# ATTACHMENT G

# Departmental Annual Compliance Report FY 2016-17

Reference Guide

OPD OAKLAND POLICE DEPARTMENT PBD PLANNING & BUILDING DEPARTMENT PEC PUBLIC ETHICS COMMISSION	OPR OAKLAND PARKS & RECREATION DEPARTMEN OPW OAKLAND PUBLIC WORKS DEPARTMENT	OCA OFFICE OF THE CITY ATTORNEY OPL OAKLAND PUBLIC LIBRARY	ITD INFORMATION & TECHNOLOGY DEPARTMENT MAYOR OFFICE OF THE MAYOR	HRM HUMAN RESOURCES MANAGEMENT DEPT HSD HUMAN SERVICES DEPARTMENT	HCD HOUSING & COMMUNITY DEVELOPMENT DEP	FINANCE FINANCE DEPARTMENT FIRE FIRE DEPARTMENT	COUNCIL CITY COUNCIL EWD ECONOMIC & WORKFORCE DEVELOPMENT	AUDITOROFFICE OF THE CITY AUDITORCAOCITY ADMINISTRATOR'S OFFICECLERKOFFICE OF THE CITY CLERK
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Department Name: Office of the City Auditor Fiscal Year: 2016-2017



### EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### I. DEPARTMENT CERTIFICATION

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

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

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

Signature & Date

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

# **II. QUANTITATIVE ASSESSMENT REPORT**

# **Department Name:**

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Brenda D. Roberts	Dena L. Shupe	Dena L. Shupe
Title	City Auditor	Executive Assistant to the City Auditor	Same
Address	1 Frank H. Ogawa Plaza, 4 <sup>th</sup> Floor	1 Frank H. Ogawa Plaza, 4 <sup>th</sup> Floor	Same
Phone#	(510) 238-3378	(510) 238-4975	Same
Email	broberts@oaklandnet.com	dshupe@oaklandnet.com	Same

Table 2 Department Employee Sta	atistics				
Total # of FTE Employees	7		New Hires This Fiscal Year (by position)	3	
Public Contact Positions (PCP)	2		New PCP Hires This Fiscal Year	2	······
PCP With Spanish Language Skill	2	100 %	New PCP Hires with Spanish Language Skill	2	100%
PCP With Chinese Language Skill	0	0 %	New PCP Hires with Chinese Language Skill	0	0%
*FTE refers to full-time-equivalent.			*New Hires refers to vacant position filled this fiscal ye	ear.	

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

Table 3B. Department Organization Structure Update		
Any changes occurred in the organization structure this fiscal year	? ✓ No	Yes – Please describe below
Description:		

Table 3C. Department Organization Structure - Super PCP	Unit Reporting	
Any Super PCP Unit in the department?	✓ No □ Yes – Please describe below.	
No super PCP units in the office of the city auditor	SP= CH = SP= C	CH =

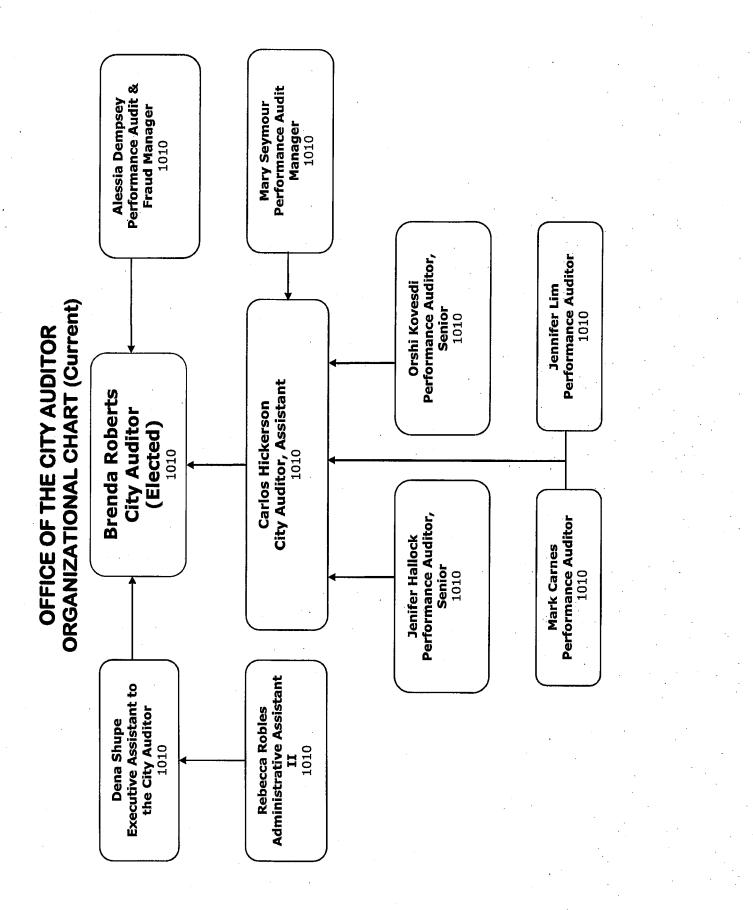
Table 4A Vital Documents List	Key: SP= Spanisl	h CH= Chinese	
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Fraud, Waste + Abuse Flyer & FAQ	YES	YES	
Website: Fraud, Waste and Abuse FAQ	YES	YES	
Website: Home Welcome Message	YES	YES	

Table 4B. Vital Documents Status Summary		
Are all the department's vital documents translated into Spanish and Chinese?	✓ Yes	No – Please provide an action plan below
Action Plan & Timeline:		

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

Table 6 Analysis by Co	mmunity Based Serv	vice Locations		PCP	SP SPE	Eaking	CH SP	EAKING
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
N/A								

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



### III. QUALITATIVE ASSESSMENT REPORT

### A. Bilingual Public Contact Positions Assessment

### **Department Name:**

ASSESSI	MENT	SPANI	SH-SPEAKIN	G PCP	CHINES	E-SPEAKIN	G PCP
FTE	PCP	GOAL	STAFF	GOAL MET?	GOAL	STAFF	GOAL MET?
7	2	0	2	YES	0	0	YES

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

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

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

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

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

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

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

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

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

1

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

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

The Office of the City Auditor carefully evaluates all applicants for PCP positions with a critical eye towards bilingual abilities. However, a lack of bilingual skills is not a disqualifying factor as the Office has no BPCP requirement nor does the position description require them. Nonetheless, the Office makes an effort to hire individuals from diverse backgrounds and different ethnicities, and implement "best practices" in hiring bi-lingual employees. Additionally, the Office of the City Auditor maintains a list of employees who speak threshold languages and has more than one employee who can provide service to a LES person during business hours.

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

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

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

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

#### B. Translation of Written Vital Documents Assessment

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

The Office of the City Auditor has posted notices, located immediately outside the elevators leading to the Office, indicating that, if necessary, the Office can provide Spanish-speaking staff for assistance. There is also a notice on the receptionist's front desk informing visitors that interpreters are available, by telephone, to provide assistance in several different languages at no charge.

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

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

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

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

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

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

#### C. Multilingual Telephone Messages Assessment

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

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

#### D. Assessment of Department Communication with LES Populations

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

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

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

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

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

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

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

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

4.

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

The Office of the City Auditor has not received any complaints regarding the Office's provision of bilingual oral and written services or alleging any violation of the EAO in a threshold language. Should one be received, it would be addressed and referred to the City Administrator; all documentation of the complaint and its resolution would be kept by the Office's Language Access Coordinator.

#### E. Action Plan

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

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

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

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

6/30/2017

CITY AUDITOR'S OFFICE

ORGANIZATION	LOCATION	ADDRESS LINE 1	JOB CLASS	HIRE_DATE	РСР	LANGUAGE
07111 - City Auditor I Init City Hall - 4th Floor	City Hall - 4th Floor	One Frank Ogawa Plaza	Administrative Assistant II	31-May-17	YES	Spanish
07111 - City Auditor Unit	City Hall - 4th Floor	One Frank Ogawa Plaza	Performance Auditor	07-DEC-15	ON	
07111 - City Auditor Unit	City Hall - 4th Floor	One Frank Ogawa Plaza	Performance Auditor, Sr.	25-APR-16	NO	French/Italian/English
07111 - City Auditor Unit City Hall - 4th Floor	City Hall - 4th Floor	One Frank Ogawa Plaza	Performance Auditor, Sr.	25-APR-16	NO	Hugarian/Romanian/English
07111 - City Auditor Unit City Hall - 4th Floor	City Hall - 4th Floor	One Frank Ogawa Plaza	Performance Auditor	07-DEC-15	NO	
07111 - City Auditor Unit City Hall - 4th Floor	City Hall - 4th Floor	One Frank Ogawa Plaza	City Auditor	05-JAN-15	NO	
07111 - City Auditor Unit	City Hall - 4th Floor	One Frank Ogawa Plaza	Performance Audit Manager	17-AUG-15	NO	Spanish/French
07111 - City Auditor Unit City Hall - 4th Floor	City Hall - 4th Floor	One Frank Ogawa Plaza	Exec Asst to the City Auditor	10-APR-17	YES	Conversational Spanish
07111 - City Auditor Unit City Hall - 4th Floor	City Hall - 4th Floor	One Frank Ogawa Plaza	Interim City Auditor, Assistant	31-May-17	NO	Spanish

New Employees in grey

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



# EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### **I. DEPARTMENT CERTIFICATION**

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

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

I, <u>Stephanie Hom</u>, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for City Administrator's Office was submitted on 62917.

Signature & Date

Print Name & Title

# **II. QUANTITATIVE ASSESSMENT REPORT**

# Department Name:

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

Table 2 Department Employee St	atistics				
Total # of FTE Employees	96		New Hires This Fiscal Year (by position)	11	
Public Contact Positions (PCP)	36	·	New PCP Hires This Fiscal Year	3	
PCP With Spanish Language Skill	9	25%	New PCP Hires With Spanish Language Skill	1	33%
PCP With Chinese Language Skill	3	8 %	New PCP Hires With Chinese Language Skill	0	0%
*FTE refers to full-time-equivalent.			*New Hires refers to vacant position filled this fiscal y	ear.	

