W	F	
Recreation Specialist II, PT	12-PP139-02	W	P	
Recreation Specialist II, PT	12-PP139-02	W	T	
Recreation Specialist II, PT	12-PP139-02	Y	M	
Recreation Specialist II, PT	12-PP139-02	Y	R	
Sports Official, PT	12-PP160-02	A	D	
Sports Official, PT	12-PP160-02	A	E	Spanish
Sports Official, PT	12-PP160-02	A	L	Spanish
Sports Official, PT	12-PP160-02	A	M	
Sports Official, PT	12-PP160-02	A	R	
Sports Official, PT	12-PP160-02	B	A	
Sports Official, PT	12-PP160-02	B	A	
Sports Official, PT	12-PP160-02	B	B	
Sports Official, PT	12-PP160-02	B	B	
Sports Official, PT	12-PP160-02	B	B	
Sports Official, PT	12-PP160-02	B	B	
Sports Official, PT	12-PP160-02	B	C	
Sports Official, PT	12-PP160-02	B	C	
Sports Official, PT	12-PP160-02	B	D	Spanish
Sports Official, PT	12-PP160-02	B	D	
Sports Official, PT	12-PP160-02	B	D	
Sports Official, PT	12-PP160-02	B	E	Spanish
Sports Official, PT	12-PP160-02	B	E	
Sports Official, PT	12-PP160-02	B	J	
Sports Official, PT	12-PP160-02	B	J	
Sports Official, PT	12-PP160-02	B	J	
Sports Official, PT	12-PP160-02	B	M	Spanish
Sports Official, PT	12-PP160-02	B	N	
Sports Official, PT	12-PP160-02	B	P	
Sports Official, PT	12-PP160-02	B	S	
Sports Official, PT	12-PP160-02	B	S	
Sports Official, PT	12-PP160-02	B	S	
Sports Official, PT	12-PP160-02	B	T	
Sports Official, PT	12-PP160-02	C	A	Cantonese, Mandarin
Sports Official, PT	12-PP160-02	C	A	
Sports Official, PT	12-PP160-02	C	A	
Sports Official, PT	12-PP160-02	C	A	
Sports Official, PT	12-PP160-02	C	B	
Sports Official, PT	12-PP160-02	C	D	
Sports Official, PT	12-PP160-02	C	J	Spanish
Sports Official, PT	12-PP160-02	C	J	
Sports Official, PT	12-PP160-02	C	K	
Sports Official, PT	12-PP160-02	C	M	
Sports Official, PT	12-PP160-02	C	M	
Sports Official, PT	12-PP160-02	C	M	
Sports Official, PT	12-PP160-02	C	T	
Sports Official, PT	12-PP160-02	D	D	
Sports Official, PT	12-PP160-02	D	E	
Sports Official, PT	12-PP160-02	D	F	
Sports Official, PT	12-PP160-02	D	I	
Sports Official, PT	12-PP160-02	D	J	
Sports Official, PT	12-PP160-02	D	L	
Sports Official, PT	12-PP160-02	D	O	

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Sports Official, PT	12-PP160-02	D	P	
Sports Official, PT	12-PP160-02	D	R	
Sports Official, PT	12-PP160-02	E	B	
Sports Official, PT	12-PP160-02	E	D	
Sports Official, PT	12-PP160-02	E	E	
Sports Official, PT	12-PP160-02	E	G	Spanish
Sports Official, PT	12-PP160-02	E	R	
Sports Official, PT	12-PP160-02	E	R	
Sports Official, PT	12-PP160-02	E	R	
Sports Official, PT	12-PP160-02	F	D	
Sports Official, PT	12-PP160-02	F	H	
Sports Official, PT	12-PP160-02	G	A	Spanish
Sports Official, PT	12-PP160-02	G	C	
Sports Official, PT	12-PP160-02	G	D	
Sports Official, PT	12-PP160-02	G	G	Spanish
Sports Official, PT	12-PP160-02	G	J	Spanish
Sports Official, PT	12-PP160-02	G	K	
Sports Official, PT	12-PP160-02	G	N	
Sports Official, PT	12-PP160-02	G	N	
Sports Official, PT	12-PP160-02	G	R	
Sports Official, PT	12-PP160-02	G	S	
Sports Official, PT	12-PP160-02	G	T	
Sports Official, PT	12-PP160-02	H	A	
Sports Official, PT	12-PP160-02	H	A	
Sports Official, PT	12-PP160-02	H	A	
Sports Official, PT	12-PP160-02	H	B	
Sports Official, PT	12-PP160-02	H	D	
Sports Official, PT	12-PP160-02	H	E	Spanish
Sports Official, PT	12-PP160-02	H	I	
Sports Official, PT	12-PP160-02	H	J	Spanish
Sports Official, PT	12-PP160-02	H	J	
Sports Official, PT	12-PP160-02	H	J	
Sports Official, PT	12-PP160-02	H	K	
Sports Official, PT	12-PP160-02	H	M	
Sports Official, PT	12-PP160-02	H	M	
Sports Official, PT	12-PP160-02	H	P	Spanish
Sports Official, PT	12-PP160-02	I	M	
Sports Official, PT	12-PP160-02	J	A	
Sports Official, PT	12-PP160-02	J	A	
Sports Official, PT	12-PP160-02	J	B	
Sports Official, PT	12-PP160-02	J	C	
Sports Official, PT	12-PP160-02	J	D	
Sports Official, PT	12-PP160-02	J	D	
Sports Official, PT	12-PP160-02	J	J	Spanish
Sports Official, PT	12-PP160-02	J	J	
Sports Official, PT	12-PP160-02	J	P	
Sports Official, PT	12-PP160-02	J	R	
Sports Official, PT	12-PP160-02	J	S	
Sports Official, PT	12-PP160-02	J	Z	
Sports Official, PT	12-PP160-02	K	F	Cantonese
Sports Official, PT	12-PP160-02	K	O	
Sports Official, PT	12-PP160-02	K	Z	
Sports Official, PT	12-PP160-02	L	A	Cantonese
Sports Official, PT	12-PP160-02	L	A	
Sports Official, PT	12-PP160-02	L	C	Spanish
Sports Official, PT	12-PP160-02	L	D	Cantonese, Mandarin
Sports Official, PT	12-PP160-02	L	J	
Sports Official, PT	12-PP160-02	L	J	
Sports Official, PT	12-PP160-02	L	K	
Sports Official, PT	12-PP160-02	L	L	Spanish
Sports Official, PT	12-PP160-02	L	L	
Sports Official, PT	12-PP160-02	L	T	
Sports Official, PT	12-PP160-02	L	W	
Sports Official, PT	12-PP160-02	M	C	Spanish
Sports Official, PT	12-PP160-02	M	C	
Sports Official, PT	12-PP160-02	M	D	
Sports Official, PT	12-PP160-02	M	G	Spanish
Sports Official, PT	12-PP160-02	M	G	
Sports Official, PT	12-PP160-02	M	I	
Sports Official, PT	12-PP160-02	M	J	
Sports Official, PT	12-PP160-02	M	J	
Sports Official, PT	12-PP160-02	M	R	
Sports Official, PT	12-PP160-02	M	R	
Sports Official, PT	12-PP160-02	M	S	
Sports Official, PT	12-PP160-02	M	T	
Sports Official, PT	12-PP160-02	M	T	
Sports Official, PT	12-PP160-02	N	G	
Sports Official, PT	12-PP160-02	N	N	Spanish
Sports Official, PT	12-PP160-02	N	R	Spanish

APPLICANT POOL LIST FOR PCP NEW HIRES FY11-12

TABLE 9

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Sports Official, PT	12-PP160-02	N	R	
Sports Official, PT	12-PP160-02	O	G	
Sports Official, PT	12-PP160-02	O	J	
Sports Official, PT	12-PP160-02	O	R	
Sports Official, PT	12-PP160-02	P	A	Spanish
Sports Official, PT	12-PP160-02	P	A	
Sports Official, PT	12-PP160-02	P	A	
Sports Official, PT	12-PP160-02	P	D	
Sports Official, PT	12-PP160-02	P	E	
Sports Official, PT	12-PP160-02	P	J	
Sports Official, PT	12-PP160-02	P	K	Spanish
Sports Official, PT	12-PP160-02	P	K	
Sports Official, PT	12-PP160-02	P	K	
Sports Official, PT	12-PP160-02	P	L	
Sports Official, PT	12-PP160-02	P	S	Cantonese
Sports Official, PT	12-PP160-02	P	W	
Sports Official, PT	12-PP160-02	Q	K	Cantonese
Sports Official, PT	12-PP160-02	R	A	Spanish
Sports Official, PT	12-PP160-02	R	E	Spanish
Sports Official, PT	12-PP160-02	R	E	
Sports Official, PT	12-PP160-02	R	J	
Sports Official, PT	12-PP160-02	R	J	
Sports Official, PT	12-PP160-02	R	N	Spanish
Sports Official, PT	12-PP160-02	R	P	
Sports Official, PT	12-PP160-02	R	R	Spanish
Sports Official, PT	12-PP160-02	R	S	
Sports Official, PT	12-PP160-02	R	T	
Sports Official, PT	12-PP160-02	S	A	Spanish
Sports Official, PT	12-PP160-02	S	A	
Sports Official, PT	12-PP160-02	S	A	
Sports Official, PT	12-PP160-02	S	D	Spanish
Sports Official, PT	12-PP160-02	S	D	
Sports Official, PT	12-PP160-02	S	D	
Sports Official, PT	12-PP160-02	S	D	
Sports Official, PT	12-PP160-02	S	G	
Sports Official, PT	12-PP160-02	S	H	Spanish
Sports Official, PT	12-PP160-02	S	I	
Sports Official, PT	12-PP160-02	S	J	
Sports Official, PT	12-PP160-02	S	J	
Sports Official, PT	12-PP160-02	S	K	Spanish
Sports Official, PT	12-PP160-02	S	K	Spanish
Sports Official, PT	12-PP160-02	S	K	
Sports Official, PT	12-PP160-02	S	K	
Sports Official, PT	12-PP160-02	S	K	
Sports Official, PT	12-PP160-02	S	L	
Sports Official, PT	12-PP160-02	S	L	
Sports Official, PT	12-PP160-02	S	P	Spanish
Sports Official, PT	12-PP160-02	S	P	
Sports Official, PT	12-PP160-02	S	T	
Sports Official, PT	12-PP160-02	S	T	
Sports Official, PT	12-PP160-02	T	D	
Sports Official, PT	12-PP160-02	T	J	
Sports Official, PT	12-PP160-02	T	M	Spanish
Sports Official, PT	12-PP160-02	T	M	
Sports Official, PT	12-PP160-02	T	M	
Sports Official, PT	12-PP160-02	T	N	
Sports Official, PT	12-PP160-02	T	S	
Sports Official, PT	12-PP160-02	T	S	
Sports Official, PT	12-PP160-02	V	G	
Sports Official, PT	12-PP160-02	V	L	
Sports Official, PT	12-PP160-02	V	M	Spanish
Sports Official, PT	12-PP160-02	V	N	Spanish
Sports Official, PT	12-PP160-02	W	A	
Sports Official, PT	12-PP160-02	W	D	
Sports Official, PT	12-PP160-02	W	D	
Sports Official, PT	12-PP160-02	W	D	
Sports Official, PT	12-PP160-02	W	F	
Sports Official, PT	12-PP160-02	W	F	
Sports Official, PT	12-PP160-02	W	G	
Sports Official, PT	12-PP160-02	W	G	
Sports Official, PT	12-PP160-02	W	I	Cantonese, Mandarin
Sports Official, PT	12-PP160-02	W	J	
Sports Official, PT	12-PP160-02	W	L	
Sports Official, PT	12-PP160-02	W	M	
Sports Official, PT	12-PP160-02	W	N	
Sports Official, PT	12-PP160-02	W	S	
Sports Official, PT	12-PP160-02	W	T	

JOB	Exam Number	Applicant's Initial (L)	Applicant's Initial (F)	Language
Sports Official, PT	12-PP160-02	Z	A	Spanish
Student Trainee, PT	N/A			
Temp Contract Svcs Employee, PT	N/A			
Veterinary Technician	N/A			

PCP Location Summary

Definition of Abbreviations

FTE - Full Time Employee

PCP - Public Contact Position

VAC PCP - Vacant Public Contact Position

SP PCP - Spanish speaking Public Contact Position

SP % - Current Spanish Speaking Employee Percentage

CW/GIS SP - Citywide Sufficient Spanish Speaking Employee Goal / Per Global Information System: Local (Neighborhood) Sufficient Spanish Speaking Employee Goal

SP Need - Additional Public Contact Position Needed Spanish Speaking Skill

CH PCP - Chinese speaking Public Contact Position

CH % - Current Chinese Speaking Employee Percentage

CW/GIS CH - Citywide Sufficient Chinese Speaking Employee Goal / Per Global Information System: Local (Neighborhood) Sufficient Chinese Speaking Employee Goal

CH Need - Additional Public Contact Position Needed Chinese Speaking Skill

UNIT	LOCATION	FTE	RCP	VAC PCP	SP PCP	SP %	CW/GIS SP	SP RCP Need	CH PCP	CH %	GIS CH	CH PCR Need
02111 - City Manager Administration Unit	1 & 260 FOP	24.60	9.00	1.00	1.00	11.11%	11.39%	0.03	1.00	11.11%	6.63%	
02311 - Equal Opportunity Programs	160 FOP	2.00	0.00									
02331 - Employee Relations	1 & 150 FOP	5.00	0.00									
02611 - Contract Compliance Unit	250 FOP	3.00	1.00	0.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	5.63%	0.06
02621 - Employment Services Unit	250 FOP	9.00	5.00	0.00	0.00	0.00%	11.39%	0.57	0.00	0.00%	5.63%	0.28
02631 - Outreach & Administrative Support Unit	250 FOP	3.00	0.00									
02711 - Ethics Unit	1 FOP	2.00	1.00	1.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	5.63%	0.06
02811 - Budget Division	1 FOP	4.00	0.00									
63221 - KTOP Operations	250 FOP	8.90	0.00									
CAO/Administration and Divisions	1 & 150 & 250 FOP	61.40	16.00	2.00	1.00	6.26%	11.39%	0.82	1.00	8.25%	6.63%	
02211 - Citizens Police Review Board Unit	1 FOP	4.00	3.00	0.00	1.00	33.33%	11.39%		1.00	33.33%	5.63%	
Citizens Police Review Board	1 FOP	4.00	3.00	0.00	1.00	33.33%	11.39%		1.00	33.33%	5.63%	
02421 - Neighborhood Investment: Project Staffing	250 FOP	22.50	0.00									
02431 - Real Estate	250 FOP	6.00	0.00									
02442 - Coliseum Redevelopment	250 FOP	1.00	0.00									
02444 - Oakland Army Base Redevelopment	250 FOP	1.00	0.00									
0244S - Central District Redevelopment	260 FOP	1.00	0.00									
02971 - Workforce Development	250 FOP	10.50	0.00									
02981 - Economic Development	1 & 250 FOP	7.50	2.00	0.00	1.00	50.00%	11.39%		0.00	0.00%	5.63%	0.11
02991 - Cultural Arts & Marketing	1 FOP	6.00	0.00									
02992 - Public Art	1 FOP	2.00	0.00									
Office of Neighborhood Investment	1 FOP	68.60	2.00	0.00	1.00	60.00%	11.39%		0.00	0.00%	5.63%	0.11
02831 - Revenue: Administration	1 & 250 EOP	2.00	1.00	0.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	5.63%	0.06
02841 - Revenue: Collections/Mandatory Garbage	250 FOP	12.00	1.00	0.00	1.00	9.09%	11.39%	0.25	0.00	0.00%	5.63%	0.62
02851 - Revenue: Audit/Compliance	250 FOP	14.00	13.00	1.00	0.00	0.00%	11.39%	1.48	0.00	0.00%	5.63%	0.73
02861 - Revenue: Strategic Support	250 FOP	8.00	6.00	0.00	1.00	16.67%	11.39%		0.00	0.00%	5.63%	0.34
02871 - Revenue: Business Tax	260 FOP	15.00	12.00	0.00	2.00	16.67%	11.39%		1.00	8.33%	5.63%	
02891 - Revenue: Parking Meter Collection	Field	5.00	0.00									
Revenue*	Field, 1 & 260, POP	59.00	43.00	1.00	4.00	9.30%	11.39%	0.90	1.00	2.33%	5.63%	1.42
02881 - Revenue: Parking Citation Assistance Center	250 FOP	18.00	14.00	0.00	6.00	42.86%	11.39%		3.00	21.43%	5.63%	
Parking Citation Assistance Center*	250 FOP	18.00	14.00	0.00	6.00	42.86%	11.39%		3.00	21.43%	5.63%	
OFFICE OF THE CITY ADMINISTRATOR		198.50	75.00	3.00	13.00	18.67%	11.39%		6.00	7.69%	5.63%	
04111 - City Attorney Administration Unit	1 FOP	27.00	7.00	1.00	1.00	14.29%	11.39%		1.00	14.29%	5.63%	

PCP Location Summary

UNIT	LOCATION	FTE	PCP	VAC PCP	3P PCP	SP%	CW/GIS SP	SP PCP Need	CH PCP	CH %	GIS CH	CH PGR Need
04211 - Litigation Unit	1 FOP	11.00	3.00	0.00	0.00	0.00%		0.34	1.00	33.33%	5.63%	
04311 - Advisory Unit	1 FOP	22.00	1.00	0.00	1.00	100.00%	11.39%		0.00	0.00%	5.63%	0.05
City/Attorney's Office	11 FOP	60.00	11.00	1.00	2.00	18.18%	11.39%		2.00	18.18%	5.63%	
OFFICE OF THE CITY ATTORNEY		60.00	11.00	1.00	2.00	18.18%	11.39%		2.00	18.18%	5.63%	
07111 - City Auditor Unit	1 FOP	9.60	1.50	0.00	0.00	0.00%	11.39%	0.17	0.00	0.00%	5.63%	0.08
City Auditor's Office	1 FOP	9.60	1.50	0.00	0.00	0.00%	11.39%	0.17	0.00	0.00%	5.63%	0.08
OFFICE OF THE CITY AUDITOR		9.60	1.50	0.00	0.00	0.00%	11.39%	0.17	0.00	0.00%	5.63%	0.08
03121 - City Clerk Unit	1 FOP	9.00	0.00									
City Clerk's Office	1 FOP	9.00	0.00									
OFFICE OF THE CITY CLERK		9.00	0.00									
00011 - Council Administration Unit	1 FOP	1.50	1.50	0.00	1.50	100.00%	11.39%		0.00	0.00%	5.63%	0.08
00111 - District One Unit	1 FOP	3.50	2.50	0.00	0.50	20.00%	11.39%		1.00	40.00%	5.63%	
00211 - District Two Unit	1 FOP	3.50	2.50	0.00	0.00	0.00%	11.39%	0.28	0.26	10.00%	5.63%	
00311 - District Three Unit	1 FOP	2.50	1.50	0.00	0.00	0.00%	11.39%	0.17	0.00	0.00%	5.63%	0.08
00411 - District Four Unit	1 FOP	3.50	2.50	0.00	0.00	0.00%	11.39%	0.28	0.00	0.00%	5.63%	0.14
00511 - District Five Unit	1 FOP	3.50	2.50	0.00	2.00	80.00%	11.39%		0.00	0.00%	5.63%	0.14
00611 - District Six Unit	1 FOP	3.50	2.50	0.00	0.25	10.00%	11.39%	0.03	0.00	0.00%	5.63%	0.14
00711 - District Seven Unit	1 FOP	3.50	2.50	0.00	0.00	0.00%	11.39%	0.28	0.00	0.00%	5.63%	0.14
00911 - Council At Large Unit	1 FOP	3.50	2.50	0.00	0.00	0.00%	11.39%	0.28	0.00	0.00%	5.63%	0.14
City Council's Office	1 FOP	28.50	20.50	0.00	4.25	20.73%	11.39%		1.25	6.10%	5.63%	
OFFICE OF THE CITY COUNCIL		28.50	20.50	0.00	4.25	20.73%	11.39%		1.25	6.10%	5.63%	
08111 - Budget & Finance Administration Unit	160 FOP	6.00	0.00									
08211 - Accounting Administration Unit	160 FOP	2.00	0.00									
08222 - General Ledger	160 FOP	15.00	0.00									
08241 - Payables	160 FOP	6.00	0.00									
08242 - Stores Operations	160 FOP	2.00	0.00									
08243 - Purchasing	250 FOP	7.50	0.00									
08261 - Budget Analysis & Operations	160 FOP	4.00	0.00									
08711 - Treasury Administration Unit	160 FOP	2.00	0.00									
08721 - Treasury Operations Unit	160 FOP	7.00	0.00									
08731 - Treasury Cashiering Unit	160 FOP	1.00	0.00									
08741 - Treasury Payroll	160 FOP	12.00	0.00									
08761 - Retirement	160 FOP	5.00	0.00									
08761 - Commercial Lending	250 FOP	2.00	0.00									
Finance and Management	160 & 250 FOP	70.50	0.00									
FINANCE AND MANAGEMENT AGENCY		70.50	0.00									
89919 - Admin: Housing & Community Development	250 FOP	7.00	0.00									
89929 - Housing Development	250 FOP	10.00	0.00									
89949 - CDBG Coordination	250 FOP	7.50	0.00									
89989 - Homeownership Programs	250 FOP	1.00	0.00									
Housing and Community Development	250 FOP	28.50	0.00									
89939 - Municipal Lending	250 FOP	14.50	4.00	0.00	1.00	25.00%	11.39%		0.00	0.00%	5.63%	0.23
Municipal Lending	250 FOP	14.50	4.00	0.00	1.00	25.00%	11.39%		0.00	0.00%	5.63%	0.23
89969 - Residential Rent Arbitration	250 FOP	9.00	8.00	1.00	1.00	12.50%	11.39%		1.00	12.50%	5.63%	
Residential Rent Arbitration	250 FOP	9.00	8.00	1.00	1.00	12.50%	11.39%		1.00	12.50%	5.63%	
DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT		49.00	12.00	1.00	2.00	16.87%	11.39%		1.00	8.33%	5.63%	

PCP Location Summary

UNIT	LOCATION	FTE	PCP	VAC PCP	SP PCP	3P %	CW/GIS SP	SR PCP Need	CH RCP	CH %	GIS CH	CH PCP Head
06111 - Personnel Admin/Human Resource Info Serv	160 FOP	6.00	0.00									
06211 - Employment and Classification Unit	160 FOP	14.00	1.00	0.00	0.00	0.00%	11.39%	0.11	1.00	100.00%	6.63%	
06511 - Human Resource Development Unit	160 FOP	2.00	1.00	0.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	6.63%	0.06
06611 - Employee Benefits Services	160 FOP	3.00	0.00									
06621 - Rtsk Management	160 FOP	7.00	0.00									
Recruitment, Classification, Risk and Benefits	160 FOP	32.00	2.00	0.00	0.00	0.00%	11.39%	0.23	1.00	50.00%	6.63%	
06221 - Equal Access	160 FOP	2.00	2.00	0.00	1.00	50.00%	11.39%		1.00	50.00%	6.63%	
Equal Access*	180 FOP	2.00	2.00	0.00	1.00	50.00%	11.39%		1.00	50.00%	6.63%	
DEPARTMENT OF HUMAN RESOURCES MANAGEMENT		34.00	4.00	0.00	1.00	25.00%	11.39%		2.00	50.00%	6.83%	
75221 - Linkages Program Unit	160 FOP	1.50	1.50	0.00	1.50	100.00%	11.39%		0.00	0.00%	6.63%	0.08
75241 - Senior Companion Program Unit	160 FOP	2.88	2.03	0.00	0.00	0.00%	11.39%	0.23	0.60	24.63%	6.63%	
75251 - Outreach Program Unit	160 FOP	1.06	1.06	0.63	0.00	0.00%	11.39%	0.12	0.00	0.00%	6.63%	0.06
75621 - Oakland Paratransit for the Elderly and D	160 FOP	5.59	2.59	0.00	0.00	0.00%	11.39%	0.30	0.00	0.00%	6.63%	0.15
*DHS SENIOR AIDE PROGRAM (160 FOP 4th FL)	160 FOP 4 FL	4.80	3.00	0.00	1.00	33.33%	11.39%		1.00	33.33%	6.63%	
*DHS SENIOR AIDE PROGRAM (Field)	Field	61.00	0.00									
75651 - Senior Aide Program Unit	160 FOP a Field	65.80	3.00	0.00	1.00	33.33%	11.39%		1.00	33.33%	6.63%	
Aging and Adult Services	160 FOP	76.51	10.18	0.63	2.50	24.66%	11.39%		1.60	14.73%	6.63%	
75231 - Multipurpose Senior Service Program Unit	160 FOP	11.60	11.60	2.00	1.60	13.79%	11.39%		1.80	16.52%	6.63%	
Multipurpose Senior Service Program*	160 FOP	11.60	11.60	2.00	1.60	13.79%	11.39%		1.80	16.52%	6.63%	
*Senior Center (Citywide)	160 FOP 4 FL	5.89	0.00									
*Senior Center (Downtown Oakland)	200 Grand Ave	2.19	1.44	0.00	0.00	0.00%	3.34%	0.09	0.00	0.00%	0.71%	0.01
*Senior Center (East Oakland)	9265 Edes Ave	2.44	0.80	0.00	0.00	0.00%	11.61%	0.09	0.00	0.00%	0.71%	0.01
*Senior Center (North Oakland)	6714 MLK Jr Way	2.19	1.44	0.00	0.00	0.00%	3.64%	0.06	0.00	0.00%	0.71%	0.01
*Senior Center (West Oakland)	1724 Adeline St	2.19	1.44	0.00	0.00	0.00%	2.54%	0.06	0.00	0.00%	0.71%	0.01
75631 - Senior Center Unit	Various	14.90	5.12	0.00	0.00	0.00%			0.00	0.00%		
Senior Centers	Various	14.90	5.12	0.00	0.00	0.00%			0.00	0.00%		
78111 - DHS Administration Unit	160 FOP	18.60	1.00	0.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	6.63%	0.06
78311 - Policy & Planning	160 FOP	5.90	0.00									
78411 - Community Housing Services	160 FOP	7.00	0.00									
DHS Administration	160 FOP	32.50	1.00	0.00	0.00	0.00%	11.39%	0.00	0.00	0.00%	6.63%	0.00
* Head Start - Service Area I (Fannie Wall - F/D)	64r 66th St	3.65	2.85	0.00	0.00	0.00%	1.18%	0.03	0.80	28.07%	0.71%	
* Head Start - Service Area I (West Grand - F/D)	1068 West Grand Ave	5.76	4.85	0.80	0.00	0.00%	6.02%	0.24	0.00	0.00%	0.71%	0.03
* Head Start - Service Area I (Eastmont - P/O)	7200 Bancroft Ave, Ste 203	9.00	8.20	0.90	2.40	29.27%	11.61%		0.80	9.76%	0.71%	
* Head Start - Service Area I (FranMin - P/D)	1010 E. 16th St	1.33	0.63	0.00	0.00	0.00%	7.38%	0.04	0.27	60.31%	11.01%	
* Head Start - Service Area I (Frank G. Mar - P/D)	274 12th St	2.13	1.33	0.00	0.00	0.00%	1.18%	0.02	1.07	80.20%	24.14%	
* Head Start - Service Area I (San Antonio Park - P/D)	1701 E. 19th St	4.03	3.23	0.00	0.80	24.77%	11.61%		1.27	39.22%	10.30%	
* Head Start - Service Area I (Virginia Ave - P/D)	4335 Virginia Ave	5.40	4.60	0.00	1.50	34.78%	11.38%		0.00	0.00%	0.71%	0.03
* Head Start - Service Area II (Arroyo Viejo - P/D)	7701 Krause Ave	2.23	1.43	0.00	0.27	18.65%	11.61%		0.00	0.00%	0.71%	0.01
* Head Start - Service Area II (Tasafaronga - P/D)	976 86th Ave	2.13	1.33	0.00	2.07	155.39%	18.59%		0.00	0.00%	0.71%	0.01
* Head Start - Service Area II (Lion Creek Crossing - P/D)	6818 Lion Way, Ste 110	4.63	3.63	0.80	1.07	27.86%	7.38%		0.80	20.89%	5.68%	
* Head Start - Service Area II (Sun Gate - P/D)	2663 Int 1 Blvd	4.80	4.00	0.00	1.20	30.00%	18.59%		1.60	40.00%	4.26%	
* Head Start - Service Area II (San Antonio CEC - P/D)	2228 E. 16th St	4.90	4.10	0.00	1.20	29.27%	11.61%		0.90	21.95%	11.01%	
* Head Start - Service Area II (Brookfield - P/D)	9500 Edes Ave	4.98	4.15	0.80	1.35	32.53%	11.61%		0.00	0.00%	0.71%	0.03
* Head Start - Service Area II (66th Ave - F/D)	8501 Int 1 Blvd	7.56	6.75	0.00	1.25	18.52%	18.69%	0.00	1.70	25.19%	0.71%	
* Head Start - Service Area II (Manzanita - P/D)	2701 22nd Ave	2.80	1.80	0.00	0.60	27.78%	7.38%		0.00	0.00%	5.68%	0.10
* Head Start - Service Area II (92nd Ave - P/D)	9202 Int 1 Blvd	6.60	1.80	0.80	2.90	161.11%	48.69%		0.00	0.00%	0.71%	0.01

PCP Location Summary

UNIT	LOCATION	FTE	PCP	VAC PCP	SP,PCP	SP,%	CW/GIS SP	SP,PCP Need	CH PCP	CH %	GIS CH	CH PCP Need
Head Start Family Child Care	Site	0.40	0.40	0.00	0.00	0.00%	11.39%	0.05	0.00	0.00%	5.63%	0.02
Head Start Home Base Program @ Franklin	1010 E. 15th St	1.70	1.70	0.00	0.00	0.00%	11.39%	0.19	0.00	0.00%	5.63%	0.10
Head Start Home Base Program @ Frank G. Mar	274 12th St	1.90	1.90	0.00	0.00	0.00%	11.39%	0.22	0.00	0.00%	5.63%	0.11
Head Start Site	Site	4.66	0.00									
Head Start Central Kitchen	200 Grd Ave	6.23	0.00									
Head Start Central Office	150 FOP 5362	4.50	5.00	0.00	1.00	20.00%	11.39%		0.00	0.00%	5.63%	0.28
Early Head Start Broadway (First Prge)	2619 Broadway	6.36	6.36	0.00	1.00	18.69%	4.13%		1.06	19.62%	3.55%	
Early Head Start FAME	3717 Telegraph Ave	9.65	4.55	0.00	1.00	21.98%	6.20%		1.25	27.47%	5.33%	
Early Head Start Home Base Program @ Garfield Element	1840 22nd Ave	2.70	2.70	0.00	1.00	37.04%	19.47%		1.25	46.30%	19.17%	
Early Head Start Central Office	150 FOP 7216	8.70	8.70	0.00	2.00	36.09%	11.39%		2.25	39.47%	5.63%	
Head Start Other		40.08	23.93	10.93	1.32	5.82%	11.39%	1.41	0.26	1.09%	5.63%	1.09
78231 - Head Start Unit	Various	163.85	106.01	15.03	23.92	22.56%			15.26	14.39%		
Early Childhood and Family Services	VaHous	163.85	106.01	16.92	23.92	22.56%			16.26	14.39%		
78241 - Year Round Lunch Program Unit	150 FOP	6.50	0.00									
78251 - Youth Services	150 FOP	7.80	0.50	0.00	0.00	0.00%	11.39%	0.06	0.00	0.00%	5.63%	0.03
Children & Youth Services and Policy & Planning	Various	14.00	0.50	0.00	0.00	0.00%	11.39%	0.00	0.00	0.00%	5.63%	0.00
DEPARTMENT OF HUMAN SERVICES		313.36	134.41	17.66	28.02	20.85%			18.56	13.81%		
46111 - Administrative Services	150 FOP	3.00	0.00									
46121 - Reprographic Services	160 FOP	5.00	0.00									
46211 - Help Desk	150 FOP	2.00	0.00									
46251 - Desktop Support	150 FOP	10.00	0.00									
46261 - Server Maintenance & Support	150 FOP	4.00	0.00									
46271 - Telecommunications	150 FOP	4.00	0.00									
46321 - Systems & Database Administration	150 FOP	7.00	0.00									
46341 - Application Development	150 FOP	10.00	0.00									
46461 - Project Coordination	150 FOP	2.00	0.00									
46471 - Network Security & Maintenance	150 FOP	3.00	0.00									
46521 - Public Safety Maintenance & Installation	150 FOP	9.00	0.00									
46531 - Public Safety Applications	150 FOR	3.00	0.00									
Information Technology	150 FOP	62.00	0.00									
DEPARTMENT OF INFORMATION TECHNOLOGY		62.00	0.00									
61111 - Director Unit	125 14th St	5.70	4.20	1.00	2.00	47.62%	11.39%		0.00	0.00%	5.63%	0.24
61121 - Departmental Operator Unit	126 14th St	12.97	5.97	0.97	0.00	0.00%	11.39%	0.68	0.00	0.00%	5.63%	0.34
61131 - Automation	125 14th St	5.10	0.00									
61132 - Children Services/Youth Room	125 14th St	14.18	0.00									
61133 - Community Relations	126 14th St	1.40	1.40	0.80	0.00	0.00%	11.39%	0.16	0.00	0.00%	5.63%	0.08
61135 - Acquisitions	126 14th St	7.40	0.00									
61212 - On-Call Public Services	System-wide Placement	5.66	5.56	1.00	0.49	8.66%	11.39%	0.16	0.16	2.90%	5.63%	0.15
61213 - Literacy	1801 Adeline St	6.08	4.08	0.68	0.00	0.00%	11.39%	0.46	0.00	0.00%	5.63%	0.23
61313 - Childrens Services/Youth	125 14th St	7.96	3.80	0.00	1.00	47.37%	11.39%		0.00	0.00%	5.63%	0.21
61321 - Support Services Unit	125 14th St	5.20	5.20	0.60	1.60	30.77%	11.39%		1.00	19.23%	5.63%	
Systemwide Services	Various	70.66	30.31	4.95	6.89	19.43%	11.39%		1.16	3.84%	5.63%	0.54
61211 - Administrative Unit	125 14th St	1.00	1.00	0.00	1.00	100.00%	11.39%		0.00	0.00%	5.63%	0.06
61221 - Main Library Administration	125 14th St	1.00	1.00	1.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	5.63%	0.06
61231 - Art/History/Literature	125 14th St	10.38	10.38	1.30	1.60	15.41%	11.39%		0.00	0.00%	5.63%	0.58
61235 - Magazines and Newspapers	125 14th St	2.83	2.83	1.04	0.00	0.00%	11.39%	0.32	0.00	0.00%	5.63%	0.16

