

## **ATTACHMENT A**

**United States Census Bureau  
American Community Survey  
2015**



B16001

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

Universe: Population 5 years and over

2015 American Community Survey 1-Year Estimates

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

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

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

	Oakland city, California	
	Estimate	Margin of Error
Total:	393,615	+/-2,107
Speak only English:	234,857	+/-6,909
Spanish or Spanish Creole:	87,798	+/-5,844
Speak English "very well"	41,193	+/-3,903
Speak English less than "very well"	46,605	+/-4,149
French (incl. Patois, Cajun):	2,384	+/-842
Speak English "very well"	2,240	+/-787
Speak English less than "very well"	144	+/-182
French Creole:	428	+/-541
Speak English "very well"	379	+/-519
Speak English less than "very well"	49	+/-81
Italian:	276	+/-203
Speak English "very well"	276	+/-203
Speak English less than "very well"	0	+/-201
Portuguese or Portuguese Creole:	722	+/-393
Speak English "very well"	529	+/-289
Speak English less than "very well"	193	+/-202
German:	1,453	+/-709
Speak English "very well"	1,400	+/-696
Speak English less than "very well"	53	+/-89
Yiddish:	53	+/-88
Speak English "very well"	53	+/-88
Speak English less than "very well"	0	+/-201
Other West Germanic languages:	80	+/-94
Speak English "very well"	80	+/-94
Speak English less than "very well"	0	+/-201
Scandinavian languages:	227	+/-218
Speak English "very well"	227	+/-218
Speak English less than "very well"	0	+/-201
Greek:	381	+/-273
Speak English "very well"	309	+/-234
Speak English less than "very well"	72	+/-92
Russian:	919	+/-793

	Oakland city, California	
	Estimate	Margin of Error
Speak English "very well"	279	+/-193
Speak English less than "very well"	640	+/-751
Polish:	0	+/-201
Speak English "very well"	0	+/-201
Speak English less than "very well"	0	+/-201
Serbo-Croatian:	454	+/-356
Speak English "very well"	203	+/-180
Speak English less than "very well"	251	+/-230
Other Slavic languages:	121	+/-114
Speak English "very well"	121	+/-114
Speak English less than "very well"	0	+/-201
Armenian:	50	+/-80
Speak English "very well"	50	+/-80
Speak English less than "very well"	0	+/-201
Persian:	1,298	+/-600
Speak English "very well"	869	+/-443
Speak English less than "very well"	429	+/-320
Gujarati:	109	+/-144
Speak English "very well"	109	+/-144
Speak English less than "very well"	0	+/-201
Hindi:	715	+/-665
Speak English "very well"	654	+/-642
Speak English less than "very well"	61	+/-99
Urdu:	76	+/-92
Speak English "very well"	76	+/-92
Speak English less than "very well"	0	+/-201
Other Indic languages:	630	+/-477
Speak English "very well"	630	+/-477
Speak English less than "very well"	0	+/-201
Other Indo-European languages:	446	+/-380
Speak English "very well"	378	+/-363
Speak English less than "very well"	68	+/-113
Chinese:	27,199	+/-3,714
Speak English "very well"	7,267	+/-1,685
Speak English less than "very well"	19,932	+/-3,154
Japanese:	719	+/-308
Speak English "very well"	602	+/-275
Speak English less than "very well"	117	+/-111
Korean:	1,164	+/-725
Speak English "very well"	699	+/-574
Speak English less than "very well"	466	+/-319
Mon-Khmer, Cambodian:	1,691	+/-826
Speak English "very well"	726	+/-439
Speak English less than "very well"	965	+/-560
Hmong:	39	+/-64
Speak English "very well"	39	+/-64
Speak English less than "very well"	0	+/-201
Thai:	81	+/-96
Speak English "very well"	0	+/-201
Speak English less than "very well"	81	+/-96
Laotian:	866	+/-722
Speak English "very well"	212	+/-215
Speak English less than "very well"	654	+/-637
Vietnamese:	9,365	+/-2,487
Speak English "very well"	3,393	+/-1,180
Speak English less than "very well"	5,972	+/-1,786
Other Asian languages:	2,485	+/-1,422
Speak English "very well"	528	+/-480
Speak English less than "very well"	1,957	+/-1,145

	Oakland city, California	
	Estimate	Margin of Error
Tagalog:	3,145	+/-1,257
Speak English "very well"	2,089	+/-906
Speak English less than "very well"	1,056	+/-661
Other Pacific Island languages:	840	+/-588
Speak English "very well"	663	+/-531
Speak English less than "very well"	177	+/-165
Navajo:	0	+/-201
Speak English "very well"	0	+/-201
Speak English less than "very well"	0	+/-201
Other Native North American languages:	0	+/-201
Speak English "very well"	0	+/-201
Speak English less than "very well"	0	+/-201
Hungarian:	144	+/-109
Speak English "very well"	144	+/-109
Speak English less than "very well"	0	+/-201
Arabic:	4,187	+/-1,839
Speak English "very well"	2,057	+/-917
Speak English less than "very well"	2,130	+/-990
Hebrew:	334	+/-278
Speak English "very well"	309	+/-274
Speak English less than "very well"	25	+/-42
African languages:	7,232	+/-2,400
Speak English "very well"	2,640	+/-1,067
Speak English less than "very well"	4,592	+/-2,131
Other and unspecified languages:	647	+/-605
Speak English "very well"	138	+/-172
Speak English less than "very well"	509	+/-464

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

Due to methodological changes to data collection that began in data year 2013, comparisons of language estimates from that point to estimates from 2013 forward should be made with caution. For more information, see: Language User Note.

While the 2015 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

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

Source: U.S. Census Bureau, 2015 American Community Survey 1-Year Estimates

#### Explanation of Symbols:

1. An "\*\*\*\*" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An "-" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An "-" following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An "+" following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An "\*\*\*\*" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An "\*\*\*\*\*" entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An "N" entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An "(X)" means that the estimate is not applicable or not available.

## **ATTACHMENT B**

### **City of Oakland Language Access Survey 2017**



## EQUAL ACCESS TO CITY SERVICES SURVEY 2017

City of Oakland is conducting a survey to assess and improve quality of service. Please tell us your experience in using City services. 'Language assistance service' mentioned in the survey refers to bilingual services such as oral interpretation or translation of written document.