Table 3A. Department Organization Structure	
City Administrator's Office	Oakland Animal Services
City Administrator	Director of Animal Services
Assistant City Administrator	Executive Assistant to the Agency Director
Deputy City Administrator	Shelter Manager
Assistant to the City Administrator	Veterinary Division
City Administrator Analyst	Animal Control/Field Services Division
Executive Asst to City Administrator	Animal Care Division
Executive Asst to Asst. City Administrator	Administrative Assistant
Admin Asst to City Administrator	Public Service Representatives
Admin Asst II (CONF)	Volunteer Coordinator
Public Service Rep	
Senior Aide	· · ·
Public Information Officer II	
Citizen's Police Review Board	Contracts and Compliance
CPRB – Executive Director	Director
Policy Analyst	Admin Services Manager I
Complaint Investigators	Receptionist
Intake Technicians	Sr. Contract Compliance Officer
Office Assistant	Employment Serv. Supervisor
	Administrative Analyst II
· · · · · · · · · · · · · · · · · · ·	Contract Compliance Officers
	Job Developer
	Asst. Contract Compliance Officer
· ·	Contract Compliance Field Tech
Equal Opportunity	Employee Relations
Equal Emp. Opportunities Officer	Employee Relations Manager
Equal Opportunity Specialist	Employee Relations Analyst Prin
	Human Resources Technician
Budget Office	Race and Equity
Budget Director	Director
Assistant to the City Administrator	
City Administrator Analyst	
Accountant III	
L	1

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	□ No X Yes – Please describe below
Description:	

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

Table 3C. Department Organization Structure - Super PC	P Unit Reporting	
Any Super PCP Unit in the department?	D No x Yes – Please desc	cribe below.
Super PCP Unit	Language Goal	Language Actual
Oakland Animal Services	SP= 1 CH = 0	SP= 4 CH = 2

Key: SP= Spanish CH= Chinese

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

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# Department Name: City Administrator's Office Fiscal Year: 2016/2017

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

Table 4B. Vital Documents Status Summary		
Are all of the department's vital documents translated into Spanish and Chinese?	X Yes	□ No – Please provide an action plan below
Action Plan & Timeline: For Contracts and Compliance, items mark revised by the end of 2017 to reflect the new wage increase.	ed with a	n (*) in Table 4A contain language that will need be

Table 5 Multilingual Telephone Recordings	· · · · · · · · · · · · · · · · · · ·	
Location Description	Telephone Number	Status
City Administrator's Main Line voicemail	238-3301	Complete
CPRB Main Line – voicemail instructions	238-3159	Complete
Oakland Animal Services Main Line	535-5602	Complete
Barking Nuisance	535-4887	Complete
Dead Pick Up	535-4888	Complete
Veterinary Line	238-2007	Complete
Minimum Wage	238-6258	Complete

Table 6 Analysis by Comm	nunity Based Serv	ice Locatio	ns	PCP	SP SPE	EAKING	CH SP	EAKING
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
Oakland Animal Services	1101 29 <sup>th</sup> Avenue	94601	535-5602	14	8	28.57%	2	14.28%

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

### **III. QUALITATIVE ASSESSMENT REPORT**

### A. Bilingual Public Contact Positions Assessment

### Department Name:

ASSESSI	MENT	SPANI	SH-SPEAKIN	IG PCP	CHINESE-SPEAKING PCP			
FTE -	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?	
96	36	4	9	Yes	2 3 Yes			

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

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

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

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

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

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

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

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

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

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

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

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

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

### B. Translation of Written Vital Documents Assessment

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

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

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

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

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

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

### C. Multilingual Telephone Messages Assessment

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

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

### D. Assessment of Department Communication with LES Populations

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

The City Administrator's Office strives to provide the public with excellent customer service. The office will continue to ensure that staff at the front desk have easy access to bilingual staff that can help with translation and the phone number for translation.

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

The City Administrator's Office and its various divisions, whom have front counter/receptionist areas have been provided with a list of bilingual staff within the office that can provide language services.

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

Contracts and Compliance has been conducting site visits and outreach workshops to various Spanish and Chinese employee groups and business associations in communities that have LES populations.

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

During the Citywide Survey that was completed earlier this year, 20 surveys were completed. Of the 20 surveys, 25% required language assistance and 5% filed a complaint for the lack of language service.

### E. Action Plan

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

Within the next 12 months, Contracts and Compliance will be translating the local and small business enterprise programs, local employment and apprenticeship policies into Spanish and Chinese. And will be updating the minimum wage documents to reflect the rate change in January 2018.

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

	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	РСР	LANGUAGE	
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Admin Asst to City Administrator	02-DEC-08	NO		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Administrative Assistant II (CONF)	22-MAY-89	YES		
	1 Frank Ogawa Plaza	Assist to the City Administrator	10-OCT-05	NO		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Assist to the City Administrator	13-DEC-05	ON		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Assist to the City Administrator	22-AUG-11	NO		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Assist to the City Administrator	07-JAN-13	YES		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Assist to the City Administrator	21-0CT-13	NO		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Assistant City Administrator	27-APR-15	NO		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Assistant City Administrator	10-AUG-15	ON		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	City Administrator	01-JUL-15	ON		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	City Administrator Analyst	13-NOV-00	ON		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	City Administrator Analyst	31-MAR-08	NO		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	City Administrator Analyst	07-JAN-14	ON		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	City Administrator Analyst	17-AUG-15	ON		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	City Administrator Analyst	12-0CT-15	ON		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Deputy City Administrator	27-JUL-15	ON		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Deputy City Administrator	11-APR-16	ON		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Exec Asst to Asst City Administrator	07-FEB-11	ON	Chinese	
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Exec Asst to City Administrator	24-AUG-09	ON		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Mayor's PSE 14	13-SEP-01	YES	Spanish	
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Mayor's PSE 14	09-FEB-00	YES		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Public Information Officer II	04-AUG-03	YES		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Public Service Representative	08-JUN-15	yes	Spanish	
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Senior Aide, PT	04-MAR-13	N		
02111 - City Administrator: Adm 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Senior Aide, PT	19-NOV-15	N		
02211 - Citizens Police Review B 250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza	Complaint Investigator II	04-OCT-10	YES	Spanish	
02211 - Citizens Police Review B 250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza	Complaint Investigator II	18-SEP-06	YES		
02211 - Citizens Police Review B 250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza	Complaint Investigator II	10-NOV-14	YES		
02211 - Citizens Police Review B 250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza	Complaint Investigator II	23-JUL-12	YES	Chinese	
02211 - Citizens Police Review B 250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza	Complaint Investigator II	12-SEP-16	YES		
02211 - Citizens Police Review B 250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza	CPRB Executive Director	07-JUL-14	NO		
02211 - Citizens Police Review B 250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza	CPRB Policy Analyst	12-SEP-16	NO		
	250 Frank H. Ogawa Plaza	Intake Technician	13-MAY-96	YES	Spanish	
02211 - Citizens Police Review B 250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza	Intake Technician	14-DEC-15	YES		
03211 - Citizens Police Review B 250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza	Office Assistant II	10-NOV-10	NO		
02311 - Equal Opportunity Progr 150 Frank Ogawa Plaza	150 Frank Ogawa Plaza	Equal Emp Opportunities Officer	03-OCT-11	NO		
02311 - Equal Opportunity Progr 150 Frank Ogawa Plaza	150 Frank Ogawa Plaza	Equal Opportunity Specialist	25-JAN-16	NO		
02491 - Oakland Animal Services	1101 29TH AVENUE		18-JUL-16	NO		
02491 - Oakland Animal Services 1101 29TH AVENUE	1101 29TH AVENUE	Animal Care Attendant	17-0CT-11	NO		
02491 - Oakland Animal Services 1101 29TH AVENUE	1101 29TH AVENUE		17-JUN-14	NO		
02491 - Oakland Animal Services 1101 29TH AVENUE	1101 29TH AVENUE		07-JUL-14	NO		
02491 - Oakland Animal Services	<b>1101 29TH AVENUE</b>		12-MAR-16	NO		
02491 - Oakland Animal Services 1101 29TH AVENUE	1101 29TH AVENUE		03-JAN-17	NO		
02491 - Oakland Animal Services 1101 29TH AVENUE	1101 29TH AVENUE	Animal Care Attendant	14-JAN-17	NO		
02491 - Oakland Animal Services 1101 29TH AVENUE	1101 29TH AVENUE	Animal Care Attendant, PT	02-JAN-97	NO		
02491 - Oakland Animal Services 1101 29TH AVENUE	1101 29TH AVENUE	Animal Care Attendant, PT	22-MAY-03	ON		

	02431 - Oakiana Animai Services IIIOI 2310 AVENUE	Animal Care Attendant, PT	90-100-60	NC		1
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Animal Care Attendant, PT	08-JAN-11	NO		-
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Animal Care Attendant, PT	05-JAN-13	ON		-
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Animal Care Attendant, PT	17-JUN-14	NO		
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Animal Control & Shelter Manager	10-APR-17	N	- -	
02491 Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Animal Control Officer	05-NOV-05	YES	Spanish	
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Animal Control Officer	03-NOV-09	YES	Spanish	
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Animal Control Officer	05-APR-15	YES	Spanish	
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Animal Control Officer	09-AUG-02	YES	Chinese	
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Animal Control Officer	26-OCT-04	YES	Chinese	<u> </u>
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Animal Control Officer	28-JAN-08	YES		
02491 - Oakland Animal Services 1101 29TH AVENUE	s[1101 29TH AVENUE	Animal Control Officer	21-DEC-14	YES		
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Animal Control Officer	30-MAR-15	YES		
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Animal Control Officer, PPT	18-MAR-13	YES		
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Assistant to the Director	26-OCT-15	NO		
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Director of Animal Services	17-NOV-14	YES		
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Exec Asst to the Director	29-JUN-15	ON		
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Public Service Rep, PPT	07-NOV-16	YES		
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Public Service Representative	23-MAY-16	YES	Spanish	
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Public Service Representative	08-JUN-13	YES		
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Temp Contract Svcs Employee, PT	18-FEB-15	ON		[
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Temp Contract Svcs Employee, PT	14-SEP-15	ON		<b>r</b>
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Veterinarian	15-AUG-16	NO		
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Veterinary Technician	19-JAN-15	YES		
02491 - Oakland Animal Services 1101 29TH AVENUE	s 1101 29TH AVENUE	Volunteer Program Specialist II	29-FEB-16	YES		
- Contract Compliance U	- Contract Compliance Un 250 Frank H. Ogawa Plaza	Administrative Analyst II	11-FEB-08	No		
- Contract Compliance U	- Contract Compliance Un 250 Frank H. Ogawa Plaza	Administrative Services Manager I	17-FEB-98	NO		
- Contract Compliance U	- Contract Compliance Un 250 Frank H. Ogawa Plaza	Contract Compliance Officer	13-SEP-07	YES		
- Contract Compliance U	- Contract Compliance Un 250 Frank H. Ogawa Plaza	Contract Compliance Officer, Sr.	17-Oct-16	YES	Spanish	
- Contract Compliance U	in 250 Frank H. Ogawa Plaza	Director of Contracts & Purchasing	11-MAY-98	NO	-	
- Contract Compliance U	- Contract Compliance Un 250 Frank H. Ogawa Plaza	Receptionist	19-APR-82	YES		
- Employment Services L	<ul> <li>Employment Services Ur 250 Frank H. Ogawa Plaza</li> </ul>	Contract Compliance Field Tech	17-AUG-15	YES		
	<ul> <li>Employment Services Ur 250 Frank H. Ogawa Plaza</li> </ul>	Contract Compliance Office Asst	21-MAR-07	YES		
02621 - Employment Services L	<ul> <li>Employment Services Ur 250 Frank H. Ogawa Plaza</li> </ul>	Contract Compliance Office Asst	22-JAN-08	YES		_
- Employment Services L	- Employment Services Ur 250 Frank H. Ogawa Plaza	Contract Compliance Officer	08-OCT-91	NO		
- Employment Services L	<ul> <li>Employment Services Ur 250 Frank H. Ogawa Plaza</li> </ul>	Contract Compliance Officer	12-MAY-98	NO		
	<ul> <li>Employment Services Ur 250 Frank H. Ogawa Plaza</li> </ul>	Contract Compliance Officer	26-MAY-98	NO		
02621 - Employment Services L	- Employment Services Ur 250 Frank H. Ogawa Plaza	Contract Compliance Officer, Sr.	06-OCT-86	NO		
	<ul> <li>Employment Services Ur 250 Frank H. Ogawa Plaza</li> </ul>	Employment Services Supervisor	13-SEP-04	YES		<b></b>
02621 - Employment Services L	- Employment Services Ur 250 Frank H. Ogawa Plaza	Job Developer	31-AUG-87	YES		
- Outreach & Administra	- Outreach & Administrati 250 Frank H. Ogawa Plaza	Administrative Analyst II	06-NOV-06	NO		
02811 - Budget Division	1 Frank Ogawa Plaza	Accountant III	04-DEC-84	NO	Tagalog	
02811 - Budget Division	1 Frank Ogawa Plaza	Assist to the City Administrator	15-SEP-10	NO		[]
02811 - Budget Division	1 Frank Ogawa Plaza	Budget Director	28-DEC-05	NO		
02811 - Budget Division	1 Frank Ogawa Plaza	City Administrator Analyst	29-FEB-16	NO		
02811 - Budget Division	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	16-FEB-17	NO		

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



# EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### I. DEPARTMENT CERTIFICATION

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

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

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

f Signature & Date

LaTonda Simmons, City Clerk Print Name & Title

# **II. QUANTITATIVE ASSESSMENT REPORT**

# **Department Name:**

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

Table 2 Department Employee St	atistics				
Total # of FTE Employees	17.5 FTE		New Hires This Fiscal Year (by position)	2	
Public Contact Positions (PCP)	2		New PCP Hires This Fiscal Year	None	
PCP With Spanish Language Skill	1	50 %	New PCP Hires With Spanish Language Skill	None	%
PCP With Chinese Language Skill	1	50 %	New PCP Hires With Chinese Language Skill	None	%
FTE refers to full-time-equivalent.			New Hires refers to vacant position filled this fiscal yea	ar.	