PCP Location Summary

UNIT	LOCATION	FTE	PCP	VAC PCP	SP PCP	SP %	CW/GIS SP	SP PCP Need	CH PCP	CH %	GIS CH	CH PCP Need
61236 - Science Business and Sociology	12S 14th St	10.91	10.91	4.91	2.00	18.33%	11.39%		0.00	0.00%	5.63%	0.61
61237 - Childrens Room	12S 14th St	7.12	7.12	1.00	0.30	4.14%	11.39%	0.52	3.07	43.12%	5.63%	
61243 - Circulation/Automation	12S 14th St	7.46	7.46	1.23	1.92	25.71%	11.39%		1.85	24.80%	5.63%	
Main Library Local Services	12S,14th St	40.70	40.70	10.48	6.81	16.74%	11.39%		4.92	12.09%	5.63%	
61311 - Branch Administration	12S 14th St	2.00	2.00	0.00	1.00	50.00%	1.18%		0.00	0.00%	24.14%	0.48
61331 - Brookfield Village Branch	9256 Edes Ave	4.00	4.00	0.60	0.20	5.00%	11.61%	0.26	1.00	25.00%	1.07%	
61332 - Dimond Branch	3566 Fruitvale Ave	9.00	9.00	2.60	2.10	23.33%	1.18%		0.30	3.33%	3.20%	
61333 - Eastmont Branch	7200 Bancroft Ave	6.36	6.36	1.60	2.36	37.11%	11.61%		0.00	0.00%	1.07%	0.07
61334 - Elmhurst Branch	1427.88th Ave	4.00	4.00	1.00	1.00	25.00%	11.61%		0.00	0.00%	1.07%	0.04
61335 - M.L. King Jr. Branch	6833 Int'l Blvd	4.00	4.00	0.00	1.40	35.00%	11.61%		0.00	0.00%	1.07%	0.04
61336 - Montclair Branch	1687 Mountain Blvd	4.64	4.64	1.00	0.00	0.00%	1.18%	0.06	0.00	0.00%	1.07%	0.05
61337 - Rockridge Branch	5366 College Ave	10.93	10.93	3.17	0.00	0.00%	1.18%	0.13	0.00	0.00%	1.07%	0.12
61338 - Temescal Branch	5025 Telegraph Ave	6.14	6.14	1.60	0.00	0.00%	2.36%	0.14	0.00	0.00%	1.78%	0.11
61339 - District I Administration (81st Ave Branch)	1021 81st Ave	9.20	9.20	2.60	4.67	50.72%	30.98%		0.50	6.43%	1.42%	
61343 - Colder Gate Branch	5606 San Pablo Ave	4.12	4.12	0.00	2.16	52.43%	1.18%		0.00	0.00%	1.07%	0.04
61344 - Lakeview Branch	550 El Embarcadero	4.80	4.80	1.00	0.00	0.00%	3.54%	0.17	0.00	0.00%	11.01%	0.53
61346 - Melrose Branch	4805 Foothill Blvd	4.00	4.00	2.00	0.80	20.00%	18.29%		0.00	0.00%	1.07%	0.04
61347 - Piedmont Branch	160 41st St	4.88	4.88	0.00	0.00	0.00%	1.18%	0.06	0.00	0.00%	1.07%	0.05
61348 - West Oakland Branch	1801 Adeline St	4.27	4.27	1.00	0.00	0.00%	1.18%	0.05	0.00	0.00%	1.07%	0.05
61511 - African-American Museum & Library	659 14th St	4.40	4.40	2.00	0.00	0.00%	1.18%	0.05	0.00	0.00%	11.01%	0.48
Branch Library Local Services	Various	86.74	86.74	20.17	16.69	18.08%			1.20	2.08%		
61341 - Asian Branch	388 9th St	10.75	10.75	0.00	0.00	0.00%	1.18%	0.13	10.46	97.30%	24.14%	
Asian Branch	388 9th St	10.75	10.75	0.00	0.00	0.00%	1.18%	0.13	10.46	97.30%	24.14%	
61345 - Latin American Branch	3301 E. 12th St	6.69	6.69	0.50	4.19	62.63%	3.54%		0.00	0.00%	3.20%	0.21
Latin American Branch	3301 E, 12th St	6.69	6.69	0.50	4.19	62.63%	3.54%		0.00	0.00%	3.20%	0.21
OAKLAND PUBLIC LIBRARY		215.53	175.19	36.10	132.68	18.50%			18.34	10.47%		
01111 - Mayor - Administration Unit	1 FOP	9.50	8.50	0.00	1.00	11.76%	11.39%		0.00	0.00%	5.63%	0.48
Mayor's Administration	1 FOP	9.50	8.50	0.00	1.00	11.76%	11.39%		0.00	0.00%	5.63%	0.48
02111 - Oaklanders Assistance Center	1 FOP	3.00	3.00	0.00	1.00	33.33%	11.39%		1.00	33.33%	5.63%	
Oaklanders Assistance Center	1 FOP	3.00	3.00	0.00	1.00	33.33%	11.39%		1.00	33.33%	5.63%	
OFFICE OF THE MAYOR		12.50	11.56	0.00	2.00	17.39%	11.39%		1.00	8.70%	5.63%	
601110 - Directors Unit	260 FOP 3330	3.94	1.00	0.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	5.63%	0.09
601120 - OPR Administrative Services	260 FOP 3330	3.00	1.00	0.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	5.63%	0.06
601210 - Budget and Fiscal	260 FOP 3330	1.48	1.00	0.00	1.00	100.00%	11.39%		0.00	0.00%	5.63%	0.06
601220 - Accounting Unit	260 FOP 3330	3.00	0.00									
601230 - OPR Personnel Unit	260 FOP 3330	2.00	0.00									
602230 - Area 1 Rec Center Supervision	Field	0.75	0.75	0.75	0.00	0.00%	11.39%	0.09	0.00	0.00%	5.63%	0.04
OPR Administration	Various	14.17	3.75	0.75	1.00	26.87%	11.39%		0.00	0.00%	6.55%	0.21
601240 - Central Reservations	260 FOP 3330	14.40	14.40	0.75	1.14	7.92%	11.39%	0.50	0.21	1.43%	5.63%	0.60
601250 - Special Programs	7701 Krause Ave	3.02	3.02	0.00	0.44	14.62%	11.39%		0.00	0.00%	5.63%	0.17
601270 - Dunsmuir Hellman Historic Estate	2960 Peralta Oaks Ct	6.66	6.56	2.00	0.47	7.17%	11.39%	0.28	0.46	7.04%	5.63%	
502260 - Rotary Nature Center	666 Bellevue Ave	5.41	5.41	0.00	0.10	1.80%	11.39%	0.62	0.59	10.87%	5.63%	
602320 - Tennis / Davlo	198 Oak Road	2.89	2.89	0.00	0.28	9.77%	11.39%	0.05	0.69	23.81%	5.63%	
602330 - City-Wide Sports	666 Bellevue Ave	19.58	19.58	0.00	0.97	4.96%	11.39%	1.26	0.00	0.00%	5.63%	1.10
602331 - Girls Sports	Field	1.76	1.76	0.60	0.00	0.00%	11.39%	0.20	0.00	0.00%	5.63%	0.10
602340 - Youth & Adult Sports	Field	4.97	4.97	0.75	0.11	2.20%	11.39%	0.46	0.05	0.97%	5.63%	0.23

PCP Location Summary

UNIT	LOCATION	FTE	PCP	VAC PCP	BR PCP	SP %	CW/GIS SP	SP PCP Need	CH PCP	CH %	GIS CH	CH PCP Need
602360 - Boating	568 Bellevue Ave	10.07	10.07	1.75	1.40	13.92%	11.39%		0.00	0.00%	6.63%	0.67
602370 - Area One Special Sports Programs	11460 Golf Links Rd	1.38	1.38	0.00	0.19	13.55%	11.39%		0.00	0.00%	6.63%	0.08
602380 - Community Gardens	565 Bellevue Ave	1.00	1.00	0.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	6.63%	0.06
603260 - Feather River Camp	565 Bellevue Ave	1.00	0.00									
604320 - Malonga Casquelourd Center for the Arts	1428 Alice St	6.72	6.72	0.00	0.45	7.90%	11.39%	0.20	0.00	0.00%	6.63%	0.32
604330 - Studio One Art Center	365 45th St	16.84	16.84	0.00	0.47	2.78%	11.39%	1.45	0.71	4.23%	6.63%	0.24
604410 - City-Wide Programs Unit	Field	8.26	8.26	1.00	0.60	7.28%	11.39%	0.34	0.00	0.00%	6.63%	0.47
606810 - Radical Roving Recreation	Field	0.00	0.00									
609234 - Discovery Center(s)	2621 High St	2.98	2.98	0.00	1.00	33.60%	11.39%		0.00	0.00%	6.63%	0.17
609290 - Ball Fields Maintenance	Field	8.96	0.00									
609330 - At-Risk Youth	Field	2.72	2.72	1.75	0.19	7.07%	11.39%	0.12	0.00	0.00%	6.63%	0.15
City-Wide Programs	Various	117.52	107.66	8.50	7.82	7.27%	11.39%	4.44	2.70	2.51%	6.63%	3.35
602231 - Bushrod Recreation Center	860 59th St	4.94	4.94	0.00	0.47	9.63%	3.54%		0.00	0.00%	0.71%	0.04
602232 - Defremery Recreation Center	1651 Adeline St	3.72	3.72	0.00	0.00	0.00%	1.18%	0.04	0.00	0.00%	0.71%	0.03
602233 - Golden Gate Recreation Center	1076 62nd St	3.45	3.45	0.00	0.82	23.89%	3.54%		0.00	0.00%	0.71%	0.02
602236 - Montclair Recreation Center	6300 Moraga Ave	9.98	9.98	1.00	0.19	1.90%	1.18%		0.00	0.00%	0.71%	0.07
602236 - Mosswood Recreation Center	3612 Wehster St	2.46	2.46	0.00	0.74	29.96%	3.54%		0.00	0.00%	2.84%	0.07
602237 - Willie Keyes (Poplar) Recreation Center	3131 Union St	3.03	3.03	0.00	1.00	32.96%	1.18%		0.00	0.00%	0.71%	0.02
602332 - East Oakland Sports Center	9161 Edes Ave	14.49	13.49	4.00	2.53	18.76%	11.39%		0.58	4.33%	5.63%	0.18
603231 - Allendale Recreation Center	3711 Suter St	4.15	4.15	0.00	0.98	23.68%	7.38%		0.00	0.00%	5.33%	0.22
603232 - Diamond Recreation Center	3860 Hanly Rd	7.41	7.41	0.00	0.79	10.66%	1.18%		0.18	2.02%	2.84%	0.06
603233 - Franklin Recreation Center	1010 E. 16th St	3.76	3.76	0.00	0.46	12.24%	7.28%		0.73	19.46%	10.30%	
603236 - Redwood Heights Recreation Center	3883 Aliso Ave	10.14	10.14	0.00	1.75	17.26%	3.64%		0.00	0.00%	6.33%	0.54
609231 - Arroyo Recreation Center	7701 Krause Ave	4.28	4.28	0.76	1.00	23.36%	11.51%		0.00	0.00%	0.71%	0.03
609232 - Brookdale Recreation Center	2635 High St	0.69	0.69	0.00	0.00	0.00%	18.59%	0.13	0.00	0.00%	2.84%	0.02
609233 - Ira Jinkins Recreation Center	9175 Edes Ave	6.66	6.66	0.00	1.77	26.97%	11.51%		0.00	0.00%	0.71%	0.05
609236 - Rainbow Recreation Center	6800 Int'l Blvd	3.09	3.09	0.00	0.00	0.00%	16.23%	0.60	0.00	0.00%	0.71%	0.02
609236 - Tassafaranga Recreation Center	976 85th Ave	2.55	2.66	0.00	0.00	0.00%	18.59%	0.49	0.00	0.00%	0.71%	0.02
609239 - Digital Arts and Culinary Academy (Rainbow Teen Ce	6800 Int'l Blvd	1.71	1.71	0.00	0.00	0.00%	16.23%	0.28	0.00	0.00%	0.71%	0.01
609237 - Sheffield Village Recreation Center	248 Marlow Dr	2.47	2.47	0.76	0.00	0.00%	1.18%	0.03	0.00	0.00%	0.71%	0.02
Recreation Centers	Various	89.01	88.01	8.50	12.51	14.21%			1.47	1.67%		
602234 - Lincoln Recreation Center	250 10th St	6.36	6.36	0.00	0.00	0.00%	1.18%	0.07	3.55	55.94%	23.08%	
Lincoln Recreation Center	258 10th St	6.36	6.36	0.00	0.00	0.00%	1.18%	0.07	3.56	55.94%	23.08%	
602312 - Diamond Aquatics (Lions Pool)	3860 Hanly Rd	6.64	5.54	0.00	0.57	10.36%	1.18%		0.39	7.04%	0.71%	
602313 - Defremery Aquatics	1269 18th St	3.91	3.91	0.00	0.00	0.00%	1.18%	0.05	0.18	4.66%	0.71%	
602314 - Temescal Aquatics	371 45th St	6.36	6.36	0.00	0.70	13.07%	1.18%		0.92	17.17%	0.71%	
602316 - Fremont Aquatics	568 Bellevue Ave	5.71	5.71	0.00	1.31	22.99%	18.69%		-0.59	10.36%	3.20%	
Aquatics	Various	20.53	20.63	0.00	2.69	12.61%			2.08	10.16%		
603235 - Manzanita Recreation Center	1701 22nd Ave	2.13	2.13	0.00	0.36	16.90%	7.38%		0.00	0.00%	10.30%	0.22
Manzanita Recreation Center	1701 22nd Ave	2.13	2.13	0.00	0.36	16.90%	7.38%		0.00	0.00%	10.30%	0.22
603237 - FM Smith Recreation Center	1969 Park Blvd	2.64	2.84	0.00	0.86	32.05%	3.64%		0.00	0.00%	6.33%	0.14
FM Smith Recreation Center	1969 Park Blvd	2.64	2.64	0.00	0.86	32.05%	3.64%		0.00	0.00%	6.33%	0.14
603238 - San Antonio Recreation Center	1701 E 19th St	1.47	1.47	0.00	0.24	16.55%	11.51%		0.00	0.00%	10.30%	0.16
San Antonio Recreation Center	1701 E 19th St	1.47	1.47	0.00	0.24	16.55%	11.51%		0.00	0.00%	10.30%	0.16
603239 - Carmen Flores Recreation Center at Jdsle de la Cruz	1637 Fruitvale Ave	4.87	4.87	0.00	3.33	68.42%	18.59%		0.00	0.00%	0.71%	0.00
Carmen Flores Recreation Center	1837 Fruitvale Ave	4.87	4.87	0.00	3.33	68.42%	18.59%		0.00	0.00%	0.71%	0.00

PCP Location Summary

UNIT	LOCATION	FTE	PCP	VAC PCP	SP PCP	SP %	CW/GIS SP	SP PCP Need	CH PCP	CH %	GIS,CH	CH PCP Need
OFFICE OF PARKS AND RECREATION		266.67	237.29	15.75	28.68	12.09%			9.80	4.13%		
84111 - Admin: Planning, Building A Neighborhood P	250 FOP	10.00	0.00									
DPBNP Administration	250 FOP	10.00	0.00									
84211 - Planning	250 FOP	16.20	13.20	2.00	2.00	15.16%	11.39%		0.00	0.00%	5.63%	0.74
84229 - Zoning	250 FOP	19.00	17.00	0.00	3.00	17.56%	11.39%		0.00	0.00%	5.63%	0.96
Planning and Zoning	250 FOP	39.20	32.20	2.00	6.00	18.63%	11.39%		0.00	0.00%	5.63%	1.81
64411 - Admin: Engineering	250 FOP	4.00	2.00	0.00	0.00	0.00%	11.39%	0.23	1.00	60.00%	5.63%	
84412 - Admin: Building Inspection	250 FOP	9.50	7.50	0.00	0.00	0.00%	11.39%	0.85	1.00	13.33%	5.63%	
84421 - Engineering: Permit Center	250 FOP	12.00	7.00	1.00	1.00	14.29%	11.39%		1.00	14.29%	5.63%	
84431 - Building & Infrastructure Plan Check	250 FOP	8.00	6.00	0.00	0.00	0.00%	11.39%	0.68	4.00	66.67%	5.63%	
84432 - Engineering: Project Coordination	250 FOP	4.00	2.00	0.00	1.00	50.00%	11.39%		0.00	0.00%	5.63%	0.11
84451 - Inspections: Commercial Building	250 FOP	24.00	24.00	0.00	8.00	25.00%	11.39%		1.00	4.17%	5.63%	0.35
84452 - Inspections: Residential Building	250 FOP	6.00	6.00	1.00	2.00	33.33%	11.39%		0.00	0.00%	5.63%	0.34
84463 - Inspections: Infrastructure	250 FOP	11.00	10.00	0.00	1.00	10.00%	11.39%	0.14	0.00	0.00%	5.63%	0.56
84454 - Inspections: Neighborhood Preservation	250 FOP	6.00	6.00	0.00	0.00	0.00%	11.39%	0.68	0.00	0.00%	5.63%	0.34
Building Services	250 POR	92.60	70.50	2.00	11.00	16.60%	11.39%		8.00	11.39%	5.63%	
DEPARTMENT OF PLANNING, BUILDING AND NEIGHBORHOOD PRESERVATION		131.70	102.70	4.00	17.00	18.66%	11.39%		8.00	7.79%	5.63%	
30111 - Director and Human Resources Unit	250 FOP	3.00	0.00									
30112 - Human Resources	250 FOP	16.00	1.00	0.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	5.63%	0.06
30121 - PWA Fiscal Services	250 FOP	16.00	0.00									
30181 - Management Information Systems Unit	250 FOP	4.00	0.00									
Administration	250 POR	38.00	1.00	0.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	5.63%	0.06
30131 - Public Works Call Center	7101 Edgewater Dr	6.00	6.00	0.00	1.00	20.00%	11.39%		2.00	40.00%	5.63%	
PWA CALL CENTER	7101 Edgewater, Dr	6.00	6.00	0.00	1.00	20.00%	11.39%		2.00	40.00%	5.63%	
30211 - Engineering and Construction - Administra	250 FOP	4.00	0.00									
30214 - ADA Programs	1 FOP	2.75	1.00	0.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	5.63%	0.06
30231 - Project Delivery - Administration	250 FOR	1.00	0.00									
30232 - Construction Management and Material Testi	250 FOP	29.00	0.00									
30233 - Project Management	250 FOP	5.00	0.00									
30234 - Facilities Planning and Development	250 FOR	5.00	0.00									
30236 - Surveying	250 FOP	5.00	0.00									
30241 - Engineering Design and ROW - Administratio	250 FOP	2.00	0.00									
30242 - Streets and Structures	250 FOP	17.50	0.00									
30243 - Right of Way Management	250 FOP	21.00	0.00									
30244 - Sanitary Sewer Design	250 FOP	11.00	0.00									
30245 - Watershed and Stormwater Program	250 FOP	6.00	0.00									
30261 - Transportation Services - Administration	250 FOP	3.00	1.00	0.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	5.63%	0.06
30264 - Traffic Capital Projects	250 FOP	13.60	0.00									
30265 - Traffic Safety Program	250 FOP	8.00	0.00									
30275 - IPPD Plans and Programming	250 FOP	8.60	0.00									
Engineering and Design	250 FOP	142.25	2.00	0.00	0.00	0.00%	11.39%	0.23	0.00	0.00%	5.63%	0.11
30511 - Infrastructure S. Ops Asst Director's Office	7101 Edgewater Dr	3.00	0.00									
30522 - Electrical Maintenance	7101 Edgewater Dr	20.00	0.00									
30523 - Electrical Traffic Maintenance	7101 Edgewater, Dr	17.00	0.00									
30524 - Electrical Services: Meter Operations	Field	7.00	0.00									
30531 - Infrastructure Maint Admin	7101 Edgewater Dr	2.00	0.00									

PCP Location Summary

UNIT	LOCATION	PTE	PCP	VAC PCP	SP PCP	3P %	CW/GIS SP	SP PCP Need	CH PCP	CH %	GIS CH	CH PCP Need
30632 - Storm Drain Maintenance	7101 Edgewater Dr	24.00	0.00									
30633 - Sewer System Maintenance	7101 Edgewater Dr	65.00	0.00									
30634 - Street & Sidewalk Maintenance	7101 Edgewater Dr	39.00	0.00									
30641 - Equipment Services Administration	7101 Edgewater Dr	56.00	0.00									
Infrastructure and Operations	Field & 7101 Edgewater Dr	233.00	0.00									
30611 - Facilities & Environ Asst. Director's Offi.	7101 Edgewater Dr	4.00	1.00	0.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	5.63%	0.06
30631 - Facility Services Admin	250 FOP	4.00	0.00									
30632 - Civic Center Complex	250 FOP	24.64	0.00									
30633 - Hall of Justice Complex	250 FOP	13.50	0.00									
30634 - Plant Operations	250 FOP	10.50	0.00									
30635 - Roving Custodial	260 FOP	38.69	0.00									
30651 - Parks/Bldg Maint Admin	7101 Edgewater Dr	3.00	0.00									
30652 - Landscape Maintenance	7101 Edgewater Dr	77.50	0.00									
30654 - Tree Services	7101 Edgewater Dr	15.00	0.00									
30655 - Bldgs Electrical & Painting	7101 Edgewater Dr	13.00	0.00									
30658 - Bldgs Structural	7101 Edgewater Dr	15.50	0.00									
30671 - SCGA Admin	750 60th Ave	2.00	0.00									
30672 - Street Cleaning	750 50th Ave	26.00	0.00									
30673 - Graffiti Abatement & Rapid Response	750 50th Ave	6.00	0.00									
30674 - Illegal Dumping	750 50th Ave	40.50	0.00									
30675 - Clean Oakland Program	750 60th Ave	1.00	1.00	0.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	5.63%	0.06
30681 - Environmental Services Admin	250 FOP	2.00	0.00									
30682 - Env Svcs Recycling & Solid Waste	260 FOP	8.00	0.00									
30683 - Env Svcs Environmental Remediation	250 FOP	4.00	0.00									
30684 - Env Svcs Sustainability	250 FOP	1.00	0.00									
30685 - Env Svcs Watershed Program	250 FOP	2.00	0.00									
30689 - Env Svcs Energy Group	250 FOP	4.00	0.00									
Facilities and Environment	Vanbus	314.83	2.00	0.00	0.00	0.00%	11.39%	0.23	0.00	0.00%	5.63%	0.11
PUBLIC WORKS AGENCY		733.08	10.00	0.00	1.00	10.00%	11.39%	0.14	2.00	28.00%	5.63%	
20110 - Fire Chief Unit	150 FOP	3.00	0.00									
20511 - Budget and Planning Administration	150 FOP	1.00	0.00									
20521 - Budget Unit	150 FOP	2.00	0.00									
20531 - Accounts Payable Unit	150 FOP	1.00	0.00									
20541 - Payroll Unit	150 FOP	1.00	0.00									
20551 - Time and Attendance Unit	150 FOP	1.00	0.00									
20611 - Education and Training Administration Unit	150 FOP	2.00	0.00									
20631 - In-Service Training Unit	160 FOP	1.00	0.00									
20811 - Human Resources	160 FOP	2.00	0.00									
20813 - Fire Boat	150 FOP	1.00	0.00									
20816 - Fire Support & Services Unit	34S9 Champion St	2.00	0.00									
20912 - Measure N - Paramedic	47 Clay St	1.00	0.00									
20913 - EMS Training	47 Clay St	1.00	0.00									
OFD Administration and Divisions	Various	28.00	0.00									
20241 - Fire Communications Unit	1605 MLK Jr Way	5.00	5.00	1.00	0.00	0.00%	11.39%	0.57	0.00	0.00%	5.63%	0.28
20261 - Communications Emergency Dispatch Unit	1606 MLK Jr Way	18.00	18.00	2.00	2.00	11.11%	11.39%	0.06	0.00	0.00%	5.63%	1.01
OFD 911 Dispatch	1605 MLK Jr Way	23.00	23.00	3.00	2.00	8.70%	11.39%	1.62	0.00	0.00%	5.63%	2.25

PCP Location Summary

UNIT	LOCATION	FTE	PCP	VAC PCP	SP PCP	SP %	CW/GIS SP	SP PCP Need	CH PCP	CH %	GIS CH	CH PCP Need
20311 - Fire Marshals Office Unit	250 FOR	6.00	5.00	0.00	1.00	20.00%	11.39%		0.00	0.00%	5.63%	0.28
20321 - Certified Unified Program Agency (CUPA)	260 FOP	6.00	8.00	1.00	0.00	0.00%	11.39%	0.57	0.00	0.00%	5.63%	0.28
20331 - Inspectional Services Unit	260 FOP	8.00	7.00	1.00	1.00	14.29%	11.39%		0.00	0.00%	5.63%	0.39
20341 - Arson Investigation Unit	260 FOP	3.00	3.00	0.00	0.00	0.00%	11.39%	0.34	0.00	0.00%	5.63%	0.17
20351 - Engineering Unit	260 FOP	1.00	1.00	0.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	5.63%	0.06
20371 - Vegetation Management Unit	260 FOP	3.60	3.50	0.00	0.50	14.29%	11.39%		0.50	14.29%	5.63%	
OFD FIRE PREVENTION	260 FOP	27.60	24.50	2.00	2.50	10.20%	11.39%	0.29	0.50	2.04%	6.63%	0.68
OFD EMERGENCY SERVICE/SUPPRESSION (Station 1)	1803 MLK Jr Way	8.00	8.00	0.00	1.00	12.60%	1.77%		1.00	12.60%	5.33%	
OFD EMERGENCY SERVICE/SUPPRESSION (Station 1)	1603 MLK Jr Way	7.00	7.00	0.00	1.00	14.29%	1.77%		0.00	0.00%	5.33%	0.37
OFD EMERGENCY SERVICE/SUPPRESSION (Station 1)	1603 MLK Jr Way	9.00	9.00	0.00	0.00	0.00%	1.77%	0.16	0.00	0.00%	5.33%	0.48
OFD EMERGENCY SERVICE/SUPPRESSION (Station 1)	1603 MLK Jr Way	24.00	24.00	0.00	2.00	8.33%			1.00	4.17%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 3)	1446 14th St	8.00	8.00	0.00	1.00	12.60%	12.10%		0.00	0.00%	1.42%	0.11
OFD EMERGENCY SERVICE/SUPPRESSION (Station 3)	1446 14th St	7.00	7.00	0.00	1.00	14.29%	12.10%		0.00	0.00%	1.42%	0.10
OFD EMERGENCY SERVICE/SUPPRESSION (Station 3)	1446 14th St	8.00	8.00	0.00	1.00	12.60%	12.10%		0.00	0.00%	1.42%	0.11
OFD EMERGENCY SERVICE/SUPPRESSION (Station 3)	1446 14th St	23.00	23.00	0.00	3.00	13.04%			0.00	0.00%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 4)	1235 E 14th St	9.00	9.00	0.00	1.00	11.11%	19.47%	0.75	0.00	0.00%	19.17%	1.73
OFD EMERGENCY SERVICE/SUPPRESSION (Station 4)	1236 E 14th St	9.00	9.00	0.00	0.00	0.00%	19.47%	1.75	1.00	11.11%	19.17%	0.73
OFD EMERGENCY SERVICE/SUPPRESSION (Station 4)	1235 E 14th St	10.00	10.00	0.00	2.00	20.00%	19.47%		0.00	0.00%	19.17%	1.92
OFD EMERGENCY SERVICE/SUPPRESSION (Station 4)	1235 E 14th St	28.00	28.00	0.00	3.00	10.71%			1.00	3.67%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 5)	934 34th St	4.00	4.00	0.00	0.00	0.00%	5.20%	0.25	0.00	0.00%	1.42%	0.06
OFD EMERGENCY SERVICE/SUPPRESSION (Station 5)	934 34th St	4.00	4.00	0.00	0.00	0.00%	5.20%	0.25	0.00	0.00%	1.42%	0.06
OFD EMERGENCY SERVICE/SUPPRESSION (Station 5)	934 34th St	5.00	5.00	0.00	0.00	0.00%	5.20%	0.31	0.00	0.00%	1.42%	0.07
OFD EMERGENCY SERVICE/SUPPRESSION (Station 6)	934 34th St	13.00	13.00	0.00	0.00	0.00%			0.00	0.00%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 6)	7050 CoRon Blvd	4.00	4.00	0.00	0.00	0.00%	1.77%	0.07	0.00	0.00%	1.42%	0.06
OFD EMERGENCY SERVICE/SUPPRESSION (Station 6)	7080 CoKon Blvd	3.00	3.00	0.00	0.00	0.00%	1.77%	0.08	0.00	0.00%	1.42%	0.04
OFD EMERGENCY SERVICE/SUPPRESSION (Station 6)	7080 CoKon Blvd	3.00	3.00	0.00	0.00	0.00%	1.77%	0.06	0.00	0.00%	1.42%	0.04
OFD EMERGENCY SERVICE/SUPPRESSION (Station 6)	7080 CoKon Blvd	10.00	10.00	0.00	0.00	0.00%			0.00	0.00%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 7)	1006 AmItó Ave	6.00	5.00	0.00	0.00	0.00%	5.20%	0.31	0.00	0.00%	1.42%	0.07
OFD EMERGENCY SERVICE/SUPPRESSION (Station 7)	1006 AmItó Ave	4.00	4.00	0.00	1.00	25.00%	5.20%		0.00	0.00%	1.42%	0.06
OFD EMERGENCY SERVICE/SUPPRESSION (Station 7)	1006 AmItó Ave	6.00	5.00	0.00	0.00	0.00%	5.20%	0.31	0.00	0.00%	1.42%	0.07
OFD EMERGENCY SERVICE/SUPPRESSION (Station 7)	1006 AmItó Ave	14.00	14.00	0.00	1.00	7.14%			0.00	0.00%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 8)	463 51st St	7.00	7.00	0.00	1.00	14.29%	1.77%		0.00	0.00%	5.33%	0.37
OFD EMERGENCY SERVICE/SUPPRESSION (Station 8)	463 51st St	7.00	7.00	0.00	0.00	0.00%	1.77%	0.12	0.00	0.00%	5.33%	0.37
OFD EMERGENCY SERVICE/SUPPRESSION (Station 8)	463 51st St	8.00	8.00	0.00	1.00	12.50%	1.77%		0.00	0.00%	5.33%	0.43
OFD EMERGENCY SERVICE/SUPPRESSION (Station 8)	463 51st St	22.00	22.00	0.00	2.00	9.09%			0.00	0.00%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 10)	172 Santa Clara Ave	4.00	4.00	0.00	0.00	0.00%	1.77%	0.07	1.00	25.00%	1.42%	
OFD EMERGENCY SERVICE/SUPPRESSION (Station 10)	172 Santa Clara Ave	4.00	4.00	0.00	0.00	0.00%	1.77%	0.07	0.00	0.00%	1.42%	0.06
OFD EMERGENCY SERVICE/SUPPRESSION (Station 10)	172 Santa Clara Ave	6.00	5.00	0.00	0.00	0.00%	1.77%	0.09	0.00	0.00%	1.42%	0.07
OFD EMERGENCY SERVICE/SUPPRESSION (Station 10)	172 Santa Clara Ave	13.00	13.00	0.00	0.00	0.00%			1.00	7.69%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 12)	822 Alice St	3.00	3.00	0.00	1.00	33.33%	19.47%		0.00	0.00%	42.60%	1.28
OFD EMERGENCY SERVICE/SUPPRESSION (Station 12)	822 Alice St	6.00	5.00	0.00	0.00	0.00%	19.47%	0.97	0.00	0.00%	42.60%	2.13
OFD EMERGENCY SERVICE/SUPPRESSION (Station 12)	822 Alice St	4.00	4.00	0.00	0.00	0.00%	19.47%	0.78	0.00	0.00%	42.60%	1.70
OFD EMERGENCY SERVICE/SUPPRESSION (Station 12)	822 Alice St	12.00	12.00	0.00	1.00	8.33%			0.00	0.00%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 13)	1226 Derby Ave	4.00	4.00	0.00	1.00	25.00%	30.98%	0.24	0.00	0.00%	5.33%	0.21
OFD EMERGENCY SERVICE/SUPPRESSION (Station 13)	1226 Derby Ave	3.00	3.00	0.00	2.00	66.67%	30.98%		0.00	0.00%	5.33%	0.16
OFD EMERGENCY SERVICE/SUPPRESSION (Station 13)	1225 Derby Ave	3.00	3.00	0.00	0.00	0.00%	30.98%	0.93	0.00	0.00%	5.33%	0.16

PCP Location Summary

UNIT	LOCATION	FTE	PCP	VAC PCP	SP RCP	SP %	CW/OIS SP	SB PGP Need	CH PCP	CH %	GIS CH	CH PCP Need
OFD EMERGENCY SERVICE/SUPPRESSION (Station 13)	1225 Derby Ave	10.00	10.00	0.00	3.00	30.00%			0.00	0.00%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 15)	466 27th St	10.00	10.00	0.00	2.00	20.00%	1.77%		0.00	0.00%	1.42%	0.14
OFD EMERGENCY SERVICE/SUPPRESSION (Station 16)	455 27th St	11.00	11.00	0.00	2.00	18.18%	1.77%		0.00	0.00%	1.42%	0.16
OFD EMERGENCY SERVICE/SUPPRESSION (Station 16)	466 27th St	8.00	8.00	0.00	0.00	0.00%	1.77%	0.14	0.00	0.00%	1.42%	0.11
OFD EMERGENCY SERVICE/SUPPRESSION (Station 16)	466 27th St	29.00	29.00	0.00	4.00	13.79%			0.00	0.00%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 16)	3600 13th Ave	4.00	4.00	0.00	0.00	0.00%	12.10%	0.48	0.00	0.00%	9.94%	0.40
OFD EMERGENCY SERVICE/SUPPRESSION (Station 16)	3600 13th Ave	4.00	4.00	0.00	0.00	0.00%	12.10%	0.48	0.00	0.00%	9.94%	0.40
OFD EMERGENCY SERVICE/SUPPRESSION (Station 16)	3800 13th Ave	4.00	4.00	0.00	0.00	0.00%	12.10%	0.48	0.00	0.00%	9.94%	0.40
OFD EMERGENCY SERVICE/SUPPRESSION (Station 16)	3600 13th Ave	12.00	12.00	0.00	0.00	0.00%			0.00	0.00%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 17)	3344 High St	4.00	4.00	0.00	0.00	0.00%	6.20%	0.25	1.00	26.00%	1.42%	
OFD EMERGENCY SERVICE/SUPPRESSION (Station 17)	3344 High St	3.00	3.00	0.00	0.00	0.00%	6.20%	0.19	0.00	0.00%	1.42%	0.04
OFD EMERGENCY SERVICE/SUPPRESSION (Station 17)	3344 High St	2.00	2.00	0.00	0.00	0.00%	6.20%	0.12	0.00	0.00%	1.42%	0.03
OFD EMERGENCY SERVICE/SUPPRESSION (Station 17)	3344 High St	9.00	9.00	0.00	0.00	0.00%			1.00	11.11%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 18)	1700 60th Ave	9.00	9.00	0.00	4.00	44.44%	30.98%		0.00	0.00%	1.42%	0.13
OFD EMERGENCY SERVICE/SUPPRESSION (Station 18)	1700 60th Ave	8.00	8.00	0.00	0.00	0.00%	30.98%	2.48	1.00	12.50%	1.42%	
OFD EMERGENCY SERVICE/SUPPRESSION (Station 18)	1700 60th Ave	8.00	8.00	0.00	2.00	25.00%	30.98%	0.48	0.00	0.00%	1.42%	0.11
OFD EMERGENCY SERVICE/SUPPRESSION (Station 18)	1700 60th Ave	26.00	26.00	0.00	6.00	24.00%			1.00	4.00%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 19)	5778 Miles Ave	4.00	4.00	0.00	0.00	0.00%	1.77%	0.07	0.00	0.00%	1.42%	0.06
OFD EMERGENCY SERVICE/SUPPRESSION (Station 19)	5776 Miles Ave	6.00	6.00	0.00	0.00	0.00%	1.77%	0.09	0.00	0.00%	1.42%	0.07
OFD EMERGENCY SERVICE/SUPPRESSION (Station 19)	5778 Miles Ave	4.00	4.00	0.00	0.00	0.00%	1.77%	0.07	0.00	0.00%	1.42%	0.06
OFD EMERGENCY SERVICE/SUPPRESSION (Station 19)	5776 Miles Ave	13.00	13.00	0.00	0.00	0.00%			0.00	0.00%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 20)	1401 98th Ave	9.00	9.00	0.00	1.00	11.11%	19.47%	0.75	0.00	0.00%	1.42%	0.13
OFD EMERGENCY SERVICE/SUPPRESSION (Station 20)	1401 98th Ave	9.00	9.00	0.00	1.00	11.11%	19.47%	0.78	0.00	0.00%	1.42%	0.13
OFD EMERGENCY SERVICE/SUPPRESSION (Station 20)	1401 98th Ave	8.00	8.00	0.00	1.00	12.50%	19.47%	0.56	0.00	0.00%	1.42%	0.11
OFD EMERGENCY SERVICE/SUPPRESSION (Station 20)	1401 98th Ave	26.00	26.00	0.00	3.00	11.54%			0.00	0.00%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 21)	13160 Skyline Blvd	4.00	4.00	0.00	1.00	25.00%	1.77%		0.00	0.00%	6.33%	0.21
OFD EMERGENCY SERVICE/SUPPRESSION (Station 21)	13160 Skyline Blvd	4.00	4.00	0.00	0.00	0.00%	1.77%	0.07	0.00	0.00%	6.33%	0.21
OFD EMERGENCY SERVICE/SUPPRESSION (Station 21)	13160 Skyline Blvd	5.00	5.00	0.00	0.00	0.00%	1.77%	0.09	0.00	0.00%	6.33%	0.27
OFD EMERGENCY SERVICE/SUPPRESSION (Station 21)	13160 Skyline Blvd	13.00	13.00	0.00	1.00	7.69%			0.00	0.00%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 23)	7100 Foothill Blvd	3.00	3.00	0.00	1.00	33.33%	19.47%		0.00	0.00%	1.42%	0.04
OFD EMERGENCY SERVICE/SUPPRESSION (Station 23)	7100 Foothill Blvd	4.00	4.00	0.00	0.00	0.00%	19.47%	0.75	0.00	0.00%	1.42%	0.06
OFD EMERGENCY SERVICE/SUPPRESSION (Station 23)	7100 Foothill Blvd	3.00	3.00	0.00	0.00	0.00%	19.47%	0.58	0.00	0.00%	1.42%	0.04
OFD EMERGENCY SERVICE/SUPPRESSION (Station 23)	7100 Foothill Blvd	10.00	10.00	0.00	1.00	10.00%			0.00	0.00%		
OPD EMERGENCY SERVICE/SUPPRESSION (Station 24)	6900 Shepherd Canyon Rd	4.00	4.00	0.00	0.00	0.00%	1.77%	0.07	0.00	0.00%	1.42%	0.06
OFD EMERGENCY SERVICE/SUPPRESSION (Station 24)	6900 Shepherd Canyon Rd	4.00	4.00	0.00	2.00	50.00%	1.77%		0.00	0.00%	1.42%	0.06
OFD EMERGENCY SERVICE/SUPPRESSION (Station 24)	6900 Shepherd Canyon Rd	4.00	4.00	0.00	1.00	25.00%	1.77%		0.00	0.00%	1.42%	0.06
OFD EMERGENCY SERVICE/SUPPRESSION (Station 24)	6900 Shepherd Canyon Rd	12.00	12.00	0.00	3.00	25.00%			0.00	0.00%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 25)	2795 Butters Dr	3.00	3.00	0.00	1.50	33.33%	6.20%		0.00	0.00%	6.33%	0.16
OFD EMERGENCY SERVICE/SUPPRESSION (Station 25)	2795 Butters Dr	3.00	3.00	0.00	0.00	0.00%	6.20%	0.19	0.00	0.00%	6.33%	0.16
OFD EMERGENCY SERVICE/SUPPRESSION (Station 25)	2795 Butters Dr	5.00	6.00	0.00	1.00	20.00%	8.20%		0.00	0.00%	6.33%	0.27
OFD EMERGENCY SERVICE/SUPPRESSION (Station 26)	2811 98th Ave	5.00	5.00	0.00	1.00	20.00%	12.10%		0.00	0.00%	1.42%	0.07
OPD EMERGENCY SERVICE/SUPPRESSION (Station 28)	2811 98th Ave	4.00	4.00	0.00	0.00	0.00%	12.10%	0.48	0.00	0.00%	1.42%	0.06
OFD EMERGENCY SERVICE/SUPPRESSION (Station 26)	2611 98th Ave	4.00	4.00	0.00	1.00	25.00%	12.10%		0.00	0.00%	1.42%	0.06
OFD EMERGENCY SERVICE/SUPPRESSION (Station 25)	2811 98th Ave	13.00	13.00	0.00	2.00	15.38%			0.00	0.00%		
OFD EMERGENCY SERVICE/SUPPRESSION (Station 27)	8501 Pardee Dr	4.00	4.00	0.00	1.00	25.00%	19.47%		0.00	0.00%	1.42%	0.06