- How long did you wait before a City representative greeted you?  
☐ <5 minutes   ☐ 6-20 minutes   ☐ > 20 minutes   ☐ Not Applicable
- How would you rate the service you received?  
☐ Excellent   ☐ Good   ☐ Fair   ☐ Poor
- How would you rate your ability to speak English?  
☐ Very well   ☐ Well   ☐ Not Well   ☐ Not at all  
*(If your answer is "very well", you may skip to question #10.)*
- Do you speak a language other than English at home?  
☐ Spanish   ☐ Cantonese   ☐ Mandarin   ☐ Other: \_\_\_\_\_
- Did you experience difficulty getting services because you speak only limited or no English?  
☐ No   ☐ Yes   ☐ Not Applicable
- Did you ask for assistance in your home language?  
☐ No   ☐ Not Applicable  
☐ Yes & Received bilingual service   ☐ Yes but did not receive service
- Did you wait for >10 minutes for language service you requested?  
☐ No   ☐ Yes   ☐ Not Applicable – Did not request
- Did you find our bilingual employees helpful with sufficient skill to provide you with service?  
☐ Not Applicable – Did not request bilingual service  
☐ Yes, satisfactory   ☐ No, unsatisfactory
- Did you see visible signs informing you of your right to ....  
 a. Receive language assistance services?   ☐ Yes   ☐ No  
 b. File a complaint for the lack of language svc?   ☐ Yes   ☐ No  
☐ Not Applicable – Did not pay attention to any signs.
- Is there anything else you like us to know about your experience?



## ENCUESTA DE ACCESO EQUITATIVO A LOS SERVICIOS MUNICIPALES 2017

La Ciudad de Oakland está llevando a cabo una encuesta para evaluar y mejorar la calidad de nuestro servicio. Comparta su experiencia. 'Servicio en idiomas' se refiere a los servicios bilingües como interpretación o documentos traducidos en su idioma.

- ¿Cuánto tuvo que esperar para que un empleado pudiera ayudarle?  
☐ < 5 min   ☐ + 6 y 20 min   ☐ + 20 minutos   ☐ No Aplica
- ¿Cómo describiría el servicio que recibió?  
☐ Excelente   ☐ bueno   ☐ Más o menos   ☐ Malo
- ¿Cómo califica su habilidad de hablar inglés?  
☐ Muy buena   ☐ Buena   ☐ Más o menos   ☐ No hablo inglés  
*(Si respondió "muy bien", puede pasar a la pregunta #10.)*
- ¿Hable otro idioma en casa además de inglés?  
☐ Español   ☐ Cantones   ☐ Mandarin   ☐ Otro: \_\_\_\_\_
- ¿Le ha sido difícil obtener ayuda porque habla poco o nada de inglés?  
☐ No   ☐ Si   ☐ No Aplica
- ¿Solicite ayuda en español?  
☐ No   ☐ Si pero no me ayudaron   ☐ No Aplica
- ¿Espero más de 10 minutos para que le ayudaran en español?  
☐ No   ☐ Si   ☐ No Aplica – No solicite
- ¿Fueron serviciales los empleados bilingües y tenían la habilidad de ayudarle en español?  
☐ No Aplica – No solicite ayuda bilingüe   ☐ Si   ☐ No
- ¿Vio señales informándole de su derecho a ....  
 a. Recibir ayuda en su idioma?   ☐ Yes   ☐ No  
 b. Presentar una queja si no hay ayuda en español?   ☐ Yes   ☐ No  
☐ No Aplica – No puse atención a ninguna señal.
- ¿Hay algo más que le gustaría comentar sobre su experiencia?

For City Staff only: Survey Received by Dept/ location: \_\_\_\_\_



# 平等使用市政服務問卷調查 2017 EQUAL ACCESS TO CITY SERVICES SURVEY

屋崙（奧克蘭）市政府現正進行問卷調查以評估服務質素。請提供您寶貴的意見。  
「語言服務」乃指雙語服務，例如口譯或文件翻譯服務。

Commentarios/ Suggestions:  
意見/ 建議:

## 1. 您等候多久才有工作人員接待您？

☐ < 5 分鐘    ☐ 6-20 分鐘    ☐ > 20 分鐘    ☐ 不適用(N/A)

## 2. 您怎樣評價服務質素？

☐ 極棒    ☐ 好    ☐ 一般    ☐ 差劣

## 3. 您會如何評價您說英語的能力？

☐ 極棒    ☐ 好    ☐ 不好    ☐ 不會說英語

( 如果您的答案是「極棒」，您可以跳到第 10 題 )

## 4. 您在家不是說英語，而是說另一種語言嗎？

☐ 西班牙語    ☐ 粵語    ☐ 普通話    ☐ 其它\_\_\_\_\_

## 5. 您曾否因為不說英語或英語有限而在尋求服務時遇到困難？

☐ 沒有    ☐ 有    ☐ 不適用(N/A)