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

Table 3B. Department Organization Structure	Update			
Any changes occurred in the organization structure	re this fiscal ye	ar?	🖾 No	Yes – Please describe below
Description:		·. ·		

Table 3C. Department Organization Structure - Super PCP Unit Reporting						
Any Super PCP Unit in the department?						
Super PCP Unit	Language Goal	Language Actual				
City Clerk Administrative Services	SP= 1 CH = 1	SP= 1 CH = 1				

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

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

Table 6 Analysis by Cor	mmunity Based Service I	ocations		PCP	SP SPE	AKING	CH SP	EAKING
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
City Clerk's Office	City Hall, Suite 101	94612	510-238- 3612	1				
City Clerk's Office	City Hall, Suite 201	94612	510-238- 3226	1			1	
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		· · ·						
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Table 6 applies to City Departments that provide services at geographically based locations outside of City Hall Plaza, such as recreation centers, senior centers, head start centers, libraries, police beats and firehouses.

## III. QUALITATIVE ASSESSMENT REPORT

### A. Bilingual Public Contact Positions Assessment

### Department Name:

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

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

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

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

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

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

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

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

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

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

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

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

### B. Translation of Written Vital Documents Assessment

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

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

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

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

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

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

No

### C. Multilingual Telephone Messages Assessment

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

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

### D. Assessment of Department Communication with LES Populations

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

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

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

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

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

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

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

No

E. Action Plan

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

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

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

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

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

City Clerk's Office					6/30/2017
ORGANIZATION	LOCATION	JOB_CLASS	HIRE_DATE	РСР	DND
03121 - City Clerk Unit	City Hall 2nd Floor	Administrative Analyst I	14-JUN-96	NO	
03121 - City Clerk Unit	City Hall 2nd Floor	City Clerk	19-MAY-03	YES	Spanish
03121 - City Clerk Unit	City Hall 2nd Floor	Citywide Records Manager	01-APR-10	NO	
03121 - City Clerk Unit	City Hall 2nd Floor	Exec Asst to the Director	22-APR-13	NO	
03121 - City Clerk Unit	City Hall 2nd Floor	Legislative Recorder	10-AUG-16	NO	
03121 - City Clerk Unit	City Hall 2nd Floor	Legislative Recorder	22-AUG-16	NO	
03121 - City Clerk Unit	City Hall 2nd Floor	Legislative Recorder	23-OCT-06	NO	
03121 - City Clerk Unit	City Hall 2nd Floor	Management Assistant	16-NOV-89	YES	Chinese
03211 - KTOP Operations City Hall 2nd Floor	City Hall 2nd Floor	Cable Operations Technician	31-MAR-00	NO	
03211 - KTOP Operations City Hall 2nd Floor	City Hall 2nd Floor	Cable Operations Technician	01-APR-00	NO	
03211 - KTOP Operations City Hall 2nd Floor	City Hall 2nd Floor	Cable Operations Technician	10-SEP-02	NO	
03211 - KTOP Operations City Hall 2nd Floor	City Hall 2nd Floor	Cable Operations Technician	03-JUL-95	NO	
03211 - KTOP Operations City Hall 2nd Floor	City Hall 2nd Floor	Cable TV Operations Chief Engineer	06-AUG-01	NO	
03211 - KTOP Operations City Hall 2nd Floor	City Hall 2nd Floor	Cable TV Prod & Ops Manager	12-JUN-89	NO	
03211 - KTOP Operations City Hall 2nd Floor	City Hall 2nd Floor	Cable TV Production Assistant	09-APR-12	NO	Chinese
03211 - KTOP Operations City Hall 2nd Floor	City Hall 2nd Floor	Cable TV Production Assistant	12-MAR-01	NO	
03211 - KTOP Operations City Hall 2nd Floor	City Hall 2nd Floor	Cable TV Stage Manager, PT	26-FEB-01	NO	
	-				

Department Name: CITY COUNCIL Fiscal Year: 2017



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### EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

## I. DEPARTMENT CERTIFICATION

## DEPARTMENT NAME: City Council FISCAL YEAR: 2017

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

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

Signature & Date

Larry Reid, Council President Print Name & Title

# **II. QUANTITATIVE ASSESSMENT REPORT**

# **Department Name:**

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

Table 2 Department Employee St	atistics				
Total # of FTE Employees	23		New Hires This Fiscal Year (by position)	10	
Public Contact Positions (PCP)	23		New PCP Hires This Fiscal Year	10	· · · ·
PCP With Spanish Language Skill	3	13%	New PCP Hires With Spanish Language Skill	2	20%
PCP With Chinese Language Skill	1	4%	New PCP Hires With Chinese Language Skill	0	%
*FTE refers to full-time-equivalent.			*New Hires refers to vacant position filled this fiscal ye	əar.	

Table 3A. Department Organization Structure	9	 	
Council Administration	· · · · · ·		 
District One Unit	·	 	
District Two Unit	·		
District Three Unit	•		
District Four Unit		 	 
District Five Unit			 
District Six Unit			 
District Seven Unit			
Council At Large Unit			

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	X No
Description:	

Table 3C. Department Organization Structure - Super PCP	Unit Reporting
Any Super PCP Unit in the department?	X No DYes – Please describe below.

### Department Name: City Council Fiscal Year: 2016-2017

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

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

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

Table 6 Analysis by	Table 6 Analysis by Community Based Service Locations			PCP	SP SPE	AKING	CH SP	EAKING
Facility Name	Address	Zip Code P	hone #	# FTE	#	%	#	%
N/A								

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

# III. QUALITATIVE ASSESSMENT REPORT

### A. Bilingual Public Contact Positions Assessment

### **Department Name:**

ASSESS	MENT	SPANI	SH-SPEAKIN		CHINES	E-SPEAKIN	G PCP
FTE	РСР	GOAL (11.39%) STAFF GOAL MET?		GOAL (5.63%)	STAFF	GOAL MET?	
23	23	3	3	YES	1	1	YES

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

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

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

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

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

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

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

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

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

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

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

The Councilmembers and their staff now have access to translation services via Language Line. A sticker with information on accessing the service has been affixed to every Council phone.

### B. <u>Translation of Written Vital Documents Assessment</u>

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

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

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

Each Councilmember determines which documents need to be translated for distribution to monolingual constituents. The Council President does not have a tally of all documents disseminated from council offices nor a tally of those that have been translated into Chinese or Spanish languages. As a practical matter, when Councilmembers have a constituent population with a large number of Spanish or Chinese speakers, meeting announcements are printed in that language as well as English.

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

Please see response to question 2 above.

### C. Multilingual Telephone Messages Assessment

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

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

### **D.** Assessment of Department Communication with LES Populations

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

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

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

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

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

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

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

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

### E. Action Plan

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

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

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

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

ORGANIZATIONADDRESS_LINE_100011 - Council Administration Unit1 Frank Ogawa Plaza00011 - District One Unit1 Frank Ogawa Plaza00111 - District Two Unit1 Frank Ogawa Plaza002111 - District Three Unit1 Frank Ogawa Plaza002		JOB_CLASS City Council PSE 14 City Council PSE 14 Council Member City Council PSE 14 City Council PSE 14 City Council PSE 14, PPT City Council PSE 14, PPT		PCP YES YES YES YES YES YES YES YES YES YES	LANGUAGE Spanish Spanish
00011 - Council Administration Unit 1 Fr00011 - Council Administration Unit 1 Fr00011 - Council Administration Unit 1 Fr00011 - District One Unit1 Fr00111 - District Two Unit1 Fr00211 - District Two Unit1 - District Three Un		City Council PSE 14 City Council PSE 14, PPT City Council PSE 151 City Council PSE 51 City Council PSE 51 City Council PSE 51			Spanish
00011 - Council Administration Unit 1 Fre00011 - Council Administration Unit 1 Fre00011 - Council Administration Unit 1 Fre00111 - District One Unit1 Fre00111 - District Two Unit1 Fre00211 - District Three Unit1 Fre00311 - District Three Unit1 Fre		City Council PSE 14 City Council PSE 51 Femp Contract Svcs Employee, PT City Council PSE 51 City Council PSE 51 Council Member City Council PSE 14 City Council PSE 14 City Council PSE 14, PPT City Council PSE 51 City Council PSE 51 City Council PSE 51 City Council PSE 51 Council Member		នា ខា	Spanish
00011 - Council Administration Unit 1 Fre00011 - Council Administration Unit 1 Fre00111 - District One Unit1 Fre00111 - District Two Unit1 Fre00211 - District Three Unit1 Fre00311 - District Three Unit1 Fre		City Council PSE-51 femp Contract Svcs Employee, PT City Council PSE-51 City Council PSE-51 Council Member City Council PSE 14 City Council PSE 14 City Council PSE 14, PPT City Council PSE 51 City Council PSE-51 City Council PSE-51 Council Member		ម្មាយ មេសា មេសា មេសា មេសា មេសា មេសា មេសា មេសា	
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	k Ogawa Plaza	City Council PSE-51 Council Member		'ES	J
Unit		Council Member			
	1 Frank Ogawa Plaza		07-JAN-13	YES	
00411 - District Four Unit 1 Fra	1 Frank Ogawa Plaza	City Council PSE 14	12-SEP-16	YES	
	Frank Ogawa Plaza	City Council PSE-51	05-JAN-15	YES	
	1 Frank Ogawa Plaza	City Council PSE-51	05-JAN-15	YES	
	1 Frank Ogawa Plaza	Council Member	05-JAN-15	YES	
	Frank Ogawa Plaza	City Council PSE 14	19-AUG-16	YES 7	Spanish
00511 - District Five Unit 1 Fra	1 Frank Ogawa Plaza	City Council PSE 14	22-SEP-15	YES	
t 1	Frank Ogawa Plaza	Council Member		YES	Spanish
	1 Frank Ogawa Plaza	City Council PSE 14	03-JUL-16	YES	
	Frank Ogawa Plaza	City Council PSE 14, PPT		YES	
00611 - District Six Unit 1 Fre	1 Frank Ogawa Plaza	City Council PSE 14, PPT		YES	
	1 Frank Ogawa Plaza	City Council PSE 14, PT	12-SEP-16	YES	
00611 - District Six Unit 1 Fra	1. Frank Ogawa Plaza	City Council PSE 14, PT		YES	
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	1 Frank Ogawa Plaza	City Council PSE 14, PT		YES	
00611 - District Six Unit 1 Fre	1 Frank Ogawa Plaza	City Council PSE 14, PT		YES	
	1 Frank Ogawa Plaza	City Council PSE 14, PT		YES	
	1 Frank Ogawa Plaza	City Council PSE 14, PT		YES	
		City Council PSE 14, PT	·	YES	
		Council Member		YES	-
00711 - District Seven Unit 1 Fra	1 Frank Ogawa Plaza	City Council PSE 14	23-FEB-98 \	YES	
00711 - District Seven Unit 1 Fra	1 Frank Ogawa Plaza	City Council PSE-51	_	YES	
	1 Frank Ogawa Plaza	City Council PSE-51		YES	
	1 Frank Ogawa Plaza	Council Member		YES	
00011 - Council At Large Unit 1 Fra	1 Frank Ogawa Plaza	City Council PSE 14	22-JUL-16	YES	
	1 Frank Ogawa Plaza	City Council PSE-51		YES	
	1 Frank Ogawa Plaza	Council Member		YES	
	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	06-SEP-16	YES	