PCP Location Summary

UNIT	LOCATION	FTE	PCR	VAC	SP PCP	SP %	CW/GIS	SP PCP	CH	CH %	GIS CH	CH PGR
OFD EMERGENCY SERVICE/SUPPRESSION (Station 27)	8601 Pardea Dr	4.00	4.00	0.00	1.00	25.00%	19.47%	0.00	0.00%	1.42%	0.06	
OFD EMERGENCY SERVICE/SUPPRESSION (Station 27)	8601 Pardea Dr	4.00	4.00	0.00	0.00	0.00%	19.47%	0.78	0.00%	1.42%	0.06	
OFD EMERGENCY SERVICE/SUPPRESSION (Station 27)	8601 Pardea Dr	12.00	12.00	0.00	2.00	16.67%		0.00	0.00%			
OFD EMERGENCY SERVICE/SUPPRESSION (Station 28)	4618 Grass Valley Rd	2.00	2.00	0.00	0.00	0.00%	1.77%	0.04	0.00%	1.42%	0.03	
OFD EMERGENCY SERVICE/SUPPRESSION (Station 28)	4618 Grass Valley Rd	4.00	4.00	0.00	0.00	0.00%	1.77%	0.07	0.00%	1.42%	0.06	
OFD EMERGENCY SERVICE/SUPPRESSION (Station 28)	4618 Grass Valley Rd	4.00	4.00	0.00	1.00	25.00%	1.77%	0.00	0.00%	1.42%	0.06	
OFD EMERGENCY SERVICE/SUPPRESSION (Station 28)	4618 Grass Valley Rd	10.00	10.00	0.00	1.00	10.00%		0.00	0.00%			
OFD EMERGENCY SERVICE/SUPPRESSION (Station 29)	1016 56th Ave	4.00	4.00	0.00	0.00	0.00%	19.47%	0.78	0.00%	1.42%	0.06	
OFD EMERGENCY SERVICE/SUPPRESSION (Station 29)	1016 56th Ave	4.00	4.00	0.00	1.00	25.00%	19.47%	0.00	0.00%	1.42%	0.06	
OFD EMERGENCY SERVICE/SUPPRESSION (Station 29)	1016 56th Ave	4.00	4.00	0.00	0.00	0.00%	19.47%	0.78	0.00%	1.42%	0.06	
OFD EMERGENCY SERVICE/SUPPRESSION (Station 29)	1016 56th Ave	12.00	12.00	0.00	1.00	8.33%		0.00	0.00%			
OFD EMERGENCY SERVICE/SUPPRESSION	Citywide	96.20	83.00	81.00	0.00	0.00%	11.39%	9.45	0.00%	5.63%	4.67	
OFD EMERGENCY SERVICE/SUPPRESSION	Citywide	95.20	83.00	81.00	0.00	0.00%		0.00	0.00%			
20411 - Emergency Service/Suppression	Various	471.20	459.00	81.00	41.00	8.93%	11.39%	11.28	5.00	1.09%	5.63%	20.84
OFD AIRPORT (Station 22)	751 Air Cargo Way	3.00	3.00	0.00	0.00	0.00%	19.47%	0.68	0.00%	1.42%	0.04	
OFD AIRPORT (Station 22)	751 Air Cargo Way	6.00	6.00	0.00	0.00	0.00%	19.47%	1.17	0.00%	1.42%	0.09	
OFD AIRPORT (Station 22)	751 Air Cargo Way	9.00	9.00	0.00	0.00	0.00%	19.47%	0.87	0.00%	1.42%	0.07	
OFD AIRPORT (Station 22)	751 Air Cargo Way	14.00	14.00	0.00	0.00	0.00%		0.00	0.00%			
OFD AIRPORT (Station 22)	751 Air Cargo Way	12.00	11.00	11.00	0.00	0.00%	19.47%	2.14	0.00%	1.42%	0.15	
OFD AIRPORT (Station 22)	751 Air Cargo Way	12.00	11.00	11.00	0.00	0.00%		0.00	0.00%			
20814 - Airport	751 Air Cargo Way	26.00	26.00	11.00	0.00	0.00%	11.39%	2.85	0.00	0.00%	5.63%	1.41
20815 - U.S.A.R.	6650 Colliseum Way	3.25	1.00	1.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	5.63%	0.06
Emergency Services and Suppression	VaHous	600.45	466.00	93.00	41.00	6.46%	11.39%	14.24	8.00	1.03%	5.63%	22.31
20711 - Emergency Services Program Unit	1506 MLK Jr Way	15.00	6.25	1.00	1.25	23.81%	11.39%		1.00	19.05%	5.63%	
Emergency Services Program	1506 MLK Jr Way	16.00	6.25	1.00	1.25	23.81%	11.39%		1.00	19.05%	5.63%	
OAKLAND FIRE DEPARTMENT		590.96	637.76	99.00	46.76	6.69%	11.39%	15.60	6.00	1.21%	5.63%	24.78
101110 - Office of Chief - Administration	455 7th St	5.00	4.00	1.00	1.00	20.00%	11.39%	0.00	0.00%	5.63%	0.23	
101120 - Internal Affairs	250 FOP	21.00	20.00	1.00	1.00	5.00%	11.39%	1.28	1.00	5.00%	5.63%	0.13
101130 - Office of the Inspector General	455 7th St	10.00	6.00	2.00	0.00	0.00%	11.39%	0.68	0.00	0.00%	5.63%	0.34
101140 - Special Investigations Internal	455 7th St	4.00	4.00	0.00	0.00	0.00%	11.39%	0.46	1.00	25.00%	5.63%	
102110 - Bureau of Investigations Administration	455 7th St	7.00	2.00	1.00	0.00	0.00%	11.39%	0.23	0.00	0.00%	5.63%	0.11
Office of the Chief	Vatridun	48.00	36.00	6.00	2.00	5.56%	11.39%	2.10	2.00	5.66%	5.63%	0.08
102120 - Property and Evidence	455 7th St	6.00	6.00	0.00	0.00	0.00%	11.39%	0.68	0.00	0.00%	5.63%	0.34
102330 - Robbery	455 7th St	13.00	13.00	5.00	1.00	7.69%	11.39%	0.48	0.00	0.00%	5.63%	0.73
102340 - Property/Theft	455 7th St	18.00	17.00	4.00	2.00	11.76%	11.39%		0.00	0.00%	5.63%	0.96
102610 - Criminalistics Unit	455 7th St	27.00	1.00	0.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	5.63%	0.06
107010 - Bureau of Field Operations-Admin	455 7th St	9.00	4.00	0.00	0.00	0.00%	11.39%	0.46	1.00	25.00%	5.63%	
107110 - Police Area 1	Field	182.00	182.00	11.00	12.00	6.59%	11.39%	8.73	9.00	4.96%	5.63%	1.26
107210 - Police Area 2	Field	155.00	155.00	2.00	22.00	14.19%	11.39%		2.50	1.61%	5.63%	6.23
107310 - Police Area 3	Field	142.00	142.00	14.00	16.00	11.27%	11.39%	0.17	2.00	1.41%	5.63%	5.99
107410 - Support Operations	250 FOP	14.00	14.00	1.00	3.00	21.43%	11.39%		1.00	7.14%	5.63%	
107610 - Traffic BFO	Field	64.99	64.99	7.00	5.00	9.09%	11.39%	1.26	3.00	5.46%	5.63%	0.10
107710 - Special Operations	Field	76.61	38.51	1.50	1.00	2.60%	11.39%	3.39	1.00	2.60%	5.63%	1.17
Bureau of Field Operations	Various	696.60	627.50	45.50	62.00	9.88%	11.39%	9.47	19.50	3.11%	5.63%	15.83
102130 - Identification Section	455 7th St	4.00	4.00	1.00	0.00	0.00%	11.39%	0.46	0.00	0.00%	5.63%	0.23
102310 - Criminal Investigations	455 7th St	3.00	1.00	0.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	5.63%	0.06

PCP Location Summary

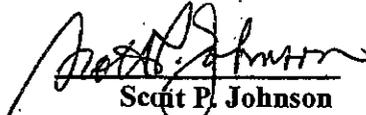
UNIT	LOCATION	FTE	RCP	VAC RCP	SP RCP	SP %	CW/GIS (SP)	SP RCP Need	CH RCP	CH %	GIS CH	CH BGP Need
102320 - Homicide	455 7th St	10.00	10.00	2.00	1.00	10.00%	11.39%	0.14	0.00	0.00%	5.63%	0.56
102321 - Targeted Enforcement Task Force	455 7th St	7.00	7.00	0.00	2.00	28.57%	11.39%		0.00	0.00%	5.63%	0.39
102360 - Youth & Family Services	455 7th St	64.00	64.00	26.00	3.00	4.69%	11.39%	4.29	0.00	0.00%	5.63%	3.60
102510 - Assault	455 7th St	19.00	19.00	4.00	3.00	15.79%	11.39%		0.00	0.00%	5.63%	1.07
Criminal Investigation	455 7th St	107.00	105.00	133.00	9.00	8.67%	11.39%	2.96	0.00	0.00%	5.63%	5.91
102140 - Research, Planning & Crime Analysis	455 7th St	4.00	0.00									
103110 - Bureau of Services - Administration Unit	455 7th St	2.00	1.00	0.00	0.00	0.00%	11.39%	0.11	0.00	0.00%	5.63%	0.06
106210 - Police Personnel	455 7th St	8.00	2.00	0.00	0.00	0.00%	11.39%	0.23	0.00	0.00%	5.63%	0.11
106410 - Police Information Technology	455 7th St	3.00	3.00	0.00	0.00	0.00%	11.39%	0.34	0.00	0.00%	5.63%	0.17
106510 - Fiscal Services	455 7th St	10.00	1.00	0.00	0.00	0.00%	11.39%	0.11	1.00	100.00%	5.63%	
106610 - Background & Recruiting	250 FOP	7.00	6.00	0.00	2.00	40.00%	11.39%		0.00	0.00%	5.63%	0.28
107511 - Parking Enforcement	250 FOP	2.00	0.00									
Bureau of Services	Various	45.00	12.00	0.00	2.00	16.67%	11.39%		1.00	8.33%	5.63%	
103130 - Animal Shelter	1101 29th Ave	21.43	21.00	3.50	3.00	14.29%	11.39%		2.00	9.52%	5.63%	
103430 - Training Unit	455 7th St	39.00	6.00	1.00	0.00	0.00%	11.39%	0.67	0.00	0.00%	5.63%	0.28
Animal Shelter and Training	Various	60.43	26.00	4.50	3.00	11.64%	11.39%		2.00	7.69%	5.63%	
103240 - Records Unit	455 7th St	4.00	0.00									
103242 - Records & Warrants	455 7th St	27.00	27.00	3.00	2.00	7.41%	11.39%	1.08	2.00	7.41%	5.63%	
Records	455 7th St	31.00	27.00	3.00	2.00	7.41%	11.39%	1.08	2.00	7.41%	5.63%	
103310 - Communications Unit	7101 Edgewater Dr	79.00	79.00	11.00	10.00	12.66%	11.39%		3.00	3.80%	5.63%	1.45
ORD 911 Dispatch	7101 Edgewater Dr	79.00	79.00	11.00	10.00	12.66%	11.39%		3.00	3.80%	5.63%	1.45
OAKLAND POLICE DEPARTMENT		1087.03	912.50	102.00	90.00	9.86%	11.39%	14.93	29.50	3.23%	5.63%	22.87
Ndn:Publ:c Safety, Citywide, TOTALs		2186.24	798.09	178.41	131.64	16.48%			69.98	8.77%		
Publ:c Safety, Citywide, TOTALs		1667.98	1450.25	201.00	136.761	9.43%	11.39%	28.43	136.00	2.48%	5.63%	46.66
CITYWIDE TOTALs		3844.22	2248.34	279.41	268.29	11.93%			106.96	4.71%		

Agency Compliance Plan City Administrator's Office

Agency Head Certification

Provide the following certification that the Agency head has reviewed this Agency Compliance Plan for final approval:

I, Scott P. Johnson, hereby certify that I have reviewed and approved this Equal Access Agency Compliance Plan for accuracy and completeness, and adopt the goals specified in this Agency Compliance Plan. And this Agency Compliance Plan was submitted to the City Administrator on Aug. 20, 2012.


Scott P. Johnson
Assistant City Administrator

NARRATIVE ASSESSMENT

Assessment of Bilingual Public Contact Positions (BPCP) and Corrective Plans for Hiring Sufficient Bilingual Public Contact Positions

1. Assessment of Bilingual Public Contact Positions for the City Administrator's Office.

Note: For the purposes of Equal Access Ordinance Compliance, the City Administrator's Office reports on each of the following "Departments."

- a) CAO Administration & Divisions (this is one group and includes CAO Administration, Equal Opportunity Program and Employee Relations, Contract Compliance, Public Ethics, Budget administration, KTOP)
- b) Citizens' Police Review Board
- c) Equal Access (moved to DHRM in May 2012)
- d) Parking Citation Assistance Center
- e) Business License Tax
- f) Revenue Collections
- g) (Citywide Liens) Revenue Audit/Compliance
- h) Economic Development
- i) (Redevelopment) Neighborhood Investment

EAO "Department"	PCPs	Vacant PCPs	Spanish PCPs	Chinese PCPs	Goals
CAO Administration	16	2	1	1	2 Sp/1 Ch
Citizen's Police Review Board	3	0	1	1	1 Sp/1 Ch
Equal Access Unit*	2	0	1	1	1 Sp/1 Ch
Parking Citation Assistance Center*	14	4	6	3	2 Sp/1 Ch
Business License Tax*	12	0	2	1	2 Sp/1 Ch
Revenue Collections*	11	0	1	0	2 Sp/1 Ch
Revenue Audit/Compliance*	13	1	0	0	2 Sp/1 Ch
Economic Development	2	0	1	0	None
Neighborhood Investment	0	0	0	0	None

*Denotes "Super PCP Department"

The CAO Administration, Revenue Collections, and Revenue Audit/Compliance units have a greater need for bilingual PCPs than are currently staffed. There were no vacancies in those units during the current reporting period. As vacancies arise or positions are filled in those units, recruitment efforts will focus on obtaining highly qualified bilingual candidates to ensure greater access to LES Oakland residents.

Due to the State's elimination of redevelopment funding, the City underwent a significant reorganization in February 2012, which had an impact on the City Administrator's Office (CAO) in particular. The former Community and Economic Development Agency was broken into four operational units – two independent departments (the Department of Housing and Community Development, and the Department of Building, Planning and Neighborhood Preservation), and two units within CAO, the Office of Neighborhood Investment, and the Office of Workforce and Economic Development. The Revenue Division, which had formerly been within the Finance & Management Agency, became a unit within the CAO's Budget Office and includes the Parking Citation Assistance Center. However, Parking Meter Repair was moved to the Public Works Agency, and Parking Enforcement was moved to the Police Department. The changes that were part of the reorganization resulted in changes to organizational reporting structures, but did not impact the number or assignment of PCPs or the designation of the Revenue units or Parking Citation Assistance Center as Super PCP Departments within the meaning of the EAO.

2. For each hiring of PCP that occurred during FY 2011-2012, describe the Agency's methods or means employed to ensure a pool of qualified Bilingual PCP applicants, and describe the method of processing each qualified applicant (§ 2.30.100 (B)(5)). Describe how the Agency works with the City Administrator, the Equal Access Division and the Department of Human Resources Management to recruit, and hire bilingual qualified applicants. Assess the adequacy of these efforts and indicate areas of improvement.

N/A. No new hires of PCPs occurred during this fiscal year.

3. Describe the Agency's methods for assessing and testing language skills for its bilingual employees. (§ 2.30.100 (B)(5)).

The City Administrator's Office uses the human resources department of the city to conduct selective certification testing for all employees identified and assessing using their bilingual language skills.

4. Describe any additional interim measures in place to ensure access by Limited English Speaking (LES) populations to Agency services pending the hiring and/or deployment of sufficient BPCPs. The required interim measures are:
 - i. Agencies must maintain a list of employees who speak the threshold languages. At least one employee who can provide service to LES persons shall be available during business hours. Employees shall have access to the over-the phone interpretation at all times, and should choose a method for communicating best suited to providing service to LES persons.
Available when needed.
 - ii. All Agencies and Departments must demonstrate that they have adequate means to make all services available to LES persons.
Done with sufficient levels of bilingual staff.

- iii. All Agencies have Language Access Coordinators.
Amber Todd and Sarah Schlenk
 - iv. All Agencies shall adopt and implement Language Access Policies approved by the City Administrator.
As followed and done according the Citys' AI.
 - v. Each PCP shall be trained in the use of interim measures to assist LES persons.
Completed.
5. Provide a summary narrative assessment and analysis of how and whether the Agency and its Departments is complying with the Equal Access to Services Ordinance (EAO).
- Most of the City Administrator's Office divisions have sufficient bilingual staff to provide services during business hours in threshold languages. However, with the reorganization of the former CEDA agency and the Revenue division we have noticed a need for greater language accessibility. There is another reorganization in which Revenue will be moved again. In the meantime to satisfy the need we are sharing resources between divisions as well as utilizing the Equal Access Office for additional support.
6. Provide a description of implementation "best practices" developed by the Agency and/or its Departments.
- A review of the bilingual services of the California State Personnel Board and the Department of Justice was done this year.
7. Provide a summary narrative description and assessment of any structural barriers that may be preventing the Agency from complying with the EAO and recommend means to address those barriers.
- While there has been minimal financial growth in the City, we are still not in a place to do many hires in our divisions. As such there are no positions opened for recruitment of bilingual speakers. When PCP positions do become available, the divisions work with personnel and Equal Access to selectively certify applicants.
8. Provide a summary narrative description and assessment of corrective plans that the Agency has developed to address possible non-compliance with the EAO and corrective plans to address structural barriers.
- When PCP position do become available the divisions work with personnel and Equal Access to selectively certify applicants. In addition, there are employees in the City Administrator's Office division that may not be PCPs, but are bilingual and are available to assist Chinese and Spanish speakers. Resources are also shared between the divisions to better provide assistance to an LES person seeking assistance.

**Assessment of Translation of Written Documents
and Corrective Plans for Complete Translation**

1. **City Administrator's Office had a total of twenty-six (26) vital documents FY 2011-2012, all of which (100%) were translated into Spanish and Chinese.**
2. **Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." These notices must be "posted prominently" and be "readily visible to the public." (§ 2.30.050 (D)).**
 - (a) **List the locations in which the Department has posted notices and indicate whether both Spanish and Chinese notices have been posted. All translated materials for the Citizens' Police Review Board are posted on the wall with the brochures at the entrance after getting off the elevators. For other CAO divisions we are working on complying with this requirement.**
 - (b) **Describe how these postings are prominent and readily visible to the public. These postings are at the front desk of the floor for some divisions and for those who have not done so yet, they will comply in the same manner in the coming year.**
 - (c) **Include the Department's written policy and procedures regarding posting of these notices. Our policy is to place the information in a visible location on colored paper associated with the language it is translated into (i.e. pink for Chinese and blue for Spanish).**
3. **Describe how the Department ensures that there is an adequate stock of readily available translated materials from state and federal agencies. (§ 2.30.060). Include the Department's written policy and procedures regarding these materials. Our Language Access Coordinators communicate directly with the Equal Access Office to receive updated materials and to share and posted related to our departments.**
4. **"Departments are encouraged to solicit feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the department." (§ 2.30.050(E)). Describe how the Department solicits feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the Department. Include the Department's written policy and procedures regarding receiving community feedback. The departments have bilingual staff that review translations made by the Equal Access Office for accuracy.**

Assessment of Multilingual Telephone Messages

All Departments shall “maintain recorded telephonic messages in [threshold languages].” The message is required to contain the following: “basic information about the [D]epartment’s operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance.” § 2.30.080.

- L If the Department has not recorded a message in threshold language that contains basic information about the Department’s operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance, then describe the interim measures in place to ensure access by LES populations. All ten (10) of the CAO’s telephone information lines have translated outgoing messages.
2. Describe in detail the reasons explaining why the Department did not meet its goals, including assessment of any structural barriers. Indicate if sufficient resources have been allocated, and if not, an assessment of additional resources needed. **The Citizens’ Police Review Board, Nuisance Abatement and Special Permits are all located on the 11th floor of City Hall. Our departments have sufficient bilingual staff and all vital documents translated in both Spanish and Chinese. Regular assessment of bilingual services is reviewed and discussed with our Language Access Coordinators.**
3. Describe in detail the Department’s corrective action plan for meeting its translation goals the following fiscal year. A correction plan must set forth a concrete and realistic plan to remedy noncompliance. **N/A. The divisions of the City Administrator’s office are in compliance and continue an annual department assessment of language services.**

Assessment of Department Communication with LES Populations

Instructions to Agencies:

1. Describe in detail the procedures used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. Describe the mechanism the Department uses to assess the adequacy of these procedures and how often it is assessed. (See § 2.30.100 (B)(7)). **The procedures used by the departments are to utilize existing bilingual staff to provide service. For all other languages, the Language Access Line is available and staff is trained on its proper use. The adequacy of these procedures is assessed by the Language Access Coordinators by reviewing**

- whether or not complaints are made about services. Additionally this year, employee surveys to bilingual PCPs were administered to receive feedback.
2. Describe the written policies on providing services to LES Spanish and Chinese populations. (§ 2.30.100 (B) (14)). Department employees are referred to the written Administrative Instructions for the city for language access. Additionally, written procedures have been shared with all PCPs the different divisions on how to utilize the Language Access Line.
 3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (*See* § 2.30.130 (B)). The City Administrator's Office divisions utilize and post information in Spanish and Chinese on our website and distributes information electronically to community organization in Spanish and Chinese on community outreach events.
 4. Departments are required to "allow persons to make complaints alleging violation [of the EAO] in threshold language. The complaints may be made by telephone or by completing a complaint form." (§ 2.30.090 (A)). Describe and assess the procedures for accepting and resolving complaints of community members regarding bilingual oral and written services. (*See* § 2.30.100 (B) (13)). Include how the Department makes the public aware of their right to make complaints by telephone or by completing a complaint form. Such complaints are forwarded to the Equal Access Office for further investigation. If such complaints were to be made in person or over the phone our bilingual staff will contact those individuals and refer the individuals in their language to office or the procedures of the Equal Access Office.
 5. Departments must "document actions taken to resolve each complaint and maintain copies of complaints and documentation of their resolution for a period of not less than two years." (§ 2.30.090 (B)). Describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution. N/A. No complaints were made to CAO this year, but if once was received, documentation would be forwarded to the Equal Access for record keeping and referencing.
 6. Departments must forward "[a] copy of each complaint . . . to the City [Administrator] within thirty (30) days of its receipt." (§ 2.30.090 (B)). Provide a list of the Department's complaints forwarded to the City Administrator specifying when the complaint was filed and whether the complaint was forwarded to the City Administrator within 30 days of its receipt.

The City Administrator's Office and its division did not receive any complaints this reporting period.

**Assessment of
Dissemination of Agency Compliance Plan**

Instructions to Agencies:

1. **When will the current FY 2011-12 Agency Compliance Plans be posted on the agency's website and the Equal Access Division's website? The department's Compliance Plans will be posted and available via the Equal Access Office after the Citywide report is presented and approved by Council.**
2. **Are prior years Agency Compliance Plans posted on the agency's website and the Equal Access Division's website? Prior years are posted on the Equal Access Division's website only.**
3. **When will the current FY 2011-12 ACP be available to the public upon request in each Department facility? The plan will be available for the public once the Citywide Report is approved.**
4. **Describe how notice has been posted prominently at the Agency's geographic location and on the agency's website and the EAO website that ACPs are available with information stating how to access the ACPs. A link to the Equal Access website will be posted to the department's website for reference.**

Agency Compliance Plan Office of the City Attorney

Agency Head Certification

Provide the following certification that the Agency head has reviewed this Agency Compliance Plan for final approval:

I, Barbara J. Parker, hereby certify, that I have reviewed and approved this Equal Access Agency Compliance Plan for accuracy and completeness, and adopt the goals specified in this Agency Compliance Plan. And this Agency Compliance Plan was submitted to the City Administrator on October 3, 2012.



Barbara J. Parker
City Attorney

NARRATIVE ASSESSMENT

Assessment of Bilingual Public Contact Positions (BPCP) and Corrective Plans for Hiring Sufficient Bilingual Public Contact Positions

Instructions to Agencies:

1. Fill in the information about the DEPARTMENT in brackets:
 City Attorney's Office had a total of 12 PCPs this FY 2011-2012, of which 0 was vacant PCPs and 0 were frozen PCPs. City Attorney's Office had a total of 4 Bilingual PCPs this FY 2011-2012, of which 2 were Spanish speaking and 2 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 1.52 FTE and for Chinese speaking were 0.66 FTE.
2. For each hiring of PCP that occurred during FY 2011-2012, describe the Agency's methods or means employed to ensure a pool of qualified Bilingual PCP applicants, and describe the method of processing each qualified applicant (§ 2.30.100 (B)(5)). Describe how the Agency works with the City Administrator, the Equal Access Division and the Department of Human Resources Management to recruit, and hire bilingual qualified applicants. Assess the adequacy of these efforts and indicate areas of improvement.
There were two (2) recruitments during FY 2011-2012 that required focus on bilingual employees (Neighborhood Law Corp).
3. Describe the Agency's methods for assessing and testing language skills for its bilingual employees.
 (§ 2.30.100 (B)(5)). N/A
4. Describe any additional interim measures in place to ensure access by Limited English Speaking (LES) populations to Agency services pending the hiring and/or deployment of sufficient BPCPs. The required interim measures are:
 - i. Agencies must maintain a list of employees who speak the threshold languages. At least one employee who can provide service to LES persons shall be available during business hours. Employees shall have access to the over-the phone interpretation at all times, and should choose a method for communicating best suited to providing service to LES persons.
 - ii. All Agencies and Departments must demonstrate that they have adequate means to make all services available to LES persons.
 - iii. All Agencies have Language Access Coordinators.
 - iv. All Agencies shall adopt and implement Language Access Policies approved by the City Administrator.
 - v. Each PCP shall be trained in the use of interim measures to assist LES persons.

The measures described above have been met. There are no additional interim measures.

5. Provide a summary narrative assessment and analysis of how and whether the Agency and its Departments is complying with the Equal Access to Services Ordinance (EAO).
The areas identified requiring access to bilingual services is the Reception area (which includes access to claims information) and the Neighborhood Law Corp program which has a need for Chinese speaking access. There are two Spanish-speaking PCPs and one Chinese-speaking PCP. There is one additional Chinese-speaking employee who is bilingually certified, but is not in a PCP and one PCP who has sufficient Spanish-speaking ability to provide assistance and has done so but is not certified. She is one of the Neighborhood Law Corp Attorneys. Both Chinese certified employees are fluent in both Mandarin and Cantonese. The record indicates that there is a 0.51 shortage of Spanish-speaking PCPs. This gap is being filled by utilizing non-PCP staff who are certified in Spanish to provide assistance when the need arises.
6. Provide a description of implementation "best practices" developed by the Agency and/or its Departments. The City Attorney's Office has certified sufficient employees in non-PCP positions to provide bilingual services when needed. We will continue to make efforts to recruit applicants with the required language skills during future recruitment processes to fill vacant PCP positions.
7. Provide a summary narrative description and assessment of any structural barriers that may be preventing the Agency from complying with the EAO and recommend means to address those barriers. The department did not identify any structural barriers that may be preventing the City Attorney from complying with the EAO.
8. Provide a summary narrative description and assessment of corrective plans that the Agency has developed to address possible non-compliance with the EAO and corrective plans to address structural barriers. While there is a shortage of Spanish-speaking capacity identified in the department's PCP positions, the need is being met by utilizing non-PCP bilingually certified employees when needed. We will continue to focus on recruiting future employees that can meet the bilingual need, if necessary using the procedures and outreach methods described in Item 6 above.

Assessment of Translation of Written Documents and Corrective Plans for Complete Translation

Instructions to Agencies:

1. The Oakland City Attorney had a total of [4] vital documents FY 2011-2012, of which [4] [100%] were translated into Spanish and [4] [100%] were translated into Chinese.
2. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." These notices must be "posted prominently" and be "readily visible to the public." (§ 2.30.050 (D)).
 - (a) List the locations in which the Department has posted notices and indicate whether both Spanish and Chinese notices have been posted. The notices in the threshold are posted on the City Attorney's website. Documents are also available in the reception lobby of the City Attorney's office.

- (b) Describe how these postings are prominent and readily visible to the public. The notices are prominently and readily available to the public on the website and are easily identified. Hard copies can be picked up from the City Attorney's Reception desk on the 6th floor—1 Frank H. Ogawa Plaza.
- (c) Include the Department's written policy and procedures regarding posting of these notices. The department complies with the City-wide policy regarding posting of notices.
3. Describe how the Department ensures that there is an adequate stock of readily available translated materials from state and federal agencies. (§ 2.30.060). Include the Department's written policy and procedures regarding these materials. N/A
4. "Departments are encouraged to solicit feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the department." (§ 2.30.050(E)). Describe how the Department solicits feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the Department. Include the Department's written policy and procedures regarding receiving community feedback. When the need arises, the department follows the procedures set forth in Equal Access Ordinance and in AI 145.

Assessment of Multilingual Telephone Messages

All Departments shall "maintain recorded telephonic messages in [threshold languages]." The message is required to contain the following: "basic information about the [D]epartment's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance." § 2.30.080.

Instructions to Agencies:

1. If the Department has not recorded a message in threshold language that contains basic information about the Department's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance, then describe the interim measures in place to ensure access by LES populations. The multilingual telephone messages previously established at were inadvertently deleted and are being reestablished.
2. Describe in detail the reasons explaining why the Department did not meet its goals, including assessment of any structural barriers. Indicate if sufficient resources have been allocated, and if not, an assessment of additional resources needed. The telephonic multilingual messages were previously set up, but the original phone number was inadvertently reassigned to another department. The goal was initially met and the department is working with IT and Equal Access staff to reestablish the messages in Spanish and Chinese.
3. Describe in detail the Department's corrective action plan for meeting its translation goals the following fiscal year. A correction plan must set forth a concrete and realistic plan to remedy noncompliance. The department will continue to be in compliance once the line is reestablished. Process will be complete within one week.

Assessment of Department Communication with LES Populations

Instructions to Agencies:

1. Describe in detail the procedures used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. Describe the mechanism the Department uses to assess the adequacy of these procedures and how often it is assessed. (See § 2.30.100 (B)(7)). The department facilitates communication with LES Spanish and Chinese population by bilingually certifying staff that are available during business hours to assist the LES population that come into the office for assistance with any of the services provided by the City Attorney. The department also uses the City of Oakland Language Line for interpreter assistance if there is no one available in the office.
2. Describe the written policies on providing services to LES Spanish and Chinese populations. (§ 2.30.100 (B) (14)).
3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (Sec. § 2.30.130 (B)). The OCA informs the LES Spanish and Chinese populations of the availability of bilingual services on its website by offering focused areas of information in Spanish and Chinese.
4. Departments are required to "allow persons to make complaints alleging violation [of the EAO] in threshold language. The complaints may be made by telephone or by completing a complaint form." (§ 2.30.090 (A)). Describe and assess the procedures for accepting and resolving complaints of community members regarding bilingual oral and written services. (See § 2.30.100 (B) (13)). Include how the Department makes the public aware of their right to make complaints by telephone or by completing a complaint form. The department complies with the Complaint Procedures provided in the Equal Access Ordinance.
5. Departments must "document actions taken to resolve each complaint and maintain copies of complaints and documentation of their resolution for a period of not less than two years." (§ 2.30.090 (B)). Describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution. The department complies with the Complaint Procedures provided in the Equal Access Ordinance.
6. Departments must forward "[a] copy of each complaint . . . to the City [Administrator] within thirty (30) days of its receipt." (§ 2.30.090 (B)). Provide a list of the Department's complaints forwarded to the City Administrator specifying when the complaint was filed and whether the complaint was forwarded to the City Administrator within 30 days of its receipt. Attach as Appendix @. There are no complaints to report for this reporting period.

Assessment of Dissemination of Agency Compliance Plan

Instructions to Agencies:

1. When will the current FY 2011-12 Agency Compliance Plans be posted on the agency's website and the Equal Access Division's website? The Agency Compliance Plan will be posted upon final approval by the City Attorney and City Administrator.
2. Are prior years Agency Compliance Plans posted on the agency's website and the Equal Access Division's website? Prior years Agency Compliance Plans are not posted on the agency's website but steps will be taken with the assistance of the Equal Access staff to comply.
3. When will the current FY 2011-12 ACP be available to the public upon request in each Department facility? The current FY 2011-12 ACP will be made available to the public on the 6th floor reception desk, 1 Frank H. Ogawa Plaza upon final approval by the City Attorney.

Describe how notice has been posted prominently at the Agency's geographic location and on the agency's website and the EAO website that ACPs are available with information stating how to access the ACPs. Notice is not yet prominently posted. See above for plan.