## 6. 使用市府服務時，您有否要求母語（如：中文）的幫助？

☐ 沒有    ☐ 有，並獲得此服務    ☐ 不適用(N/A)  
☐ 有，但沒有獲得此服務

## 7. 等候語言服務（如：中文）的時間多過 10 分鐘嗎？

☐ 沒有    ☐ 有    ☐ 不適用(N/A)，沒有要求此服務

## 8. 我們的雙語職員有足夠的知識來幫助您嗎？

☐ 不適用(N/A)，沒有要求雙語服務    ☐ 沒有，不滿意雙語服務  
☐ 有，滿意雙語服務

## 9. 您有否見到告示通知您有權利....

a. 獲得語言服務？    ☐ 有    ☐ 沒有  
b. 投訴缺乏語言服務？    ☐ 有    ☐ 沒有

☐ 不適用(N/A)，沒有留意告示

## 10. 您有沒有其它寶貴的意見？

# 2017 City-wide Survey Results

## (1) Language Survey 2017

### EQUAL ACCESS SURVEY 2017

		CITY	CAO	FINANCE	HCD	HRM	HSD	MAYOR	OPW	OCA	OFD	OPR	OPL	PBD	POLICE
Total # of Surveys = 2,066		2066	20	27	31	17	372	4	50	9	44	600	143	573	176
Wait Time	< 5	66%	70%	70%	68%	76%	73%	67%	74%	100%	70%	70%	80%	56%	56%
	6-20	14%	30%	30%	14%	12%	11%	33%	20%	0%	7%	11%	1%	19%	20%
	> 20	9%	0%	0%	7%	0%	3%	0%	4%	0%	0%	4%	4%	21%	10%
	N/A	11%	0%	0%	11%	12%	13%	0%	2%	0%	23%	15%	15%	4%	14%
Service Quality	Excellent	22%	70%	15%	50%	88%	71%	67%	72%	78%	77%	57%	75%	58%	42%
	Good	63%	30%	70%	39%	12%	22%	33%	26%	22%	23%	36%	22%	34%	34%
	Fair	14%	0%	15%	11%	0%	6%	0%	2%	0%	0%	7%	3%	6%	18%
	Poor	2%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	2%	5%
Ability To Speak English	Very Well	66%	84%	48%	80%	94%	71%	0%	84%	78%	82%	42%	64%	86%	59%
	Well	16%	16%	41%	7%	6%	17%	0%	12%	22%	13%	21%	12%	12%	15%
	Not Well	13%	0%	11%	10%	0%	10%	33%	4%	0%	4%	25%	15%	2%	18%
	Not At All	5%	0%	0%	3%	0%	3%	67%	0%	0%	0%	12%	9%	0%	9%
Other Language Spoken	Spanish	41%	71%	60%	55%	100%	39%	100%	45%	50%	36%	21%	70%	52%	68%
	Cantonese	30%	14%	20%	0%	0%	15%	0%	10%	50%	36%	61%	2%	10%	4%
	Mandarin	4%	0%	0%	0%	0%	4%	0%	0%	0%	0%	7%	2%	2%	1%
	Other	25%	14%	20%	45%	0%	43%	0%	45%	0%	27%	11%	26%	36%	27%
Difficult To Get Service B/C LES	Yes	17%	11%	0%	24%	0%	10%	67%	0%	0%	12%	28%	15%	4%	21%
	No	58%	89%	75%	53%	29%	65%	33%	67%	67%	42%	42%	68%	66%	44%
	N/A	25%	0%	25%	23%	71%	24%	0%	33%	33%	0%	14%	17%	32%	35%
Requested Svc in Home Language	Yes Got Svc	28%	11%	25%	41%	71%	29%	0%	25%	33%	46%	18%	21%	38%	32%
	Yes But No Svc	4%	0%	0%	0%	0%	4%	0%	0%	0%	8%	7%	2%	0%	5%
	Didn't Request	43%	89%	25%	29%	29%	44%	0%	67%	67%	38%	32%	38%	59%	33%
	N/A	25%	11%	50%	29%	0%	23%	100%	8%	0%	8%	43%	39%	3%	30%
Translation wait time > 10 minutes	Yes	14%	13%	0%	6%	0%	8%	0%	0%	0%	0%	27%	8%	3%	18%
	No	46%	63%	63%	19%	57%	48%	100%	42%	0%	33%	46%	57%	44%	38%
	N/A	41%	25%	38%	75%	43%	44%	0%	58%	100%	67%	26%	35%	53%	43%
Bilingual Staff Knowledgeable	Yes, satisfactory	55%	25%	50%	29%	25%	45%	100%	17%	100%	8%	57%	49%	83%	45%
	No, unsatisfactory	41%	13%	0%	0%	0%	5%	0%	0%	0%	0%	7%	4%	13%	3%
	N/A	5%	63%	50%	71%	75%	51%	0%	83%	0%	92%	33%	47%	3%	51%
Visible Sign (Language Svc)	Yes	70%	71%	88%	69%	75%	73%	67%	69%	100%	30%	84%	62%	52%	35%
	No	30%	29%	13%	31%	25%	27%	33%	31%	0%	70%	16%	38%	48%	65%
Visible Sign (Complaint)	Yes	45%	20%	14%	33%	50%	33%	0%	22%	100%	0%	69%	31%	29%	100%
	No	55%	80%	86%	67%	50%	67%	100%	78%	0%	100%	31%	69%	71%	0%

## (2) Language Assessment 2017

DEPT	Contacts Recorded	LANGUAGE						
		ENGLISH	SPANISH	CANTONESE	MANDARIN	VIETNAMESE	ARABIC	OTHER
Animal Services	780	84%	12%	2%	1%	0%	0%	1%
City Administrator	70	86%	10%	1%	0%	0%	0%	3%
City Attorney	68	88%	10%	2%	0%	0%	0%	0%
City Clerk	63	100%	0%	0%	0%	0%	0%	0%
Finance	28	54%	36%	10%	0%	0%	0%	0%
Human Resources	140	69%	23%	2%	2%	2%	0%	2%
Human Services	543	80%	11%	7%	2%	0%	0%	0%
Public Library	14,656	63%	14%	13%	3%	1%	2%	4%
Parks & Recreation	4,034	75%	16%	4%	1%	1%	0%	3%
Public Works	118	98%	0%	1%	0%	0%	0%	1%
Planning & Building	643	83%	8%	3%	1%	1%	0%	4%
Police	1,010	81%	17%	2%	0%	0%	0%	0%