Department Name: EWD Fiscal Year:



# EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

# I. DEPARTMENT CERTIFICATION

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

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

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

Patienh 1/2 7/11/17 Signature & Date atrick Lane Acting Direc

Patrick Lana Sirector

Print Name & Title

# **II. QUANTITATIVE ASSESSMENT REPORT**

# **Department Name:** Economic and Workforce Development Department

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

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

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

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	X No D Yes – Please describe below
Description:	

# Department Name: Economic and Workforce Development Department Fiscal Year: FY 2016/2017

Table 4A Vital Documents List         Key: SP= Spanish CH= Chinese			h CH= Chinese
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Economic Development	YES	YES	
Business Assistance Center Flowcharts	YES	YES	
Minimum Wage Law	YES	YES	
Minimum Wage FAQ	YES	YES	
Minimum Wage/ Measure FF Newspaper Ad	YES	YES	
Paid Sick Leave Notices	YES	YES	-
Broadway Shuttle Information Cards	YES	YES	
Project Implementation	YES	YES	
Façade and Tenant Improvement Program Description	YES	YES	
Façade Improvement Program Application	YES	YES	
Tenant Improvement Program Application	YES	YES	
Broadway Shuttle Survey	YES	YES	
Broadway Shuttle Brochure	YES	YES	
Walking Tours Program	YES	YES	
Public Art Program Information Sheet	YES	YES	-
Public Art Policy Guidelines for Artist-Community Initiated Projects	YES	YES	
25th Anniversary Loma Prieta Earthquake postcards	YES	YES	
Council Redistricting Community Meeting Flyer	YES	YES	
Real Estate	YES	YES	
Flyer-Surplus Land	YES	YES	

Table 4B. Vital Documents Status Summary		· · ·
Are all of the department's vital documents translated into Spanish and Chinese?	x Yes	□ No – Please provide an action plan below
Action Plan & Timeline:		

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

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

# III. QUALITATIVE ASSESSMENT REPORT

#### A. Bilingual Public Contact Positions Assessment

#### **Department Name:**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

# B. Translation of Written Vital Documents Assessment

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

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

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

- EWD All Programs, Dalziel Building, 250 Frank H. Ogawa Plaza, 3rd, 4th and 5th floors.
- BAC, 270 Frank H. Ogawa Plaza.
- Walking Tours Program, 1 Frank H. Ogawa Plaza, 9<sup>th</sup> Floor.
- 2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

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

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

#### C. Multilingual Telephone Messages Assessment

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

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

#### D. Assessment of Department Communication with LES Populations

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

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

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

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

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

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

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

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

No. The Department did not receive any complaints.

#### E. Action Plan

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

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

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

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

Continue posting and using bilingual information materials.

Continue providing on-site translation whenever needed.

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

Equal Access flyers are posted in the BAC and the 5<sup>th</sup> Floor of EWD.

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

Continue offering online translations of various EWD programs.

Economic Workforce					6/30/2017
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DAIE	bCb	LANGUAGE
85111 - Admin: Economic & Work	85111 - Admin: Economic & Work 250 FRANK H. OGAWA PLAZA, 3RD Director of Econ & Workfrce Dev	Director of Econ & Workfrce Dev	23-FEB-15	No	
85111 - Admin: Economic & WorkOne Frank Ogawa Plaza	One Frank Ogawa Plaza	Management Assistant	07-NOV-05	NO	Chinese
85221 - Project Implementation: \$250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza	Administrative Assistant I	09-APR-01	NO	
85221 - Project Implementation: \$250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza	Administrative Services Manager II	02-MAR-97	NO	
85221 - Project Implementation: §250 Frank H. Ogawa Plaza	250 Frank H. Ogawa Plaza	Office Assistant II	04-APR-88	NO	
85221 - Project Implementation: \$250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Development/Redevelopment Pgrm MG 30-APR-90	30-APR-90	NO	
85221 - Project Implementation: \$250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Project Manager III	19-APR-95	NO	
85221 - Project Implementation: \$250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	03-AUG-15	NO	
85221 - Project Implementation: \$250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Urban Economic Analyst III	20-SEP-00	NO	
85221 - Project Implementation: \$	250 Frank Ogawa Plaza	Urban Economic Analyst III (PPT)	10-APR-17	NO	
85221 - Project Implementation: \$250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects	11-FEB-08	NO	Chinese
85221 - Project Implementation: \$250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects	01-MAR-05	NO	<u> </u>
85221 - Project Implementation: \$	\$250 Frank Ogawa Plaza	Urban Economic Analyst IV, Projects	27-0CT-88	NO	
85221 - Project Implementation: \$250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Urban Economic Coordinator	24-NOV-14	ON	
85221 - Project Implementation: \$250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Urban Economic Coordinator	24-APR-89	ON	
85231 - Real Estate	250 Frank H. Ogawa Plaza	Real Estate Agent	06-JAN-14	YES	Vietnamese
85231 - Real Estate	250 FRANK H. OGAWA PLAZA	Real Estate Agent	06-OCT-10	NO	
85231 - Real Estate	250 Frank H. Ogawa Plaza	Real Estate Agent	06-DEC-04	NO	
85231 - Real Estate	250 Frank Ogawa Plaza	Administrative Analyst II	10-DEC-12	NO	
85231 - Real Estate	250 Frank Ogawa Plaza	Real Estate Agent	10-0CT-16	YES	Chinese
85231 - Real Estate	250 Frank Ogawa Plaza	Real Estate Services Manager	24-JUN-13	NO	
85244 - Oakland Army Base Redev 250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Project Manager	27-JUL-98	ON	
85244 - Oakland Army Base Redev 250 Frank Ogawa Pl	250 Frank Ogawa Plaza	Project Manager III	24-MAR-08	NO	
85311 - Workforce Development	250 Frank H. Ogawa Plaza	Project Manager III	24-0CT-16	NO	
85311 - Workforce Development	250 FRANK H. OGAWA PLAZA,	3RD Program Analyst III	28-MAR-16	NO	
85311 - Workforce Development	250 FRANK H. OGAWA PLAZA,	Program Analyst II	29-FEB-16	NO	
85311 - Workforce Development	250 FRANK H.	Program Analyst II	27-0CT-14	NO	Spanish
85311 - Workforce Development		<b>Exempt Limited Duration Employee</b>	05-JUL-16	NO	
路5311 - Workforce Development	250 Frank Ogawa Plaza	Program Analyst II	09-DEC-13	ON	
85311 - Workforce Development	250 Frank Ogawa Plaza	Program Analyst II	30-JUL-12	ON	
	250 Frank H. Ogawa Plaza	Urban Economic Analyst I	01-MAY-06	YES	
ଞ୍ଚି5411 - Economic Development	250 Frank H. Ogawa Plaza	Urban Economic Analyst III	01-APR-99	NO	
	250 Frank H. Ogawa Plaza	Urban Economic Coordinator	21-MAR-94	NO	
85411 - Economic Development	250 Frank H. Ogawa Plaza	Employment Services Supervisor	27-FEB-95	YES	Spanish
85411 - Economic Development	250 FRANK H. OGAWA PLAZA, 3RD City Administrator Analyst	City Administrator Analyst	14-APR-14	N	
85411 - Economic Development	250 FRANK H. OGAWA PLAZA, 3RD Urban Economic Analyst III	Urban Economic Analyst III	04-JAN-00	No	

85411 -	Economic Development	250 FRANK H. OGAWA PLAZA, 3RD	85411 - Economic Development 250 FRANK H. OGAWA PLAZA, 3RD Urban Economic Analyst IV, Projects	16-MAY-94	NO
85411 -	85411 - Economic Development 250 Frank Ogawa Pl	250 Frank Ogawa Plaza	Urban Economic Analyst III	28-JUL-08	ON
85511 -	85511 - Cultural Arts & Marketing 250 Frank H. Ogawa	250 Frank H. Ogawa Plaza	Program Analyst II, PPT	05-JAN-98	ON
85511 -	85511 - Cultural Arts & Marketing 250 Frank H. Ogawa	250 Frank H. Ogawa Plaza	Special Events Coordinator	13-NOV-01	NO
85511 -	85511 - Cultural Arts & Marketing One Frank Ogawa Plaza	One Frank Ogawa Plaza	Program Analyst I, PPT	22-JAN-15	ON
85511 -	85511 - Cultural Arts & Marketing One Frank Ogawa Plaza	One Frank Ogawa Plaza	Program Analyst III	17-0CT-11	NO
85521 -	85521 - Public Art	250 Frank H. Ogawa Plaza	Program Analyst II	27-JUN-05	ON
85521 -	85521 - Public Art	One Frank Ogawa Plaza	Manager, Cultural Affairs	12-SEP-16	NO
85521 -	85521 - Public Art	One Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	02-MAY-16	NO

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



# EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

# I. DEPARTMENT CERTIFICATION

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

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

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

Signature & Date

Margaret L. O'Brien Revenue & Tax Administrator

# **II. QUANTITATIVE ASSESSMENT REPORT**

# Department Name: Finance Department

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

Table 2 Department Employee St	65 Financ	e				<u> </u>
Total # of FTE Employees	68 Bureau Total 133			New Hires This Fiscal Year (by position)	7	
Public Contact Positions (PCP)	ublic Contact Positions (PCP) 33		New PCP Hires This Fiscal Year	2	<del></del>	
PCP With Spanish Language Skill	8	24	%	New PCP Hires With Spanish Language Skill	2	100%
PCP With Chinese Language Skill	5	15	%	New PCP Hires With Chinese Language Skill	none	0%
FTE refers to full-time-equivalent.					nr.	