NARRATIVE ASSESSMENT

Assessment of Bilingual Public Contact Positions (BPCP) and Corrective Plans for Hiring Sufficient Bilingual Public Contact Positions**Instructions to Agencies:**

1. Bilingual Staffing in the Office of the City Attorney:
City Attorney's Office had a total of 12 PCPs this FY 2011-2012, of which 0 was vacant PCPs and 0 were frozen PCPs. City Attorney's Office had a total of 4 Bilingual PCPs this FY 2011-2012, of which 2 were Spanish speaking and 2 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 1.52 FTE and for Chinese speaking were 0.66 FTE.
2. For each hiring of PCP that occurred during FY 2011-2012, describe the Agency's methods or means employed to ensure a pool of qualified Bilingual PCP applicants, and describe the method of processing each qualified applicant (§ 2.30.100 (B)(5)). Describe how the Agency works with the City Administrator, the Equal Access Division and the Department of Human Resources Management to recruit, and hire bilingual qualified applicants. Assess the adequacy of these efforts and indicate areas of improvement. There were two (2) recruitments during FY 2011-2012 that required focus on bilingual employees (Neighborhood Law Corp).
3. Describe the Agency's methods for assessing and testing language skills for its bilingual employees.
(§ 2.30.100 (B)(5)). N/A
4. Describe any additional interim measures in place to ensure access by Limited English Speaking (LES) populations to Agency services pending the hiring and/or deployment of sufficient BPCPs. The required interim measures are:
 - i. Agencies must maintain a list of employees who speak the threshold languages. At least one employee who can provide service to LES persons shall be available during business hours. Employees shall have access to the over-the phone interpretation at all times, and should choose a method for communicating best suited to providing service to LES persons.
 - ii. All Agencies and Departments must demonstrate that they have adequate means to make all services available to LES persons.
 - iii. All Agencies have Language Access Coordinators.
 - iv. All Agencies shall adopt and implement Language Access Policies approved by the City Administrator.
 - v. Each PCP shall be trained in the use of interim measures to assist LES persons.

The measures described above have been met. There are no additional interim measures.

5. Provide a summary narrative assessment and analysis of how and whether the Agency and its Departments is complying with the Equal Access to Services Ordinance (EAO).
The areas identified requiring access to bilingual services is the Reception area (which includes access to claims information) and the Neighborhood Law Corp program which has a need for Chinese speaking access. There are two Spanish-speaking PCPs and one Chinese-speaking PCP. There is one additional Chinese-speaking employee who is bilingually certified, but is not in a PCP and one PCP who has sufficient Spanish-speaking ability to provide assistance and has done so but is not certified. She is one of the Neighborhood Law Corp Attorneys. Both Chinese certified employees are fluent in both Mandarin and Cantonese. The record indicates that there is a 0.51 shortage of Spanish-speaking PCPs. This gap is being filled by utilizing non-PCP staff who are certified in Spanish to provide assistance when the need arises.
6. Provide a description of implementation "best practices" developed by the Agency and/or its Departments. The City Attorney's Office has certified sufficient employees in non-PCP positions to provide bilingual services when needed. We will continue to make efforts to recruit applicants with the required language skills during future recruitment processes to fill vacant PCP positions.
7. Provide a summary narrative description and assessment of any structural barriers that may be preventing the Agency from complying with the EAO and recommend means to address those barriers. The department did not identify any structural barriers that may be preventing the City Attorney from complying with the EAO.
8. Provide a summary narrative description and assessment of corrective plans that the Agency has developed to address possible non-compliance with the EAO and corrective plans to address structural barriers. While there is a shortage of Spanish-speaking capacity identified in the department's PCP positions, the need is being met by utilizing non-PCP bilingually certified employees when needed. We will continue to focus on recruiting future employees that can meet the bilingual need, if necessary using the procedures and outreach methods described in Item 6 above.

**Assessment of Translation of Written Documents
and Corrective Plans for Complete Translation**

1. The Oakland City Attorney had a total of [4] vital documents FY 2011-2012, of which [4] [100%] were translated into Spanish and [4] [100%] were translated into Chinese.
2. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." These notices must be "posted prominently" and be "readily visible to the public." (§ 2.30.050 (D)).
 - (a) List the locations in which the Department has posted notices and indicate whether both Spanish and Chinese notices have been posted. The notices in the threshold are posted on the City Attorney's website. Documents are also available in the reception lobby of the City Attorney's office.

- (b) Describe how these postings are prominent and readily visible to the public. The notices are prominently and readily available to the public on the website and are easily identified. Hard copies can be picked up from the City Attorney's Reception desk on the 6th floor—1 Frank H. Ogawa Plaza.
 - (c) Include the Department's written policy and procedures regarding posting of these notices. The department complies with the City-wide policy regarding posting of notices.
3. Describe how the Department ensures that there is an adequate stock of readily available translated materials from state and federal agencies. (§ 2.30.060). Include the Department's written policy and procedures regarding these materials. N/A
 4. "Departments are encouraged to solicit feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the department." (§ 2.30.050(E)). Describe how the Department solicits feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the Department. Include the Department's written policy and procedures regarding receiving community feedback. When the need arises, the department follows the procedures set forth in Equal Access Ordinance and in AI 145.

Assessment of Multilingual Telephone Messages

All Departments shall "maintain recorded telephonic messages in [threshold languages]." The message is required to contain the following: "basic information about the [D]epartment's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance." § 2.30.080.

Instructions to Agencies:

1. If the Department has not recorded a message in threshold language that contains basic information about the Department's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance, then describe the interim measures in place to ensure access by LES populations. The multilingual telephone messages previously established at were inadvertently deleted and are being reestablished.
2. Describe in detail the reasons explaining why the Department did not meet its goals, including assessment of any structural barriers. Indicate if sufficient resources have been allocated, and if not, an assessment of additional resources needed. The telephonic multilingual messages were previously set up, but the original phone number was inadvertently reassigned to another department. The goal was initially met and the department is working with IT and Equal Access staff to reestablish the messages in Spanish and Chinese.
3. Describe in detail the Department's corrective action plan for meeting its translation goals the following fiscal year. A correction plan must set forth a concrete and realistic plan to remedy noncompliance. The department will continue to be in compliance once the line is reestablished. Process will be complete within one week.

Assessment of Department Communication with LES Populations

Instructions to Agencies:

1. Describe in detail the procedures used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. Describe the mechanism the Department uses to assess the adequacy of these procedures and how often it is assessed. (*See* § 2.30.100 (B)(7)). The department facilitates communication with LES Spanish and Chinese population by bilingually certifying staff that are available during business hours to assist the LES population that come into the office for assistance with any of the services provided by the City Attorney. The department also uses the City of Oakland Language Line for interpreter assistance if there is no one available in the office.
2. Describe the written policies on providing services to LES Spanish and Chinese populations. (§ 2.30.100 (B) (14)).
3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (*See* § 2.30.130 (B)). The OCA informs the LES Spanish and Chinese populations of the availability of bilingual services on its website by offering focused areas of information in Spanish and Chinese.
4. Departments are required to "allow persons to make complaints alleging violation [of the EAO] in threshold language. The complaints may be made by telephone or by completing a complaint form." (§ 2.30.090 (A)). Describe and assess the procedures for accepting and resolving complaints of community members regarding bilingual oral and written services. (*See* § 2.30.100 (B) (13)). Include how the Department makes the public aware of their right to make complaints by telephone or by completing a complaint form. The department complies with the Complaint Procedures provided in the Equal Access Ordinance.
5. Departments must "document actions taken to resolve each complaint and maintain copies of complaints and documentation of their resolution for a period of not less than two years." (§ 2.30.090 (B)). Describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution. The department complies with the Complaint Procedures provided in the Equal Access Ordinance.
6. Departments must forward "[a] copy of each complaint . . . to the City [Administrator] within thirty (30) days of its receipt" (§ 2.30.090 (B)). Provide a list of the Department's complaints forwarded to the City Administrator specifying when the complaint was filed and whether the complaint was forwarded to the City Administrator within 30 days of its receipt. Attach as Appendix @. There are no complaints to report for this reporting period.

**Assessment of
Dissemination of Agency Compliance Plan**

1. When will the current FY 2011-12 Agency Compliance Plans be posted on the agency's website and the Equal Access Division's website? The Agency Compliance Plan will be posted upon final approval by the City Attorney and City Administrator.
2. Are prior years Agency Compliance Plans posted on the agency's website and the Equal Access Division's website? Prior years Agency Compliance Plans are not posted on the agency's website but steps will be taken with the assistance of the Equal Access staff to comply.
3. When will the current FY 2011-12 ACP be available to the public upon request in each Department facility? The current FY 2011-12 ACP will be made available to the public on the 6th floor reception desk, 1 Frank H. Ogawa Plaza upon final approval by the City Attorney.

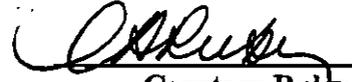
Describe how notice has been posted prominently at the Agency's geographic location and on the agency's website and the EAO website that ACPs are available with information stating how to access the ACPs. Notice is not yet prominently posted. See above for plan.

AGENCY COMPLIANCE PLAN
City Auditor's Office
FY2011/2012

Agency Head Certification

The Agency head has reviewed this Agency Compliance Plan for final approval:

I, Courtney Ruby, hereby certify that I have reviewed and approved this Equal Access Agency Compliance Plan for accuracy and completeness, and adopt the goals specified in this Agency Compliance Plan. And this Agency Compliance Plan was submitted to the City Administrator on August 20, 2012.


Courtney Ruby
City Auditor

NARRATIVE ASSESSMENT

Assessment of Bilingual Public Contact Positions (BPCP) and Corrective Plans for Hiring Sufficient Bilingual Public Contact Positions

Instructions to Agencies:

1. Fill in the information about the DEPARTMENT in brackets:

The Office of the City Auditor (Office) had a total of 15 PCPs this FY 2011-2012, of which 0 were vacant PCPs and 0 were frozen PCPs. The City Auditor's Office had a total of 0 Bilingual PCPs this FY 2011-2012, of which 0 were Spanish speaking and 0 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 0 and for Chinese speaking were 0.

2. For each hiring of PCP that occurred during FY 2011-2012, describe the Agency's methods or means employed to ensure a pool of qualified Bilingual PCP applicants, and describe the method of processing each qualified applicant (§ 2.30.100 (B)(5)). Describe how the Agency works with the City Administrator, the Equal Access Division and the Department of Human Resources Management to recruit, and hire bilingual qualified applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The Office carefully evaluates all applicants for PCPs 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. Currently, the Office has one staff member who is fluent in Mandarin.

3. Describe the Agency's methods for assessing and testing language skills for its bilingual employees. (§ 2.30.100 (B)(5)).

For any applicant who applies for a PCP, lists bilingual skills and is seeking bilingual pay compensation, the Office would require that they are assessed within the City's current DHRM civil service testing structure.

4. Describe any additional interim measures in place to ensure access by Limited English Speaking (LES) populations to Agency services pending the hiring and/or deployment of sufficient BPCPs. The required interim measures are:

- i. Agencies must maintain a list of employees who speak the threshold languages. At least one employee who can provide service to LES persons shall be available during business hours. Employees shall have access to the over-the phone interpretation at all times, and should choose a method for communicating best suited to providing service to LES persons.

The Office maintains a list of employees who speak threshold languages and has more than one employee who can provide service to a LES person during business hours.

- ii. All Agencies and Departments must demonstrate that they have adequate means to make all services available to LES persons.
The Office coordinates with the City Administrator's Equal Access division should any LES person need assistance beyond what the Office is able to provide.
 - iii. All Agencies have Language Access Coordinators.
The Office has a designated Language Access Coordinator.
 - iv. All Agencies shall adopt and implement Language Access Policies approved by the City Administrator.
The Office of the City Auditor's Language Access plan is submitted to the City Administrator's Office on an annual basis.
 - v. Each PCP shall be trained in the use of interim measures to assist LES persons.
The Office of the City Auditors PCPs are trained in the use of interim measures to assist LES persons.
5. Provide a summary narrative assessment and analysis of how and whether the Agency and its Departments is complying with the Equal Access to Services Ordinance (EAO).
The Office is in compliance with the EAO.
 6. Provide a description of implementation "best practices" developed by the Agency and/or its Departments.
Staff is trained in customer service relating to answering the Office's main phone line. As part of the Auditor's dedication to serving the public, the Office's maintains a stringent policy on assisting misdirected callers. This assistance extends to LES callers.
 7. Provide a summary narrative description and assessment of any structural barriers that may be preventing the Agency from complying with the EAO and recommend means to address those barriers.
The Office is in compliance with the EAO; no barriers exist.
 8. Provide a summary narrative description and assessment of corrective plans that the Agency has developed to address possible non-compliance with the EAO and corrective plans to address structural barriers.
Corrective plans are not needed at this time.

Assessment of Translation of Written Documents and Corrective Plans for Complete Translation

1. The Office of the City Auditor (Office) had a total of 3 vital documents FY 2011-2012, of which 66.67 % were translated into Spanish and 66.67% were translated into Chinese. The goal is to have the third vital document translated by September 2012.

2. Departments are required to “post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available.” These notices must be “posted prominently” and be “readily visible to the public.” (§ 2.30.050 (D)).
 - (a) List the locations in which the Department has posted notices and indicate whether both Spanish and Chinese notices have been posted.
Notices in both Spanish and Chinese are available on the Office’s website, www.OaklandAuditor.com.

 - (b) Describe how these postings are prominent and readily visible to the public.
The notices are on the front page of the Office’s website. Each includes the Office’s phone number and the message that interpreters are available.

 - (c) Include the Department’s written policy and procedures regarding posting of these notices.
The notices are not altered or taken down except to update them with Equal Access reviewed material.

3. Describe how the Department ensures that there is an adequate stock of readily available translated materials from state and federal agencies. (§ 2.30.060). Include the Department’s written policy and procedures regarding these materials.
The Office can print from the Equal Access Office’s online collection of translated county, state and federal documents if necessary.

4. “Departments are encouraged to solicit feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the department.” (§ 2.30.050(E)). Describe how the Department solicits feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the Department. Include the Department’s written policy and procedures regarding receiving community feedback.
The Office only made referrals to the appropriate agency. Services were not provided and thus no feedback was solicited.

FY 2011-2012

Assessment of Multilingual Telephone Messages

All Departments shall "maintain recorded telephonic messages in [threshold languages]." The message is required to contain the following: "basic information about the [D]epartment's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance." §2.30.080.

Instructions to Agencies:

1. If the Department has not recorded a message in threshold language that contains basic information about the Department's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance, then describe the interim measures in place to ensure access by LES populations.

The Office has recorded such a message.

2. Describe in detail the reasons explaining why the Department did not meet its goals, including assessment of any structural barriers. Indicate if sufficient resources have been allocated, and if not, an assessment of additional resources needed.

The Office has met its goals.

3. Describe in detail the Department's corrective action plan for meeting its translation goals the following fiscal year. A correction plan must set forth a concrete and realistic plan to remedy noncompliance.

The Office has met its translation goals.

Assessment of Department Communication with LES Populations

Instructions to Agencies:

1. Describe in detail the procedures used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. Describe the mechanism the Department uses to assess the adequacy of these procedures and how often it is assessed. (See § 2.30.100 (B)(7)).

Communication with LES Spanish and Chinese populations can be facilitated by one of three translation resources (see item 2).

2. Describe the written policies on providing services to LES Spanish and Chinese populations. (§ 2.30.100 (B)(14)).

Written policy does and/or will cover three resources available for providing services to LES Spanish and Chinese populations: translation by office staff, referral to Equal Access staff (written communication and voicemails), or translation by interpreter.

3. Describe and assess the Department’s outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).

The Office has Spanish and Chinese sections online stating interpreters are available when they call.

4. Departments are required to “allow persons to make complaints alleging violation [of the EAO] in threshold language. The complaints may be made by telephone or by completing a complaint form.” (§ 2.30.090 (A)). Describe and assess the procedures for accepting and resolving complaints of community members regarding bilingual oral and written services. (See § 2.30.100 (B) (13)). Include how the Department makes the public aware of their right to make complaints by telephone or by completing a complaint form.

No complaints were received. Should one be received, it would be addressed and referred to CAO.

5. Departments must “document actions taken to resolve each complaint and maintain copies of complaints and documentation of their resolution for a period of not less than two years.” (§ 2.30.090 (B)). Describe the Department’s procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

No complaints were received. Should one be received it would be addressed and all documentation of complaint and resolution would be kept by Office’s Language Access Coordinator.

6. Departments must forward “[a] copy of each complaint . . . to the City [Administrator] within thirty (30) days of its receipt.” (§ 2.30.090 (B)). Provide a list of the Department’s complaints forwarded to the City Administrator specifying when the complaint was filed and whether the complaint was forwarded to the City Administrator within 30 days of its receipt. Attach as Appendix 1.

No complaints were received.

Assessment of Dissemination of Agency Compliance Plan

Instructions to Agencies:

1. When will the current FY 2011-12 Agency Compliance Plans be posted on the agency’s website and the Equal Access Division’s website?

It will be posted after City Council approves the FY 2011-12 Equal Access Annual Compliance Plan.

2. Are prior years Agency Compliance Plans posted on the agency’s website and the Equal Access Division’s website?

Prior year reports are available on the City’s Equal Access Office website.

3. When will the current FY 2011-12 ACP be available to the public upon request in each Department facility?

It will be available after Cotmcil approves the FY 2011-12 Equal Access Annual Compliance Plan.

Describe how notice has been posted prominently at the Agency's geographic location and on the agency's website and the EAO website that ACPs are available with information stating how to access the ACPs.

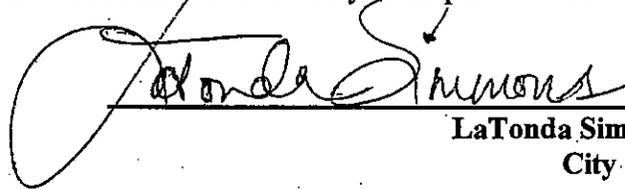
The ACP is available upon request in our Office, and will be posted after City Council approves the FY 2011-12 Equal Access Annual Compliance Plan

Agency Compliance Plan Office of the City Clerk

Agency Head Certification

Provide the following certification that the Agency head has reviewed this Agency Compliance Plan for final approval:

I, La Tonda Simmons, hereby certify, that I have reviewed and approved this Equal Access Agency Compliance Plan for accuracy and completeness, and adopt the goals specified in this Agency Compliance Plan. And this Agency Compliance Plan was submitted to the City Administrator on August 27, 2012.

A handwritten signature in cursive script that reads "LaTonda Simmons". The signature is written in black ink and is positioned above a horizontal line.

LaTonda Simmons
City Clerk

NARRATIVE ASSESSMENT

Assessment of Bilingual Public Contact Positions (BPCP) and Corrective Plans for Hiring Sufficient Bilingual Public Contact Positions

Instructions to Agencies:

1. Fill in the information about the DEPARTMENT in brackets:

The Office of the City Clerk had a total of zero (0) PCPs this FY 2011-2012 due to budget reductions that eliminated positions for which the assignment “emphasizes greeting, meeting, contact, or provision of information.” Instead, the work of responding to inquiries or providing information is assigned to staff throughout the Clerk’s Office. Due to the nature of the Clerk’s Office and the information managed there, the department has been designated as a “Super PCP Department.” It is understood that the Clerk’s Office must have the ability to provide services to LES persons. Toward that end, one Spanish-speaking employee currently provides service to LES persons needing assistance in Spanish. As additional vacancies arise, the Equal Access Office has assessed that vacancies should be filled with bilingual staff to meet the needs of LES persons.

As of July 2011, budget changes eliminated the one Public Service Representative PCP position in the Clerk’s Office. There is no longer a Front Desk receptionist. Processing of Passports was eliminated due to this change. Domestic Partnerships are now processed by appointment only – by e-mail or telephone. Hearing Room reservations are no longer coordinated by the department. City Clerk foot traffic has reduced approximately 95%. Citizens’ requests for general information outside of the Clerk’s Office are redirected to the Oaklanders’ Assistance Center by way of the security guards.

2. For each hiring of PCP that occurred during FY 2011-2012, describe the Agency’s methods or means employed to ensure a pool of qualified Bilingual PCP applicants, and describe the method of processing each qualified applicant (§ 2.30.100 (B)(5)). Describe how the Agency works with the City Administrator, the Equal Access Division and the Department of Human Resources Management to recruit, and hire bilingual qualified applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The Office of the City Clerk’s recruitments is conducted by the Department of Human Resources Management. It is our understanding that DHRM administers language certification in accordance with City rules and Equal Access.

3. Describe the Agency’s methods for assessing and testing language skills for its bilingual employees. (§ 2.30.100 (B)(5)).

The Office of the City Clerk’s recruitments is conducted by the Department of Human Resources Management. It is our understanding that DHM administers language certification in accordance with City rules and Equal Access.

4. Describe any additional interim measures in place to ensure access by Limited English Speaking (LES) populations to Agency services pending the hiring and/or deployment of sufficient BPCPs. The required interim measures are:
- i. Agencies must maintain a list of employees who speak the threshold languages. At least one employee who can provide service to LES persons shall be available during business hours. Employees shall have access to the over-the phone interpretation at all times, and should choose a method for communicating best suited to providing service to LES persons.
 - ii. All Agencies and Departments must demonstrate that they have adequate means to make all services available to LES persons.
 - iii. All Agencies have Language Access Coordinators.
 - iv. All Agencies shall adopt and implement Language Access Policies approved by the City Administrator.
 - v. Each PCP shall be trained in the use of interim measures to assist LES persons.

The Clerk's Office utilizes the required interim measures to ensure equal access.

5. Provide a summary narrative assessment and analysis of how and whether the Agency and its Departments is complying with the Equal Access to Services Ordinance (EAO).

The Office of the City Clerk is complying with the Equal Access Ordinance by having vital documents translated into threshold languages; having recorded telephonic messages in threshold languages; and utilizing the City's extensive translation functions incorporated in the City's webpage and phone system.

6. Provide a description of implementation "best practices" developed by the Agency and/or its Departments.

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

7. Provide a summary narrative description and assessment of any structural barriers that may be preventing the Agency from complying with the EAO and recommend means to address those barriers.

Staffing in the Office of the City Clerk is typically stagnant.

8. Provide a summary narrative description and assessment of corrective plans that the Agency has developed to address possible non-compliance with the EAO and corrective plans to address structural barriers.

Telephone based language translation services are the first point of immediate response to limited English speaking requests. Absent an unanticipated vacancy the Clerk's office is unable to advance language based selective hiring opportunities to establish staffing in acceptance of the settlement agreement.

Assessment of Translation of Written Documents and Corrective Plans for Complete Translation

Instructions to Agencies:

1. Office of the City Clerk had a total of 4 vital documents FY 2011-2012, of which 100% were translated into Spanish and 100% were translated into Chinese.
2. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." These notices must be "posted prominently" and be "readily visible to the public." (§ 2.30.050 (D)).
 - (a) List the locations in which the Department has posted notices and indicate whether both Spanish and Chinese notices have been posted.
Located on the door to the entrance to both the Offices of the City Clerk.
 - (b) Describe how these postings are prominent and readily visible to the public.
Available at all times in the reception area and outside the Clerk's office.
 - (c) Include the Department's written policy and procedures regarding posting of these notices.
Equal Access to Services Ordinance and AI145

3. Describe how the Department ensures that there is an adequate stock of readily available translated materials from state and federal agencies. (§ 2.30.060). Include the Department's written policy and procedures regarding these materials.

Staff refills stock when needed.

4. "Departments are encouraged to solicit feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the department." (§ 2.30.050(E)). Describe how the Department solicits feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the Department. Include the Department's written policy and procedures regarding receiving community feedback.

No community groups are exclusively designated to receive services from the Office of the City Clerk. This does not apply to the Office of the City Clerk.

Assessment of Multilingual Telephone Messages

All Departments shall "maintain recorded telephonic messages in [threshold languages]." The message is required to contain the following: "basic information about the Department's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance." § 2.30.080.

Instructions to Agencies:

1. If the Department has not recorded a message in threshold language that contains basic information about the Department's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance, then describe the interim measures in place to ensure access by LES populations.

N/A

2. Describe in detail the reasons explaining why the Department did not meet its goals, including assessment of any structural barriers. Indicate if sufficient resources have been allocated, and if not, an assessment of additional resources needed.

N/A

3. Describe in detail the Department's corrective action plan for meeting its translation goals the following fiscal year. A correction plan must set forth a concrete and realistic plan to remedy noncompliance.

N/A

Assessment of Department Communication with LES Populations

Instructions to Agencies:

1. Describe in detail the procedures used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. Describe the mechanism the Department uses to assess the adequacy of these procedures and how often it is assessed. (*See* § 2.30.100 (B)(7)).
Equal Access Ordinance; and Administrative Instruction 145
2. Describe the written policies on providing services to LES Spanish and Chinese populations. (§ 2.30.100 (B) (14)).
Equal Access Ordinance; and Administrative Instruction 145
3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (*See* § 2.30.130 (B)).
Prominent signage posted outside on the 24/7 posting boards and outside suite locations.
4. Departments are required to "allow persons to make complaints alleging violation [of the EAO] in threshold language. The complaints may be made by telephone or by completing a complaint form." (§ 2.30.090 (A)). Describe and assess the procedures for accepting and resolving complaints of community members regarding bilingual oral and written services. (*See* § 2.30.100 (B) (13)). Include how the Department makes the public aware of their right to make complaints by telephone or by completing a complaint form.
Complaints forms are readily available to the public in the Office of the City Clerk's lobby. Once a complaint is made it is reviewed by the Clerk and then resolved.

5. Departments must “document actions taken to resolve each complaint and maintain copies of complaints and documentation of their resolution for a period of not less than two years.” (§ 2.30.090 (B)). Describe the Department’s procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.
- No complaints received. The City Clerk’s office will adhere to the Equal Access to Services Ordinance and AI 145 to document and respond to complaints. This entails a review from the Clerk’s office and responding to the complaint.
6. Departments must forward “[a] copy of each complaint . . . to the City [Administrator] within thirty (30) days of its receipt.” (§ 2.30.090 (B)). Provide a list of the Department’s complaints forwarded to the City Administrator specifying when the complaint was filed and whether the complaint was forwarded to the City Administrator within 30 days of its receipt. Attach as Appendix @.
- No complaints were submitted to the office of the City Clerk.

Assessment of Dissemination of Agency Compliance Plan

Instructions to Agencies:

1. When will the current FY 2011-12 Agency Compliance Plans be posted on the agency’s website and the Equal Access Division’s website?
- The annual report will be uploaded onto the City’s website once it has been received by City Council.
2. Are prior years Agency Compliance Plans posted on the agency’s website and the Equal Access Division’s website?
- Prior year reports are posted with the City Administrator’s annual report on the City’s Equal Access website.
3. When will the current FY 2011-12 ACP be available to the public upon request in each Department facility?
- Once it has been received by City Council.
- Describe how notice has been posted prominently at the Agency’s geographic location and on the agency’s website and the EAO website that ACPs are available with information stating how to access the ACPs.
- The annual report will be uploaded onto the City’s website once it has been received by City Council.

FY 2011-2012

Purpose

This Agency Compliance Plan (ACP) template is to be used to report compliance with the Equal Access to Services Ordinance (EAO) and Administrative Instruction Number 145. The EAO was enacted to ensure that Oakland residents, regardless of their English proficiency, have full and equal access to all City services, including many basic and potentially life-saving City services, and that they are able to participate in City government. The Ordinance requires City Departments to hire a sufficient number of bilingual employees in Public Contact Positions, translate vital written documents, and provide recorded telephone messages into languages spoken by at least 10,000 Oaklanders. The purpose of the ACP is to collect data necessary, by Agency and Departments within its jurisdiction, to ensure that the EAO is implemented, monitored and enforced. The City Administrator will compile the information from the Agency Compliance Plans into the City Administrator Annual Compliance Plan (CAAP), which will be submitted to the City Council and public.

General Instructions

The term "Department" as used in this Instruction refers to the City Administrator's designated list of Departments in Exhibit 1 (see Table 1), such that the Department shall be assessed by geographic location. Exhibit 2 (see Table 2) lists Super PCP Departments as determined by the City Administrator. Each Agency shall submit this form with answers to the Narrative Assessment and the attached tables (Tables 1-6), which collectively is the annual Agency Compliance Plan, to the City Administrator and the Department of Human Resources Management, Equal Access Division.

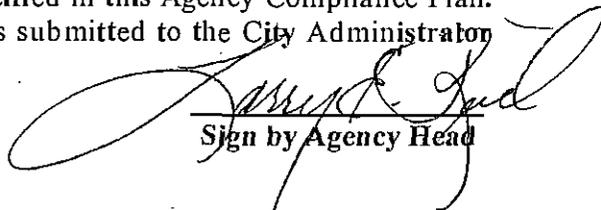
The Agency Language Access Coordinator (ALAC) (see Table 3), in consultation with the Agency head, shall prepare and disseminate to Agency staff and the City Administrator this Agency Compliance Plan. Each Agency head must certify that the Agency Compliance Plans are accurate and complete.

All annual Agency Compliance Plans shall be posted on the agencies' website and the Equal Access Division's website and shall be available to the public upon request in each Agency facility.

Agency Head Certification

Provide the following certification that the Agency head has reviewed this Agency Compliance Plan for final approval:

I, Larry Reid, Council President, hereby certify, that I have reviewed and approved this Equal Access Agency Compliance Plan for accuracy and completeness, and adopt the goals specified in this Agency Compliance Plan. And this Agency Compliance Plan was submitted to the City Administrator on 8/24/12.


Sign by Agency Head

NARRATIVE ASSESSMENT

Assessment of Bilingual Public Contact Positions (BPCP) and Corrective Plans for Hiring Sufficient Bilingual Public Contact Positions

1. *Public Contact Positions in the City Council Office:*

City Council had a total of 20.50 PCPs this FY 2011-2012, of which zero (0) were vacant PCPs and zero (0) were frozen PCPs. City Council had a total of 5.5 FTE Bilingual PCPs this FY 2011-2012, of which 4.25 FTE were Spanish speaking and 1.25 FTE were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 2.60 FTE and for Chinese speaking were 1.14 FTE. The City Council Office is meeting its bilingual staffing requirements under the EAO.

2. *For each hiring of PCP that occurred during FY 2011-2012, describe the Agency's methods or means employed to ensure a pool of qualified Bilingual PCP applicants, and describe the method of processing each qualified applicant (§ 2.30.100 (B)(5)). Describe how the Agency works with the City Administrator, the Equal Access Division and the Department of Human Resources Management to recruit, and hire bilingual qualified applicants. Assess the adequacy of these efforts and indicate areas of improvement.*

A. There was no hiring of PCPs for the City Council Office this year. The City Council Office is a department staffed with a significant number of bilingual employees to serve the language needs of their individual districts. Each Council office often assists one another on calls made in Spanish or Chinese. Bilingual staff are frequently called upon for language assistance for a wide array of public inquiries made by limited-English speakers.

3. *Describe the Agency's methods for assessing and testing language skills for its bilingual employees. (§ 2.30.100 (B)(5)).*

A. The City Council Office submits assessment requests to the Department Human Resources Management Equal Access staff and they administer testing with a vendor for compliance.

4. *Describe any additional interim measures in place to ensure access by Limited English Speaking (LES) populations to Agency services pending the hiring and/or deployment of sufficient BPCPs. The required interim measures are:*

- i. Agencies must maintain a list of employees who speak the threshold languages. At least one employee who can provide service to LES persons shall be available during business hours. Employees shall have access to the over-the phone interpretation at all times, and should choose a method for communicating best suited to providing service to LES persons.
- ii. All Agencies and Departments must demonstrate that they have adequate means to make all services available to LES persons.
- iii. All Agencies have Language Access Coordinators.
- iv. All Agencies shall adopt and implement Language Access Policies approved by the City Administrator.

- v. Each PCP shall be trained in the use of interim measures to assist LES persons.
 - A. The City Council Office utilizes the required interim measures. No Additional measures are used.
5. *Provide a summary narrative assessment and analysis of how and whether the Agency and its Departments is complying with the Equal Access to Services Ordinance (EAO).*
- A. The City Council Office is fully meeting the bilingual staffing needs pursuant to the Equal Access Ordinance and Settlement Agreement requirements. It will continue to ensure that any future bilingual staffing needs are met.
6. *Provide a description of implementation "best practices" developed by the Agency and/or its Departments.*
- A. The City Council Office is a department staffed with a significant number of bilingual employees to serve the language needs of their individual districts. Each Council office often assists one another on calls made in Spanish or Chinese. Bilingual staff is frequently called upon for language assistance for a wide array of public inquiries made by limited- English speakers. In addition, we have provided a multilingual telephone line, which is translated in Chinese and Spanish. The City Council Office follows the guidelines established by the City Administrator and provided in the Administrative Instruction regarding Equal Language Access.
7. *Provide a summary narrative description and assessment of any structural barriers that may be preventing the Agency from complying with the EAO and recommend means to address those barriers.*
- A. N/A
8. *Provide a summary narrative description and assessment of corrective plans that the Agency has developed to address possible non-compliance with the EAO and corrective plans to address structural barriers.*
- A. N/A

**Assessment of Translation of Written Documents
and Corrective Plans for Complete Translation**

1. City Council had a total of one vital document FY 2011-2012, of which 1 (100%) were translated into Spanish and 1 (100%) were translated into Chinese.
2. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." These notices must be "posted prominently" and be "readily visible to the public." (§ 2.30.050 (D)).
 - (a) List the locations in which the Department has posted notices and indicate whether both Spanish and Chinese notices have been posted.

Notices have been posted on the main front door of the City Council office in both languages.

- (b) Describe how these postings are prominent and readily visible to the public.

The notices are posted on the only doors that are public access.

- (c) Include the Department's written policy and procedures regarding posting of these notices.

Currently, we do not have written policy or procedures beyond those provided in the City Administrator's Administrative Instruction.

3. Describe how the Department ensures that there is an adequate stock of readily available translated materials from state and federal agencies. (§ 2.30.060). Include the Department's written policy and procedures regarding these materials.

The City Council works with **Equal Access** for all translated materials.

4. "Departments are encouraged to solicit feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the department." (§ 2.30.050(E)). Describe how the Department solicits feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the Department. Include the Department's written policy and procedures regarding receiving community feedback.

The City Council adheres to the City policy and works with **Equal Access** for all translations. Currently, we do not have written policy or procedures beyond those provided in the City Administrator's Administrative Instruction.

Assessment of Multilingual Telephone Messages

All Departments shall "maintain recorded telephonic messages in English, Chinese and Spanish." The message is required to contain the following: "basic information about the City Council's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance." § 2.30.080.

1. If the Department has not recorded a message in threshold language that contains basic information about the Department's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance, then describe the interim measures in place to ensure access by LES populations.
 - A. The City Council has an after hours telephone message line that has been recorded in English, Chinese and Spanish.
2. Describe in detail the reasons explaining why the Department did not meet its goals, including assessment of any structural barriers. Indicate if sufficient resources have been allocated, and if not, an assessment of additional resources needed.
 - A. The City Council office has met the goals.
3. Describe in detail the Department's corrective action plan for meeting its translation goals the following fiscal year. A correction plan must set forth a concrete and realistic plan to remedy noncompliance.
 - A. N/A

Assessment of Department Communication with LES Populations

1. *Describe in detail the procedures used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. Describe the mechanism the Department uses to assess the adequacy of these procedures and how often it is assessed (See § 2.30.100 (B)(7)).*
 - A. The City Council office utilizes the various Council staff member to meet the needs of the LES Spanish and Chinese population daily or when needed. The City Council takes the needs of our LES constituents within each district and seeks new employee with skill that would benefit the community.
2. *Describe the written policies on providing services to LES Spanish and Chinese populations. (§ 2.30.100 (B) (14)).*
 - A. The City Council office has identified key bilingual staff to facilitate communication with Limited English Speaking (LES) person or groups in Spanish, Cantonese and Mandarin upon demand. Qualified bilingual staff in the City Council office is prepared to perform translations and/or interpretation services to LES individuals and /or groups to insure that the population is served efficiently.
3. *Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).*
 - A. Our goal is to ensure receipt of services and the right to bilingual services accompanies our objective.
4. *Departments are required to "allow persons to make complaints alleging violation [of the EAO] in threshold language. The complaints may be made by telephone or by completing a complaint form." (§ 2.30.090 (A)). Describe and assess the procedures for accepting and resolving complaints of community members regarding bilingual oral and written services. (See § 2.30.100 (B) (13)). Include how the Department makes the public aware of their right to make complaints by telephone or by completing a complaint form.*
 - A. City Council accepts complaints through their main telephone lines and main reception counters. If a complaint is received, the City Council would try to resolve it but if not, it would then be forwarded to Equal Access Office for resolution. Council Staff advise all constituents about their right to and how to register complaints.
5. *Departments must "document actions taken to resolve each complaint and maintain copies of complaints and documentation of their resolution for a period of not less than two years." (§ 2.30.090 (B)). Describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.*
 - A. Each Council office retains the Complaint documentation and the resolution for two to five years.
6. *Departments must forward "[a] copy of each complaint . . . to the City [Administrator] within thirty (30) days of its receipt." (§ 2.30.090 (B)). Provide a list of the Department's complaints forwarded to the City Administrator specifying when the complaint was filed and whether the complaint was forwarded to the City Administrator within 30 days of its receipt.*
 - A. The City Council Office has not received any complaints to date.