CITY-WIDE CONTACT	21,373	68%	14%	11%	3%	1%	1%	2%
US CENSUS OAKLAND CITY LES POPULATION			11.39%	5.63%		1%	0.2%	3%



## **ATTACHMENT C**

### **Interpretation Request Record FY 2016-17**

Interpretation Request Record FY2016-2017

<i>Dept</i>	<i>Topic</i>	<i>Date</i>	<i>Hrs in SP</i>	<i>Hrs in CH</i>	<i>Hrs in Viet</i>	<i>Other</i>	<i>Equipment Request</i>
CAO	Appointment	9/26/2016		1			
CAO	Community Meeting	9/29/2016	2				Yes
CAO	Community Meeting	3/8/2017	2				Yes
CAO	Community Meeting	4/12/2017	2				Yes
CCO	Community Meeting	7/19/2016	2				Yes
CCO	Community Meeting	4/1/2017	2	2			Yes
CCO	Community Meeting	4/29/2017	2				Yes
CCO	Community Meeting	5/25/2017		2			Yes
CCO	Community Meeting	6/29/2017		2			Yes
EWD	Community Meeting	1/20/2016	2	2			Yes
HCD	Rent Board Hearing	7/8/2016	3				
HCD	Rent Board Hearing	7/14/2016	3				
HCD	Rent Board Hearing	7/26/2016	3				
HCD	Rent Board Hearing	7/27/2016		3			
HCD	Rent Board Hearing	7/5/2016		3			
HCD	Rent Board Hearing	7/21/2016	3				
HCD	Rent Board Hearing	8/24/2016	3				
HCD	Rent Board Hearing	8/10/2016	3				
HCD	Rent Board Hearing	8/16/2016	3				
HCD	Rent Board Hearing	8/12/2016		3			
HCD	Rent Board Hearing	8/16/2016			3		
HCD	Rent Board Hearing	9/13/2016		3			
HCD	Rent Board Hearing	9/20/2016	3				
HCD	Rent Board Hearing	9/8/2016	3				
HCD	Rent Board Hearing	9/20/2016	3				
HCD	Rent Board Hearing	9/1/2016	3				
HCD	Rent Board Hearing	9/1/2016			3		
HCD	Rent Board Hearing	9/12/2016		3			
HCD	Rent Board Hearing	9/7/2016	3				
HCD	Rent Board Hearing	9/28/2016	3				
HCD	Rent Board Hearing	9/28/2016			3		
HCD	Rent Board Hearing	9/28/2016	3				
HCD	Community Meeting	10/21/2016	3				Yes
HCD	Rent Board Hearing	10/25/2016	3				
HCD	Rent Board Hearing	10/28/2016	3				
HCD	Rent Board Hearing	10/31/2016	3				
HCD	Rent Board Hearing	10/24/2016				3	
HCD	Rent Board Hearing	10/24/2016		3			
HCD	Rent Board Hearing	11/1/2016	3				
HCD	Rent Board Hearing	11/4/2016	3				
HCD	Rent Board Hearing	11/10/2016	3				
HCD	Rent Board Hearing	11/1/2016	3				
HCD	Rent Board Hearing	11/3/2016	3				
HCD	Rent Board Hearing	11/23/2016		3			
HCD	Rent Board Hearing	11/8/2016	3				
HCD	Rent Board Hearing	11/9/2016	3				
HCD	Rent Board Hearing	11/17/2016	3				
HCD	Rent Board Hearing	12/1/2016	3				
HCD	Rent Board Hearing	12/2/2016	3				
HCD	Rent Board Hearing	12/12/2016	3				
HCD	Rent Board Hearing	12/8/2016	3				
HCD	Rent Board Hearing	12/12/2016	3				
HCD	Rent Board Hearing	12/14/2016	3				
HCD	Rent Board Hearing	1/6/2017	1				

Interpretation Request Record FY2016-2017

<i>Dept</i>	<i>Topic</i>	<i>Date</i>	<i>Hrs in SP</i>	<i>Hrs in CH</i>	<i>Hrs in Viet</i>	<i>Other</i>	<i>Equipment Request</i>
HCD	Rent Board Hearing	1/9/2017				3	
HCD	Rent Board Hearing	1/12/2016		3			
HCD	Rent Board Hearing	1/13/2016		3			
HCD	Rent Board Hearing	1/17/2017	3				
HCD	Rent Board Hearing	1/26/2017	3				
HCD	Rent Board Hearing	2/17/2017	3				
HCD	Rent Board Hearing	2/21/2017	3				
HCD	Rent Board Hearing	2/23/2016	3				
HCD	Rent Board Hearing	2/27/2017	3				
HCD	Rent Board Hearing	2/8/2017	3				
HCD	Rent Board Hearing	2/15/2017	3				
HCD	Rent Board Hearing	2/22/2017	3				
HCD	Rent Board Hearing	2/16/2017				3	
HCD	Rent Board Hearing	2/6/2017				3	
HCD	Rent Board Hearing	3/6/2017				3	
HCD	Rent Board Hearing	3/9/2016	3				
HCD	Rent Board Hearing	3/13/2017	3				
HCD	Rent Board Hearing	3/29/2017				3	
HCD	Rent Board Hearing	3/14/2017	3				
HCD	Rent Board Hearing	3/21/2017	3				
HCD	Rent Board Hearing	3/20/2017	3				
HCD	Rent Board Hearing	4/6/2017	3				
HCD	Rent Board Hearing	4/10/2017	3				
HCD	Rent Board Hearing	4/19/2017	3				
HCD	Rent Board Hearing	4/26/2017	3				
HCD	Rent Board Hearing	4/11/2017		3			
HCD	Rent Board Hearing	4/26/2017				3	
HCD	Rent Board Hearing	4/4/2017	3				
HCD	Rent Board Hearing	4/19/2017	3				
HCD	Rent Board Hearing	4/25/2017	3				
HCD	Rent Board Hearing	4/21/2017	3				
HCD	Rent Board Hearing	5/1/2017	3				
HCD	Rent Board Hearing	5/2/2017		3			
HCD	Rent Board Hearing	5/2/2017	3				
HCD	Rent Board Hearing	5/8/2017		3			
HCD	Rent Board Hearing	5/9/2017	3				
HCD	Rent Board Hearing	5/11/2017	3				
HCD	Rent Board Hearing	5/12/2017	3				
HCD	Rent Board Hearing	5/17/2017	3				
HCD	Rent Board Hearing	5/23/2017	3				
HCD	Rent Board Hearing	5/30/2017	3				
HCD	Rent Board Hearing	5/8/2017	3				
HCD	Rent Board Hearing	5/25/2017	3				
HCD	Rent Board Hearing	6/1/2017	3				
HCD	Rent Board Hearing	6/2/2017	3				
HCD	Rent Board Hearing	6/5/2017	3				
HCD	Rent Board Hearing	6/7/2017				3	
HCD	Rent Board Hearing	6/8/2017		3			
HCD	Rent Board Hearing	6/15/2017				3	
HCD	Rent Board Hearing	6/20/2017	3				
HCD	Rent Board Hearing	6/21/2017	3				
HCD	Rent Board Hearing	6/26/2017				3	
HCD	Rent Board Hearing	6/27/2017	3				
HCD	Rent Board Hearing	6/28/2017	3				