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

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	x No D Yes – Please describe below
Description:	

Table 3C. Department Organization Structure - Super PCP Unit Reporting								
Any Super PCP Unit in the department? x No  Yes – Please describe below.								
Super PCP Unit	Language Goal	Language Actual						
Parking Citation Assistance Center	SP= 1 CH = 1	SP=4 CH =1						
Business Tax, Collections, Liens	SP= 1 CH = 1	SP= 6 CH = 4						

anish CH=Chin

# Department Name: Finance Department Fiscal Year: 2016-17

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Parking Citation Administrative Review Request Form	yes	yes	
Parking Citation Promissory Note Procedures	yes	yes	
Residential and Business Permit Parking	yes	yes	
Tow/Impound Information	yes	yes	
Business Tax General Information	yes	yes	
Business Tax Renewal (rental property)	yes	yes	
Business Tax Renewal (new business)	yes	yes	1
Pay Your Parking Ticket Sign	yes	yes	
Business Tax Brochure	yes	yes	Vietnamese

Table 4B. Vital Documents Status Summary		
Are all of the department's vital documents translated into Spanish and Chinese?	x Yes	□ No – Please provide an action plan below
Action Plan & Timeline:	-	

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

Table 6 Analysis by Comm	PCP	SP SPE	AKING	CH SP	EAKING			
Facility Name	Facility Name Address Zip Code Phone #				- #	%	#	%
N/A								

# III. QUALITATIVE ASSESSMENT REPORT

# A. Bilingual Public Contact Positions Assessment

# **Department** Name:

ASSESS	MENT	SPANI	SH-SPEAKIN	IG PCP	CHINESE-SPEAKING PCP		
FTE	РСР	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
68	33	4	8	EXCEEDED	2	5	EXCEEDED
65*	0	0	0	N/A	0	0	N/A

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

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

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

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

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

The Revenue Management Bureau is in compliance with the Equal Access to Services Ordinance. We surpass and exceed standard goals set by the ordinance. We recruit front line staff (PCP's) of bilingual certified status, that is the ability to both speak and write in the Ordinance approved languages. 2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

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

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

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

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

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

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

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

The Revenue Management Bureau will continue to communicate with the Equal Access Office on a regular basis to ensure the updated materials are shared with our departmental staff. In addition, we will continue to evaluate this process on an on-going basis to enhance our Department Name: Finance-Revenue Bureau Fiscal Year: 2016-17

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

#### B. <u>Translation of Written Vital Documents Assessment</u>

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

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

- Next to the phone at the entrance door of 150 Frank H. Ogawa Plaza Suite 5342.
- Audit/Compliance and Collections/Mandatory Garbage lobby at 150 Frank H. Ogawa Plaza, Suite 5342.
- Business Tax lobby at 250 Frank H. Ogawa Plaza, Suite 1320.
- Parking Citation Assistance Center's lobby at 250 Frank H. Ogawa Plaza Suite, 6300.
- 2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?

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

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

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

#### C. Multilingual Telephone Messages Assessment

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

The Revenue Management Bureau is committed to providing equal access services to all Oakland residents. Our department has met the number of bilingual staffing required by the Equal Access Office to provide services to the LES community. We have multilingual telephone messages in threshold languages available in of our divisions such as: Business Tax, Collections/Mandatory Garbage and Parking Citation Assistance Center division. As noted earlier, with IT's assistance, we have completed updating the Collections/Mandatory Garbage telephone lines with recorded telephonic messages to provide the basic and necessary information in English, Spanish and Chinese. This process was completed in August 2014. Department Name: Finance-Revenue Bureau Fiscal Year: 2016-17

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

# D. Assessment of Department Communication with LES Populations

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

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

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

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

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

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

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

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

# E. Action Plan

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

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

- Complete the process of posting multilingual notices into Revenue Management Bureau's website.
- To have frequent communication with the Equal Access Office for any updated /new information.
- To maintain a high number of staff that are certified for Tier II bilingual services.
- To continue to translate and develop additional documents into threshold languages for all divisions of the Bureau.
- Continue to improve the response time for either face-to-face or telephone service, the Bureau is implementing dedicated phone lines for citizen inquiries, where citizens can select English, Spanish, Cantonese, or Mandarin and to leave their message in one of these languages and their contact number. A bilingual staff member in the selected language will promptly contact the citizen in the selected language.
- The Bureau is exploring the possibility to obtain multi-functional kiosks, which could not only receive payments, but also provide valuable information about the Bureau's programs and services in multiple languages, which we are waiting for the business tax information system to be fully implemented.
- 2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.
  - The Revenue & Management Bureau has posted the notices for the language translation services offered by the Equal Access Office by the customer service areas. Additionally, to better serve the bilingual community, we are in the process of posting the translated languages in our divisions' websites.
  - In addition, as the City develops the citywide website, the Bureau has collaborated with the City's web design consultants to assist in the development of the Bureau's website to enhance the delivery of vital information in multiple languages.
  - To assist in the delivery of translated documents, the Bureau has installed wall mounted brochure holders to organize and display multi-language literature that is grouped into individual languages and highly visible. The brochures are located at the entrance of the Parking Citation Assistance Center. Displaying brochures in this manner has been highly successful. The Bureau will implement this display strategy bureau-wide.