Assessment of
Dissemination of Agency Compliance Plan

1. When will the current FY 2011-12 Agency Compliance Plans be posted on the agency's website and the Equal Access Division's website?
 - a. The City of Oakland provides direction; it will immediately be posted on the department's website.
2. Are prior years Agency Compliance Plans posted on the agency's website and the Equal Access Division's website?
 - a. It is available on the Equal Access Website.
3. When will the current FY 2011-12 ACP be available to the public upon request in each Department facility?
 - a. The Agency Compliance is available on request through Council Administration.

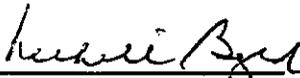
Describe how notice has been posted prominently at the Agency's geographic location and on the agency's website and the EAO website that ACPs are available with information stating how to access the ACPs.

- a. Once direction is received from the Equal Access Office, the City Council will post notice geographically and on the website.

**Equal Access Ordinance Compliance Plan
Department of Housing & Community Development**

Agency Head Certification

I, Michele A. Byrd, hereby certify that I have reviewed and approved this Equal Access Agency Compliance Plan for accuracy and completeness, and adopt the goals specified in this Agency Compliance Plan. And this Agency Compliance Plan was submitted to the City Administrator on August 28, 2012.


Michele A. Byrd

NARRATIVE ASSESSMENT

**Assessment of Bilingual Public Contact Positions (BPCP) and
Corrective Plans for Hiring Sufficient Bilingual Public Contact
Positions**

1. Public Contact Positions in the Department of Housing and Community Development:
 - a. Then Department of Housing and Community Development (which includes Support Staff, Housing Development, CDBG Coordination, and Home Ownership Programs) had no PCPs this FY 2011-2012.
 - b. The Municipal Lending Department had a total of 4.0 PCPs this FY 2011-2012, of which 1.0 were Spanish speaking and 1.0 were Chinese speaking.
 - c. The Residential Rent Arbitration Department had a total of 4.0 PCPs this FY 2011-2012, of which 2.0 were Chinese speaking and 1.0 were Spanish speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 2.0 and for Chinese speaking were 1.0.
2. For each hiring of PCP that occurred during FY 2011-2012, describe the Agency's methods or means employed to ensure a pool of qualified Bilingual PCP applicants, and describe the method of processing each qualified applicant (§ 2.30.100 (B)(5)). Describe how the Agency works with the City Administrator, the Equal Access Division and the Department of Human Resources Management to recruit, and hire bilingual qualified applicants. Assess the adequacy of these efforts and indicate areas of improvement
No PCP positions were filled during FY 2011-12.
3. Describe the Agency's methods for assessing and testing language skills for its bilingual employees. (§ 2.30.100 (B)(5)).
DHCD relies on the Department of Human Resources Management
4. Describe any additional interim measures in place to ensure access by Limited English Speaking (LES) populations to Agency services pending the hiring and/or deployment of sufficient BPCPs. The required interim measures are:
 - i. Agencies must maintain a list of employees who speak the threshold languages. At least one employee who can provide service to LES persons shall be available during business hours. Employees shall have access to the over-the phone interpretation at all times, and should choose a method for communicating best suited to providing service to LES persons.
 - ii. All Agencies and Departments must demonstrate that they have adequate means to make all services available to LES persons.

- iii. All Agencies have Language Access Coordinators.
- iv. All Agencies shall adopt and implement Language Access Policies approved by the City Administrator.
- v. Each PCP shall be trained in the use of interim measures to assist LES persons.

DHCD's practices are compliant with the City's Equal Access to Services Ordinance and AI 145

- 5. Provide a summary narrative assessment and analysis of how and whether the Agency and its Departments is complying with the Equal Access to Services Ordinance (EAO).

The Rent Adjustment Department has a Spanish-speaking Program Analyst and a Cantonese-speaking Hearing Officer. In addition, there is an on-call Cantonese/Mandarin speaking interpreter for hearings and appeal hearings.

The Municipal Lending Department has a Spanish speaking Rehabilitation Advisor III. The Chinese speaking employees in the DHCD are always available to assist LES persons.

- 6. Provide a description of implementation "best practices" developed by the Agency and/or its Departments.

The DHCD takes proactive measures to ensure that our client's language access needs are met. DHCD's practices are compliant with the City's Equal Access to Services Ordinance and AI 145

- 7. Provide a summary narrative description and assessment of any structural barriers that may be preventing the Agency from complying with the EAO and recommend means to address those barriers.

Currently, there are no structural barriers to DHCD's meeting language access needs

- 8. Provide a summary narrative description and assessment of corrective plans that the Agency has developed to address possible non-compliance with the EAO and corrective plans to address structural barriers.

N/A

**Assessment of Translation of Written Documents
and Corrective Plans for Complete Translation**

Instructions to Agencies:

1. Department of Housing and Community Development had a total of 8 vital documents FY 2011-2012, of which 100% were translated into Spanish and 100% were translated into Chinese.
2. Departments are required to “post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available.” These notices must be “posted prominently” and be “readily visible to the public.” (§ 2.30.050 (D)).
 - (a) List the locations in which the Department has posted notices and indicate whether both Spanish and Chinese notices have been posted.

These notices are on display in the reception area and the Coffee Room. The Municipal Lending Department has bookshelf in the entrance to the department where the brochures are stored. The Rent Adjustment Department also has bookshelves for their brochures. In addition, both departments distributes the brochures at attend every outreach event attended.
 - (b) Describe how these postings are prominent and readily visible to the public.

There’s a book shelve on the lobby where the notices are displayed.
 - (c) Include the Department’s written policy and procedures regarding posting of these notices.

DHCD follows City’s posting policies.
3. Describe how the Department ensures that there is an adequate stock of readily available translated materials from state and federal agencies. (§ 2.30.060). Include the Department’s written policy and procedures regarding these materials.

DHCD staff ensures that there’s adequate stock of brochures. Rent Adjustment Department has brochures in English, Spanish, Cantonese and Vietnamese. And these brochures are routinely updated and copied and are always available for display and for outreach events attended by Rent Adjustment and Municipal Lending staff.
4. “Departments are encouraged to solicit feedback on the accuracy and appropriateness of translations from bilingual staff at commmity groups whose clients receive services from the department.” (§ 2.30.050(E)). Describe how the Department solicits feedback on the accuracy and appropriateness of translations from billngual staff at community groups whose clients receive services from the Department. Include the Department’s written policy and procedures regarding receiving community feedback.

DHCD uses Equal Access for the translation of these languages and encourages clients receiving services to give us a feedback on the quality of the services received. DHCD have so far received positive feedbacks. During community group events staff have distributed feedback forms to rate the quality of services received.

Assessment of Multilingual Telephone Messages

All Departments shall “maintain recorded telephonic messages in [threshold languages].” The message is required to contain the following: “basic information about the Department’s operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance.” § 2.30.080.

Instructions to Agencies:

1. If the Department has not recorded a message in threshold language that contains basic information about the Department’s operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance, then describe the interim measures in place to ensure access by LES populations.

DHCD’s recorded messages are in compliant with the City’s Equal Access to Services Ordinance and AI 145.

2. Describe in detail the reasons explaining why the Department did not meet its goals, including assessment of any structural barriers. Indicate if sufficient resources have been allocated, and if not, an assessment of additional resources needed.

DHCD met its goals, and there are currently no structural barriers.

3. Describe in detail the Department’s corrective action plan for meeting its translation goals the following fiscal year. A correction plan must set forth a concrete and realistic plan to remedy noncompliance.

N/A

Assessment of Department Communication with LES Populations

Instructions to Agencies:

1. Describe in detail the procedures used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. Describe the mechanism the Department uses to assess the adequacy of these procedures and how often it is assessed. (See § 2.30.100 (B)(7)).

The Rent Adjustment Department has a flyer advising LES clients the right to request an interpreter in writing. An interpreter is then provided through Equal Access or by the on-call interpreter. The Municipal Lending Department also uses interpreter when dealing with LES persons.

2. Describe the written policies on providing services to LES Spanish and Chinese populations. (§ 2.30.100 (B) (14)).

DHCD developed packets of information for potential clients. The packet contains information in English, Spanish, Chinese, and with Vietnamese. Our written policies is to make clients aware of the information packet and they are given on their first visit or mailed to them when they request information on our services.

3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).

We occasionally do bilingual public service announcement on KTOP with translation in Spanish, Cantonese, Mandarin and Vietnamese. The outreach efforts are designed to let Spanish and Chinese populations know the services available and their rights under the Rent Arbitration Program Ordinance.

4. Departments are required to "allow persons to make complaints alleging violation [of the EAO] in threshold language. The complaints may be made by telephone or by completing a complaint form." (§ 2.30.090 (A)). Describe and assess the procedures for accepting and resolving complaints of community members regarding bilingual oral and written services. (See § 2.30.100 (B) (13)). Include how the Department makes the public aware of their right to make complaints by telephone or by completing a complaint form.

The DHCD has not received complaints regarding access to bilingual services. However, we always advise LES persons to file complaints if they feel EAO was violated.

Departments must "document actions taken to resolve each complaint and maintain copies of complaints and documentation of their resolution for a period of not less than two years." (§ 2.30.090 (B)). Describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

N/A

5. Departments must forward "[a] copy of each complaint . . . to the City [Administrator] within thirty (30) days of its receipt." (§ 2.30.090 (B)). Provide a list of the Department's complaints forwarded to the City Administrator specifying when the complaint was filed and whether the complaint was forwarded to the City Administrator within 30 days of its receipt.

N/A

**Assessment of
Dissemination of Agency Compliance Plan**

Instructions to Agencies:

1. When will the current FY 2011-12 Agency Compliance Plans be posted on the agency's website and the Equal Access Division's website?
The Rent Adjustment and Municipal Lending Departments Compliance Plans will be posted on the website in FY 2011-13.
2. Are prior years Agency Compliance Plans posted on the agency's website and the Equal Access Division's website?
DHCD staff is still working on the posting.
3. When will the current FY 2011-12 ACP be available to the public upon request in each Department facility?
The DHCD Compliance Plans will be available in each department upon request.

Describe how notice has been posted prominently at the Agency's geographic location and on the agency's website and the EAO website that ACPs are available with information stating how to access the ACPs.

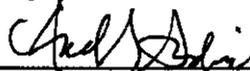
DHCD is in the process of posting the ACPs on its website and the EAO website.

Equal Access Ordinance Compliance Plan Department of Human Resources Management

Agency Head Certification

Provide the following certification that the Agency head has reviewed this Agency Compliance Plan for final approval:

I, Andrea R. Gourdine, hereby certify, that I have reviewed and approved this Equal Access Agency Compliance Plan for accuracy and completeness, and adopt the goals specified in this Agency Compliance Plan. And this Agency Compliance Plan was submitted to the City Administrator on August 27, 2012.



Andrea R. Gourdine
DHRM Director

NARRATIVE ASSESSMENT

Assessment of Bilingual Public Contact Positions (BPCP) and Corrective Plans for Hiring Sufficient Bilingual Public Contact Positions

1. **DHRM Assessment of Bilingual Public Contact Positions:**

The Department of Human Resources Management (includes Administration, Recruitment & Classification, and Risk & Benefits) has two (2) designated Public Contact Positions (PCPs) of which one (1) is Chinese speaking. One PCP position was vacated during the reporting period; the previous incumbent was Chinese speaking and the employee who was appointed as a replacement is also Chinese speaking. Although the goals of bilingual staffing for DHRM are zero (0) Chinese speaking and zero (0) Spanish speaking, the public contact nature of the employment information counter make it necessary to appoint bilingual staff as vacancies arise. Additionally, the department has six (6) bilingual employees – two (2) Spanish speaking and four (4) Chinese speaking – in non-Public Contact Positions who are available when language services are needed.

As part of a citywide reorganization, the Equal Access Office was moved out of the City Administrator's Office to DHRM this reporting period. The Equal Access Office has two (2) PCPs, both of which are filled with BPCPs – one (1) Spanish speaking and one (1) Chinese speaking. The two bilingual PCPs meet the unit's goals for bilingual staffing.

2. **DHRM methods for recruiting bilingual applicants for DHRM vacancies in FY2011-2012:**

In filling its one vacant PCP this year, DHRM was able to utilize an existing eligible list (Public Service Representative) for which selective certification for bilingual skills had been a requirement.

3. **DHRM's methods for assessing and testing language skills for its bilingual employees. (§ 2.30.100 (B)(5)).**

DHRM's BPCPs were assessed through the City's standardized testing procedure for bilingual skills. The incumbents are also native speakers.

4. **Describe any additional interim measures in place to ensure access by Limited English Speaking (LES) populations to Agency services pending the hiring and/or deployment of sufficient BPCPs. The required interim measures are:**

- i. Agencies must maintain a list of employees who speak the threshold languages. At least one employee who can provide service to LES persons shall be available during business hours. Employees shall have access to the over-the phone interpretation at all times, and should choose

a method for communicating best suited to providing service to LES persons.

DHRM's bilingual staff provide assistance in Spanish or Chinese whenever there is a request for service.

- ii. All Agencies and Departments must demonstrate that they have adequate means to make all services available to LES persons.

DHRM has several bilingual staff in addition to its BPCPs who are available to provide services when required.

- iii. All Agencies have Language Access Coordinators.

DHRM has a Language Access Coordinator – Sonia Lara, Executive Assistant.

- iv. All Agencies shall adopt and implement Language Access Policies approved by the City Administrator.

DHRM follows the City's policy as describe in Administrative Instruction 145 and the Equal Access Ordinance.

- v. Each PCP shall be trained in the use of interim measures to assist LES persons.

N/A

- 5. Summary narrative assessment and analysis of how and whether the Agency and its Departments are complying with the Equal Access to Services Ordinance (EAO).

DHRM and the Equal Access Office are complying with the Equal Access to Services Ordinance by having a sufficient number of bilingual employee in Public Contact Positions; having vital documents translated into threshold languages; and having recorded telephonic messages in threshold languages.

- 6. Provide a description of implementation “best practices” developed by the Agency and/or its Departments.

Having a sufficient number of bilingual employees in Public Contact Positions; having vital documents translated into threshold languages; and having recorded telephonic messages in threshold languages have been identified as the department’s “best practices.”

- 7. Provide a summary narrative description and assessment of any structural barriers that may be preventing the Agency from complying with the EAO and recommend means to address those barriers.

N/A

8. Provide a summary narrative description and assessment of corrective plans that the Agency has developed to address possible non-compliance with the EAO and corrective plans to address structural barriers.

N/A

**Assessment of Translation of Written Documents
and Corrective Plans for Complete Translation**

1. Translation of “vital documents.”

DHRM has a total of four (4) vital documents, all of which have been translated into Spanish and Chinese. (City’s Hiring Process flyer, Equal Access Ordinance, Equal Access Complaint Form, and Interpretation Equipment Signage and Form)
2. Posting Notices. Departments are required to “post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available.” These notices must be “posted prominently” and be “readily visible to the public.” (§ 2.30.050 (D)).
 - (a) List the locations in which the Department has posted notices and indicate whether both Spanish and Chinese notices have been posted.

DHRM had not posted notices during the reporting period, but notices are being developed to be posted, (1) on the DHRM website; and (2) in the DHRM reception area at 150 Frank Ogawa Plaza, 2nd floor.
 - (b) Describe how these postings are prominent and readily visible to the public.

Not yet available.
 - (c) Include the Department’s written policy and procedures regarding posting of these notices.

The Equal Access to Services Ordinance and A.I. 145 define the City’s policies regarding posting.
3. Describe how the Department ensures that there is an adequate stock of readily available translated materials from state and federal agencies. (§ 2.30.060). Include the Department’s written policy and procedures regarding these materials.

N/A - materials from state and federal agencies are not required for providing service in DHRM.
4. “Departments are encouraged to solicit feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the department.” (§ 2.30.050(E)). Describe how the Department solicits feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the

Department. Include the Department's written policy and procedures regarding receiving community feedback.

DHRM's bilingual staff are available to proofread translated documents. We also accept feedback from readers if any translated documents need revision. The Equal Access to Services Ordinance and A.I. 145 define the City's policies regarding the translation of written materials.

Assessment of Multilingual Telephone Messages

All Departments shall "maintain recorded telephonic messages in [threshold languages]." The message is required to contain the following: "basic information about the [D]epartment's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance." § 2.30.080.

1. If the Department has not recorded a message in threshold language that contains basic information about the Department's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance, then describe the interim measures in place to ensure access by LES populations.

DHRM's outgoing service message for the department's main contact line provides the basic departmental information in Spanish and Chinese. The employment hotline outgoing message changes frequently and is not translated every week. DHRM has bilingual staff available at all time during business hours to assist bilingual callers.

2. Describe in detail the reasons explaining why the Department did not meet its goals, including assessment of any structural barriers. Indicate if sufficient resources have been allocated, and if not, an assessment of additional resources needed.

N/A

3. Describe in detail the Department's corrective action plan for meeting its translation goals the following fiscal year. A correction plan must set forth a concrete and realistic plan to remedy noncompliance.

N/A

Assessment of Department Communication with LES Populations

1. Describe in detail the procedures used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. Describe the mechanism the Department uses to assess the adequacy of these procedures and how often it is assessed. (See § 2.30.100 (B)(7)).

DHRM's procedure to facilitate communications with LES Spanish and Chinese populations is to make bilingual staff available at all time during business hours. To date, DHRM has found this method of facilitating communication to be sufficient. As part of its effort to assess the department's procedure, in the spring of 2012 DHRM made customer service surveys available in English, Spanish, and Chinese both online on DHRM's Employment Opportunities website and on paper at the DHRM service counter at 150 Frank Ogawa Plaza, 2nd floor. Staff at the front counter reported no requests for bilingual services during the survey period and no paper surveys were completed; no online surveys were completed. DHRM has not received any complaint that an LES Spanish or Chinese customer could not receive service or was inadequately served.

2. Describe the written policies on providing services to LES Spanish and Chinese populations. (§ 2.30.100 (B) (14)).
(1) Equal Access Ordinance; and (2) Administrative Instruction 145.
3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).
DHRM could improve its outreach effort with regard to providing DHRM services to LES Chinese and Spanish populations. The lack of posted documents that inform customers of the availability of services in these languages detracts from the department's outreach efforts. During the next reporting period, DHRM will develop signage at its front counter that alerts customers to the availability of bilingual staff to assist them.
4. Departments are required to "allow persons to make complaints alleging violation [of the EAO] in threshold language. The complaints may be made by telephone or by completing a complaint form." (§ 2.30.090 (A)). Describe and assess the procedures for accepting and resolving complaints of community members regarding bilingual oral and written services. (See § 2.30.100 (B) (13)). Include how the Department makes the public aware of their right to make complaints by telephone or by completing a complaint form.
DHRM has bilingual staff available at all time during business hours; Equal Access complaint forms are on display and available in Spanish and Chinese at the DHRM service counter at 150 Frank Ogawa Plaza, 2nd floor.
5. Departments must "document actions taken to resolve each complaint and maintain copies of complaints and documentation of their resolution for a period of not less than two years." (§ 2.30.090 (B)). Describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.
No complaints received during the reporting period. If a complaint is received, DHRM will follow instruction in Equal Access to Services Ordinance and AI 145.
6. Departments must forward "[a] copy of each complaint . . . to the City [Administrator] within thirty (30) days of its receipt." (§ 2.30.090 (B)). Provide a list of the Department's complaints forwarded to the City Administrator specifying when the complaint was filed and whether the complaint was

forwarded to the City Administrator within 30 days of its receipt. Attach as Appendix (A).

N/A- No complaints received during the reporting period.

Assessment of Dissemination of Agency Compliance Plan

Instructions to Agencies:

1. When will the current FY 2011-12 Agency Compliance Plans be posted on the agency's website and the Equal Access Division's website?

It will be posted after Council receives the FY 2011-12 Equal Access Annual Compliance Plan.

2. Are prior years Agency Compliance Plans posted on the agency's website and the Equal Access Division's website?

Yes

3. When will the current FY 2011-12 ACP be available to the public upon request in each Department facility?

It will be available after Council receives the FY 2011-12 Equal Access Annual Compliance Plan.

Describe how notice has been posted prominently at the Agency's geographic location and on the agency's website and the EAO website that ACPs are available with information stating how to access the ACPs.

ACP will be kept as attachment to the Equal Access to Services Annual Compliance report, and it will be posted on the Equal Access website at all times.

Purpose

This Agency Compliance Plan (ACP) template is to be used to report compliance with the Equal Access to Services Ordinance (EAO) and Administrative Instruction Number 145. The EAO was enacted to ensure that Oakland residents, regardless of their English proficiency, have full and equal access to all City services, including many basic and potentially life-saving City services, and that they are able to participate in City government. The Ordinance requires City Departments to hire a sufficient number of bilingual employees in Public Contact Positions, translate vital written documents, and provide recorded telephone messages into languages spoken by at least 10,000 Oaklanders. The purpose of the ACP is to collect data necessary, by Agency and Departments within its jurisdiction, to ensure that the EAO is implemented, monitored and enforced. The City Administrator will compile the information from the Agency Compliance Plans into the City Administrator Annual Compliance Plan (CAAP), which will be submitted to the City Council and public.

General Instructions

The term "Department" as used in this Instruction refers to the City Administrator's designated list of Departments in Exhibit 1 (see Table 1), such that the Department shall be assessed by geographic location. Exhibit 2 (see Table 2) lists Super PCP Departments as determined by the City Administrator. Each Agency shall submit this form with answers to the Narrative Assessment and the attached tables (Tables 1-6), which collectively is the annual Agency Compliance Plan, to the City Administrator and the Department of Human Resources Management, Equal Access Division.

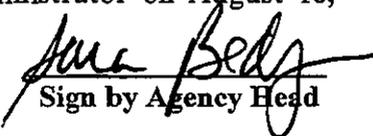
The Agency Language Access Coordinator (ALAC) (see Table 3), in consultation with the Agency head, shall prepare and disseminate to Agency staff and the City Administrator this Agency Compliance Plan. Each Agency head must certify that the Agency Compliance Plans are accurate and complete.

All annual Agency Compliance Plans shall be posted on the agencies' website and the Equal Access Division's website and shall be available to the public upon request in each Agency facility.

Agency Head Certification

Provide the following certification that the Agency head has reviewed this Agency Compliance Plan for final approval:

I, Sara Bedford, hereby certify that I have reviewed and approved this Equal Access Agency Compliance Plan for accuracy and completeness, and adopt the goals specified in this Agency Compliance Plan. And this Agency Compliance Plan was submitted to the City Administrator on August 16, 2012.


Sign by Agency Head

NARRATIVE ASSESSMENT

Assessment of Bilingual Public Contact Positions (BPCP) and Corrective Plans for Hiring Sufficient Bilingual Public Contact Positions

Instructions to Agencies:

1. Fill in the information about the DEPARTMENT in brackets:

The Aging & Adult Services had a total of 9.18 PCPs this FY 2011-2012, of which .53 were vacant PCPs and [0] were frozen PCPs. Aging & Adult Services had a total of 3.00 Bilingual PCPs this FY 2011-2012, of which 1.50 was Spanish speaking and 1.50 was Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 1.35 and for Chinese speaking were .57. If a listed Department (including the functions/services provided by the Department) change do to an approved re-organization, provide information about the reorganization and how the reorganization changes the assessment for the need of BCP and how the needs of LES will be met.

The Multipurpose Senior Service Program had a total of 11.60 PCPs this FY 2011-2012, of which 2.00 were vacant PCPs and [0] were frozen PCPs. The Multipurpose Senior Service Program had a total of 3.40 Bilingual PCPs this FY 2011-2012, of which 1.60 were Spanish speaking and 1.80 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 1.23 and for Chinese speaking were .52. If a listed Department (including the functions/services provided by the Department) change do to an approved re-organization, provide information about the reorganization and how the reorganization changes the assessment for the need of BCP and how the needs of LES will be met.

The Senior Centers had a total of 5.12 PCPs this FY 2011-2012, of which 0 were vacant PCPs and [0] were frozen PCPs. The Senior Centers had a total of .64 Bilingual PCPs this FY 2011-2012, of which .64 were Spanish speaking and 0 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) were:

<i>DHS Departments</i>	<i>FY 2010-11 SP Goal</i>	<i>FY 2010-11 CH. Goal</i>
Senior Centers		
* Senior Center (Citywide)		
* Senior Center (Downtown Oakland)	0.07	0
* Senior Center (East Oakland)	0.07	0
* Senior Center (North Oakland)	0.15	0
* Senior Center (west Oakland)	0.07	0
	0.07	0

If a listed Department (including the functions/services provided by the Department) change do to an approved re-organization, provide information about the reorganization

and how the reorganization changes the assessment for the need of BCP and how the needs of LES will be met.

The DHS Administration had a total of 1.00 PCPs this FY 2011-2012, of which 0 were vacant PCPs and [0] were frozen PCPs. The DHS Administration had a total of .13 Bilingual PCPs this FY 2011-2012, of which .13 were Spanish speaking and 0 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 3.63 and for Chinese speaking were 1.53. If a listed Department (including the functions/services provided by the Department) change do to an approved re-organization, provide information about the reorganization and how the reorganization changes the assessment for the need of BCP and how the needs of LES will be met.

The Early Childhood and Family Services had a total of 110.03 PCPs this FY 2011-2012, of which 16.93 were vacant PCPs and [0] were frozen PCPs. The Early Childhood and Family Services had a total of 40.18 Bilingual PCPs this FY 2011-2012, of which 24.92 were Spanish speaking and 15.26 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) were:

DHS Departments	FY 2010-11 SP Goal	FY 2010-11 CH Goal
Early Childhood and Family Services		
* Head Start - Service Area I (City Towers - F/D)		
* Head Start - Service Area I (Fannie Wall - F/D)	0.20	0
* Head Start - Service Area I (West Grand - F/D)	0	0
* Head Start - Service Area i (Eastmont - P/D)	0.36	0
* Head Start - Service Area I (Franklin - P/D)	1.25	0
* Head Start - Service Area I (Frank G. Mar - P/D)	0.02	0.03
* Head Start - Service Area I (San Antonio Park - P/D)	0	0.22
* Head Start - Service Area I (Virginia Ave - P/D)	0.66	0.41
* Head Start - Service Area II (Arroyo Viejo - P/D)	0.31	0
* Head Start - Service Area II (Tassafaronga - P/D)	0.19	0
* Head Start - Service Area II (Lion Creek Crossing - P/D)	0.29	0
* Head Start - Service Area II (Sun Gate - P/D)	0.38	0.25
* Head Start - Service Area II (San Antonio CDC - P/D)	0.96	0.16
* Head Start - Service Area II (Brookfield - P/D)	0.66	0.41
* Head Start - Service Area II (85th Ave - F/D)	0.64	0
* Head Start - Service Area II (Manzanita - P/D)	1.51	0
* Head Start - Service Area II (92nd Ave - P/D)	0.15	0.1
* Head Start - (Citywide)	1.37	0
* Early HS - FAME (3717 Telegraph Ave)	3.38	1.43
* Early HS - Broadway (2619 Broadway)	0	0
	0	0

If a listed Department (including the functions/services provided by the Department) change do to an approved re-organization, provide information about the reorganization and how the reorganization changes the assessment for the need of BCP and how the needs of LES will be met.

The Children & Youth Services and Policy & Planning had a total of .50 PCPs this FY 2011-2012, of which 0 were vacant PCPs and [0] were frozen PCPs. The Children & Youth Services and Policy & Planning had a total of .06 Bilingual PCPs this FY 2011-

2012, of which .06 were Spanish speaking and 0 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 0 and for Chinese speaking were .0. If a listed Department (including the functions/services provided by the Department) change do to an approved re-organization, provide information about the reorganization and how the reorganization changes the assessment for the need of BCP and how the needs of LES will be met.

2. For each hiring of PCP that occurred during FY 2011-2012, describe the Agency's methods or means employed to ensure a pool of qualified Bilingual PCP applicants, and describe the method of processing each qualified applicant (§ 2.30.100 (B)(5)). Describe how the Agency works with the City Administrator, the Equal Access Division and the Department of Human Resources Management to recruit, and hire bilingual qualified applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The Department worked closely with Equal Access to ensure that language capacity was optimal. When Spanish or Chinese was proven to be needed the department conducted selective language recruitments.

3. Describe the Agency's methods for assessing and testing language skills for its bilingual employees. (§ 2.30.100 (B)(5)).

The department works closely with DHRM to ensure that staff is tested for language skills as soon as they are hired.

4. Describe any additional interim measures in place to ensure access by Limited English Speaking (LES) populations to Agency services pending the hiring and/or deployment of sufficient BPCPs. The required interim measures are:

- i. Agencies must maintain a list of employees who speak the threshold languages. At least one employee who can provide service to LES persons shall be available during business hours. Employees shall have access to the over-the phone interpretation at all times, and should choose a method for communicating best suited to providing service to LES persons.
- ii. All Agencies and Departments must demonstrate that they have adequate means to make all services available to LES persons.
- iii. All Agencies have Language Access Coordinators.
- iv. All Agencies shall adopt and implement Language Access Policies approved by the City Administrator.
- v. Each PCP shall be trained in the use of interim measures to assist LES persons.

DHS' practices are compliant with the City's Equal Access to Services Ordinance and AI. 145.

5. Provide a summary narrative assessment and analysis of how and whether the Agency and its Departments is complying with the Equal Access to Services Ordinance (EAO).

The department works with Equal Access Office to ensure that position control and language capacity is captured, maintained and revised on a spreadsheet throughout the year. DHS has been successful in hiring bilingual candidates into PCP positions in 10-11 and continues to strive to achieve full compliance. Additionally, the department meets federal grant mandates around language access in our Head Start Program. It is mandated that staff be able to speak in the families' served first language and that all documents be translated accordingly.

6. Provide a description of implementation "best practices" developed by the Agency and/or its Departments.

The Department of Human Services has identified key bilingual staff to facilitate communication with Limited English Speaking Persons Group(s). If these positions are not PCPs, we add this task to the job duties of the individual to ensure that City information and services are provided in Spanish, Cantonese and Mandarin upon demand.

7. Provide a summary narrative description and assessment of any structural barriers that may be preventing the Agency from complying with the EAO and recommend means to address those barriers.

It has been increasingly difficult to recruit for positions in the social/human Services field. DHS grapples with finding potentially qualified candidates such as Nurse Case Managers and Early Childhood Instructors to fill our vacant positions. The need for bilingual capabilities adds to this challenge of finding eligible candidates.

8. Provide a summary narrative description and assessment of corrective plans that the Agency has developed to address possible non-compliance with the EAO and corrective plans to address structural barriers.

The Department continues to utilize ethnically pertinent community mail listings and professional magazines, etc. to announce recruitment opportunities to attract qualified bilingual candidates.

Assessment of Translation of Written Documents and Corrective Plans for Complete Translation

Instructions to Agencies:

1. Human Services had a total of 18 vital documents FY 2011-2012, of which 100% were translated into Spanish and 100% were translated into Chinese.

2. Departments are required to “post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available.” These notices must be “posted prominently” and be “readily visible to the public.” (§ 2.30.050 (D)).
- (a) List the locations in which the Department has posted notices and indicate whether both Spanish and Chinese notices have been posted.
- DHS does have posted notices prominently posted in its reception areas at 150 Frank H. Ogawa Plaza, 4th, 5th and 7th Floors and is rolling out the posting of notices for all Senior Centers and Head Start Centers the first week of November 2012.*
- Describe how these postings are prominent and readily visible to the public. DHS has posted notices prominently at each reception desk indicating materials and staff are accessible to communicate in both Chinese and Spanish.*
- (b) Include the Department’s written policy and procedures regarding posting of these notices.
- DHS' practices shall be compliant with the City's Equal Access to Services Ordinance and AI 14. All facilities shall contain posted notices visible to the public which state that threshold languages and staff who speak the languages are available to the public.*
3. Describe how the Department ensures that there is an adequate stock of readily available translated materials from state and federal agencies. (§ 2.30.060). Include the Department’s written policy and procedures regarding these materials.
- DHS has a stock of readily available translated materials at each reception station. If the stock is running low it is incumbent upon the respective programs to reproduce as needed.*
4. “Departments are encouraged to solicit feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the department.” (§ 2.30.050(E)). Describe how the Department solicits feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the Department. Include the Department’s written policy and procedures regarding receiving community feedback.
- Prior to final printing, staff who work in the field read the translated materials for appropriateness.*

Assessment of Multilingual Telephone Messages

All Departments shall “maintain recorded telephonic messages in [threshold languages].” The message is required to contain the following: “basic information about the

[D]epartment's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance." § 2.30.080.

Instructions to Agencies:

1. If the Department has not recorded a message in threshold language that contains basic information about the Department's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance, then describe the interim measures in place to ensure access by LES populations.

The department is compliant in this area. Each reception main-line is set up to inform the public of business hours, locations, etc, in both Chinese and Spanish

2. Describe in detail the reasons explaining why the Department did not meet its goals, including assessment of any structural barriers. Indicate if sufficient resources have been allocated, and if not, an assessment of additional resources needed.

N/A

3. Describe in detail the Department's corrective action plan for meeting its translation goals the following fiscal year. A correction plan must set forth a concrete and realistic plan to remedy noncompliance.

N/A

Assessment of Department Communication with LES Populations

Instructions to Agencies:

1. Describe in detail the procedures used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. Describe the mechanism the Department uses to assess the adequacy of these procedures and how often it is assessed. (See § 2.30.100 (B)(7)).

'Again, the department meets federal grant mandates around language access in our Head Start Program. It is mandated that staff be able to speak in the families' served first language and that all documents be translated as such. The department further conducted a language access survey at its Senior and Head Start centers to ensure that LES populations were being served and any possible language barriers are being addressed.

2. Describe the written policies on providing services to LES Spanish and Chinese populations. (§ 2.30.100 (B) (14)).

The Department of Human Services has identified key bilingual staff to facilitate communication with Limited English Speaking Persons Group(s). If these positions are not PCPs, we add this task to the job duties of the individual to

ensure that City information and services are provided in Spanish, Cantonese and Mandarin upon demand.

3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).

DHS conducts outreach to enroll clients into their programs and uses bilingual staff to ensure that LES Spanish and Chinese populations have access to our services. Our goal is to ensure receipt of services and the right to bilingual services accompanies our objective.

4. Departments are required to "allow persons to make complaints alleging violation [of the EAO] in threshold language. The complaints may be made by telephone or by completing a complaint form." (§ 2.30.090 (A)). Describe and assess the procedures for accepting and resolving complaints of community members regarding bilingual oral and written services. (See § 2.30.100 (B) (13)). Include how the Department makes the public aware of their right to make complaints by telephone or by completing a complaint form.

DHS accepts complaints through their main telephone lines and main reception counters. If a complaint were to be received, DHS would try to resolve at the lowest level but if not it would then be forwarded to Equal Access Office for resolution. All programs advise clients about their right to and how to register complaints.

5. Departments must "document actions taken to resolve each complaint and maintain copies of complaints and documentation of their resolution for a period of not less than two years." (§ 2.30.090 (B)). Describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

The Department would document the complaint and maintain a file for two years. The complaint would be tracked to resolution.

6. Departments must forward "[a] copy of each complaint . . . to the City [Administrator] within thirty (30) days of its receipt." (§ 2.30.090 (B)). Provide a list of the Department's complaints forwarded to the City Administrator specifying when the complaint was filed and whether the complaint was forwarded to the City Administrator within 30 days of its receipt. Attach as Appendix @.

The Department of Human Services has not received any complaints to-date.

Assessment of Dissemination of Agency Compliance Plan

Instructions to Agencies:

1. When will the current FY 2011-12 Agency Compliance Plans be posted on the agency's website and the Equal Access Division's website?
As soon as the City provides direction, it will immediately be posted on the dept. website.
2. Are prior years Agency Compliance Plans posted on the agency's website and the Equal Access Division's website?
The Agency Compliance Plans are not posted on the website –
3. When will the current FY 2011-12 ACP be available to the public upon request in each Department facility?
The ACP is available upon request through the Director's office

Describe how notice has been posted prominently at the Agency's geographic location and on the agency's website and the EAO website that ACPs are available with information stating how to access the ACPs.

Once direction is received from the EAO on noticing, DHS will post geographically and on the website.