## Interpretation Request Record FY2016-2017

<i>Dept</i>	<i>Topic</i>	<i>Date</i>	<i>Hrs in SP</i>	<i>Hrs in CH</i>	<i>Hrs in Viet</i>	<i>Other</i>	<i>Equipment Request</i>
HCD	Rent Board Hearing	6/30/2017	3				
HCD	Rent Board Hearing	6/13/2017	3				
HCD	Rent Board Hearing	6/14/2017		3			
HCD	Rent Board Hearing	6/30/2017		3			
HRM	Interview	2/10/2017				1	
HSD	Interview	8/4/2016		2			
HSD	Community Meeting	10/6/2016	2				Yes
HSD	Community Meeting	11/3/2016	2				
HSD	Community Meeting	11/9/2016	2				
HSD	Interview	11/17/2016	1				
HSD	Interview	12/6/2016	1				
HSD	Interview	12/13/2016	1				
HSD	Community Meeting	1/12/2017	2	2			Yes
HSD	Community Meeting	2/9/2017	2	2			Yes
HSD	Community Meeting	3/18/2017	2				Yes
HSD	Community Meeting	4/10/2017	2		2		Yes
HSD	Community Meeting	4/12/2017	2				Yes
HSD	Community Meeting	5/10/2017	2				
MAY	Oakland Promise	10/14/2016	2	2			Yes
MAY	Oakland Promise	2/15/2017	2			2	Yes
MAY	Oakland Promise	2/8/2017	2				Yes
MAY	Oakland Promise	3/17/2017				2	Yes
MAY	Oakland Promise	4/19/2017	2				Yes
MAY	Oakland Promise	5/25/2017	2	2			Yes
MAY	Oakland Promise	5/18/2017	2	2			Yes
MAY	Oakland Promise	6/1/2017	2	2			Yes
OFD	CORE Training	8/16/2016		6			Yes
OFD	CORE Training	8/30/2016		3			Yes
OFD	CORE Training	3/11/2017		2.5			Yes
OFD	CORE Training	4/6/2017		3			Yes
OFD	CORE Training	5/13/2017	3				Yes
OFD	CORE Training	6/2/2017		2.5			Yes
OPD	Community Meeting	7/14/2016	2				Yes
OPD	Community Meeting	7/20/2016	2				Yes
OPD	Community Meeting	7/21/2016	2	2			Yes
OPD	Community Meeting	9/8/2016	2				Yes
OPD	Community Meeting	9/15/2016	2	2			Yes
OPD	Community Meeting	9/12/2016		2			Yes
OPD	Community Meeting	10/10/2016		2			Yes
OPD	Community Meeting	10/19/2016	3				Yes
OPD	Community Meeting	11/2/2016				2	
OPD	Community Meeting	11/16/2016	2				Yes
OPD	Community Meeting	11/17/2016	2	2			Yes
OPD	Community Meeting	1/11/2017	2				Yes
OPD	Community Meeting	1/19/2017	2	2			Yes
OPD	Community Meeting	2/1/2017	2	2	2		Yes
OPD	Community Meeting	3/21/2017	2				Yes
OPD	Community Meeting	3/6/2017	2				Yes
OPD	Community Meeting	3/16/2017	2	2			Yes
OPD	Community Meeting	3/17/2017	2				Yes
OPD	Community Meeting	4/10/2017	2				Yes
OPD	Community Meeting	5/18/2017	2	2			Yes
OPD	Community Meeting	5/17/2017	2				Yes
OPD	Community Meeting	6/12/2017	2	2			Yes

Interpretation Request Record FY2016-2017

<i>Dept</i>	<i>Topic</i>	<i>Date</i>	<i>Hrs in SP</i>	<i>Hrs in CH</i>	<i>Hrs in Viet</i>	<i>Other</i>	<i>Equipment Request</i>
OPD	Community Meeting	6/21/2017	2				Yes
OPD	Community Meeting	6/15/2017	2				Yes
OPW	Community Meeting	10/1/2016	2				Yes
OPW	Community Meeting	10/22/2016	2				Yes
OPW	Earth EXPO	4/6/2017		3			
PBD	Community Meeting	7/28/2016	2				Yes
PBD	Community Meeting	8/4/2016	2				Yes
PBD	Community Meeting	12/21/2016	2				Yes
PBD	Community Meeting	2/28/2017	2				Yes
PBD	Community Meeting	3/21/2017	2				Yes
PBD	Community Meeting	5/25/2017	2				Yes
PBD	Community Meeting	6/21/2017	2				Yes
		<b>SUBTOTAL</b>	<b>333</b>	<b>108</b>	<b>13</b>	<b>37</b>	62
		<b>TOTAL</b>	<b>553</b>				

## **ATTACHMENT D**

### **Translation Request Record FY 2016-17**

## Document Translation Request Record FY2016-2017

Dep	Inv Code	Name of Document	SP	CH	VI	OTHER
CAO	CAOadm201608a	Bond	X	X		
CAO	CAOadm201608c	Website	X	X	X	
CAO	CAOadm201609a	OPD Chiel	X	X	X	
CAO	CAOadm201609b	Survey	X	X	X	
CAO	CAOadm201609	Graffiti Abatement	X	X	X	
CAO	CAOadm201609	OPW-OPD	X	X	X	
CAO	CAOadm201609e	Courtesy Flyer	X	X	X	
CAO	CAOadm201610a	Oakland Grown	X	X		
CAO	CAOcc201610a	Minimum Wage	X	X	X	
CAO	CAOadm201611a	Minimum Wage	X			
CAO	CAOadm201611b	Min Wage	X	X		
CAO	CAOadm201612a	Broadway	X	X		
CAO	CAOadm201612a	BVD	X	X		
CAO	CAOadm201612b	Client info	X	X		
CAO	CAOadm201612c	Compliance Notice	X	X		
CAO	CAOadm201612d	Conditions for keeping dog	X	X		
CAO	CAOadm201612e	Conditions for keeping dog	X	X		
CAO	CAOadm201612f	Dog license fee	X	X		
CAO	CAOadm201612g	Hearing waiver	X	X		
CAO	CAOadm201612h	Hearing waiver VD	X	X		
CAO	CAOadm201612i	Impound notice	X	X		
CAO	CAOadm201612j	Seizure of Animal	X	X		
CAO	CAOadm201612k	Animal Control Regula	X	X		
CAO	CAOadm201612l	PDD Hearing	X	X		
CAO	CAOadm201612m	Prezeisure Hearing Req	X	X		
CAO	CAOadm201612n	Probable cause PDD	X	X		
CAO	CAOadm201612o	Probable cause notice	X	X		
CAO	CAOadm201612p	Probable cause VDD	X	X		
CAO	CAOadm201612p	Proof Services VDD	X	X		
CAO	CAOadm201612q	Property inspection Req	X	X		
CAO	CAOadm201612r	Prop. Insp. Req. PDD/VDD	X	X		
CAO	CAOadm201612s	Request for Extention	X	X		
CAO	CAOadm201612t	Req postseizure hearing	X	X		
CAO	CAOadm201612v	Sorry we missed you	X	X		
CAO	CAOadm201612w	Spay/Neuter App	X	X		
CAO	CAOadm201612x	Victim of PDD/VDD	X	X		
CAO	CAOeo201701a	Confidential	X	X		
CAO	CAOadm201701a	Information	X	X		
CAO	CAOadm201701b	Information	X	X		
CAO	CAOpec201703a	PEC	X	X		
CAO	CAOadm201703a	Consent to Enter	X	X		
CAO	CAOadm201703b	Courtesy Notice	X	X		
CAO	CAOadm201703c	CPAB Annual	X	X		
CAO	CAOpec201703b	PEC	X	X		
CAO	CAOcc201703a	Excel Employer	X	X	X	
CAO	CAOpec201704a	PEC form	X	X		
CAO	CAOcc201704a	Measure FF	X	X	X	
CAO	CAOpec201704b	Phone Scrip	X	X		
CAO	CAOadm201704a	March May 1st	X	X		
CAO	CAOadm201705a	OFD	X	X		
CAO	CAOadm201705a	Cannabis FAQs	X	X		
CAO	CAOoas201705a	PDD Form	X	X		
CAO	CAOoas201705b	OAS Information	X	X		
CAO	CAOoas201705c	Flyer	X	X		
CAO	CAOoas201705d	Animal Services	X	X		Attachment D