OpenAmetry Note         ADDRESS INFE_         Open Analysis         Anal					c	
ADDRESS LIVE         OB CLASS         HIRE DATE         PC           Ionn Unit         150 Frank H. Ogawa Plaza         Director of Finance         200Ec.95         NO           nit         150 Frank H. Ogawa Plaza         Controller         230Ec.95         NO           nit         150 Frank H. Ogawa Plaza         Administrative Analyst I         230Ec.95         NO           nit         150 Frank H. Ogawa Plaza         Administrative Analyst I         230Ec.95         NO           150 Frank H. Ogawa Plaza         Administrative Analyst III         230AL93         NO           150 Frank H. Ogawa Plaza         Accountant III         230AL93         NO           150 Frank H. Ogawa Plaza         Accountant III         230AL93         NO           150 Frank H. Ogawa Plaza         Accountant III         230AL93         NO           150 Frank H. Ogawa Plaza         Accountant III         230AF03         NO           150 Frank H. Ogawa Plaza         Accountant III         25-Oc13         NO           150 Frank H. Ogawa Plaza         Accounting Technician         20-DEc66         NO           150 Frank H. Ogawa Plaza         Accounting Technician         20-DEc66         NO           150 Frank H. Ogawa Plaza         Accounting Technician         20-DEc66		Z O	04-DFC-06	Tax Enforcement Officer II	150 Frank Ogawa Plaza	08411 - Revenue Administration Unit
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ADDRESS LIVE         DIS CLASS         HIRE DATE         Operation           fion lunit         150 Frank H. Ogawa Plaza         Exec. Asst to the Director         23.0 EC.95         NO           nit         150 Frank H. Ogawa Plaza         Exec. Asst to the Director         23.0 EC.95         NO           nit         150 Frank H. Ogawa Plaza         Controller         20.0 EC.95         NO           nit         150 Frank H. Ogawa Plaza         Controller         23.0 EC.95         NO           150 Frank H. Ogawa Plaza         Accountant III         00.0 CO-0.0         NO           150 Frank H. Ogawa Plaza         Accountant III         00.0 CO-0.5         NO           150 Frank H. Ogawa Plaza         Accountant III         00.0 CO-0.5         NO           150 Frank H. Ogawa Plaza         Accountant III         00.0 CO-0.5         NO           150 Frank H. Ogawa Plaza         Accountant III         00.0 CO-0.5         NO           150 Frank H. Ogawa Plaza         Accountant III         00.0 CO-0.5         NO           150 Frank H. Ogawa Plaza         Accountant III         00.0 CO-0.5         NO           150 Frank H. Ogawa Plaza         Accounting Echnician         00.0 CO-0.5         NO           150 Frank H. Ogawa Plaza         Accounting Technician <td< td=""><td></td><td>NO</td><td>12-JUN-10</td><td>Accountant II</td><td>150 Frank Ogawa Plaza</td><td>08411 - Revenue Administration Unit</td></td<>		NO	12-JUN-10	Accountant II	150 Frank Ogawa Plaza	08411 - Revenue Administration Unit
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Inance Administration Unit         ISD Frank H. Ogawa Plaza         Director of Finance         Num         Num         Num         Num         Num           Administration Unit         150 Frank H. Ogawa Plaza         Director of Finance         23-00-05C-95         NO         23-00-05C-		NO	05-SEP-01	Purchasing Supervisor	150 Frank H Ogawa Plaza	08243 - Purchasing
Inance Administration Unit         150 Frank H. Ogawa Plaza         Director of Finance         Mile DATE         Value Constraints           g Administration Unit         150 Frank H. Ogawa Plaza         Controller         23-UL-08         NO           g Administration Unit         150 Frank H. Ogawa Plaza         Controller         23-UL-08         NO           g Administration Unit         150 Frank H. Ogawa Plaza         Controller         23-UL-08         NO           geler         150 Frank H. Ogawa Plaza         Controller         23-UL-08         NO           geler         150 Frank H. Ogawa Plaza         Accountant III         10-OCT-05         NO           geler         150 Frank H. Ogawa Plaza         Accountant III         10-OCT-05         NO           geler         150 Frank H. Ogawa Plaza         Accountant III         10-OCT-05         NO           geler         150 Frank H. Ogawa Plaza         Accountant III         10-OCT-05         NO           geler         150 Frank H. Ogawa Plaza         Accountant III         10-OCT-05         NO           geler         150 Frank H. Ogawa Plaza         Accounting Technician         10-OCT-05         NO           geler         150 Frank H. Ogawa Plaza         Accounting Technician         10-OCT-05         NO      <		NO	16-FEB-89	Office Assistant II	150 Frank H Ogawa Plaza	08243 - Purchasing
Inance Administration Unit         ISD Frank H. Ogawa Plaza         Director of Finance         MIRE DATE         VIRE DATE<		NO	05-JUL-16	Office Assistant I, PT	150 Frank H Ogawa Plaza	08243 - Purchasing
Inance Administration Unit         ISDE Fank H. Ogawa Plaza FAministration Unit         ISDE Fank H. Ogawa Plaza Samue Administration Unit         ISDE Fank H. Ogawa Plaza Samue Administration Unit         ISDE Fank H. Ogawa Plaza Samue Administration Unit         ISDE Fank H. Ogawa Plaza Samue Administrative Analyst I         ISDE Fank H. Ogawa Plaza Samue Administrative Analyst IIII         ISDE Fank H. Ogawa Plaza Samue Adcountant III         ISDE Fank H. Ogawa Plaza Accountant III         ISDE Fank H. Ogawa Plaza Accounting Technician         ISDE Fank H. Ogawa Plaza Accounting Technician<		NO	10-DEC-12	Buyer	150 Frank H Ogawa Plaza -	08243 - Purchasing
ADDRESS INFEIOB CLASSHIRE DATEPC150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaExac Asst to the Director23-JUL-08NO150 Frank H. Ogawa PlazaAdministrative Analyst I27-JUL-15NO150 Frank H. Ogawa PlazaExempt line27-JUL-16NO150 Frank H. Ogawa PlazaSystems Accountant III10-DEC-06NO150 Frank H. Ogawa PlazaAccountant III10-JAN-16NO150 Frank H. Ogawa PlazaAccountant III04-DEC-06NO150 Frank H. Ogawa PlazaAccounting Supervisor30-MAR-15NO150 Frank H. Ogawa PlazaAccounting Technician10-DEC-00NO150 Frank H. Ogawa PlazaAccounting Technician11-DEC-00NO150 Frank H. Ogawa PlazaAccounting Technician10-ARR-05NO150 Frank H. Ogawa PlazaAccounting Technician10-ARR-05NO150 Fra		NO	14-APR-14	Buyer	150 Frank H Ogawa Plaza	08243 - Purchasing
ADDRESS LINEJOB CLASSHIRE DATECP150 Frank H. Ogawa PlazaDirector of Finance20-DEC.95NO150 Frank H. Ogawa PlazaExac Asst to the Director23-JUL-08NO150 Frank H. Ogawa PlazaController23-APR 17NO150 Frank H. Ogawa PlazaAccountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III10-ADC-10NO150 Frank H. Ogawa PlazaAccountant III05-OCT-09NO150 Frank H. Ogawa PlazaAccounting Technician00-OCT-05NO150 Frank H. Ogawa PlazaFinancial Analyst I01-DCC-06NO150 Frank H. Ogawa PlazaAccounting Technician01-DCC-07NO150 Frank H. Ogawa PlazaAccounting Technician		NO	29-FEB-16	Buyer	150 Frank H Ogawa Plaza	08243 - Purchasing
ADDRESS LINE         JDB CLASS         INE DATE		NO	05JUL-16	Buyer	150 Frank H Ogawa Plaza	08243 - Purchasing
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaExec Asst to the Director2.7-JUL-15NO150 Frank H. Ogawa PlazaAdministrative Analyst 13.0-AUG-99NO150 Frank H. Ogawa PlazaController3.0-AUG-99NO150 Frank H. Ogawa PlazaSystems Accountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III11-OCT-05NO150 Frank H. Ogawa PlazaAccountant III11-OCT-05NO150 Frank H. Ogawa PlazaAccountant III04-DEC-06NO150 Frank H. Ogawa PlazaAccountant III04-DEC-06NO150 Frank H. Ogawa PlazaAccounting Supervisor30-NOV-10NO150 Frank H. Ogawa PlazaAccounting Technician11-DEC-00NO150 Frank H. Ogawa PlazaAccounting Technician21-REB-34NO150 Frank H. Ogawa PlazaAccounting Technician30-NOV-05NO150 Frank H. Ogawa PlazaAccounting Technician04-AFE-96NO150		NO	03-JAN-17	Buyer	150 Frank H Ogawa Plaza	08243 - Purchasing
ADRESS LINEOB CLASSINE DATEOP Cass150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaExec Asst to the Director28-UL-08NO150 Frank H. Ogawa PlazaAdministrative Analyst I30-AUG-99NO150 Frank H. Ogawa PlazaController27-JUL-15NO150 Frank H. Ogawa PlazaController27-JUL-15NO150 Frank H. Ogawa PlazaAccountant III10-DEC-05NO150 Frank H. Ogawa PlazaAccountant III10-DEC-06NO150 Frank H. Ogawa PlazaAccountant III05-OCT-01NO150 Frank H. Ogawa PlazaAccountant III05-OCT-06NO150 Frank H. Ogawa PlazaAccounting Supervisor05-OCT-06NO150 Frank H. Ogawa PlazaAccounting Technician10-DEC-00NO150 Frank H. Ogawa PlazaAccounting Technician21-DEC-03NO150 Frank H. Ogawa Plaza		NO	10-APR-17	Buyer	150 Frank H Ogawa Plaza	08243 - Purchasing
ADDRESS LINEOB CLASSINE DATEOP Cass150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaExec Asst to the Director28-JUL-08NO150 Frank H. Ogawa PlazaAdministrative Analyst 130-AUG-99NO150 Frank H. Ogawa PlazaController20-DEC-95NO150 Frank H. Ogawa PlazaController27-JUL-15NO150 Frank H. Ogawa PlazaExempt Limited Duration Employee24 APR-17NO150 Frank H. Ogawa PlazaAccountant III10-OEC-05NO150 Frank H. Ogawa PlazaAccountant III10-OEC-06NO150 Frank H. Ogawa PlazaAccountant III22-SEP-01NO150 Frank H. Ogawa PlazaAccountant III11-DEC-06NO150 Frank H. Ogawa PlazaAccountant III04-OEC-06NO150 Frank H. Ogawa PlazaAccountant III05-OCT-01NO150 Frank H. Ogawa PlazaAccountant III05-OCT-06NO150 Frank H. Ogawa PlazaAccountant Supervisor30-MAR-15NO150 Frank H. Ogawa PlazaAccounting Supervisor00-OCT-06NO150 Frank H. Ogawa PlazaAccounting Technician21-DE-20NO150 Frank H. O		NO	20-MAR-89	Storekeeper III	150 Frank H. Ogawa Plaza	08242 - Stores Operations
ADDRESS LINEIOB CLASSHIRE DATEPICP150 Frank H. Ogawa PlazaExec Ast to the Director22.0LC-95NO150 Frank H. Ogawa PlazaExec Ast to the Director28.JUL-08NO150 Frank H. Ogawa PlazaAdministrative Analyst I30-AUG-99NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaKecountant III30-AUG-99NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III10-AUG-15NO150 Frank H. Ogawa PlazaAccountant III03-OCT-05NO150 Frank H. Ogawa PlazaAccounting Supervisor30-NOV-10NO150 Frank H. Ogawa PlazaBusinss Analyst30-NOV-10NO150 Frank H. Ogawa PlazaAccounting Technician30-NOV-10NO150 Frank H. Ogawa PlazaAccounting Technician24-MAR-08NO150 Frank H. Ogawa PlazaAccounting Technician24-MAR-08NO150 Frank H. Ogawa PlazaAccounting Technician10-APR-06NO150 Frank H. Ogawa PlazaAccounting Technician10-APR-06NO15		NO	30-MAR-91	Storekeeper II	150 Frank H. Ogawa Plaza	08242 - Stores Operations
ADDRESS LINEIOB CLASSHIRE DATEPICPCP150 Frank H. Ogawa PlazaExec Ast to the Director of Finance22.0 EC-25NO150 Frank H. Ogawa PlazaExec St to the Director23.0 L-0EC-35NO150 Frank H. Ogawa PlazaAdministrative Analyst I30-AUG-99NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaKecountant III30-AUG-99NO150 Frank H. Ogawa PlazaAccountant III100-CIFC-06NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III100-CIFC-06NO150 Frank H. Ogawa PlazaAccountant III100-CIFC-06NO150 Frank H. Ogawa PlazaAccountant III10-CIFC-06NO150 Frank H. Ogawa PlazaAccountant III10-CIFC-06NO150 Frank H. Ogawa PlazaAccountant III11-DIC-06NO150 Frank H. Ogawa PlazaAccountant III04-DIC-06NO150 Frank H. Ogawa PlazaAccounting Supervisor30-MAR-15NO150 Frank H. Ogawa PlazaAccounting Supervisor30-MAR-15NO150 Frank H. Ogawa PlazaAccounting Technician30-MAR-16NO150 Frank H. Ogawa PlazaAccounting Technician02-OCT-89NO150 Frank H. Ogawa PlazaAccounting Technician30-MAR-16NO150 Frank H. Ogawa PlazaAccounting Technician30-MAR-16NO150 Frank H. Ogawa PlazaAccounting Technician		NO	05-DEC-11	Controller, Assistant	150 Frank H. Ogawa Plaza	08241 - Payables
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance2.0-DEC95NO150 Frank H. Ogawa PlazaController2.0-DEC95NO150 Frank H. Ogawa PlazaAdministrative Analyst I3.0-AUG99NO150 Frank H. Ogawa PlazaController3.0-AUG99NO150 Frank H. Ogawa PlazaKxempt Limited Duration Employee24.APR.17NO150 Frank H. Ogawa PlazaSystems Accountant III10-OCT05NO150 Frank H. Ogawa PlazaAccountant III13-AUG15NO150 Frank H. Ogawa PlazaAccountant III13-AUG15NO150 Frank H. Ogawa PlazaAccountant III05-OCT09NO150 Frank H. Ogawa PlazaAccountant III04-DEC06NO150 Frank H. Ogawa PlazaAccounting Supervisor30-MAR-15NO150 Frank H. Ogawa PlazaController, Assistant01-DEC00NO150 Frank H. Ogawa PlazaAccounting Technician21-DEG00NO <tr<< td=""><td></td><td>NO</td><td>04-SEP-90</td><td>Accounting Technician</td><td>150 Frank H. Ogawa Plaza</td><td>08241 - Payables</td></tr<<>		NO	04-SEP-90	Accounting Technician	150 Frank H. Ogawa Plaza	08241 - Payables
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance22-DEC-95NO150 Frank H. Ogawa PlazaExec Ast to the Director28-JUL-08NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaAccountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III10-JAN-16NO150 Frank H. Ogawa PlazaAccountant III13-JAUG-15NO150 Frank H. Ogawa PlazaAccountant III05-OCT-09NO150 Frank H. Ogawa PlazaAccountant III13-JAUG-15NO150 Frank H. Ogawa PlazaAccountant III05-OCT-09NO150 Frank H. Ogawa PlazaAccountant III05-OCT-09NO150 Frank H. Ogawa PlazaController, Assistant02-OCT-80NO150 Frank H. Ogawa PlazaController, Assistant <t< td=""><td></td><td>NO</td><td>01-AUG-05</td><td>Accounting Technician</td><td>150 Frank H. Ogawa Plaza</td><td>08241 - Payables</td></t<>		NO	01-AUG-05	Accounting Technician	150 Frank H. Ogawa Plaza	08241 - Payables
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance22.0EC.95NO150 Frank H. Ogawa PlazaExec Asst to the Director22.10L-08NO150 Frank H. Ogawa PlazaController20.0EC.95NO150 Frank H. Ogawa PlazaExec Asst to the Director22.10L-08NO150 Frank H. Ogawa PlazaController20.0EC.95NO150 Frank H. Ogawa PlazaController21.0L-08NO150 Frank H. Ogawa PlazaSystems Accountant III30-AUG.99NO150 Frank H. Ogawa PlazaAccountant III10.0CT.05NO150 Frank H. Ogawa PlazaAccountant III08.0CT-01NO150 Frank H. Ogawa PlazaAccountant III22.5EP.01NO150 Frank H. Ogawa PlazaAccountant III22.5EP.01NO150 Frank H. Ogawa PlazaAccountant III22.5EP.01NO150 Frank H. Ogawa PlazaAccountant III21.4UG-15NO150 Frank H. Ogawa PlazaAccountant III050CT09NO150 Frank H. Ogawa PlazaAccountant III30-NOV-10NO150 Frank H. Ogawa PlazaAccountant III30.NOV-10NO150 Frank H. Ogawa PlazaAccountant III050CT09NO150 Frank H. Ogawa PlazaController, Assistant30.NOV-10NO150 Frank H. Ogawa PlazaController, Assistant11.0EC-00NO150 Frank H. Ogawa PlazaAccount Clerk III21.FEB.84NO150 Frank H. Ogawa Plaza		NO	10-APR-06	Accounting Technician	150 Frank H. Ogawa Plaza	08241 - Payables
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance.20-DEC-95NO150 Frank H. Ogawa PlazaExec Asst to the Director28-JUI-08NO150 Frank H. Ogawa PlazaAdministrative Analyst I30-AUG-99NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaExempt Limited Duration Employee24-ARR17NO150 Frank H. Ogawa PlazaSystems Accountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III100-OCT-05NO150 Frank H. Ogawa PlazaAccountant III100-OCT-05NO150 Frank H. Ogawa PlazaAccountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III11-DIC-06NO150 Frank H. Ogawa PlazaAccountant III11-AUG-15NO150 Frank H. Ogawa PlazaAccountant III11-AUG-15NO150 Frank H. Ogawa PlazaAccountant III11-AUG-15NO150 Frank H. Ogawa PlazaAccountant III02-OCT-09NO150 Frank H. Ogawa PlazaAccountant III03-AUG-15NO150 Frank H. Ogawa PlazaAccountant III04-DEC-06NO150 Frank H. Ogawa PlazaAccountant III04-DEC-06NO150 Frank H. Ogawa PlazaAccountant III04-DEC-06NO150 Frank H. Ogawa PlazaController, Assistant02-OCT-29NO150 Frank H. Ogawa PlazaController, Assistant11-DEC-00NO150 Fran		NO	30-MAY-06	Accounting Technician	150 Frank H. Ogawa Plaza	08241 - Payables
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaExec Asst to the Director28-JUL-08NO150 Frank H. Ogawa PlazaAdministrative Analyst I27-JUL-15NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaExempt Limited Duration Employee24 APR-17NO150 Frank H. Ogawa PlazaSystems Accountant III04-DEC-06NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III19-OCT-05NO150 Frank H. Ogawa PlazaAccountant III19-JAN-16NO150 Frank H. Ogawa PlazaAccountant III04-DEC-06NO150 Frank H. Ogawa Plaza		NO	24-MAR-08	Accounting Technician	150 Frank H. Ogawa Plaza	08241 - Payables
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaExec Asst to the Director28-JUL-08NO150 Frank H. Ogawa PlazaAdministrative Analyst I30-AUG-99NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaKexen plantin Eduration Employee $24$ APR 17NO150 Frank H. Ogawa PlazaSystems Accountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III11-JAN-16NO150 Frank H. Ogawa PlazaAccountant III31-AUG-15NO150 Frank H. Ogawa PlazaAccountant III05-OCT-09NO150 Frank H. Ogawa PlazaAccountant III05-OCT-09NO150 Frank H. Ogawa PlazaAccountant III04-DEC-06NO150 Frank H. Ogawa PlazaAccountant III07-07-00NO <trr<tr>150 Frank H. Ogawa</trr<tr>		NO	21-FEB-84	Account Clerk III	150 Frank H. Ogawa Plaza	4
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaDirector of Finance28-JUL-08NO150 Frank H. Ogawa PlazaExec Asst to the Director28-JUL-15NO150 Frank H. Ogawa PlazaAdministrative Analyst I30-AUG-99NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaSystems Accountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III22-SEP-01NO150 Frank H. Ogawa PlazaAccountant III10-DCT-05NO150 Frank H. Ogawa PlazaAccountant III11-J-JAN-16NO150 Frank H. Ogawa PlazaAccountant III05-OCT-09NO150 Frank H. Ogawa PlazaAccountant III01-DEC-06NO150 Frank H. Ogawa PlazaAc		NO	02-OCT-89	Financial Analyst	150 Frank H. Ogawa Plaza	
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaExec Asst to the Director28-JUL-08NO150 Frank H. Ogawa PlazaAdministrative Analyst I30-AUG-99NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaExempt Limited Duration Employee24 APR 17NO150 Frank H. Ogawa PlazaSystems Accountant II10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III22-SEP-01NO150 Frank H. Ogawa PlazaAccountant III22-SEP-01NO150 Frank H. Ogawa PlazaAccountant III19-JAN-16NO150 Frank H. Ogawa PlazaAccountant III11-JJAN-16NO150 Frank H. Ogawa PlazaAccountant III05-OCT-09NO150 Frank H. Ogawa PlazaAccountant III11-JJAN-16NO150 Frank H. Ogawa PlazaAccountant III05-OCT-09NO150 Frank H. Ogawa Plaz		NO	11-DEC-00	Controller, Assistant	150 Frank H. Ogawa Plaza	. 1
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaExec Asst to the Director28-JUL-08NO150 Frank H. Ogawa PlazaAdministrative Analyst I27-JUL-15NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaExempt Limited Duration Employee24-APR-17NO150 Frank H. Ogawa PlazaSystems Accountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III10-DCT-05NO150 Frank H. Ogawa PlazaAccountant III19-JAN-16NO150 Frank H. Ogawa PlazaAccountant III19-JAN-16NO150 Frank H. Ogawa PlazaAccountant III19-JAN-16NO150 Frank H. Ogawa PlazaAccountant III05-OCT-09NO150 Frank H. Ogawa PlazaAccountant III04-DEC-06NO150 Frank H. Ogawa Plaza		NO	30-NOV-10	Business Analyst I	150 Frank H. Ogawa Plaza	
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaExec Asst to the Director28-JUL-08NO150 Frank H. Ogawa PlazaAdministrative Analyst I30-AUG-99NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaExempt Limited Duration Employee24-APR-17NO150 Frank H. Ogawa PlazaSystems Accountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III03-OCT-05NO150 Frank H. Ogawa PlazaAccountant III03-OCT-05NO150 Frank H. Ogawa PlazaAccountant III03-OCT-05NO150 Frank H. Ogawa PlazaAccountant III05-OCT-01NO150 Frank H. Ogawa PlazaAccountant III05-OCT-09NO150 Frank H. Ogawa PlazaAccountant III04-DEC-06NO150 Frank H. Ogawa PlazaAccountant III05-OCT-09NO150 Frank H. Ogawa PlazaAccountant III04-DEC-06NO150 Frank H. Ogawa PlazaAccountant III05-OCT-09NO150 Frank H. Ogawa Plaza		NO	30-MAR-15	Accounting Supervisor	150 Frank H. Ogawa Plaza	1
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaDirector of Finance28-JUL-08NO150 Frank H. Ogawa PlazaExec Asst to the Director27-JUL-15NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaExempt Limited Duration Employee24-APR 17NO150 Frank H. Ogawa PlazaSystems Accountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III22-SEP-01NO150 Frank H. Ogawa PlazaAccountant III13-JU-16NO150 Frank H. Ogawa PlazaAccountant III21-JU-15NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III00-OCT-05NO150 Frank H. Ogawa PlazaAccountant III00-OCT-05NO150 Frank H. Ogawa PlazaAccountant III05-OCT-01NO150 Frank H. Ogawa PlazaAccountant III05-OCT-05NO150 Frank H. Ogawa Plaza <t< td=""><td></td><td>NO</td><td>04-DEC-06</td><td>Accountant III</td><td>150 Frank H. Ogawa Plaza</td><td></td></t<>		NO	04-DEC-06	Accountant III	150 Frank H. Ogawa Plaza	
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaExec Asst to the Director28-JUL-08NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaExempt Limited Duration Employee24-APR-17NO150 Frank H. Ogawa PlazaSystems Accountant II10-OCT-05NO150 Frank H. Ogawa PlazaAccountant II08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III22-SEP-01NO150 Frank H. Ogawa PlazaAccountant III22-SEP-01NO150 Frank H. Ogawa PlazaAccountant III31-AUIG-15NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III31-AUIG-16NO150 Frank H. Ogawa PlazaAccountant III31-AUIG-15NO		NO C	05-OCT-09	Accountant III	1150 Frank H. Ogawa Plaza	1
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaDirector of Finance28-JUL-08NO150 Frank H. Ogawa PlazaExec Asst to the Director27-JUL-15NO150 Frank H. Ogawa PlazaAdministrative Analyst I30-AUG-99NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaExempt Limited Duration Employee24-APR 17NO150 Frank H. Ogawa PlazaSystems Accountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO150 Frank H. Ogawa PlazaAccountant III10-QCT-05NO150 Frank H. Ogawa PlazaAccountant III10-QCT-05NO150 Frank H. Ogawa PlazaAccountant III10-QCT-05NO			31-711G-12	Accountant III	120 Frank H. Ogawa Plaza	102727 - General Ledger
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaExec Asst to the Director28-JUL-08NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaExempt Limited Duration Employee24-APR 17NO150 Frank H. Ogawa PlazaSystems Accountant III10-OCT-05NO150 Frank H. Ogawa PlazaAccountant III08-OCT-01NO	CINIESE		10-10N-16	Accountant III	150 Frank H. Ogawa Plaza	1
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaExec Asst to the Director28-JUL-08NO150 Frank H. Ogawa PlazaAdministrative Analyst I27-JUL-15NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaExempt Limited Duration Employee24-APR 17NO150 Frank H. Ogawa PlazaSystems Accountant III10-OCT-05NO	Lagaing				150 Frank H. Ugawa Plaza	1
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaExec Asst to the Director28-JUL-08NO150 Frank H. Ogawa PlazaAdministrative Analyst I27-JUL-15NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaExempt Limited Duration Employee24-APR 17NO150 Frank H. Ogawa PlazaSystems Accountant III04-DEC-06NO	Tamba		10-001-05	Accountant II	150 Frank H. Ogawa Plaza	1.
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaExec Asst to the Director28-JUL-08NO150 Frank H. Ogawa PlazaAdministrative Analyst I27-JUL-15NO150 Frank H. Ogawa PlazaController30-AUG-99NO150 Frank H. Ogawa PlazaExempt Limited Duration Employee24-APR 17NO			04-DEC-06	Systems Accountant III	150 Frank H. Ogawa Plaza	1.
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaExec Asst to the Director28-JUL-08NO150 Frank H. Ogawa PlazaAdministrative Analyst I27-JUL-15NO150 Frank H. Ogawa PlazaController30-AUG-99NO		NO	24-APR-17	on Em	150 Frank H. Ogawa Plaza	08211 - Accounting Administration Unit
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaExec Asst to the Director28-JUL-08NO150 Frank H. Ogawa PlazaAdministrative Analyst I27-JUL-15NO		NO	30-AUG-99	Controller	150 Frank H. Ogawa Plaza	08211 - Accounting Administration Unit
ADDRESS LINEJOB CLASSHIRE DATEPCP150 Frank H. Ogawa PlazaDirector of Finance20-DEC-95NO150 Frank H. Ogawa PlazaExec Asst to the Director28-JUL-08NO		NO	27-JUL-15	Administrative Analyst I	150 Frank H. Ogawa Plaza	08211 - Accounting Administration Unit
ADDRESS LINE     JOB CLASS     HIRE DATE     PCP       & Finance Administration Unit     150 Frank H. Ogawa Plaza     Director of Finance     20-DEC-95     NO		NO	28-JUL-08	Exec Asst to the Director	150 Frank H. Ogawa Plaza	08111 - Budget & Finance Administration Unit
ADDRESS LINE JOB CLASS HIRE DATE PCP		NO	20-DEC-95	Director of Finance	150 Frank H. Ogawa Plaza	08111 - Budget & Finance Administration Unit
	LANGUAGE	РСР	HIRE DATE	JOB CLASS	ADDRESS LINE	ORGANIZATION
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		10-0C1-05	Investment Officer	150 Frank Ugawa Plaza	U8/21 - I reasury Operations Unit
	5				
	S	19-FFB-08	Financial Analyst Princinal	150 Frank Ogawa Plaza	• I
	NO	27-0CT-14	Financial Analyst	150 Frank Ogawa Plaza	08721 - Treasury Operations Unit
	NO	05-OCT-98	Treasury Manager	150 Frank Ogawa Plaza	08711 - Treasury Administration Unit
	NO	11-SEP-89	Administrative Assistant II	150 Frank Ogawa Plaza	08711 - Treasury Administration Unit
	NO	24-JUL-95	Tax Enforcement Officer II	150 Frank Ogawa Plaza	08441 - Revenue Collections Unit
	NO	04-DEC-06	Tax Enforcement Officer II	150 Frank Ogawa Plaza	08441 - Revenue Collections Unit
	NO	28-JUN-93	Revenue Operations Supervisor	150 Frank Ogawa Plaza	08441 - Revenue Collections Unit
	NO	28-JAN-02	Revenue Operations Supervisor	150 Frank Ogawa Plaza	08441 - Revenue Collections Unit
	NO	06-JUN-16	Revenue Assistant	150 Frank Ogawa Plaza	1.
	YES	23-MAR-83	Revenue Assistant	150 Frank Ogawa Plaza	1.0
	YES	30-NOV-87	Revenue Assistant	150 Frank Ogawa Plaza	1
	YES	68-NNF-60	Revenue Assistant	150 Frank Ogawa Plaza	08441 - Revenue Collections Unit
	YES	04-DEC-06	Revenue Assistant	150 Frank Ogawa Plaza	1.
	YES	29-APR-96	Collections Officer	150 Frank Ogawa Plaza	08441 - Revenue Collections Unit
	YES	30-DEC-02	Collections Officer	150 Frank Ogawa Plaza	1.1
	YES	06-DEC-04	Collections Officer	150 Frank Ogawa Plaza	08441 - Revenue Collections Unit
	YES	25-APR-05	Collections Officer	150 Frank Ogawa Plaza	08441 - Revenue Collections Unit
	YES	12-SEP-05	Collections Officer	150 Frank Ogawa Plaza	08441 - Revenue Collections Unit
	YES	22-AUG-88	Tax Representative II	250 Frank Ogawa Plaza	08431 - Business License Tax Unit
Chinese	YES	05-OCT-88	Tax Representative II	150 Frank Ogawa Plaza	08431 - Business License Tax Unit
	NO	01-AUG-88	Tax Enforcement Officer II	250 Frank Ogawa Plaza	08431 - Business License Tax Unit
	NO	18-OCT-99	Tax Enforcement Officer II	250 Frank Ogawa Plaza	08431 - Business License Tax Unit
	YES	02-AUG-83	Tax Enforcement Officer II	250 Frank Ogawa Plaza	08431 - Business License Tax Unit
	YES	28-JAN-02	Tax Enforcement Officer II	250 Frank Ogawa Plaza	08431 - Business License Tax Unit
	YES	11-FEB-02	Tax Enforcement Officer II	250 Frank Ogawa Plaza	08431 - Business License Tax Unit
	YES	30-DEC-02	Tax Enforcement Officer II	250 Frank Ogawa Plaza	08431 - Business License Tax Unit
Korean	YES	28-JAN-02	Tax Enforcement Officer II	250 Frank Ogawa Plaza	08431 - Business License Tax Unit
Chinese	YES	15-DEC-14	Revenue Assistant	250 Frank Ogawa Plaza	08431 - Business License Tax Unit
Spanish	YES	05-JUL-16	Revenue Assistant	250 Frank Ogawa Plaza	08431 - Business License Tax Unit
	YES	02-JUN-97	Tax Enforcement Officer II	150 Frank Ogawa Plaza	08421 - Revenue Audit Unit
	YES	18-OCT-99	Tax Enforcement Officer II	150 Frank Ogawa Plaza	08421 - Revenue Audit Unit
	YES	29-OCT-01	Tax Enforcement Officer II	150 Frank Ogawa Plaza	08421 - Revenue Audit Unit
	YES	10-JUL-06	Tax Enforcement Officer II	150 Frank Ogawa Plaza	. 1
Spanish	YES	22-NOV-99	Tax Enforcement Officer II	150 Frank Ogawa Plaza	08421 - Revenue Audit Unit
	N	05-JAN-98	Tax Auditor II	150 Frank Ogawa Plaza	
	N	27-SEP-04	Tax Auditor II	150 Frank Ogawa Plaza	
Vietnamese	N	13-JUN-11	Tax Auditor II	150 Frank Ogawa Plaza	- I
Vietnamese	NO	22-DEC-14	Tax Auditor II	150 Frank Ogawa Plaza	
Chinese	YES	05-NOV-07	Tax Auditor II	150 Frank Ogawa Plaza	08421 - Revenue Audit Unit
Spanish	YES	26-JUL-10	Tax Auditor II	150 Frank Ogawa Plaza	
	NO	11-SEP-90	Revenue Operations Supervisor	150 Frank Ogawa Plaza	08421 - Revenue Audit Unit
	NO	20-0CT-97	<b>Revenue Operations Supervisor</b>	150 Frank Ogawa Plaza	08421 - Revenue Audit Unit
	NO	31-MAY-11	<b>Revenue Operations Supervisor</b>	150 Frank Ogawa Plaza	08421 - Revenue Audit Unit
	NO	01-DEC-87	Tax Enforcement Officer II	150 Frank Ogawa Plaza	08411 - Revenue Administration Unit
	NO	13-AUG-01	Tax Enforcement Officer II	150 Frank Ogawa Plaza	08411 - Revenue Administration Unit
LANGUAGE	РСР	HIRE DATE	JOB CLASS	ADDRESS LINE	ORGANIZATION
			_		