Purpose

This Agency Compliance Plan (ACP) template is to be used to report compliance with the Equal Access to Services Ordinance (EAO) and Administrative Instruction Number 145. The EAO was enacted to ensure that Oakland residents, regardless of their English proficiency, have full and equal access to all City services, including many basic and potentially life-saving City services, and that they are able to participate in City government. The Ordinance requires City Departments to hire a sufficient number of bilingual employees in Public Contact Positions, translate vital written documents, and provide recorded telephone messages into languages spoken by at least 10,000 Oaklanders. The purpose of the ACP is to collect data necessary, by Agency and Departments within its jurisdiction, to ensure that the EAO is implemented, monitored and enforced. The City Administrator will compile the information from the Agency Compliance Plans into the City Administrator Annual Compliance Plan (CAAP), which will be submitted to the City Council and public.

General Instructions

The term "Department" as used in this Instruction refers to the City Administrator's designated list of Departments in Exhibit 1 (see Table 1), such that the Department shall be assessed by geographic location. Exhibit 2 (see Table 2) lists Super PCP Departments as determined by the City Administrator. Each Agency shall submit this form with answers to the Narrative Assessment and the attached tables (Tables 1-6), which collectively is the annual Agency Compliance Plan, to the City Administrator and the Department of Human Resources Management, Equal Access Division.

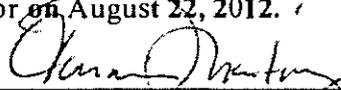
The Agency Language Access Coordinator (ALAC) (see Table 3), in consultation with the Agency head, shall prepare and disseminate to Agency staff and the City Administrator this Agency Compliance Plan. Each Agency head must certify that the Agency Compliance Plans are accurate and complete.

All annual Agency Compliance Plans shall be posted on the agencies' website and the Equal Access Division's website and shall be available to the public upon request in each Agency facility.

Agency Head Certification

Provide the following certification that the Agency head has reviewed this Agency Compliance Plan for final approval:

I, CARMEN MARTINEZ, hereby certify, that I have reviewed and approved this Equal Access Agency Compliance Plan for accuracy and completeness, and adopt the goals specified in this Agency Compliance Plan. And this Agency Compliance Plan was submitted to the City Administrator on August 22, 2012.



Sign by Agency Head

NARRATIVE ASSESSMENT

Assessment of Bilingual Public Contact Positions (BPCP) and Corrective Plans for Hiring Sufficient Bilingual Public Contact Positions

Instructions to Agencies:

1. Fill in the information about the DEPARTMENT in brackets:

SYSTEM-WIDE SERVICES had a total of **30.29 FTE PCPs** this FY 2011-2012, of which **4.95 FTE** were vacant PCPs and **0 FTE** were frozen PCPs. **SYSTEM-WIDE SERVICES** had a total of **10.11 FTE Bilingual PCPs** this FY 2011-2012, of which **5.88 FTE** were Spanish speaking and **4.23 FTE** were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were **.13** and for Chinese speaking were **.06**. If a listed Department (including the functions/services provided by the Department) change due to an approved re-organization, provide information about the reorganization and how the reorganization changes the assessment for the need of BCP and how the needs of LES will be met.

MAIN LIBRARY LOCAL SERVICES had a total of **38.33 FTE PCPs** this FY 2011-2012, of which **9.25 FTE** were vacant PCPs and **0** were frozen PCPs. **MAIN LIBRARY LOCAL SERVICES** had a total of **7.97 FTE Bilingual PCPs** this FY 2011-2012, of which **4.90 FTE** were Spanish speaking and **3.07 FTE** were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were **.13** and for Chinese speaking were **.06**. If a listed Department (including the functions/services provided by the Department) change due to an approved re-organization, provide information about the reorganization and how the reorganization changes the assessment for the need of BCP and how the needs of LES will be met.

BRANCH LIBRARY LOCAL SERVICES had a total of **86.74 FTE PCPs** this FY 2011-2012, of which **20.17 FTE** were vacant PCPs and **0** were frozen PCPs. **BRANCH LIBRARY LOCAL SERVICES** had a total of **17.49 FTE Bilingual PCPs** this FY 2011-2012, of which **15.69 FTE** were Spanish speaking and **1.80 FTE** were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking are reflected in the table below:

Name of Branch	Spanish PCP Goal	Chinese PCP Goal
Branch Administration	.01	.24
Brookfield Branch	.12	.01
Dimond Branch	.01	.03
Eastmont Branch	.12	.01
Elmhurst Branch	.12	.01

M.L. King Branch	.12	.01
Montclair Branch	.01	.01
Rockridge Branch	.01	.01
Temescal Branch	.02	.01
District 1 Admn (81 st Avenue Branch)	.31	.01
Golden Gate Branch	.01	.01
Lakeview Branch	.04	.11
Melrose Branch	.18	.01
Piedmont Branch	.01	.01
West Oakland Branch	.01	.01
African American Museum & Library	.01	.11

If a listed Department (including the functions/services provided by the Department) change due to an approved re-organization, provide information about the reorganization and how the reorganization changes the assessment for the need of BCP and how the needs of LES will be met.

ASIAN BRANCH had a total of **10.75 FTE PCPs** this FY 2011-2012, of which 0 were vacant PCPs and 0 were frozen PCPs. **ASIAN BRANCH** had a total of **10.47 FTE Bilingual PCPs** this FY 2011-2012, of which 0 FTE were Spanish speaking and 10.47 FTE were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were .01 and for Chinese speaking were .24. If a listed Department (including the functions/services provided by the Department) change due to an approved re-organization, provide information about the reorganization and how the reorganization changes the assessment for the need of BCP and how the needs of LES will be met.

LATIN AMERICAN BRANCH (CESAR CHAVEZ BRANCH) had a total of **6.69 FTE PCPs** this FY 2011-2012, of which **0.50 FTE** were vacant PCPs and 0 were frozen PCPs. **LATIN AMERICAN BRANCH (CESAR CHAVEZ BRANCH)** had a total of **4.19 FTE Bilingual PCPs** this FY 2011-2012, of which **4.19 FTE** were Spanish speaking and 0 FTE were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were .04 and for Chinese speaking were .03. If a listed Department (including the functions/services provided by the Department) change due to an approved re-organization, provide information about the reorganization and how the reorganization changes the assessment for the need of BCP and how the needs of LES will be met.

2. For each hiring of PCP that occurred during FY 2011-2012, describe the Agency's methods or means employed to ensure a pool of qualified Bilingual PCP applicants, and describe the method of processing each qualified applicant (§ 2.30.100 (B)(5)). Describe how the Agency works with the City Administrator, the Equal Access Division and the Department of Human Resources Management to recruit, and hire bilingual qualified applicants. Assess the adequacy of these efforts and indicate areas of improvement.

At this time, due to continued budgetary constraints and the continuing hiring freeze, limited vacant PCP's within the Oakland Public Library have been filled. The Oakland Public Library has approximately 27.65 PCP FTE in vacancies, as well as positions which are presently being under-filled or backfilled in order to provide minimal staffing levels during the hiring freeze.

The Oakland Public Library is a presence at all local, state, and national library conferences, as well as an active recruiter at the School of Library and Information Science at SJSU. Recruitment and hiring is an on-going process and we work at this every day, usually with great success.

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

Every City of Oakland civil service recruitment is advertised in local Oakland newspapers which embody many of the diverse demographics within the City of Oakland, in order to reach more qualified bilingual applicants. Additionally, every City of Oakland civil service recruitment has specific language included in the job announcement which encourages bilingual applicants to apply.

The Oakland Public Library also sends job announcements to various library listservs, which have been established to provide information to library paraprofessionals and professionals from various cultural/ethnic populations, in order to assist with recruiting qualified candidates who may have bilingual skills.

With current budgetary constraints within the Library, adding additional PCPs has financial consequences for which the Library only has minimal budgeting which was identified in the FY11-13 budget cycle. We view this challenge as an area that can and may improve as the economic state of the City of Oakland changes, and recommend reassessing possible additional budgetary measures at that time.

3. Describe the Agency's methods for assessing and testing language skills for its bilingual employees. (§ 2.30.100 (B)(5)).

The Oakland Public Library utilizes the City's Bilingual Certification Testing Process in order to have a bilingual employee's language skills assessed and tested.

4. Describe any additional interim measures in place to ensure access by Limited English Speaking (LES) populations to Agency services pending the hiring and/or deployment of sufficient BPCPs. The required interim measures are:

- i. Agencies must maintain a list of employees who speak the threshold languages. At least one employee who can provide service to LES persons shall be available during business hours. Employees shall have access to the over-the phone interpretation at all times, and should choose a method for communicating best suited to providing service to LES persons.
- ii. All Agencies and Departments must demonstrate that they have adequate means to make all services available to LES persons.
- iii. All Agencies have Language Access Coordinators.
- iv. All Agencies shall adopt and implement Language Access Policies approved by the City Administrator.
- v. Each PCP shall be trained in the use of interim measures to assist LES persons.

The Oakland Public Library is in current compliance with the required interim measures to ensure access to members of the Limited English Speaking population as outlined above.

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

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

The Oakland Public Library remains committed to recruiting, hiring, and funding qualified bilingual/bicultural staff, and to producing necessary materials in multiple languages for the public. We budget International Language materials accordingly, using a variety of demographic and other tools, and we budget, without extra funding, to pay bilingual premiums system-wide.

5. Provide a summary narrative assessment and analysis of how and whether the Agency and its Departments is complying with the Equal Access to Services Ordinance (EAO).

For decades the Oakland Public Library has implemented equal access through services designed to serve the Limited English Speaker. Indeed, these services are institutionalized in the Library's Strategic Plan, Mission Statement, materials, programs, and other public services offered everyday in libraries throughout the city. The provision of bilingual services is a strong value that the Oakland Public Library communicates to our staff and patrons.

The Oakland Public Library continually assesses the needs of our patrons by reviewing available Census data, circulation and other library usage statistics, and all available data representing the demographic breakdown throughout the City of Oakland. Our Integrated Library System (ILS) gives us data every month so that we can look at the trends and identify what is being checked out and in what languages. This information is then shared with our Supervising Librarians and they work with the Branch Managers to provide the necessary, requested resources for that community. As an example, within the last 6-months the Oakland Public Library has started an Arabic collection to meet the needs of our library patrons based on data collected.

We are dedicated to extending all available library services to all of our patrons, including members of the Limited English Speaking population, by hiring qualified employees to accomplish this goal.

6. Provide a description of implementation "best practices" developed by the Agency and/or its Departments.

The Oakland Public Library's "best practices" approach to implementing the EAO and providing bilingual services to library patrons is to:

- a. *To have a daily commitment to serving the diverse needs of our library users and non users equally every day, at all of our library locations.*
- b. *To proactively recruit for qualified bilingual candidates for our temporary part-time at-will positions in addition to our permanent vacancies.*
- c. *To budget for bilingual services (collections, printing of translated materials, bilingual premiums)*

7. Provide a summary narrative description and assessment of any structural barriers that may be preventing the Agency from complying with the EAO and recommend means to address those barriers.

The Oakland Public Library continues striving to comply with the EAO, however a primary structural barrier continues to be the current budgetary constraints that the City of Oakland is facing, and the fact that the bilingual services premium remains largely unbudgeted.

The Oakland Public Library has identified areas where we may face on-going challenges to providing bilingual services to members of the Limited English Speaking population:

1. *Recruitment of bilingual/bicultural staff at the professional Librarian classification level;*
2. *As the Equal Access Ordinance directives are largely unfunded, funding for bilingual premium pay, and funding for the rising cost of translations and printing public service materials in other languages remains a challenge;*
3. *Performing relevant outreach services to non-English speaking library users.*

Finally, we continue to recommend that the City provide funding so that all of the Oakland Public Library branches and Main can have Voice-Over IP Shortel telephones to assist in the effort of providing recorded telephonic messages in multiple languages.

8. Provide a summary narrative description and assessment of corrective plans that the Agency has developed to address possible non-compliance with the EAO and corrective plans to address structural barriers.

The Oakland Public Library remains dedicated to complying with the EAO and has not yet developed any corrective plans to address non-compliance with the EAO at this time.

**Assessment of Translation of Written Documents
and Corrective Plans for Complete Translation**

Instructions to Agencies:

1. **LIBRARY** had a total of 12 vital documents FY 2011-2012, of which 12 – 100% were translated into Spanish and 11 – 92% were translated into Chinese.
2. Departments are required to “post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available.” These notices must be “posted prominently” and be “readily visible to the public.” (§ 2.30.050 (D)).
 - (a) List the locations in which the Department has posted notices and indicate whether both Spanish and Chinese notices have been posted.
The Library is in the process of posting notices indicating that written materials in the languages, and staff who speak the languages are available, at all of our locations in Spanish and Chinese.
 - (b) Describe how these postings are prominent and readily visible to the public.
The Library is in the process of posting notices indicating that written materials in the languages, and staff who speak the languages are available, at all of our locations in Spanish and Chinese.
 - (c) Include the Department’s written policy and procedures regarding posting of these notices.
At this time the Library does not have a specific policy or procedures regarding posting of these notices.
3. Describe how the Department ensures that there is an adequate stock of readily available translated materials from state and federal agencies. (§ 2.30.060). Include the Department’s written policy and procedures regarding these materials.
The Library provides the public with access to a variety of translated materials and is available to obtain additional requested translated materials as necessary. The Library also assesses on an on-going basis whether or not additional translated materials may need to be obtained from various state and local agencies.
The Library does not have a specific policy or procedures regarding ensuring that there is an adequate stock of readily available translated materials from state and federal agencies.
4. “Departments are encouraged to solicit feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose

clients receive services from the department.” (§ 2.30.050(E)). Describe how the Department solicits feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the Department. Include the Department’s written policy and procedures regarding receiving community feedback.

The community continually offers praise and support to the Library for the accuracy and appropriateness of our translation efforts however, the Library does not presently have a policy nor procedures in place to solicit feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the Library.

Assessment of Multilingual Telephone Messages

All Departments shall “maintain recorded telephonic messages in [threshold languages].” The message is required to contain the following: “basic information about the [D]epartment’s operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance.” § 2.30.080.

Instructions to Agencies:

1. If the Department has not recorded a message in threshold language that contains basic information about the Department’s operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance, then describe the interim measures in place to ensure access by LES populations.

The Library continues discussing the need for the City’s Voice-Over IP Shortel telephones to assist in the effort of providing recorded telephonic messages in multiple languages.

2. Describe in detail the reasons explaining why the Department did not meet its goals, including assessment of any structural barriers. Indicate if sufficient resources have been allocated, and if not, an assessment of additional resources needed.

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

3. Describe in detail the Department’s corrective action plan for meeting its translation goals the following fiscal year. A correction plan must set forth a concrete and realistic plan to remedy noncompliance.

The Library will continue discussions with the Department of Information Technology on obtaining the City’s Voice-Over IP Shortel telephones in order to assist in the effort of providing recorded telephonic messages in multiple languages, and will also continue to assess existing budgetary constraints to determine if funding may become available.

Assessment of Department Communication with LES Populations

Instructions to Agencies:

1. Describe in detail the procedures used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. Describe the mechanism the Department uses to assess the adequacy of these procedures and how often it is assessed. (See § 2.30.100 (B)(7)).
The Library continuously hires bilingual staff within our budgeted classifications to facilitate communication with LES Spanish and Chinese populations.
In addition, the Library continues to review available tools (i.e. cheat sheet of common Spanish and Chinese words and phrases for staff to reference) and resources for staff to have readily available and reference in order to facilitate communication with LES Spanish and Chinese populations.
Assessment of the adequacy of the procedures used to facilitate communication with LES Spanish and Chinese populations is an on-going effort and varies from employee performance appraisals to the Library's service goals. Prioritizing assessment tools for facilitating communication with LES populations will be a continued effort
2. Describe the written policies on providing services to LES Spanish and Chinese populations. (§ 2.30.100 (B) (14)).
The Library presently has numerous policies and procedures on providing services to our patrons, inclusive of the LES Spanish and Chinese populations (i.e. Collection Development policy, Circulation policy).
Additionally, the Library also complies with all respective and applicable city, state and federal guidelines.
3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).
The Library continues to prioritize outreach and facilitate communication to LES Spanish and Chinese populations.
The Library presently has two outreach librarians whose primary goals re to access parts of the community that may not access our services.
In addition, the Library also ensures that the LES Spanish and Chinese populations are made aware of the vast resources that are available throughout the Library system, as well as those available resources which may be specific to those populations.
4. Departments are required to "allow persons to make complaints alleging violation [of the EAO] in threshold language. The complaints may be made by telephone or by completing a complaint form." (§ 2.30.090 (A)). Describe and assess the

procedures for accepting and resolving complaints of community members regarding bilingual oral and written services. (See § 2.30.100 (B) (13)). Include how the Department makes the public aware of their right to make complaints by telephone or by completing a complaint form.

Library patrons may request to speak with a member of Library Administration if they have a complaint, may obtain and complete a Complaint Card, submit an email or call with a complaint. Library Management and Administration work diligently to respond to all patron inquiries and/or complaints.

5. Departments must “document actions taken to resolve each complaint and maintain copies of complaints and documentation of their resolution for a period of not less than two years.” (§ 2.30.090 (B)). Describe the Department’s procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

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

6. Departments must forward “[a] copy of each complaint . . . to the City [Administrator] within thirty (30) days of its receipt.” (§ 2.30.090 (B)). Provide a list of the Department’s complaints forwarded to the City Administrator specifying when the complaint was filed and whether the complaint was forwarded to the City Administrator within 30 days of its receipt. Attach as Appendix @.

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

**Assessment of
Dissemination of Agency Compliance Plan**

Instructions to Agencies:

1. When will the current FY 2011-12 Agency Compliance Plans be posted on the agency's website and the Equal Access Division's website?

The Library will provide a link for the public to access the Library's Annual Equal Access Compliance Plan once we are advised by the Equal Access Office that the report has been finalized and is ready to be posted.
2. Are prior years Agency Compliance Plans posted on the agency's website and the Equal Access Division's website?

Prior years Library Equal Access Compliance Plans are not posted on the Library's website.
3. When will the current FY 2011-12 ACP be available to the public upon request in each Department facility?

Upon request, the public will be able to access the Library's Annual Equal Access Compliance Plan once we are advised by the Equal Access Office that the report has been finalized and is ready to be posted
4. Describe how notice has been posted prominently at the Agency's geographic location and on the agency's website and the EAO website that ACPs are available with information stating how to access the ACPs.

Notices that ACP's are available with information stating how to access the ACP's are not posted prominently at Library locations nor on the Library's website.

Purpose

This Agency Compliance Plan (ACP) template is to be used to report compliance with the Equal Access to Services Ordinance (EAO) and Administrative Instruction Number 145. The EAO was enacted to ensure that Oakland residents, regardless of their English proficiency, have full and equal access to all City services, including many basic and potentially life-saving City services, and that they are able to participate in City government. The Ordinance requires City Departments to hire a sufficient number of bilingual employees in Public Contact Positions, translate vital written documents, and provide recorded telephone messages into languages spoken by at least 10,000 Oaklanders. The purpose of the ACP is to collect data necessary, by Agency and Departments within its jurisdiction, to ensure that the EAO is implemented, monitored and enforced. The City Administrator will compile the information from the Agency Compliance Plans into the City Administrator Annual Compliance Plan (CAAP), which will be submitted to the City Council and public.

General Instructions

The term "Department" as used in this Instruction refers to the City Administrator's designated list of Departments in Exhibit 1 (see Table 1), such that the Department shall be assessed by geographic location. Exhibit 2 (see Table 2) lists Super PCP Departments as determined by the City Administrator. Each Agency shall submit this form with answers to the Narrative Assessment and the attached tables (Tables 1-6), which collectively is the annual Agency Compliance Plan, to the City Administrator and the Department of Human Resources Management, Equal Access Division.

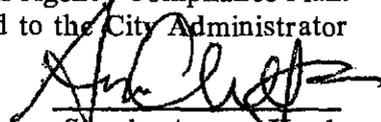
The Agency Language Access Coordinator (ALAC) (see Table 3), in consultation with the Agency head, shall prepare and disseminate to Agency staff and the City Administrator this Agency Compliance Plan. Each Agency head must certify that the Agency Compliance Plans are accurate and complete.

All annual Agency Compliance Plans shall be posted on the agencies' website and the Equal Access Division's website and shall be available to the public upon request in each Agency facility.

Agency Head Certification

Provide the following certification that the Agency head has reviewed this Agency Compliance Plan for final approval:

I, Anne Campbell-Washington, hereby certify, that I have reviewed and approved this Equal Access Agency Compliance Plan for accuracy and completeness, and adopt the goals specified in this Agency Compliance Plan. And this Agency Compliance Plan was submitted to the City Administrator on August 21, 2012.



Sign by Agency Head

NARRATIVE ASSESSMENT

**Assessment of Bilingual Public Contact Positions (BPCP) and
Corrective Plans for Hiring Sufficient Bilingual Public Contact
Positions**

1. Public Contact Positions in the Mayor's Office and Oaklanders Assistance Center:
 - a. The Mayor's Office Administration had a total of nine (9) PCPs this FY 2011-2012, of which zero (0) were vacant PCPs and zero (0) were frozen PCPs. The Mayor's Office had a total of 1.5 FTE Bilingual PCPs this FY 2011-2012, of which 1.5 FTE were Spanish speaking and zero (0) were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 1.14 FTE and for Chinese speaking were 0.5 FTE.
 - b. The Oaklanders' Assistance Center had a total of three (3) PCPs this FY 2011-2012, of which one (1) was a vacant PCPs and zero (0) were frozen PCPs. The Oaklanders' Assistance Center had a total of 1.0 FTE Bilingual PCPs this FY 2011-2012, of which 1.0 FTE were Spanish speaking and zero (0) were Chinese speaking. Because the Oaklanders' Assistance Center is a Super PCP Department, so even though it is such a small unit, there is a requirement that there be one bilingual Spanish and one bilingual Chinese staff person. The lack of available funding meant that the one vacancy in the OAC was not filled this year. The Mayor's Office prioritizes the use of bilingual volunteers to help support the Oaklanders' Assistance Center.

2. *For each hiring of PCP that occurred during FY 2011-2012, describe the Agency's methods or means employed to ensure a pool of qualified Bilingual PCP applicants, and describe the method of processing each qualified applicant (§ 2.30.100 (B)(5)). Describe how the Agency works with the City Administrator, the Equal Access Division and the Department of Human Resources Management to recruit, and hire bilingual qualified applicants. Assess the adequacy of these efforts and indicate areas of improvement.*

When recruiting applicants, the Mayor's office includes its interest in applicants who are bilingual when posting for applicants and utilizes the City's Equal Access staff to assess the level of applicants' proficiency.

3. *Describe any additional interim measures in place to ensure access by Limited English Speaking (LES) populations to Agency services pending the hiring and/or deployment of sufficient BPCPs. The required interim measures are:*
 - i. Agencies must maintain a list of employees who speak the threshold languages. At least one employee who can provide service to LES persons shall be available during business hours. Employees shall have

access to the over-the phone interpretation at all times, and should choose a method for communicating best suited to providing service to LES persons.

- ii. All Agencies and Departments must demonstrate that they have adequate means to make all services available to LES persons.
- iii. All Agencies have Language Access Coordinators.
- iv. All Agencies shall adopt and implement Language Access Policies approved by the City Administrator.
- v. Each PCP shall be trained in the use of interim measures to assist LES persons.

The Mayor's Office uses all of the interim measures to assist LES persons with access to services. Additionally, the Mayor's Office Administration Unit knows that if contacted by a LES person, they can refer or seek help from bilingual staff in the Mayor's Office, or can use the translation phone service or Equal Access. They also know which volunteers speak Chinese, and before the position became vacant in the Oaklanders Assistance Center, they could refer questions in Chinese to that office.

4. *Provide a summary narrative assessment and analysis of how and whether the Agency and its Departments is complying with the Equal Access to Services Ordinance (EAO).*

The Mayor's Office is complying with the Equal Access Ordinance by having bilingual staff and volunteers who are able to respond to calls made by LES persons and have made sure that the front desk understands who to refer other language calls to – including the language interpretation phone number. The Mayor's Office Administration Unit is eager to communicate its various program offerings and communications equally among community members city-wide. The office consistently translates its outreach materials into Spanish or Chinese as reflects the communities/neighborhoods it is reaching out in. It also provides translation equipment and translators in Spanish and Chinese as appropriate at public meetings where LEC persons attend.

5. *Provide a description of implementation "best practices" developed by the Agency and/or its Departments.*

- 1) If the Mayor's Office is partnering with community organizations on a project, staff will seek advice on which languages if any should be included in outreach strategy.
- 2) The Mayor's Office continues to respond to media requests from news outlets that provide information to LEC communities. If the reporter specifies that the interview needs to be conducted in another language, the Mayor's Office does

its best to accommodate with another staff member who does speak the language.

- 3) The Mayor's Office also complies with the provisions of the Equal Access to Services Ordinance and the City Administrator's Administrative Instruction No. 145 which provides the City's policies and guidelines for EAO compliance.
6. *Provide a summary narrative description and assessment of any structural barriers that may be preventing the Agency from complying with the EAO and recommend means to address those barriers.*

The Mayor's Office would like to be able to provide services with a Chinese speaking PCP, however is limited by budgetary restrictions.

7. *Provide a summary narrative description and assessment of corrective plans that the Agency has developed to address possible non-compliance with the EAO and corrective plans to address structural barriers.*

The Mayor's Office is compliant with the requirements of the EAO, but to provide the best service would require additional bilingual staff, particularly Chinese-speaking staff. Since funding is not available for additional positions, the Mayor's Office is currently utilizing volunteers and will propose an additional position for the OAC when revenues increase and funds allow us to consider adding a position.

Assessment of Translation of Written Documents and Corrective Plans for Complete Translation

1. The Mayor Office Administration Unit had a total of 1 vital document FY 2011-2012, of which 1 (100%) were translated into Spanish and 1 (100%) were translated into Chinese. The Oaklanders Assistance Center had a total of 1 vital document FY 2011-2012, of which 1 (100%) were translated into Spanish and 1 (100%) were translated into Chinese.
2. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." These notices must be "posted prominently" and be "readily visible to the public." (§ 2.30.050 (D)).
 - (a) List the locations in which the Department has posted notices and indicate whether both Spanish and Chinese notices have been posted.
 - (b) Describe how these postings are prominent and readily visible to the public.
 - (c) Include the Department's written policy and procedures regarding posting of these notices.

The Mayor's Office -- neither the Administration Unit nor the Oaklanders Assistance Center has a sign posted as required -- but this will be remedied immediately. These will be placed in a prominently visible area in both locations at the front desk for all visitors to see.

3. Describe how the Department ensures that there is an adequate stock of readily available translated materials from state and federal agencies. (§ 2.30.060). Include the Department's written policy and procedures regarding these materials.

The Mayor's Office re-orders necessary vital materials on a regular basis.

4. "Departments are encouraged to solicit feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the department." (§ 2.30.050(E)). Describe how the Department solicits feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the Department. Include the Department's written policy and procedures regarding receiving community feedback.

Feedback is welcomed at event debriefings.

Assessment of Multilingual Telephone Messages

The Mayor's Office has two phone lines with public information, the Mayor's Toy Drive Hotline and the Oaklanders Assistance Center main line. Both phone lines have outgoing messages in both Spanish and Chinese (Cantonese).

Assessment of Department Communication with LES Populations

Instructions to Agencies:

1. Describe in detail the procedures used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. Describe the mechanism the Department uses to assess the adequacy of these procedures and how often it is assessed. (*See* § 2.30.100 (B)(7)).
The Mayor's Office uses translated written materials, translators, bilingual volunteers and bilingual staff to communicate with LES Spanish and Chinese populations.
2. *Describe the written policies on providing services to LES Spanish and Chinese populations. (§ 2.30.100 (B) (14)).*

The Mayor's Office's policy is to abide by the Equal Access Ordinance and the City Administrator's Administrative Instruction No. 145 which provides the City's policies and guidelines for EAO compliance.

3. *Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).*

The Oaklanders Assistance Center delivers documents to the NSCs that serve the Chinese and Spanish speaking communities, the ethnic chambers of commerce, the Spanish Speaking Citizens Foundation, Unity Council, Cesar Chavez and China Town library branches.

4. *Departments are required to "allow persons to make complaints alleging violation [of the EAO] in threshold language. The complaints may be made by telephone or by completing a complaint form." (§ 2.30.090 (A)). Describe and assess the procedures for accepting and resolving complaints of community members regarding bilingual oral and written services. (See § 2.30.100 (B) (13)). Include how the Department makes the public aware of their right to make complaints by telephone or by completing a complaint form.*

Complaints can be delivered to the Mayor's Offices via email, in person, or by phone. The offices also have print outs of complaint forms at the front desk.

5. *Departments must "document actions taken to resolve each complaint and maintain copies of complaints and documentation of their resolution for a period of not less than two years." (§ 2.30.090 (B)). Describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.*

The Mayor's Offices will provide the services that are requested in an effort to resolve any complaints as quickly as possible. Both offices will maintain a file with complaints for not less than two years.

6. *Departments must forward "[d] copy of each complaint . . . to the City [Administrator] within thirty (30) days of its receipt." (§ 2.30.090 (B)). Provide a list of the Department's complaints forwarded to the City Administrator specifying when the complaint was filed and whether the complaint was forwarded to the City Administrator within 30 days of its receipt.*

No complaints on file.

**Assessment of
Dissemination of Agency Compliance Plan**

Instructions to Agencies:

1. *When will the current FY 2011-12 Agency Compliance Plans be posted on the agency's website and the Equal Access Division's website?*
The annual report will be uploaded onto the City's website once it has been received by City Council.
2. *Are prior years Agency Compliance Plans posted on the agency's website and the Equal Access Division's website?*
Prior years are on the City's website.
3. *When will the current FY 2011-12 ACP be available to the public upon request in each Department facility?*
Once Council approves the annual report.
4. *Describe how notice has been posted prominently at the Agency's geographic location and on the agency's website and the EAO website that ACPs are available with information stating how to access the ACPs.*
The annual Equal Access Compliance Report for the City will be posted on the City's website once Council receives and approves the report.

FY 2011-2012

Purpose

This Agency Compliance Plan (ACP) template is to be used to report compliance with the Equal Access to Services Ordinance (EAO) and Administrative Instruction Number 145. The EAO was enacted to ensure that Oakland residents, regardless of their English proficiency, have full and equal access to all City services, including many basic and potentially life-saving City services, and that they are able to participate in City government. The Ordinance requires City Departments to hire a sufficient number of bilingual employees in Public Contact Positions, translate vital written documents, and provide recorded telephone messages into languages spoken by at least 10,000 Oaklanders. The purpose of the ACP is to collect data necessary, by Agency and Departments within its jurisdiction, to ensure that the EAO is implemented, monitored and enforced. The City Administrator will compile the information from the Agency Compliance Plans into the City Administrator Annual Compliance Plan (CAAP), which will be submitted to the City Council and public.

General Instructions

The term "Department" as used in this Instruction refers to the City Administrator's designated list of Departments in Exhibit 1 (see Table 1), such that the Department shall be assessed by geographic location. Exhibit 2 (see Table 2) lists Super PCP Departments as determined by the City Administrator. Each Agency shall submit this form with answers to the Narrative Assessment and the attached tables (Tables 1-6), which collectively is the annual Agency Compliance Plan, to the City Administrator and the Department of Human Resources Management, Equal Access Division.

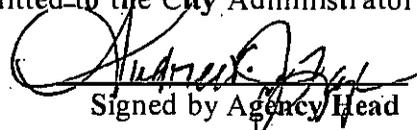
The Agency Language Access Coordinator (ALAC) (see Table 3), in consultation with the Agency head, shall prepare and disseminate to Agency staff and the City Administrator this Agency Compliance Plan. Each Agency head must certify that the Agency Compliance Plans are accurate and complete.

All annual Agency Compliance Plans shall be posted on the agencies' website and the Equal Access Division's website and shall be available to the public upon request in each Agency facility.

Agency Head Certification

Provide the following certification that the Agency head has reviewed this Agency Compliance Plan for final approval:

I, Audree V. Jones-Taylor, hereby certify, that I have reviewed and approved this Equal Access Agency Compliance Plan for accuracy and completeness, and adopt the goals specified in this Agency Compliance Plan. And this Agency Compliance Plan was submitted to the City Administrator on September 5, 2012.



Signed by Agency Head

Agency Compliance Plan

Office of Parks & Recreation

Assessment of Bilingual Public Contact Positions (BPCP) and Corrective Plans for Hiring Sufficient Bilingual Public Contact Positions

1. Public Contact Positions in the Office of Parks & Recreation:
 - Office of Parks and Recreation Administration had a total of 3 PCPs this FY 2011-2012, of which .75 were vacant PCPs and 0 were frozen PCPs. OPR Administration had a total of 1 Spanish speaking Bilingual PCP this FY 2011-2012. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were .39 and for Chinese speaking were .16.
 - Office of Parks and Recreation City Wide Programs had a total of 116.53 PCPs this FY 2011-2012, of which 9.5 were vacant PCPs and 0 were frozen PCPs. OPR City Wide Programs had a total of 10.95 Bilingual PCPs this FY 2011-2012, of which 8.24 were Spanish speaking and 2.71 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 3.2 and for Chinese speaking were 1.31. *In reviewing last year's assessment and this year's calculations, it appears that the need was under-reported last year and additional bilingual staff are needed in Citywide Programs. Specifically, there is a need for an additional 4.44 FTE Bilingual Spanish-speaking PCPs and an additional 3.35 FTE Bilingual Chinese-speaking PCPs.*
 - Office of Parks and Recreation, non-Super PCP Recreation Centers had a total of 87.27 PCPs this FY 2011-2012, of which 6.5 were vacant PCPs and 0 were frozen PCPs. OPR Recreation Centers had a total of 13.98 Bilingual PCPs this FY 2011-2012, of which 12.51 were Spanish speaking and 1.47 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 1.54 and for Chinese speaking were .51.
 - Office of Parks and Recreation Lincoln Square Recreation Center had a total of 6.34 PCPs this FY 2011-2012, of which 0 were vacant PCPs and 0 were frozen PCPs. Lincoln Square Recreation Center had a total of 3.55 Bilingual PCPs this FY 2011-2012, of which 0 were Spanish speaking and 3.55 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were .02 and for Chinese speaking were .39.
 - Office of Parks and Recreation Aquatics had a total of 20.51 PCPs this FY 2011-2012, of which 0 were vacant PCPs and 0 were frozen PCPs. OPR Aquatics had a total of 4.67 Bilingual PCPs this FY 2011-2012, of which 2.59 were Spanish speaking and 2.08 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were .65 and for Chinese speaking were .68.

- Office of Parks and Recreation Manzanita Recreation Center had a total of 2.13 PCPs this FY 2011-2012, of which 0 were vacant PCPs and 0 were frozen PCPs. Manzanita Recreation Center had a total of .36 Bilingual PCPs this FY 2011-2012, of which .36 were Spanish speaking and 0 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were .10 and for Chinese speaking were .11.
 - Office of Parks and Recreation FM Smith Recreation Center had a total of 2.64 PCPs this FY 2011-2012, of which 0 were vacant PCPs and 0 were frozen PCPs. FM Smith Recreation Center had a total of .85 Bilingual PCPs this FY 2011-2012, of which .85 were Spanish speaking and 0 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were .07 and for Chinese speaking were .11.
 - Office of Parks and Recreation San Antonio Recreation Center had a total of 1.47 PCPs this FY 2011-2012, of which 0 were vacant PCPs and 0 were frozen PCPs. San Antonio Recreation Center had a total of .24 Bilingual PCPs this FY 2011-2012, of which .24 were Spanish speaking and .0 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were .16 and for Chinese speaking were .10.
 - Office of Parks and Recreation Carmen Flores Recreation Center at Josie De La Cruz Park had a total of 4.87 PCPs this FY 2011-2012, of which 0 were vacant PCPs and 0 were frozen PCPs. Carmen Flores Recreation Center had a total of 3.33 Bilingual PCPs this FY 2011-2012, of which 3.33 were Spanish speaking and 0 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were .24 and Chinese speaking were 0.
2. For each hiring of PCP that occurred during FY 2011-2012, describe the Agency's methods or means employed to ensure a pool of qualified Bilingual PCP applicants, and describe the method of processing each qualified applicant (§ 2.30.100 (B)(5)). Describe how the Agency works with the City Administrator, the Equal Access Division and the Department of Human Resources Management to recruit, and hire bilingual qualified applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The Office of Parks and Recreation relies heavily on collaboration with the Department of Human Resource Management (DHRM) and the Equal Access Division to successfully recruit bilingual applicants. Bilingual summer hire recruitment efforts during FY 2011-12 integrated a wide distribution of Spanish and Chinese translated Summer Job Opportunity announcements, recruitment by recreation site staff to the surrounding communities and patrons, and recruitment from Counselor in Training Programs.