## Document Translation Request Record FY2016-2017

Dep	Inv Code	Name of Document	SP	CH	VI	OTHER
CAO	CAOoas201705e	PDD ReleaseForm	X	X		
CAO	fCAOoas201705	Dog license fee	X	X		
CAO	CAOadm201705c	Budget	X	X		
CAO	CAoadm201705d	Sobranite Park	X			
CAO	CAoadm201706a	Police Commnication	X	X		
CAO	CAoadm201706a	Police Commnication	X	X		
CAO	CAOadm201706c	Staging Area	X	x	x	
CAO	CAOadm201706d	Parade Route	X	X		
CAO	CAOadm201706e	Rally Set up	X	X		
CCO	CCO04201611a	Questionnaire	X	X	X	
EWD	EWD201703a	Broadway Survey Map	X	X		
EWD	EWD201703b	Shuttle survey	X	X		
EWD	EWD201704	KIVA	X	X		
EWD	EWD201704b	Small Business Week	X	X		
EWD	EWD201704c	Small Biz Week	X	X		
EWD	EWD201704d	Sing Tao Ad		C		
EWD	EWD201704d	Shuttle survey		X		
EWD	EWD201705a	Tesxt for website		X		
EWD	EWD201607	Waling tours	X	X		
EWD	EWD201610a	Flyer	X	X		
EWD	EWD201611a	Oakland NOW	X	X		
EWD	EWD201702a	Fruitvale outreach	X			
FINANCE	FMApac201607a	Pay Parking Tix	X	X		
FINANCE	FMApac201607b	Pay Parking Tix	X	X		
FINANCE	FMAbt201612a	Gral Info Contractors	X	X		
FINANCE	FMAbt201612b	Renewal Notice	X	X		
FINANCE	FMAbt201612c	Renewal Notice	X	X		
FINANCE	FMApac201704a	Complaint				EN
HCD	HCDrb201607a	Letter	X			
HCD	HCD201609a	CDBG Doc	X	X		
HCD	HCDrb201610a	Notice to Tenants	X	X		
HCD	HCDhac201610	Retrofit	X	X		
HCD	HCDhac201610b	Soft Story Bldng	X	X		
HCD	HCD201610b	MAP	X	X		
HCD	HCDhac201610a	Soft Story Bldng			X	
HCD	HCDhac201610b	Retrofit			X	
HCD	HCDrb201701a	Update	X	X		
HCD	HCDrs201701a	ESHP	X	X	X	
HCD	HCDrs201701b	ESHP	X	X	X	
HCD	HCDrs201701c	ESHP	X	X	x	
HCD	HCDrap201702a	Update	X	X		
HCD	HCDcdbg201702a	Oakland Pape	X	X	X	
HCD	HCDrap201702b	Notice to Tenants	X	X		
HCD	HCD201703a	MAP	X	X		
HSD	DHS201609a	Headstart	X	X		
HSD	DHS201610a	Thanksgiving flyer	X	X		
HSD	DHS201611a	Timesheet deadline	X	X		
HSD	DHS201612a	Letter	X	X		
HSD	DHS201612b	Earthquake Test	X	X	X	
HSD	DHS201702a	OPED	X	X		
HSD	DHS201703a	Rental Packet	X			
HSD	DHS201704b	FI	X	X		
HSD	DHS201703a	Older Americana	X	X		
MAY	MAY201701c	Oakland Promise	X	X		
MAY	MAY201607a	Dear John	X		X	Attachment D



## Document Translation Request Record FY2016-2017

Dep	Inv Code	Name of Document	SP	CH	VI	OTHER
MAY	MAY201607b	Letter		X		
MAY	MAY201607c	NNO	X	X		
MAY	MAY201608a	Civilian Oversight	X	X		
MAY	MAY201608c	Dear John	X	X	X	
MAY	MAY201610a	Oakland Promise	X			
MAY	MAY201611a	Reportjohn.org	X		X	
MAY	MAY201611b	Park Blvd	X	X		
MAY	MAYoac201611a	Toy drive	X	X		
MAY	MAY201612a	Reportjohn.org	X		X	
MAY	MAY201701a	Walk	X		X	
MAY	MAY201701b	CSES information	X		X	
MAY	MAY201701c	Oakland Promise	X	X	X	
MAY	MAY201702a	Report John	X		X	
MAY	MAY201702b	Oakland Promise				ARA
MAY	MAY201702b	Oakland Promise	X			
MAY	MAY201705a	Cleaing with the Mayor		X		
MAY	MAY201705b	OPD chief	X	X		
MAY	MAY201706a	Mobile Mayor	X	X	X	ARA
MAY	MAY201706b	Mayor Mobile	X	X	X	ARA
MAY	MAY201706c	BMoC Careers	X	X		
MAY	MAY201706d	Report John	X	X		
MAY	MAY201706e	Oakland Womens film	X	X		
MAY	MAY201706f	Stop Demand Night	X	X		
MAY	MAY201706g	MBK Summit	X	X		
MAY	MAY201706h	New OakaIn Business	X	X		
OCA	OCA201610a	Claim	X			
OCA	OCA201611a	Letter				EN
OCA	OCA201702a	Claim			X	
OCA	OCA201702a	Sunshine	X	X		
OCA	OCA201703a	Personal				EN
OCA	OCA201706a	Facs about lawsuit		X		
OCC	OCC201610a	Thanksgiving flyer	X	X		
OFD	OFDes201702a	CORE	X	X		
OFD	OFDes201702b	Join CORE	X	X		
OFD	OFDes201702c	CORE Registration	X	X		
OFD	OFDes201702d	Emergency Supply list	X	X		
OFD	OFDes201702e	CORE	X	X		
OFD	OFDes201702f	CORE III	X	X		
OFD	OFDes201702g	Volunteer Opp	X	X		
OFD	OFDes201702h	CORE I	X	X		
OFD	OFDes201703a	NHN Chinatown	X	X		
OFD	OFDes201703b	NHN PP	X	X		
OFD	OFD201703a	CPR/First AID	X	X		
OFD	OFDes201703c	OFD Sirens	X	X		
OFD	OFDes201703d	Testing Outdoor sirens	X	X		
OFD	OFDes201704a	Testing Outdoor sirens			X	
OFD	OFD201704b	Testing Outdoor sirens			X	
OFD	OFDes201705a	Neighborhood Incident	X	X		
OFD	OFDes201705b	Command Post	X	X		
OFD	OFDcore201706a	CORE I	X	X		
OFD	OFDcore201706b	CORE II	X	X		
OFD	OFDcore201706c	CORE II	X	X		
OPD	OPD201607a	T-869 DV	X	X	X	
OPD	OPD201608a	Private Camera Reg	X	X	X	
OPD	OPD201608b	Private Camera Website	X	X	X	Attachment D