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OBGANIZATION	ADDRESS	IOR CLASS	HIRE DATE	РСР	LANGUAGE
08721 - Treasury Operations Unit	150 Frank Ogawa Plaza	Treasury Analyst III	29-AUG-05	NO	
08731 - Treasury Cashiering Unit	150 Frank Ogawa Plaza	Cashier	27-FEB-12	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Accountant III	28-SEP-15	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Financial Analyst, Principal	01-DEC-86	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Human Res Operations Tech, Senior	20-JUN-16	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza		04-JUN-01	ŃO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Human Res Operations Tech, Senior	30-SEP-80	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Human Res Operations Technician	02-DEC-02	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Human Res Systems Analyst, Senior	14-JUN-10	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Human Res Systems Analyst, Senior	13-AUG-90	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Human Res Systems Analyst, Supv	20-NOA-06	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Human Resource Oper Supervisor	30-NOA-82	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Payroll Personnel Clerk II	31-0CT-11	NO	
08741 - Treasury Payroll	150 Frank Ogawa Plaza	Payroll Personnel Clerk II	17-MAR-08	NO	
08741 - Treasury Payroll	250 Frank H. Ogawa Plaza	Payroll Personnel Clerk III	02-JAN-01	ON	
08751 - Retirement	150 Frank Ogawa Plaza	Administrative Assistant II	18-JUN-07	NO	
08751 - Retirement	150 Frank Ogawa Plaza	Benefits Representative	08-FEB-11	NO	
08751 - Retirement	150 Frank Ogawa Plaza	Benefits Representative	01-OCT-03	NO	
08751 - Retirement	150 Frank Ogawa Plaza	Investment Officer	25-APR-05	NO	
08751 - Retirement	150 Frank Ogawa Plaza	Retirement Systems Accountant	27-JAN-06	NO	Spanish
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	29-SEP-97	YES	Vietnamese
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	22-DEC-97	YES	Thai
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	27-Dec-17	YES	Spanish
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	28-MAY-13	YES	Spanish
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	29-SEP-97	YES	Spanish
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	29-SEP-97	YES	Spanish
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	26-JUL-10	YES	Chinese
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	01-JUN-09	YES	Chinese
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	29-SEP-97	YES	
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Public Service Representative	05-NOV-94	YES	
08921 - Parking Citation Assistance Center	250 Frank Ogawa Plaza	Revenue Operations Supervisor	04-DEC-06	YES	Spanish
08931 - Meter Operations	250 Frank Ogawa Plaza	Parking Meter Collector	26-OCT-15	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	Parking Meter Collector	28-SEP-15	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	Parking Meter Collector	14-SEP-15	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	Parking Meter Collector	23-AUG-10	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	Parking Meter Collector	25-APR-05	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	Parking Meter Collector	10-OCT-94	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	Parking Meter Collector	10-OCT-94	NO	
08931 - Meter Operations	250 Frank Ogawa Plaza	Parking Meter Collector	03-OCT-94	NO	