Together the departments distributed over 2,600 English/Spanish and 2,600 English/Chinese Summer Job Opportunity notices. In addition to distribution through City offices and recreation sites; 10 colleges, all OUSD High School and Middle School locations, 16 Libraries, 40 Community Based Organizations

(CBO), 21 Faith Based Organizations, and 25 Charter School/Education Centers were contacted by staff:

Concentrated bilingual outreach efforts included visits to an additional 16 CBOs serving the Spanish speaking community and 28 CBOs and merchants serving the Cantonese speaking community. Ten business owners in the 14th Street business district and seven business owners in the Dimond district also received posters to display in their windows. Announcements were posted online at the City's website, OPR's webpage and on Craig's List. The announcement was included in OPR's eblast and Council offices assisted with publicity efforts by including hiring information in their e-newsletters. Newspaper advertisements were placed with the Post Group, El Mundo, Sing Tao Daily and Bay Area News Group papers and requests for Public Service Announcements were sent to KQED, KTOP, KRON 4, NBC Bay Area, Bay City News, and KTSF 26.

OPR participated in a Job Fair held at ACTS Full Gospel Church of God and Christ on January 14, 2012 where over 100 applications were handed out and tabled at the Havencourt Block Party passing out an additional 100 announcements. OPR supported the Mayor's outreach efforts to the 100 Blocks by hosting a table with bilingual staff at the Mayor's three job fairs, providing tips to candidates on how to successfully complete an application and recommending the position best suited to the applicant's skills.

Due to the citywide hiring freeze and a low attrition rate OPR has filled very few full-time (FT) or permanent part time (PPT) positions. No new FT or PPT recruitments were conducted, with any placements being filled by utilization of existing lists. The one FT placement made is bilingual in Spanish and of the four PPT placements made one is bilingual in Spanish.

3. Describe the Agency's methods for assessing and testing language skills for its bilingual employees. (§ 2.30.100 (B)(5)).

Part-time staff self-certify language capabilities during the application process. DHRM assesses initial quantity of applicants that indicate language capabilities. During OPR's hiring event bilingual staff perform a one-on-one verbal assessment of all candidates that self-identify as bilingual. Applicants are placed at sites according to need as identified by the Equal Access Office. Full-time and permanent part time staff is tested on language proficiency by the Department of Human Resource Management.

4. Describe any additional interim measures in place to ensure access by Limited English Speaking (LES) populations to Agency services pending the hiring and/or deployment of sufficient BPCPs. The required interim measures are:

- i. Agencies must maintain a list of employees who speak the threshold languages. At least one employee who can provide service to LES persons shall be available during business hours. Employees shall have access to the over-the phone interpretation at all times, and should choose a method for communicating best suited to providing service to LES persons.
- ii. All Agencies and Departments must demonstrate that they have adequate means to make all services available to LES persons.
- iii. All Agencies have Language Access Coordinators.
- iv. All Agencies shall adopt and implement Language Access Policies approved by the City Administrator.
- v. Each PCP shall be trained in the use of interim measures to assist LES persons.

The Office of the Parks and Recreation has identified key bilingual staff to facilitate communication with Limited English Speaking populations to ensure that City information and services are provided in Spanish and Chinese upon demand. These key staff may be contacted by other sites to fill the gap if one arises. Staff is trained on the use of the Language Line translation service as an additional method in which the department provides information to Limited English Speaking Persons Group(s). Historically if one site is heavily saturate with bilingual staff transfers will be made to a site with language needs.

- 5. Provide a summary narrative assessment and analysis of how and whether the Agency and its Departments is complying with the Equal Access to Services Ordinance (EAO).

The department works with the Equal Access Office to maintain a spreadsheet listing PCP positions and related language skills. The Office of Parks and Recreation has 245.49 FTE (870 people) public contact positions. Each part-time hiring season, OPR evaluates PCP listing to identify departments where bilingual speakers are needed. OPR is successful in hiring bilingual candidates during every hiring season and continues to strive to achieve full compliance. Part-time hiring for fiscal year 2012-13 provided 21 new bilingual Spanish speaking staff and 18 new bilingual Chinese speaking staff

Fiscal Year 2012-13 Part-Time Hiring		
ORGANIZATION	TITLE	Language Skills
Allendale Recreation Center	Recreation Aide, PT	Spanish
Boating	Recreation Attendant I, PT	Chinese
Boating	Recreation Leader I, PT	Chinese

Central Reservations	Recreation Attendant I, PT	Chinese
Central Reservations	Recreation Attendant I, PT	Chinese
Citywide Sports	Recreation Attendant I, PT	Spanish
Dimond Recreation Center	Recreation Aide, PT	Chinese
Dimond Recreation Center	Recreation Leader II, PT	Spanish
Dimond Recreation Center	Recreation Specialist I, PT	Spanish
East Oakland Sports Center	Lifeguard, PT	Chinese
East Oakland Sports Center	Pool Manager, PT	Spanish
East Oakland Sports Center	Recreation Aide, PT	Spanish
East Oakland Sports Center	Recreation Aide, PT	Spanish
East Oakland Sports Center	Recreation Attendant I, PT	Spanish
East Oakland Sports Center	Recreation Attendant I, PT	Spanish
Franklin Recreation Center	Recreation Aide, PT	Spanish
Girls Sports	Recreation Specialist I, PT	Spanish
Lincoln Square Recreation Center	Recreation Aide, PT	Chinese
Lincoln Square Recreation Center	Recreation Aide, PT	Chinese
Lincoln Square Recreation Center	Recreation Aide, PT	Chinese
Lincoln Square Recreation Center	Recreation Aide, PT	Chinese
Lincoln Square Recreation Center	Recreation Leader I, PT	Chinese
Malonga Casquelourd Center	Recreation Attendant I, PT	Chinese
Malonga Casquelourd Center	Recreation Specialist II, PT	Spanish
Manzanita Recreation Center	Recreation Aide, PT	Chinese
Manzanita Recreation Center	Recreation Leader I, PT	Spanish
Montclair Recreation Center	Recreation Aide, PT	Spanish
Mosswood Recreation Center	Recreation Attendant I, PT	Spanish
Mosswood Recreation Center	Recreation Leader II, PT	Spanish
Rainbow Recreation Center	Recreation Aide, PT	Spanish
Rotary Nature Center	Recreation Leader I, PT	Spanish
Studio One Art Center	Recreation Aide, PT	Chinese
Studio One Art Center	Recreation Aide, PT	Spanish
Studio One Art Center	Recreation Specialist II, PT	Chinese
Studio One Art Center	Recreation Specialist II, PT	Chinese
Studio One Art Center	Recreation Specialist II, PT	Chinese
Tassafaranga Recreation Center	Recreation Aide, PT	Spanish
Temescal Aquatics	Pool Manager, PT	Chinese
Youth & Adult Sports	Recreation Aide, PT	Spanish

6. Provide a description of implementation “best practices” developed by the Agency and/or its Departments.

The Office of the Parks and Recreation has implemented the following best practices ensure access to limited English speakers. 1) OPR identified key bilingual staff to facilitate communication with Limited English Speaking populations to ensure that City information and services are provided in Spanish and Chinese upon demand. These key staff may be contacted by other sites to fill the gap if one arises. 2) Staff is trained on the use of Language Line translation service as an additional method in which the department provides information to Limited English Speaking Persons Group(s).

7. Provide a summary narrative description and assessment of any structural barriers that may be preventing the Agency from complying with the EAO and recommend means to address those barriers.

Reduction of staffing budgets has severely reduced the number of part-time new hires limiting the number of positions that could be filled with bilingual candidates. The department has responded to this limitation by reassigning or sharing assignments of bilingual staff to best serve the community. Relating to FT and PPT positions, the citywide hiring freeze and low attrition rate prevented OPR from filling vacancies.

DHRM limited staffing has reduced the amount of recruitment support received by the department. DHRM was unable to staff college fairs or to host teen job coaching seminars. Fortunately this year the Mayor's office was able to support the teen job coaching efforts through her 100 Block initiative.

Described budget restriction barriers fall outside of the Departments control.

8. Provide a summary narrative description and assessment of corrective plans that the Agency has developed to address possible non-compliance with the EAO and corrective plans to address structural barriers.

OPR will continue its year-round emphasis of identified bilingual language candidate recruitment by targeting schools and community based organizations that primarily serve the bilingual populations.

Assessment of Translation of Written Documents and Corrective Plans for Complete Translation

Instructions to Agencies:

1. *Office of Parks and Recreation had a total of 5 vital documents FY 2011-2012, of which 5 or 100% were translated into Spanish and 5 or 100% were translated into Chinese.*
2. *Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." These notices must be "posted prominently" and be "readily visible to the public." (§ 2.30.050 (D)).*
 - (a) *List the locations in which the Department has posted notices and indicate whether both Spanish and Chinese notices have been posted.*

OPR has not received standardized notices from the Equal Access Office, however each site has translated program guides and materials available

at their front counter. Translated materials are also available on the OPR website.

- (b) Describe how these postings are prominent and readily visible to the public.
 - (c) Include the Department's written policy and procedures regarding posting of these notices.
3. Describe how the Department ensures that there is an adequate stock of readily available translated materials from state and federal agencies. (§ 2.30.060). Include the Department's written policy and procedures regarding these materials.
- Not applicable.*
4. "Departments are encouraged to solicit feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the department." (§ 2.30.050(E)). Describe how the Department solicits feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the Department. Include the Department's written policy and procedures regarding receiving community feedback.

The Office of the Parks and Recreation conducts an Equal Access Language Survey with concentrated distribution at a large citywide OPR event, designated Super PCP recreation sites, as well as additional sites that OPR considers to be heavily used by a bilingual population. OPR distributed surveys at all recreation sites and at OPR's 11 Spring Egg Hunts. 58 Spanish surveys and 91 Chinese surveys were returned. The Equal Access Office is compiling and evaluating survey results.

Assessment of Multilingual Telephone Messages

All Departments shall "maintain recorded telephonic messages in [threshold languages]." The message is required to contain the following: "basic information about the [D]epartment's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance." § 2.30.080.

Instructions to Agencies:

1. If the Department has not recorded a message in threshold language that contains basic information about the Department's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance, then describe the interim measures in place to ensure access by LES populations.

2. Describe in detail the reasons explaining why the Department did not meet its goals, including assessment of any structural barriers. Indicate if sufficient resources have been allocated, and if not, an assessment of additional resources needed.
3. Describe in detail the Department's corrective action plan for meeting its translation goals the following fiscal year. A correction plan must set forth a concrete and realistic plan to remedy noncompliance.

The Office of Parks and Recreation is fully compliant with the Multilingual Telephone Message requirement.

Assessment of Department Communication with LES Populations

Instructions to Agencies:

1. Describe in detail the procedures used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. Describe the mechanism the Department uses to assess the adequacy of these procedures and how often it is assessed. (See § 2.30.100 (B)(7)).
OPR coordinates with the Equal Access Office on an ongoing basis to have materials providing information about the department's programs and services translated to the required language formats. The department places bilingual staff at sites according to need as identified from the Equal Access Office.
2. Describe the written policies on providing services to LES Spanish and Chinese populations. (§ 2.30.100 (B) (14)).
The Office of the Parks and Recreation has identified key bilingual staff to facilitate communication with Limited English Speaking populations to ensure that City information and services are provided in Spanish and Chinese upon demand. These key staff may be contacted by other sites to fill the gap if one arises. Staff is trained on the use of the Language Line translation service as an additional method in which the department provides information to Limited English Speaking Persons Group(s).
3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).
The department relies on the Equal Access Office to complete outreach efforts.
4. Departments are required to "allow persons to make complaints alleging violation [of the EAO] in threshold language. The complaints may be made by telephone or by completing a complaint form." (§ 2.30.090 (A)). Describe and assess the procedures for accepting and resolving complaints of community members regarding bilingual oral and written services. (See § 2.30.100 (B) (13)). Include how the Department makes the public aware of their right to make complaints by telephone or by completing a complaint form.

OPR follows the current City Ordinance and AI 145 as it relates to Equal Access. OPR accepts complaints through the main phone lines and reception counter. OPR forwards all complaints to the Equal Access Office for resolution.

5. Departments must “document actions taken to resolve each complaint and maintain copies of complaints and documentation of their resolution for a period of not less than two years.” (§ 2.30.090 (B)). Describe the Department’s procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

The Office of Parks and Recreation follows the current City Ordinance and AI 145 as it relates to documenting complaints. The department documents actions taken, resolution of the complaint and retains these documents for the required period of time.

6. Departments must forward “[a] copy of each complaint . . . to the City [Administrator] within thirty (30) days of its receipt.” (§ 2.30.090 (B)). Provide a list of the Department’s complaints forwarded to the City Administrator specifying when the complaint was filed and whether the complaint was forwarded to the City Administrator within 30 days of its receipt. Attach as Appendix @.

The Office of Parks and Recreation has not received any complaints.

Assessment of Dissemination of Agency Compliance Plan

Instructions to Agencies:

1. When will the current FY 2011-12 Agency Compliance Plans (ACP) be posted on the agency’s website and the Equal Access Division’s website?

When notified of Compliance Plan posting on the Equal Access website, OPR will post a notice and link from OPR’s website to the EAO website.

2. Are prior years Agency Compliance Plans posted on the agency’s website and the Equal Access Division’s website?

No, prior years Compliance Plans are not posted on OPR’s website.

3. When will the current FY 2011-12 ACP be available to the public upon request in each Department facility?

Once the plan is approved the department will make it available upon request.

Describe how notice has been posted prominently at the Agency’s geographic location and on the agency’s website and the EAO website that ACPs are available with information stating how to access the ACPs.

The department is awaiting direction from the EAO.

FY 2011-2012

Purpose

This Agency Compliance Plan (ACP) template is to be used to report compliance with the Equal Access to Services Ordinance (EAO) and Administrative Instruction Number 145. The EAO was enacted to ensure that Oakland residents, regardless of their English proficiency, have full and equal access to all City services, including many basic and potentially life-saving City services, and that they are able to participate in City government. The Ordinance requires City Departments to hire a sufficient number of bilingual employees in Public Contact Positions, translate vital written documents, and provide recorded telephone messages into languages spoken by at least 10,000 Oaklanders. The purpose of the ACP is to collect data necessary, by Agency and Departments within its jurisdiction, to ensure that the EAO is implemented, monitored and enforced. The City Administrator will compile the information from the Agency Compliance Plans into the City Administrator Annual Compliance Plan (CAAP), which will be submitted to the City Council and public.

General Instructions

The term "Department" as used in this Instruction refers to the City Administrator's designated list of Departments in Exhibit 1 (see Table 1), such that the Department shall be assessed by geographic location. Exhibit 2 (see Table 2) lists Super PCP Departments as determined by the City Administrator. Each Agency shall submit this form with answers to the Narrative Assessment and the attached tables (Tables 1-6), which collectively is the annual Agency Compliance Plan, to the City Administrator and the Department of Human Resources Management, Equal Access Division.

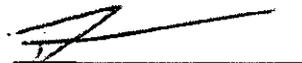
The Agency Language Access Coordinator (ALAC) (see Table 3), in consultation with the Agency head, shall prepare and disseminate to Agency staff and the City Administrator this Agency Compliance Plan. Each Agency head must certify that the Agency Compliance Plans are accurate and complete.

All annual Agency Compliance Plans shall be posted on the agencies' website and the Equal Access Division's website and shall be available to the public upon request in each Agency facility.

Agency Head Certification

Provide the following certification that the Agency head has reviewed this Agency Compliance Plan for final approval:

I, Fred Blackwell, hereby certify that I have reviewed and approved this Equal Access Agency Compliance Plan for accuracy and completeness, and adopt the goals specified in this Agency Compliance Plan. And this Agency Compliance Plan was submitted to the City Administrator on 8/21/2012.



Sign by Agency Head

NARRATIVE ASSESSMENT

Assessment of Bilingual Public Contact Positions (BPCP) and Corrective Plans for Hiring Sufficient Bilingual Public Contact Positions

Instructions to Agencies:

1. Fill in the information about the DEPARTMENT in brackets:

Department of Administration had zero PTE's designated as PCPs this FY 2011-2012.

Department of Planning and Zoning had a total of 32.00 PTE's designated as PCPs this FY 2011-2012, of which 2.00 PTE's were vacant PCPs and 0.00 PTE's were frozen PCPs. The Department of Planning and Zoning had a total of 6.00 PTE's Bilingual PCPs this FY 2011-2012, of which 6.00 PTE's were Spanish speaking and 0.00 PTE's were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 1.94 PTE's and for Chinese speaking were 1.78 PTE's.

Department of Building Services had a total of 68.50 PTE's PCPs this FY 2011-2012, of which 2.00 PTE's were vacant PCPs and 0.00 PTE's were frozen PCPs. Department of Building Services had a total of 18.00 PTE's Bilingual PCPs this FY 2011-2012, of which 10.00 PTE's were Spanish speaking and 8.00 PTE's were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 8.69 PTE's and for Chinese speaking were 3.81 PTE's.

2. For each hiring of PCP that occurred during FY 2011-2012, describe the Agency's methods or means employed to ensure a pool of qualified Bilingual PCP applicants, and describe the method of processing each qualified applicant (§ 2.30.100 (B)(5)). Describe how the Agency works with the City Administrator, the Equal Access Division and the Department of Human Resources Management to recruit, and hire bilingual qualified applicants. Assess the adequacy of these efforts and indicate areas of improvement.

During FY 2011-12, DPBPNP did not recruit for any PCP positions. For all recruitments the Departments work with DHRM and the Equal Access division to assess the PCP status and language requirements for each recruitment, and advertise the recruitment in the publications to target bilingual candidates.

3. Describe the Agency's methods for assessing and testing language skills for its bilingual employees. (§ 2.30.100 (B)(5)).

DPBNP's methods for assessing and testing language skills for bilingual employees are coordinated by the Department of Human Resources Management (DHRM). DPBNP's practices are compliant with the Equal Access to City Services Ordinance and AI 145.

4. Describe any additional interim measures in place to ensure access by Limited English Speaking (LES) populations to Agency services pending the hiring and/or deployment of sufficient BPCPs. The required interim measures are:
 - i. Agencies must maintain a list of employees who speak the threshold languages. At least one employee who can provide service to LES persons shall be available during business hours. Employees shall have access to the over-the phone interpretation at all times, and should choose a method for communicating best suited to providing service to LES persons.
 - ii. All Agencies and Departments must demonstrate that they have adequate means to make all services available to LES persons.
 - iii. All Agencies have Language Access Coordinators.
 - iv. All Agencies shall adopt and implement Language Access Policies approved by the City Administrator.
 - v. Each PCP shall be trained in the use of interim measures to assist LES persons.

For the Department of Planning and Zoning, where there is a shortage of Chinese speaking PCPs, staff are trained to seek out Chinese speaking individuals in the Department of Building Services to assist Chinese-speaking customers. DPBNP's practices are compliant with the Equal Access to City Services Ordinance and AI 145 and there are no additional interim measures in place currently.

5. Provide a summary narrative assessment and analysis of how and whether the Agency and its Departments is complying with the Equal Access to Services Ordinance (EAO).

DPBNP's practices are compliant with the Equal Access to City Services Ordinance and AI 145. DPBNP and its Departments work collaboratively with the Equal Access Office on projects in the community. The Equal Access Office has provided scheduled interpreters for events and has translated community meeting agendas and handouts. During these community meetings, the Equal Access Office has utilized audio interpretation equipment to provide direct interpretations to limited-English speaking persons attending meetings.

6. Provide a description of implementation “best practices” developed by the Agency and/or its Departments.

DPBNP’s practices are compliant with the Equal Access to City Services Ordinance and AI 145. The best practices are implemented as per the Equal Access guidelines. Some best practices utilized by DPBNP include: providing signage in multiple languages; providing community documents and forms in multiple languages; utilizing staff in other departments to provide a needed language; providing interpreters at community meetings; etc.

7. Provide a summary narrative description and assessment of any structural barriers that may be preventing the Agency from complying with the EAO and recommend means to address those barriers.

The only barriers are the timing of vacancies and the ability to recruit and fill those vacancies due to budget constraints and hiring freezes over the past year. Since the Department of Building Services has many Chinese speaking employees, those employees are available to assist the Department of Planning and Zoning as needed.

Provide a summary narrative description and assessment of corrective plans that the Agency has developed to address possible non-compliance with the EAO and corrective plans to address structural barriers.

The Department of Planning and Zoning is currently recruiting for a Planner I vacancy and the recruitment is selectively certified for Chinese-speaking applicants. Future vacancies will be filled based on the bilingual need at that time.

Assessment of Translation of Written Documents and Corrective Plans for Complete Translation

Instructions to Agencies:

1. The Department of Planning, Building and Neighborhood Preservation had a total of 18 vital documents FY 2011-2012, of which 18 or 100% were translated into Spanish and 18 or 100% were translated into Chinese.
2. Departments are required to “post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available.” These notices must be “posted prominently” and be “readily visible to the public.” (§ 2.30.050 (D)).
 - (a) List the locations in which the Department has posted notices and indicate whether both Spanish and Chinese notices have been posted.
 Notices are posted at the Permit Counter at 250 Frank H. Ogawa Plaza, 2nd Floor. Both Spanish and Chinese notices have been posted.
 - (b) Describe how these postings are prominent and readily visible to the public.

Notices are posted prominently and readily visible at the Permit Counter at 250 Frank H. Ogawa Plaza, 2nd Floor and in the hallway coming off of the elevators.

- (c) Include the Department's written policy and procedures regarding posting of these notices.

DPBNP's policy and procedures regarding posting of these notices are compliant with the Equal Access to City Services Ordinance and AI 145.

3. Describe how the Department ensures that there is an adequate stock of readily available translated materials from state and federal agencies. (§ 2.30.060). Include the Department's written policy and procedures regarding these materials.

DPBNP administrative staff checks and ensures the adequate stock of these readily available documents on a regular basis.

4. "Departments are encouraged to solicit feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the department." (§ 2.30.050(E)). Describe how the Department solicits feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the Department. Include the Department's written policy and procedures regarding receiving community feedback.

The Department of Building Services includes a customer satisfaction survey on its website, which provides a forum to receive feedback on language services. The survey will be adjusted to also cover the Department of Planning and Zoning and specifically ask about language services and interpreted into Spanish and Chinese.

Assessment of Multilingual Telephone Messages

All Departments shall "maintain recorded telephonic messages in [threshold languages]." The message is required to contain the following: "basic information about the [D]epartment's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance." § 2.30.080.

Instructions to Agencies:

1. If the Department has not recorded a message in threshold language that contains basic information about the Department's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance, then describe the interim measures in place to ensure access by LES populations.

DPBNP is working with the Equal Access Office to record additional multi-lingual messages in the threshold languages.

2. Describe in detail the reasons explaining why the Department did not meet its goals, including assessment of any structural barriers. Indicate if sufficient resources have been allocated, and if not, an assessment of additional resources needed.

DPBNP is working with the Equal Access Office to record additional multi-lingual messages in the threshold languages.

3. Describe in detail the Department's corrective action plan for meeting its translation goals the following fiscal year. A correction plan must set forth a concrete and realistic plan to remedy noncompliance.

DPBNP has sent the Equal Access division a script for each line "in progress" in order to record the translation.

Assessment of Department Communication with LES Populations

Instructions to Agencies:

1. Describe in detail the procedures used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. Describe the mechanism the Department uses to assess the adequacy of these procedures and how often it is assessed. (See § 2.30.100 (B)(7)).

DPBNP's procedures are compliant with the Equal Access to City Services Ordinance and AI 145.
2. Describe the written policies on providing services to LES Spanish and Chinese populations. (§ 2.30.100 (B) (14)).

DPBNP uses the City-wide policies per the Equal Access to City Services Ordinance and AI 145.
3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).

DPBNP's outreach efforts are compliant with the Equal Access to City Services Ordinance and AI 145.
4. Departments are required to "allow persons to make complaints alleging violation [of the EAO] in threshold language. The complaints may be made by telephone or by completing a complaint form." (§ 2.30.090 (A)). Describe and assess the procedures for accepting and resolving complaints of community members regarding bilingual oral and written services. (See § 2.30.100 (B) (13)). Include how the Department makes the public aware of their right to make complaints by telephone or by completing a complaint form.

DPBNP's procedures are compliant with the Equal Access to City Services Ordinance and AI 145.

5. Departments must “document actions taken to resolve each complaint and maintain copies of complaints and documentation of their resolution for a period of not less than two years.” (§ 2.30.090 (B)). Describe the Department’s procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

DPBNP’s procedure is compliant with the Equal Access to City Services Ordinance and AI 145.

6. Departments must forward “[a] copy of each complaint . . . to the City [Administrator] within thirty (30) days of its receipt.” (§ 2.30.090 (B)). Provide a list of the Department’s complaints forwarded to the City Administrator specifying when the complaint was filed and whether the complaint was forwarded to the City Administrator within 30 days of its receipt.

No complaints received or filed with DPBNP.

Assessment of Dissemination of Agency Compliance Plan

Instructions to Agencies:

1. When will the current FY 2011-12 Agency Compliance Plans be posted on the agency’s website and the Equal Access Division’s website?
At the same time as City’s Compliance Plan.
2. Are prior years Agency Compliance Plans posted on the agency’s website and the Equal Access Division’s website?
Not currently posted on the Department’s website, but will be linked to the City’s Compliance Plan prior to the next report.
3. When will the current FY 2011-12 ACP be available to the public upon request in each Department facility?
At the same time as City’s Compliance Plan.

Describe how notice has been posted prominently at the Agency’s geographic location and on the agency’s website and the EAO website that ACPs are available with information stating how to access the ACPs.

Notices are posted prominently at 250 Frank H. Ogawa Plaza, 2nd Floor, and as per the Equal Access Office’s policy and direction.

PUBLIC WORKS AGENCY COMPLIANCE PLAN NARRATIVE ASSESSMENT

Assessment of Bilingual Public Contact Positions (BPCP) and Corrective Plans for Hiring Sufficient Bilingual Public Contact Positions

Instructions to Agencies:

1. Fill in the information about the DEPARTMENT in brackets:

Department of Engineering and Construction had a total of 2.00 FTE's of PCPs this FY 2011-2012, of which 0.00 FTE were vacant PCPs and 0.00 FTE were frozen PCPs. Department of Engineering and Construction had a total of 0.00 FTE's Bilingual PCPs this FY 2011-2012, of which 0.00 FTE's were Spanish speaking and 0.00 FTE's were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 12.67% and for Chinese speaking were 5.56%.

Department of Administration had a total of 6.00 FTE's of PCPs this FY 2011-2012, of which 0.00 FTE were vacant PCPs and 0.00 FTE were frozen PCPs. Department of Administration had a total of 0.00 FTE's Bilingual PCPs this FY 2011-2012, of which 0.00 FTE's were Spanish speaking and 0.00 FTE's were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 12.67% and for Chinese speaking were 5.56%.

Public Works Call Center had a total of 5.00 PTE's of PCPs this FY 2011-2012, of which 0.00 FTE were vacant PCPs and 0.00 FTE were frozen PCPs. Public Works Call Center had a total of 3.00 FTE's Bilingual PCPs this FY 2011-2012, of which 1.00 FTE's were Spanish speaking and 2.00 FTE's were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 12.67% and for Chinese speaking were 5.56%.

Department of Facilities and Environment had a total of 2.00 FTE's of PCPs this FY 2011-2012, of which 0.00 FTE were vacant PCPs and 0.00 FTE were frozen PCPs. Department of Facilities and Environment had a total of 0.00 PTE's Bilingual PCPs this FY 2011-2012, of which 0.00 FTE's were Spanish speaking and 0.00 PTE's were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 12.67% and for Chinese speaking were 5.56%.

Department of Infrastructure and Operations had a total of 0.00 FTE's of PCPs this FY 2011-2012, of which 0.00 FTE were vacant PCPs and 0.00 FTE were frozen PCPs. Department of Infrastructure and Operations had a total of 0.00

PTE's Bilingual PCPs this FY 2011-2012, of which 0.00 PTE's were Spanish speaking and 0.00 FTE's were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 12.67% and for Chinese speaking were 5.56%.

Job Title (Classification)	FTE	Function
Clean City Specialist, Sr.	1.00	Coordinates and supports volunteer events for Keep Oakland Clean and Beautiful. Based from 750 – 50 th Avenue.
Clean Community Supervisor	1.00	Supervises illegal dumping reduction education and investigation. Supervises volunteer program for Keep Oakland Clean and Beautiful. Located at 750 – 50 th Avenue.
Administrative Assistant II	2.00	Responds and supports ADA and Transportation inquiries.
Public Service Representative	5.00	Four FTE serve as call takers in the PWA Call Center (615-5566) located at 7101 Edgewater Drive. One FTE staffs the Public Works front desk reception (250 Frank H. Ogawa Plaza, 4 th Floor).
Management Assistant	1.00	Supervise the PWA Call Center and respond to public inquiries.
Total PCP:		10.00

2. For each hiring of PCP that occurred during FY 2011-2012, describe the Agency's methods or means employed to ensure a pool of qualified Bilingual PCP applicants, and describe the method of processing each qualified applicant (§ 2.30.100 (B)(5)). Describe how the Agency works with the City Administrator, the Equal Access Division and the Department of Human Resources Management to recruit, and hire bilingual qualified applicants. Assess the adequacy of these efforts and indicate areas of improvement.

The department depends on the expertise and knowledge of DHRM to search and locate the most highly qualified bilingual candidates for all PCP and non-PCP positions. However, PWA works closely with DHRM to use professional organizations such as the APWA and other Associations as resource for recruitment searches.

In addition, the Department works closely with Equal Access to ensure that PCP positions meet the needs of the public. When Spanish or Chinese are proven to be needed the Department conducts selective language recruitments.

3. Describe the Agency's methods for assessing and testing language skills for its bilingual employees. (§ 2.30.100 (B)(5)).

Public Works Agency operations are such that there are four function areas where the multi-language access is most likely needed, including the PWA Call Center, Volunteer Coordination, Front Desk and the Recycling Hotline.

In 2008-09, PWA identified a critical need to retain/hire current bilingual employees in the PWA Call Center. PWA's Call Center receives over 40,000 service request from the public. Our call center representatives process over 5,000 service request from bilingual callers. The Agency needed to address this need by requiring that 1.00 FTE is Spanish speaking and 2.00 FTE is Chinese speaking. The requirement was made to ensure that PWA can address the needs of most of our citizens. The Department worked with DHRM to assess and test language skills for our bilingual employees.

4. Describe any additional interim measures in place to ensure access by Limited English Speaking (LES) populations to Agency services pending the hiring and/or deployment of sufficient BPCPs. The required interim measures are:

- i. Agencies must maintain a list of employees who speak the threshold languages. At least one employee who can provide service to LES persons shall be available during business hours. Employees shall have access to the over-the phone interpretation at all times, and should choose a method for communicating best suited to providing service to LES persons.
- ii. All Agencies and Departments must demonstrate that they have adequate means to make all services available to LES persons.
- iii. All Agencies have Language Access Coordinators.
- iv. All Agencies shall adopt and implement Language Access Policies approved by the City Administrator.
- v. Each PCP shall be trained in the use of interim measures to assist LES persons.

Not Applicable as this is our method to ensure access by Limited English Speaking (LES) populations to Agency services pending the hiring and/or deployment of sufficient BPCPs.

5. Provide a summary narrative assessment and analysis of how and whether the Agency and its Departments is complying with the Equal Access to Services Ordinance (EAO).

The Public Works Agency is in compliance with the Equal Access to Service Ordinance. PWA will continue to work with DIT to have our Recycling Hotline voice message in multiple languages. In addition, the department works with the Equal Access Office to ensure that position control and language capacity is captured, maintained and revised on a spreadsheet throughout the year.

6. Provide a description of implementation “best practices” developed by the Agency and/or its Departments.

In order to provide the best service to the Limited English speaking Persons population that is equal to the service provided for English persons, additional bilingual employees need to be hired in critical areas of Public Works Agency. The Public Works Agency is committed to providing information and services to this population and ensure that non-PCP staff members are available to help constituents when PCP positions are not filled with a bilingual staff person speaking the language in need. In addition, we have utilized the over-the-phone interpretation services.

7. Provide a summary narrative description and assessment of any structural barriers that may be preventing the Agency from complying with the EAO and recommend means to address those barriers.

It has been challenging to provide multi-lingual phone services to the Limited English speaking population. Phone greetings are lengthy and there are complaints from the public. The Agency will work with DIT to solve this technological barrier.

8. Provide a summary narrative description and assessment of corrective plans that the Agency has developed to address possible non-compliance with the EAO and corrective plans to address structural barriers.

Public Works engaged in a process with the Equal Access Office to translate all recorded telephone greetings into Spanish, Cantonese and Mandarin. However, the Recycling Hotline greeting has not yet been completed. PWA understands that the Department of Information Technology is working on the implementation. Below are the phone lines that have the recordings in multiple languages.

Public Works

Function	Multilingual Lines	Status
PWA Call Center	615-5566	Complete
PWA Front Desk	x3961	Complete
Recycling Hotline	x7283	In Progress

Volunteer Opportunities	x7630	Complete
-------------------------	-------	----------

When PCP position become available, PWA will work with the Equal Access Unit to ensure that the department is in compliance with such Ordinance and AI's.

Assessment of Translation of Written Documents and Corrective Plans for Complete Translation

Instructions to Agencies:

1. Public Works Agency had a total of 8 vital documents FY 2011-2012, of which 8 or 100% were translated into Spanish and 8 or 100% were translated into Chinese.
2. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." These notices must be "posted prominently" and be "readily visible to the public." (§ 2.30.050 (D)).

- (a) List the locations in which the Department has posted notices and indicate whether both Spanish and Chinese notices have been posted.

All materials are translated into Spanish and Chinese and they are either available at PWA's front counter at 250 FHOP Plaza, 4th Floor, posted on our website at www.oaklandnet.com/pwa or available upon request.

- (b) Describe how these postings are prominent and readily visible to the public.

All materials are translated into Spanish and Chinese and they are either available at PWA's front counter at 250 FHOP Plaza, 4th Floor, posted on our website at www.oaklandnet.com/pwa or available upon request.

- (c) Include the Department's written policy and procedures regarding posting of these notices.

Not Applicable

3. Describe how the Department ensures that there is an adequate stock of readily available translated materials from state and federal agencies. (§ 2.30.060). Include the Department's written policy and procedures regarding these materials.

PWA receptionist ensures that materials are readily available. When stock is out the receptionist will contact the appropriate party.

4. "Departments are encouraged to solicit feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the department." (§ 2.30.050(E)). Describe how the Department solicits feedback on the accuracy and appropriateness of translations

from bilingual staff at community groups whose clients receive services from the Department. Include the Department's written policy and procedures regarding receiving community feedback.

Not Applicable to the department. PWA relies on the EAO to ensure that information is appropriate.

Assessment of Multilingual Telephone Messages

All Departments shall "maintain recorded telephonic messages in Spanish and Chinese. The message is required to contain the following: "basic information about the Public Works Agency's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance." § 2.30.080.

Instructions to Agencies:

1. If the Department has not recorded a message in threshold language that contains basic information about the Department's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance, then describe the interim measures in place to ensure access by LES populations.

The Public Works Agency is in compliance with the Equal Access to Service Ordinance. PWA will continue to work with DIT to have our Recycling Hotline voice message in multiple languages. In addition, the department works with the Equal Access Office to ensure that position control and language capacity is captured, maintained and revised on a spreadsheet throughout the year.

2. Describe in detail the reasons explaining why the Department did not meet its goals, including assessment of any structural barriers. Indicate if sufficient resources have been allocated, and if not, an assessment of additional resources needed.

The Department experience issues as to how to resolve this matter. This is a technical problem that the department does not have the expertise to resolve.

3. Describe in detail the Department's corrective action plan for meeting its translation goals the following fiscal year. A correction plan must set forth a concrete and realistic plan to remedy noncompliance.

The department will be in constant communications with DIT to resolve.