## Document Translation Request Record FY2016-2017

Dep	Inv Code	Name of Document	SP	CH	VI	OTHER
OPD	OPD201608d	Crime Reporting Page	X	X		
OPD	OPDns201609b	Executice Leadership		X		
OPD	OPDns201609c	CPA		X		
OPD	OPDns201609d	CPA Curriculum		X		
OPD	OPDns201609e	CPA		X		
OPD	OPDns201609f	CPA		X		
OPD	OPDns201610a	Illegal Dumping	X	X		
OPD	OPDns201610a	CPA Certificate	X	X		
OPD	OPDns201610a	Halloween Tips	X	X		
OPD	OPD201610	Trafficking Humans	X	X		
OPD	OPD201611a	Camera Registry	X	X	X	
OPD	OPD201611b	Camera Registry	X	X	X	
OPD	OPD201611b	Thank you	X			
OPD	OPDns201612a	Sobranite Parl	X			
OPD	OPDns201701a	NCPC	X			
OPD	OPDns201701b	Citizens Action	X	X	X	
OPD	OPDns201701a	CAP	X	X		
OPD	OPD201702a	Abandoned Veichles	X	X	X	
OPD	OPD201703a	OPD chief bio	X	X		
OPD	OPD201703a	CPAs	X			
OPD	OPD201704a	Miranda Rights	X	X		
OPL	OPL201611a	Books				Hmong
OPL	OPL201703a	Pre-Reader				ARA
OPL	OPL201703a	Books				ARA
OPR	OPR201608a	Soccer rules				EN
OPR	OPDns201609a	Our Missions		X		
OPR	OPR201609a	Nature Flyer	X	X		
OPR	OPR201609b	Boat Flyer	X	X		
OPR	OPR201610a	Customer Comments	X	X		
OPR	OPR201610b	Text	X	X		
OPR	OPR201611a	Carmen Flores	X	X		
OPR	OPR201611b	Carne Flores Schedule	X	X		
OPR	OPR201612a	Parent Policy Change	X	X		
OPR	OPR201612b	Parent Rental Dep	X	X		
OPR	OPR201701a	Youth Camp F	X	X		
OPR	OPR201701b	Youth Camp B	X	X		
OPR	OPR201701c	Sailing Classes	X	X		
OPR	OPR201701d	Paddling Classes	X	X		
OPR	OPR201702a	Text	X	X		
OPR	OPR201704a	EOSC Schedule	X	X		
OPR	OPR201706a	Phone Scrip	X			
OPW	OPWe201706a	B2C		X		
OPW	PWAes201607a	Creek To Bay Day	X	X		
OPW	PWAes201607b	Creek To Bay Day	X	X		
OPW	PWAes201608a	Bulky Pick up Single	X	X	X	
OPW	PWAes201608b	Bulky Pick up Family	X	X	X	
OPW	PWAes201608c	Bulky Pick up	X	X	X	
OPW	PWAfs201608a	Labor Day	X	X		
OPW	PWAfs201608b	Admissions Day	X	X		
OPW	PWAts201609a	Bikeshare	X	X	X	
OPW	PWAes201609a	Recycle	X	X		
OPW	PWAes201610a	Adopt a Spot	X	X		
OPW	PWAes201610b	City Contacts	X	x		
OPW	PWAes201610c	Donation Request	X	X		
OPW	PWAes201610d	Donation Thank uou	X	X		Attachment D

## Document Translation Request Record FY2016-2017

<i>Dep</i>	<i>Inv Code</i>	<i>Name of Document</i>	<i>SP</i>	<i>CH</i>	<i>VI</i>	<i>OTHER</i>
OPW	PWAes201610e	Earth Expo	X	X		
OPW	PWAes201610f	Volunteer Hotline	X	X		
OPW	PWAes201610g	Photo Doc	X	X		
OPW	PWAes201610h	storm Resources	X	X		
OPW	PWAes201610i	Tool Maintance	X	X		
OPW	PWAes201610j	Tool phone guide	X	X		
OPW	PWAes201610k	Tool request form	X	X		
OPW	PWAes201610l	Volunteer guideline	X	X		
OPW	PWAes201610m	Volunteer Interest form	X	X		
OPW	PWAes201612a	Titles	X	X		
OPW	PWAes201612b	Trash in Creek	X	X		
OPW	PWAes201612c	Volunteer hotline	X	X		
OPW	PWAes201701a	Phone Scrip	X	X		
OPW	PWAfs201701a	MLK	X	X		
OPW	PWAes201701a	Information		X		
OPW	PWAts201702a	Bike Newsletter	X	X	X	
OPW	PWAfs201702a	Lincolns bday	X	X		
OPW	PWAes201703a	Text		X		
OPW	PWAfs201705a	Memorial Day	X	X		
OPW	PWAes201706a	Letter	X	X		
OPW	PWAes201706b	Notice to Tenants	X			
OPW	PWAes201706a	Site Coordinator	X	X		
OPW	PWAes201706b	B2C Day		X		
OPW	PWAfs201706a	4th July	X	X		
PBD	PBD201610a	Food Truck Rules	X	X	X	
PBD	PBD201611a	FMV	X	X		
PBD	PBDpb201701a	FAQs Residential	X	X		
PBD	PBDbs201702a	Landlord Responsibilities	X	X	X	
PBD	PBDhs201702b	Code Enforcement	X	X	X	
PBD	PBDbs201702c	Undocumented Dwelings	X	X	X	
PBD	PBDbs201702d	Minimun Residential	X	X	X	
PBD	PBD201706a	MVF Regulations	X	X		
PBD	PBDbs201706a	Billing/Appeals	X	X	X	
		<b>SUBTOTAL</b>	<b>224</b>	<b>219</b>	<b>49</b>	<b>10</b>
		<b>TOTAL</b>	<b>502</b>			

## **ATTACHMENT E**

### **Public Contact Positions Applicant Data FY 2016-2017**

## Public Contact Positions Applicant Data FY2016-17

<b>Positions</b>	<b>Total</b>	<b>SP</b>	<b>CH</b>
Case Manager I (Violence Prevention)	103	11	0
Case Manager II	45	5	3
Collections Officer	169	28	14
Early Head Start Instructor (Continuous)	57	11	5
Emergency Planning Coordinator, Senior	10	1	0
Engineer, Civil Supervising (Office)	31	3	9
Fire Communications Dispatcher, Senior (Continuous)	86	6	0
Fire Communications Supervisor	8	2	0
Fire Prevention Bureau Inspector, Civilian	137	31	3
Fire Protection Engineer	14	3	4
Head Start Health & Nutrition Coordinator	18	5	3
Hearing Officer	43	11	3
Librarian I (Youth Services)	12	3	0
Librarian, Supervising	19	6	1
Library Aide	37	7	1
Library Aide, Part-Time	571	145	75
Library Aide, PPT (Delivery Services)	3	2	0
Lifeguard, Part Time (Continuous)	142	11	6
Mayor's Director of Community Engagement (Special Assistant To The Mayor)	162	39	6
Neighborhood Services Coordinator	215	22	34
Parking Control Technician, PPT	37	8	2
Police Cadet, PT	451	90	5
Police Communications Dispatcher	578	82	7
Police Communications Manager	20	8	0
Police Officer Trainee	5,669	1,041	93
Police Property Supervisor	27	4	1
Police Records Supervisor	42	8	0
Pool Manager, Part Time (Continuous)	43	8	2
Program Analyst I	270	20	10
Program Analyst I (Violence Prevention Data & Evaluation)	42	7	6
Program Analyst II	110	20	6
Program Analyst II (Selective Certification - Transportation Department Comm)	126	27	10
Public Service Representative	110	15	5
Recreation Aide, Part Time	270	29	29
Recreation Attendant I, Part Time	83	21	4
Recreation Leader I, Part Time	132	17	9
Recreation Leader II, Part Time	60	6	1
Recreation Leader II, PPT	25	2	3
Recreation Specialist I, Part Time	59	7	3
Recreation Specialist II, Part Time	74	15	4
Recreation Specialist II, PPT (Inclusion / Special Needs)	24	5	0
Rehabilitation Advisor I (Housing)	43	6	1
Senior Center Director	34	8	1
Senior Librarian	16	5	1
Senior Public Service Representative	38	2	4
Special Assistant to the Mayor I - Executive Scheduler	350	60	18
Special Assistant to the Mayor II	210	40	4
Specialty Combination Inspector (Building Inspector)	67	12	5
Sports Official, Part Time	73	13	1
Support Services Supervisor	87	12	6
Support Services Supervisor	47	13	1
Tax Auditor II	5	1	1
Veterinary Technician	12	4	1
Water Safety Instructor, Part Time (Continuous)	26	7	0
<b>Total</b>	<b>11,142</b>	<b>1,975</b>	<b>411</b>
<b>Percentage</b>	<b>100%</b>	<b>18%</b>	<b>4%</b>

## **ATTACHMENT F**

### **Language Selective Certification Hire FY 2016-17**

Language Selective Certification Hire FY 2016-17

	<b>DEPT</b>	<b>Job Title</b>	<b>Language</b>
1	CAO	CONTRACT COMPLIANCE OFFICER, SENIOR	Spanish
2	FINANCE	PUBLIC SERVICE REPRESENTATIVE	Spanish
3	OPR	RECREATION LEADER II, PPT	Chinese
4	OPR	RECREATION LEADER II, PPT	Chinese
5	OPR	RECREATION LEADER II, PPT	Spanish
6	OPR	RECREATION LEADER II, PPT	Spanish
7	PBD	PUBLIC SERVICE REPRESENTATIVE	Spanish
8	PBD	PUBLIC SERVICE REPRESENTATIVE	Spanish
9	OPD	INTAKE TECHNICIAN	Chinese
10	OPD	NEIGHBORHOOD SERVICES COORDINATOR	Chinese
11	OPD	POLICE RECORDS SPECIALIST*	Chinese
12	OPD	POLICE OFFICER TRAINEE	Chinese
13	OPD	POLICE OFFICER TRAINEE	Chinese
14	OPD	POLICE OFFICER TRAINEE	Chinese
15	OPD	POLICE OFFICER TRAINEE	Spanish
16	OPD	POLICE OFFICER TRAINEE	Spanish
17	OPD	POLICE OFFICER TRAINEE	Spanish
18	OPD	POLICE OFFICER TRAINEE	Spanish
19	OPD	POLICE OFFICER TRAINEE	Spanish
20	OPD	POLICE OFFICER TRAINEE	Spanish
21	OPD	POLICE OFFICER TRAINEE	Spanish
22	OPD	POLICE OFFICER TRAINEE	Spanish
23	OPD	POLICE OFFICER TRAINEE	Spanish
24	FIRE	FIREFIGHTER PARAMEDIC TRAINEE	Spanish
25	FIRE	FIREFIGHTER PARAMEDIC TRAINEE	Spanish
26	FIRE	FIREFIGHTER PARAMEDIC TRAINEE	Spanish
27	FIRE	FIREFIGHTER PARAMEDIC TRAINEE	Spanish
28	FIRE	FIREFIGHTER PARAMEDIC TRAINEE	Chinese
29	FIRE	FIREFIGHTER PARAMEDIC TRAINEE	Chinese

*\*Incumbent is hired in late June and may not have show up in departmental PCP staff report, which is based on pay record.*