Assessment of Department Communication with LES Populations

Instructions to Agencies:

1. Describe in detail the procedures used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. Describe the mechanism the Department uses to assess the adequacy of these procedures and how often it is assessed. (*See* § 2.30.100 (B)(7)).
The Public Works Agency follows the current City Ordinance and AI 145 as it related to Equal Access.
2. Describe the written policies on providing services to LES Spanish and Chinese populations. (§ 2.30.100 (B) (14)).
The Public Works Agency follows the current City Ordinance and AI 145 as it related to Equal Access.
3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (*See* § 2.30.130 (B)).
The department relies on our EAO to complete the outreach efforts.
4. Departments are required to "allow persons to make complaints alleging violation [of the EAO] in threshold language. The complaints may be made by telephone or by completing a complaint form." (§ 2.30.090 (A)). Describe and assess the procedures for accepting and resolving complaints of community members regarding bilingual oral and written services. (*See* § 2.30.100 (B) (13)). Include how the Department makes the public aware of their right to make complaints by telephone or by completing a complaint form.
The Public Works Agency follows the current City Ordinance and AI 145 as it related to Equal Access. PWA forward all complaints to the EAO.
5. Departments must "document actions taken to resolve each complaint and maintain copies of complaints and documentation of their resolution for a period of not less than two years." (§ 2.30.090 (B)). Describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.
The Public Works Agency follows the current City Ordinance and AI 145 as it related to documenting actions taken to resolve complaints and the retention of those documents.
6. Departments must forward "[a] copy of each complaint . . . to the City [Administrator] within thirty (30) days of its receipt." (§ 2.30.090 (B)). Provide a list of the Department's complaints forwarded to the City Administrator specifying when the complaint was filed and whether the complaint was forwarded to the City Administrator within 30 days of its receipt. Attach as Appendix @.
Not Applicable; PWA has not received any complaints.

**Assessment of
Dissemination of Agency Compliance Plan**

1. When will the current FY 2011-12 Agency Compliance Plans be posted on the agency's website and the Equal Access Division's website? *Once Approved by CAO and the City provides direction.*
2. Are prior years Agency Compliance Plans posted on the agency's website and the Equal Access Division's website? *No, but the City's Compliance Plan is posted on the City's website at:
www2.oaklandnet.com/Government/o/HumanResources/o/EqualAccess*
3. When will the current FY 2011-12 ACP be available to the public upon request in each Department facility? *Once the plan is approve, we will make it available upon request.*

Purpose

This Agency Compliance Plan (ACP) template is to be used to report compliance with the Equal Access to Services Ordinance (EAO) and Administrative Instruction Number 145. The EAO was enacted to ensure that Oakland residents, regardless of their English proficiency, have full and equal access to all City services, including many basic and potentially life-saving City services, and that they are able to participate in City government. The Ordinance requires City Departments to hire a sufficient number of bilingual employees in Public Contact Positions, translate vital written documents, and provide recorded telephone messages into languages spoken by at least 10,000 Oaklanders. The purpose of the ACP is to collect data necessary, by Agency and Departments within its jurisdiction, to ensure that the EAO is implemented, monitored and enforced. The City Administrator will compile the information from the Agency Compliance Plans into the City Administrator Annual Compliance Plan (CAAP), which will be submitted to the City Council and public.

General Instructions

The term "Department" as used in this Instruction refers to the City Administrator's designated list of Departments in Exhibit 1 (see Table 1), such that the Department shall be assessed by geographic location. Exhibit 2 (see Table 2) lists Super PCP Departments as determined by the City Administrator. Each Agency shall submit this form with answers to the Narrative Assessment and the attached tables (Tables 1-6), which collectively is the annual Agency Compliance Plan, to the City Administrator and the Department of Human Resources Management, Equal Access Division.

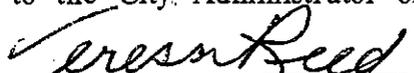
The Agency Language Access Coordinator (ALAC) (see Table 3), in consultation with the Agency head, shall prepare and disseminate to Agency staff and the City Administrator this Agency Compliance Plan. Each Agency head must certify that the Agency Compliance Plans are accurate and complete.

All annual Agency Compliance Plans shall be posted on the agencies' website and the Equal Access Division's website and shall be available to the public upon request in each Agency facility.

Agency Head Certification

Provide the following certification that the Agency head has reviewed this Agency Compliance Plan for final approval:

I, Teresa Deloach Reed, hereby certify, that I have reviewed and approved this Equal Access Agency Compliance Plan for accuracy and completeness, and adopt the goals specified in this Agency Compliance Plan. And this Agency Compliance Plan was submitted to the City Administrator on August 20, 2012.


Sign by Agency Head

NARRATIVE ASSESSMENT

Assessment of Bilingual Public Contact Positions (BPCP) and Corrective Plans for Hiring Sufficient Bilingual Public Contact Positions

1. Fill in the information about the DEPARTMENT in brackets:

Note: For the purposes of Equal Access Ordinance Compliance, the Fire Department must report on each of the following five "Departments."

- a) Project Planning & Coordination
- b) OFD 911 Dispatch
- c) OFD Records Division
- d) OFD Divisions (consists of Fire Chief's Office, Fire Marshall's Office, CUPA, Arson Investigation, Engineering, Vegetation Management, Budget & Planning, Education & Training, Fire Support & Services, Measure N Paramedics, Budget, Accounts Payable, Payroll, Time & Attendance, In-Service Training, Human Resources, Fire Boat, USAR, EMS Training)
- e) OFD Emergency Services

a. Project Planning & Coordination

The department had a total of 5.25 PCPs this FY 2011-12, of which 0 FTE were vacant PCPs and 0 FTE were frozen PCPs. Project Planning and Coordination had a total of 2.25 Bilingual PCPs this FY 2011-2012, of which 1.25 PTEs were Spanish speaking and 1 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were .29 PTEs and for Chinese speaking were .29 PTEs

b. OFD 911 Dispatch

The department had a total of 23 PCPs this FY 2011-12, of which 3 PTEs were vacant PCPs and 0 FTE were frozen PCPs. Project Planning and Coordination had a total of 3 Bilingual PCPs this FY 2011-2012, of which 2.00 PTEs were Spanish speaking and 1 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 2.92 PTEs and for Chinese speaking were 1.36 FTE. *There is a need for increased bilingual staffing in OFD Dispatch.*

c. OFD Records Division

The department had a total of 0 PCPs this FY 2011-12, of which 24.5 PTEs were vacant PCPs and 4.50 FTE were frozen PCPs. This department had a total of 4 Bilingual PCPs this FY 2011-2012, of which 3 PTEs were Spanish speaking and 1 were Chinese speaking. The goals of Bilingual PCPs (as determined by last

year's assessment) for Spanish speaking were 3.11 PTEs and for Chinese speaking were 1.36 FTE

d. OFD Divisions

The department had a total of 0 PCPs this FY 2011-12, of which 0 PTEs were vacant PCPs and 0 FTE were frozen PCPs. This department had a total of 2 Bilingual PCPs this FY 2011-2012, of which 0 PTEs were Spanish speaking and 0 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 0 PTEs and for Chinese speaking were 0 FTE.

e. OFD Emergency Services

The department had a total of 485 PCPs this FY 2011-12, of which 93 PTEs were vacant PCPs and 0 FTE were frozen PCPs. OFD Emergency Services Department had a total of 46 Bilingual PCPs this FY 2011-2012, of which 41.00 PTEs were Spanish speaking and 5 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 61.5 PTEs and for Chinese speaking were 26.97 FTE. *There is a need for increased bilingual staffing in OFD Emergency Services.*

2. For each hiring of PCP that occurred during FY 2011-2012, describe the Agency's methods or means employed to ensure a pool of qualified Bilingual PCP applicants, and describe the method of processing each qualified applicant (§ 2.30.100 (B)(5)). Describe how the Agency works with the City Administrator, the Equal Access Division and the Department of Human Resources Management to recruit, and hire bilingual qualified applicants. Assess the adequacy of these efforts and indicate areas of improvement.

OFD has hired one Senior Fire Communication Dispatcher. The position was filled by an internal candidate through a promotional process.

OFD has hired three part-time Fire Suppression District Inspectors. One is Spanish speaker and one is Chinese speaker. The positions were advertised in Spanish and Chinese newspaper.

OFD has hired one Fire Suppression District Inspector and the position was filled by reinstatement of a laid off employee.

OFD has hired a lateral Firefighter Paramedic class of 11. The job announcement was advertised in the City's web site, and in Spanish and Chinese newspapers. All qualified candidates who successfully passed the requirements of hiring were offered the job. As a result, 3 Spanish speaking and 1 Chinese speaking Firefighter Paramedics were hired from the recruitment (in the subsequent fiscal year).

OFD continue to outreach bilingual candidates for all PCP positions through referral, newspaper/web site advertising to achieve the goals.

Areas to be improved include advertising jobs for a longer period when funds are made available. Staff can strengthen the outreach effort to the Spanish and Chinese speaking community via community meetings and web sites to recruit bilingual candidates.

3. Describe the Agency's methods for assessing and testing language skills for its bilingual employees. (§ 2.30.100 (B)(5)).

If an applicant claims that he/she speaks Spanish or Chinese, OFD submit his/her name to Equal Access of Department of Human Resource Management (DHRM) for testing. If the candidate passes the test, DHRM certifies the candidate for his/her language capacity.

4. Describe any additional interim measures in place to ensure access by Limited English Speaking (LES) populations to Agency services pending the hiring and/or deployment of sufficient BPCPs. The required interim measures are:

- i. Agencies must maintain a list of employees who speak the threshold languages. At least one employee who can provide service to LES persons shall be available during business hours. Employees shall have access to the over-the phone interpretation at all times, and should choose a method for communicating best suited to providing service to LES persons.
- ii. All Agencies and Departments must demonstrate that they have adequate means to make all services available to LES persons.
- iii. All Agencies have Language Access Coordinators.
- iv. All Agencies shall adopt and implement Language Access Policies approved by the City Administrator.
- v. Each PCP shall be trained in the use of interim measures to assist LES persons.

OFD utilizes the required interim measures. In addition, OFD has a standing contract with outside vendor to provide translation service for 911 emergency calls. OFD also use non-PCP staff who has capability to translate and/or interpret Spanish and Chinese for services it provides.

5. Provide a summary narrative assessment and analysis of how and whether the Agency and its Departments is complying with the Equal Access to Services Ordinance (EAO).

OFD is committed to serving the public with the best of its capacity in terms of language skills. The efforts to achieve compliance with the Equal Access to Services Ordinance (EAO) include, but are not limited to, (1) utilizing existing staff who speak a language other than English when needed regardless of whether the staff is in an identified PCP; (2) active recruitment and outreach efforts via the

Spanish and Chinese media such as newspaper and advertising; (3) referral of service needs to Equal Access unit when OFD does not have the capacity to serve. For example, translating written vital documents is not usually performed at the department's level. But the department helps to proof read translated documents since the department staff are subject matter experts.

6. Provide a description of implementation "best practices" developed by the Agency and/or its Departments.

OFD strives to hire sufficient personnel who have the bilingual skills to serve those who speak limited English. OFD also utilizes Equal Access staff to assist and facilitate the services. OFD has recorded phone messages in Spanish and Chinese on its main phone lines. For 911 dispatch, OFD contracts a vendor to provide non-English languages for emergency services.

7. Provide a summary narrative description and assessment of any structural barriers that may be preventing the Agency from complying with the EAO and recommend means to address those barriers.

There are two structural barriers identified to comply with the EAO. One of which is the staff assignments. The current labor agreement specifies assignment is based on seniority and personal preference, not language skills. For example, if a Chinese speaking firefighter does not bid for the position in Chinatown area, the department can't move the individual to that position. The second barrier is that there are positions that are filled by promotions. If the existing candidates don't have the bilingual language skills, the department can't go outside to recruit.

8. Provide a summary narrative description and assessment of corrective plans that the Agency has developed to address possible non-compliance with the EAO and corrective plans to address structural barriers.

OFD will complete all public phone line messages recording in FY 2012-13. OFD will seek Equal Access assistance to record these messages.

OFD will continue to recruit bilingual PCP positions by working with Equal Access, DHRM and the community to achieve the goals.

Assessment of Translation of Written Documents and Corrective Plans for Complete Translation

Instructions to Agencies:

1. OFD has a total of six vital documents, all of which (100%) have been translated into Spanish and Chinese.
2. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." These notices must be "posted prominently" and be "readily visible to the public." (§ 2.30.050 (D)).

- (a) List the locations in which the Department has posted notices and indicate whether both Spanish and Chinese notices have been posted.

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

- (b) Describe how these postings are prominent and readily visible to the public.

The Website is available at all time. The document located at the Emergency Management Services Division is available during the office hours and is provided through outreach by staff when going to community meetings/trainings.

- (c) Include the Department's written policy and procedures regarding posting of these notices.

OFD adheres to Equal Access to Services Ordinance and AI 145 as the guiding policy and procedure.

3. Describe how the Department ensures that there is an adequate stock of readily available translated materials from state and federal agencies. (§ 2.30.060). Include the Department's written policy and procedures regarding these materials.

Staff checks the stock periodically and ensure the translated documents are available. Again, OFD adheres to AI 145 and the EAO.

4. "Departments are encouraged to solicit feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the department." (§ 2.30.050(E)). Describe how the Department solicits feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the Department. Include the Department's written policy and procedures regarding receiving community feedback.

OFD utilize the existing staff and Equal Access assistance to proof read translated documents. OFD staff continuously works with the community to receive feedback on translation quality.

Assessment of Multilingual Telephone Messages

All Departments shall "maintain recorded telephonic messages in [threshold languages]." The message is required to contain the following: "basic information about the [D]epartment's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance." § 2.30.080.

Instructions to Agencies:

1. If the Department has not recorded a message in threshold language that contains basic information about the Department's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance, then describe the interim measures in place to ensure access by LES populations.

The Fire Prevention Bureau has not completed the phone message recording. Business hours are posted at the service counter. Staff is available to answer questions in Spanish and Chinese. There are non-PCP staff who have the bilingual skills to serve.

2. Describe in detail the reasons explaining why the Department did not meet its goals, including assessment of any structural barriers. Indicate if sufficient resources have been allocated, and if not, an assessment of additional resources needed.

OFD has not met the goals in terms of phone message recording and hiring. The phone message recording is in progress and as soon as staff completes the message review, it will seek Equal Access staff assistance for recording.

OFD has not met the goals for the sufficient PCP level. There two structural barriers identified to comply with the EAO. One of which is the staff assignments. The current labor agreement specifies assignment is based on seniority and personal preference, not language skills. For example, if a Chinese speaking firefighter does not bid for the position in Chinatown area, the department can't move the individual to that position. The second barrier is that positions are filled by promotions. If the existing candidates don't have the bilingual language skills, the department can't go outside to recruit.

3. Describe in detail the Department's corrective action plan for meeting its translation goals the following fiscal year. A correction plan must set forth a concrete and realistic plan to remedy noncompliance.

The phone message recording is in progress and as soon as staff completes the message review, it will seek Equal Access staff assistance for recording.

OFD continues to do the following: (1) utilizing existing staff who speak language other than English when needed regardless staff is in a PCP; (2) active recruitment via the Spanish and Chinese media such as newspaper and advertising; (3) refer service needs to Equal Access unit when OFD does not have the capacity to serve. For example, translating written vital documents are not usually performed at the department's level. But the department helps to proof reading the document since the department staff possesses the subject matter expertise knowledge.

Assessment of Department Communication with LES Populations

1. Describe in detail the procedures used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. Describe the mechanism the Department uses to assess the adequacy of these procedures and how often it is assessed. (*See* § 2.30.100 (B)(7)).

OFD Adheres to AI 145 and EAO. There are staff who have Spanish and Chinese capacities to assist LES Spanish and Chinese populations. The 9-1-1 dispatch service is contracted with a vendor that has a stand-by language service capacity.

OFD assess the language service needs as needed and formal assessment is done annually such as this report.
2. Describe the written policies on providing services to LES Spanish and Chinese populations. (§ 2.30.100 (B) (14)).

OFD adheres to (1) Equal Access Ordinance and (2) Administrative Instruction 145. These two documents are used as policy and guidelines.
3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (*See* § 2.30.130 (B)).

The Equal Access website posts the Equal Access Ordinance, which describes the right to bilingual services.

When conducting community meetings, staff also explains the EAO.
4. Departments are required to "allow persons to make complaints alleging violation [of the EAO] in threshold language. The complaints may be made by telephone or by completing a complaint form." (§ 2.30.090 (A)). Describe and assess the procedures for accepting and resolving complaints of community members regarding bilingual oral and written services. (*See* § 2.30.100 (B) (13)). Include how the Department makes the public aware of their right to make complaints by telephone or by completing a complaint form.

OFD has bilingual staff available during business hours. OFD has not received complaints regarding language services. However, in the language survey conducted in 2012, community members had expressed that the City should have more bilingual staff, but no further details are provided.
5. Departments must "document actions taken to resolve each complaint and maintain copies of complaints and documentation of their resolution for a period of not less than two years." (§ 2.30.090 (B)). Describe the Department's procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.

OFD did not receive any complaints regarding the language services.
6. Departments must forward "[a] copy of each complaint . . . to the City [Administrator] within thirty (30) days of its receipt." (§ 2.30.090 (B)). Provide a list of the Department's complaints forwarded to the City Administrator

specifying when the complaint was filed and whether the complaint was forwarded to the City Administrator within 30 days of its receipt. Attach as Appendix @.

N/A.

**Assessment of
Dissemination of Agency Compliance Plan**

1. When will the current FY 2011-12 Agency Compliance Plans be posted on the agency's website and the Equal Access Division's website?
It will be posted after City Council approves the FY 2011-12 Equal Access Annual Compliance Plan.
2. Are prior years Agency Compliance Plans posted on the agency's website and the Equal Access Division's website?
It is posted in the Equal Access Division's website. OFD's website has not been fully functional.
3. When will the current FY 2011-12 ACP be available to the public upon request in each Department facility?
It will be available after Council approves the FY 2011-12 Equal Access Annual Compliance Plan.

Describe how notice has been posted prominently at the Agency's geographic location and on the agency's website and the EAO website that ACPs are available with information stating how to access the ACPs.

ACP will be kept as attachment to the Equal Access to Service Annual Compliance report and it will be posted in EAO website at all time.

Oakland Police Department Equal Access Ordinance Compliance Plan for FY2011/2012

Agency Head Certification

The Agency head has reviewed this Agency Compliance Plan for final approval:

I, Howard A. Jordan, hereby certify that I have reviewed and approved this Equal Access Agency Compliance Plan for accuracy and completeness, and adopt the goals specified in this Agency Compliance Plan. And this Agency Compliance Plan was submitted to the City Administrator on October 31, 2012.

**Howard A. Jordan
Police Chief**

NARRATIVE ASSESSMENT

Assessment of Bilingual Public Contact Positions (BPCP) and Corrective Plans for Hiring Sufficient Bilingual Public Contact Positions

1. Assessment of Bilingual Public Contact Positions in OPD:

Note: For the purposes of Equal Access Ordinance Compliance, the Police Department must report on each of the following three "Departments."

- a) OPD Communication Section
- b) OPD Records Division
- c) OPD Divisions (consists of OPD Chief's Office, Internal Affairs, Office of the Inspector General, Bureau of Risk Management, Robbery, Property & Theft, Criminalistics Unit, Bureau of Field Operations, Identifications Section, Criminal Investigations, Homicide, Targeted Enforcement Task Force, Youth & Family Services, Assault, Animal Services)

a. OPD Communications Section

The department had a total of 79 PCPs this FY 2011-12, of which 9 FTE were vacant PCPs and 0 FTE were frozen PCPs. OPD Communications Section had a total of 13 Bilingual PCPs this FY 2011-2012, of which 10 PTEs were Spanish speaking and 3 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 10 FTE and for Chinese speaking FTE were 4.39. *There is a need for additional Chinese-speaking bilingual staff in the OPD Communications Section.*

b. OPD Records Division

The department had a total of 31 PCPs this FY 2011-12, of which 3 PTEs were vacant PCPs and 0 FTE were frozen PCPs. OPD Records Division had a total of 4 Bilingual PCPs this FY 2011-2012, of which 2.00 PTEs were Spanish speaking and 2 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 3.42 PTEs and for Chinese speaking were 2.5 PTEs. *There is a need for additional Spanish and Chinese-speaking bilingual staff in the OPD Records Division.*

c. OPD Divisions

The department had a total of 968.77 PCPs this FY 2011-12, of which 83.5 PTEs were vacant PCPs and 0 FTE were frozen PCPs. This department had a total of 117.86 Bilingual PCPs this FY 2011-2012, of which 89 PTEs were Spanish speaking and 28.86 were Chinese speaking. The goals of Bilingual PCPs (as determined by last year's assessment) for Spanish speaking were 122.84 PTEs and for Chinese speaking were 53.87 PTEs. *There is a need for additional Spanish and Chinese-speaking bilingual staff in the remaining OPD Divisions.*

2. For each hiring of PCP that occurred during FY 2011-2012, describe the Agency's methods or means employed to ensure a pool of qualified Bilingual PCP applicants, and describe the method of processing each qualified applicant (§ 2.30.100 (B)(5)). Describe how the Agency works with the City Administrator, the Equal Access Division and the Department of Human Resources Management to recruit, and hire bilingual qualified applicants. Assess the adequacy of these efforts and indicate areas of improvement.

OPD has hired numerous civilian positions and ensures that OPD's job announcements clearly state the requirements for selective language certification.

During the reporting period, FY11/12, OPD worked closely with the Department of Human Resources Management (DHRM) to conduct a recruitment for Police Officer Trainees. As a result of those recruitment efforts, OPD hired 55 Police Officer Trainee positions for the 166th Academy that started on September 17, 2012. The recruiting focus was on Spanish and Chinese speaking candidates. The Agency utilizes the locale Spanish and Chinese newspapers and associations to increase recruitment awareness. Of the 55 hired, 7 were Spanish speaking and 7 were Chinese speaking. OPD continues its efforts to outreach to bilingual candidates for all PCP positions through referral, newspaper/web site advertising and community events to achieve the goals.

Areas to be improved include advertising jobs for a longer period when funds are made available. Staff can strengthen the outreach effort to the Spanish and Chinese speaking community via community meetings, community leadership involvement and web sites to recruit bilingual candidates.

3. Describe the Agency's methods for assessing and testing language skills for its bilingual employees. (§ 2.30.100 (B)(5)).

If an applicant claims that he/she speaks Spanish or Chinese, OPD submit his/her name to Equal Access of Department of Human Resource Management (DHRM) for testing. If the candidate passes the test, DHRM certifies the candidate for his/her language capacity.

4. Describe any additional interim measures in place to ensure access by Limited English Speaking (LES) populations to Agency services pending the hiring and/or deployment of sufficient BPCPs. The required interim measures are:
 - i. Agencies must maintain a list of employees who speak the threshold languages. At least one employee who can provide service to LES persons shall be available during business hours. Employees shall have access to the over-the phone interpretation at all times, and should choose a method for communicating best suited to providing service to LES persons.
 - ii. All Agencies and Departments must demonstrate that they have adequate means to make all services available to LES persons.

- iii. All Agencies have Language Access Coordinators.
- iv. All Agencies shall adopt and implement Language Access Policies approved by the City Administrator.
- v. Each PCP shall be trained in the use of interim measures to assist LES persons.

OPD utilizes all of the required interim measures. In addition, OPD has a standing contract with outside vendor to provide translation service for 911 emergency calls. OPD also use non-PCP employees who have the ability to translate and/or interpret Spanish and Chinese for services it provides.

- 5. Provide a summary narrative assessment and analysis of how and whether the Agency and its Departments is complying with the Equal Access to Services Ordinance (EAO).

OPD is committed to serving the public with the best of its capacity in terms of language skills. The efforts to achieve compliance with the Equal Access to Services Ordinance (EAO) include, but are not limited to, (1) utilizing existing staff who speak a language other than English when needed regardless of whether the staff is in an identified PCP; (2) active recruitment and outreach efforts via Spanish and Chinese media such as newspaper and advertising; (3) referral of service needs to the Equal Access unit when OPD does not have the capacity to serve. The Agency has a number of nonPCP employees that are able to communicate with callers by phone or in person when available.

- 6. Provide a description of implementation "best practices" developed by the Agency and/or its Departments.

OPD strives to hire sufficient personnel who have the bilingual skills to serve those who speak limited English. OPD also utilizes Equal Access staff to assist and facilitate the services. The Agency has a contract with an outside vendor that is contacted whenever there is no bilingual PCP on duty or available.

- 7. Provide a summary narrative description and assessment of any structural barriers that may be preventing the Agency from complying with the EAO and recommend means to address those barriers.

There are two structural barriers identified to comply with the EAO. First, the MOU with OPOA specifies that assignment is based on seniority and the employee's expressed preference, not language skills. However OPD will assign bilingual staff where needed when necessary. [IS THIS EVEN TRUE FOR OPD? THE MOU IN ARTICLE ff SECTION C SAYS, "The functional needs of the City shall prevail in deploying personnel." IF THE FUNCTIONAL NEEDS OF THE CITY REQUIRE BILINCUAL STAFF, DOES OPD ASSICN

BILINGUAL STAFF WHERE NEEDED? IF NOT, PLEASE EXPLAIN]For example, if a Chinese speaking police officer does not bid for the position in Chinatown area, the department can't move the individual to that position. The second barrier is that there are positions that are filled by promotion. If the existing employees eligible for promotion do not have the bilingual language skills, the department cannot go outside to recruit.

8. Provide a summary narrative description and assessment of corrective plans that the Agency has developed to address possible non-compliance with the EAO and corrective plans to address structural barriers.

OPD will continue to recruit bilingual PCP positions by working with Equal Access, DHRM and the community to achieve the goals.

Assessment of Translation of Written Documents and Corrective Plans for Complete Translation

Instructions to Agencies:

1. The Oakland Police Department had a total of 68 vital documents FY 2011-2012, of which 100% were translated into Spanish and 100% were translated into Chinese.
2. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." These notices must be "posted prominently" and be "readily visible to the public." (§ 2.30.050 (D)).

- (a) List the locations in which the Department has posted notices and indicate whether both Spanish and Chinese notices have been posted.

The translated documents provided to the 911 Registry are posted to the website under the Oakland Police Department, hard copies are posted in the lobby of the Police Administration Building, the 3rd floor, Records Division, the Identification Section and the Office of the Chief of Police.

- (b) Describe how these postings are prominent and readily visible to the public.

The Website is available at all times. The document located at the Police Administration Building is available during office hours and are provided through outreach by staff when going to community meetings/trainings.

- (c) Include the Department's written policy and procedures regarding posting of these notices.

OPD adheres to the City's policies as stated in the Equal Access to Services Ordinance and AI 145.

3. Describe how the Department ensures that there is an adequate stock of readily available translated materials from state and federal agencies. (§ 2.30.060). Include the Department's written policy and procedures regarding these materials.
Staff checks the stock periodically and ensure the translated documents are available. Again, OPD adheres to AI 145 and the EAO.
4. "Departments are encouraged to solicit feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the department." (§ 2.30.050(E)). Describe how the Department solicits feedback on the accuracy and appropriateness of translations from bilingual staff at community groups whose clients receive services from the Department. Include the Department's written policy and procedures regarding receiving community feedback.
OPD utilizes the department's existing bilingual staff and obtains Equal Access Office assistance to proof read translated documents. OPD staff continuously works with the community to receive feedback on translation quality.

Assessment of Multilingual Telephone Messages

All Departments shall "maintain recorded telephonic messages in [threshold languages]." The message is required to contain the following: "basic information about the [D]epartment's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance." § 2.30.080.

Instructions to Agencies:

1. If the Department has not recorded a message in threshold language that contains basic information about the Department's operation including, at a minimum, business hours, location(s), services offered and the means of accessing such services, and the availability of language assistance, then describe the interim measures in place to ensure access by LES populations.

The Oakland Police Department had two (2) outstanding department phone message recording to complete, Animal Services and Traffic Section. Both departments will be completed by the end of November 2012.

2. Describe in detail the reasons explaining why the Department did not meet its goals, including assessment of any structural barriers. Indicate if sufficient resources have been allocated, and if not, an assessment of additional resources needed.

The Oakland Police Department has identified resources to document the message scripts and have contacted the Equal Access department to assist with translating the messages in Spanish and Chinese.

3. Describe in detail the Department's corrective action plan for meeting its translation goals the following fiscal year. A correction plan must set forth a concrete and realistic plan to remedy noncompliance.

The Oakland Police Department has completed the script for the Animal Services unit and have identified a resource to document the message for the Traffic Section. The Equal Access office has agreed to translate the messages for both department in Spanish and Chinese by the end of November 2012.

Assessment of Department Communication with LES Populations

1. Describe in detail the procedures used to facilitate communication with LES Spanish and Chinese populations and assess the adequacy of the procedures. Describe the mechanism the Department uses to assess the adequacy of these procedures and how often it is assessed. (See § 2.30.100 (B)(7)).

OPD Adheres to AI 145 and EAO. There are staff who have Spanish and Chinese capacities to assist LES Spanish and Chinese populations. The City's 911 dispatch service is contracted with a vendor that has standby language service capacity. The Oakland Police Department has hired a number of staff in the Communications Section that worked 24/7. There are 10 Spanish speaking and 3 Chinese speaking. During FY 2012-2013 the Oakland Police Department is working closely with the Equal Access office and DHRM to identify Selective Language needs during the recruiting process to meet the goals of the city.

OPD assesses its language service needs as needed and formal assessment is done annually such as this report.
2. Describe the written policies on providing services to LES Spanish and Chinese populations. (§ 2.30.100 (B) (14)).

OPD adheres to (1) Equal Access Ordinance and (2) Administrative Instruction 145. These two documents are used as policy and guidelines.
3. Describe and assess the Department's outreach efforts to inform LES Spanish and Chinese populations of their right to bilingual services. (See § 2.30.130 (B)).

The Equal Access website posts the Equal Access Ordinance, which describes the right to bilingual services.

When conducting and/or attending community meetings, the Oakland Police Department staff provides literature in all three (3) languages (English, Spanish and Chinese) of our forms and also direct the community to the Oakland Police Department website to utilize the Language Access tool., .
4. Departments are required to "allow persons to make complaints alleging violation [of the EAO] in threshold language. The complaints may be made by telephone or by completing a complaint form." (§ 2.30.090 (A)). Describe and assess the procedures for accepting and resolving complaints of community members regarding bilingual oral and written services. (See § 2.30.100 (B) (13)). Include

how the Department makes the public aware of their right to make complaints by telephone or by completing a complaint form.

5. Departments must “document actions taken to resolve each complaint and maintain copies of complaints and documentation of their resolution for a period of not less than two years.” (§ 2.30.090 (B)). Describe the Department’s procedure for documenting actions taken to resolve each complaint and maintaining copies of the complaint and documentation of their resolution.
 OPD did not receive any complaints regarding the language services.
6. Departments must forward “[a] copy of each complaint . . . to the City [Administrator] within thirty (30) days of its receipt.” (§ 2.30.090 (B)). Provide a list of the Department’s complaints forwarded to the City Administrator specifying when the complaint was filed and whether the complaint was forwarded to the City Administrator within 30 days of its receipt. Attach as Appendix @.

N/A.

Assessment of Dissemination of Agency Compliance Plan

1. When will the current FY 2011-12 Agency Compliance Plans be posted on the agency’s website and the Equal Access Division’s website?
 It will be posted after City Council approves the FY 2011-12 Equal Access Annual Compliance Plan.
2. Are prior years Agency Compliance Plans posted on the agency’s website and the Equal Access Division’s website?
 It is posted in the Equal Access Division’s website. It will be posted on the OPD website once City Council approves the FY 2011-12 Equal Access Annual Compliance Plan.
3. When will the current FY 2011-12 ACP be available to the public upon request in each Department facility?
 It will be available after Council approves the FY 2011-12 Equal Access Annual Compliance Plan.

Describe how notice has been posted prominently at the Agency’s geographic location and on the agency’s website and the EAO website that ACPs are available with information stating how to access the ACPs.

ACP will be kept as attachment to the Equal Access to Service Annual Compliance report and it will be posted in EAO website at all time.

**AVAILABILITY PERCENTAGES BY JOB GROUP
AND EMPLOYEE ETHNICITY AND GENDER IN THE YEAR 2005-2006**

FROM 2007 MASON-TILLMAN DISPARITY STUDY REPORT TO CITY COUNCIL

Job Group	Percent of African Americans	Percent of Asian Americans	Percent of Hispanic Americans	Percent of Native Americans	Percent of Females*	Percent of Caucasian Males
Officials & Administrators	31.73	14.24	11.12	0.43	47.03	19.92
Professionals	19.04	16.89	8.12	0.61	50.01	27.73
Technicians	23.63	20.38	12.61	0.77	40.98	25.41
Protective Services Sworn	24.55	14.90	16.47	0.81	15.92	36.13
Protective Services Non-sworn	44.88	8.02	7.46	2.05	61.57	14.70
Administrative Support	34.40	16.25	13.51	0.84	64.49	12.36
Skilled Craft Workers	21.33	13.04	26.69	0.98	11.60	32.92
Service/Maintenance Workers	31.80	17.84	29.12	0.57	39.59	10.70

COMPARISON OF CITY WORKFORCE DATA

FY11/12 (CURRENT)

Job Group	% African Amer	% Asian Amer	% Hisp/Lat Amer	% Native Amer	% Female	% White Male	TOTAL
OFFICIAL/ADM	45.51%	11.96%	12.29%	0.33%	50.83%	18.94%	301
PROFESSIONAL	34.90%	24.83%	12.86%	0.11%	63.76%	18.01%	894
TECHNICIANS	45.59%	23.04%	24.02%	0.00%	54.41%	31.37%	204
PROTECT/SRVCS SWORN	28.46%	14.71%	18.98%	0.47%	10.72%	37.57%	1054
PROTECT/SRVCS	48.51%	13.19%	15.32%	0.00%	49.79%	12.34%	235
ADMIN SUPPORT	50.24%	16.04%	11.08%	0.24%	62.47%	2.12%	1652
SKILLED CRAFT	30.43%	11.30%	24.35%	2.61%	0.87%	26.96%	115
SERV/MAINT	66.95%	6.91%	16.20%	0.22%	22.25%	37.80%	463
Of Total Workforce	43.33%	16.29%	14.70%	0.31%	44.73%	19.28%	4918

FY09/10 (FROM 2010 STAFF REPORT)

Job Group	% African Amer	% Asian Amer	% Hisp/Lat Amer	% Native Amer	% Female	% White Male	TOTAL
OFFICIAL/ADM	41.95%	9.20%	11.78%	0.29%	47.99%	36.46%	348
PROFESSIONAL	33.42%	18.83%	11.17%	0.25%	52.50%	36.32%	1200
TECHNICIANS	34.93%	12.54%	15.52%	0.00%	33.13%	40.18%	335
PROTECT/SRVCS SWORN	21.09%	13.31%	19.06%	0.64%	11.29%	43.22%	939
PROTECT/SRVCS	48.58%	14.51%	16.09%	0.32%	48.26%	20.12%	317
ADMIN SUPPORT	53.49%	17.30%	10.73%	0.35%	63.39%	22.68%	1445
SKILLED CRAFT	34.78%	12.17%	21.74%	2.61%	0.87%	27.19%	115
SERV/MAINT	68.07%	6.93%	15.97%	0.42%	22.06%	6.20%	476
Of Total Workforce	41.60%	14.84%	13.78%	0.41%	42.30%	30.06%	5175

FY05/06 FROM 2007 MASON-TILLMAN DISPARITY STUDY REPORT

Job Group	% African Amer	% Asian Amer	% Hisp/Lat Amer	% Native Amer	% Female	% White Male	TOTAL
01-OFFICIAL/ADM	40.00%	9.73%	10.27%	0.27%	47.30%	23.24%	370
02-PROFESSIONAL	32.12%	19.74%	10.07%	0.25%	54.34%	17.34%	1211
03-TECHNICIANS	36.96%	12.50%	14.67%	0.27%	34.51%	26.36%	368
04-PROTECT/SRVCS SWORN	21.82%	15.64%	17.39%	0.82%	12.60%	38.16%	857
05-PROTECT/SRVCS	48.08%	12.02%	13.04%	0.51%	43.22%	14.32%	391
06-ADMIN SUPPORT	54.79%	14.92%	9.71%	0.52%	61.37%	8.73%	1535
07-SKILLED CRAFT	37.80%	12.60%	18.90%	0.00%	2.36%	28.35%	127
08-SERV/MAINT	68.72%	8.49%	13.64%	0.00%	24.46%	5.66%	601
Of Total Workforce	43.04%	14.62%	12.25%	0.40%	42.66%	17.95%	5460