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



# EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

# I. DEPARTMENT CERTIFICATION

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

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

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

Signature & Date

DARIN WHITE, INTERIM FIRE CHIEF

Print Name & Title

# **II. QUANTITATIVE ASSESSMENT REPORT**

# **Department Name:**

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

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

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

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	■ No □ Yes – Please describe below
Description: none	

Table 3C. Department Organization Structure - Super PC	P Unit Reporting	
Any Super PCP Unit in the department?	No Yes – Please descr	ribe below.
Super PCP Unit	Language Goal	Language Actual
Fire Communications Unit (20241)	SP= 1 CH = 0	SP= 0 CH = 0
Communications Emergency Dispatch Unit (20251)	SP= 2 CH = 1	SP= 2 CH = 1

Key: SP= Spanish CH= Chinese

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

Table 4B. Vital Documents Status Summary		· · · · · · · · · · · · · · · · · · ·
Are all of the department's vital documents translated into Spanish and Chinese?	□ Yes	No – Please provide an action plan below
Action Plan & Timeline: See Attachment 1		

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

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Administration	238-3856	Completed
EMS Division	238-6957	Completed
Fire Prevention	238-3851	Completed
Arson	238-4031	Completed
Vegetation Management	238-7388	Completed
Office of Emergency Services-CORE	238-6351	Completed
Office of Emergency Services	238-3938	Completed

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

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

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

# **III. QUALITATIVE ASSESSMENT REPORT**

#### A. Bilingual Public Contact Positions Assessment

#### **Department Name:**

ASSESS	MENT	SPANI	SH-SPEAKIN	IG PCP	CHINES	E-SPEAKIN	G PCP
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
544	493	56	71	YES	28	15	NO

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

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

#### Summary:

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

OFD provides bilingual language access to services through both PCP and non-PCP positions. OFD had ninety-four (94) city-certified and self-identified employees who speak Spanish (77) and speak Chinese (17). Additionally, OFD bilingual employees speak in Cambodian, German, Italian, Korean, Laotian, Russian, Sign Language, Tagalog and Vietnamese.

Efforts made to maintain and further achieve compliance with the EAO included:

- (1) placing Equal Access brochures at front counters;
- (2) publishing a list of BPCP and non-PCP staff who speak the threshold languages;
- (3) utilizing non-PCP staff that have the ability to translate and/or interpret languages other than English;
- (4) utilizing over-the-phone interpretation services;
- (5) referring service needs to the Equal Access Unit when OFD did not have the capability to serve;
- (6) including in outreach efforts publications advertisements in Spanish and Chinese media;
- (7) continuing outreach and recruitment at job fairs indicating desire for bilingual candidates

Successes we achieved included:

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

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

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

Challenges we faced included:

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

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

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

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

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

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

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

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

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

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

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

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

#### B. <u>Translation of Written Vital Documents Assessment</u>

- 1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.
  - (1) Fire Administration, 150 Frank H. Ogawa Plaza Oakland, CA 94612
  - (2) Fire Prevention Bureau, 250 Frank H. Ogawa Plaza Oakland, CA 94612

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

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

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

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

No.

#### C. Multilingual Telephone Messages Assessment

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

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

#### **D.** Assessment of Department Communication with LES Populations

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

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

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

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

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

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

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

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

No.

#### E. Action Plan

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

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

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

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

OBCANIZATION	ADDRFCC		HIRF DATE	bСр	LANG
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Assistant to the Director			
20110 - Fire Chief Unit	150 Frank H Ogawa Plaza	Exec Asst to the Director	16-SEP-92	NO	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Dispatcher, Sr	25-Apr-16	YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Manager	31-JAN-05	NO	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	03-APR-13	YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	17-JUL-06	YES	
20241 - Fire Communications Unit	1603 Martin Luther King Jr Way	Fire Communications Supervisor	18-APR-94	YES	
20251 - Communications Emergency Dispatch 1603 Martin Luther King Jr Way	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	3-Dec-16	YES	Spanish
20251 - Communications Emergency Dispatch 1603 Martin Luther King Jr Way	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	6-Jun-16	YES	
20251 - Communications Emergency Dispatch 1603 Martin Luther King Jr Way	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	6-Jun-16	YES	
20251 - Communications Emergency Dispatch 1603 Martin Luther King Jr Way	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	26-NOV-12	YES	
20251 - Communications Emergency Dispatch 1603 Martin Luther King Jr Way	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	07-JAN-08	YES	
	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	07-JAN-08	YES	
20251 - Communications Emergency Dispatch 1603 Martin Luther King Jr Way	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	07-JAN-08	YES	
20251 - Communications Emergency Dispatch 1603 Martin Luther King Jr Way	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	17-JUL-06	YES	
20251 - Communications Emergency Dispatch 1603 Martin Luther King Jr Way	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	08-APR-06	YES	Spanish
20251 - Communications Emergency Dispatch 1603 Martin Luther King Jr Way	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	24-JAN-06	YES	
20251 - Communications Emergency Dispatch 1603 Martin Luther King Jr Way	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	17-MAR-04		Chinese
20251 - Communications Emergency Dispatch 1603 Martin Luther King Jr Way	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	04-AUG-03	YES	
20251 - Communications Emergency Dispatch 1603 Martin Luther King Jr Way	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	16-JUL-01	YES	
20251 - Communications Emergency Dispatch 1603 Martin Luther King Jr Way	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	15-MAY-00	YES	
20251 - Communications Emergency Dispatch 1603 Martin Luther King Jr Way	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	11-Jan-99	YES	
20251 - Communications Emergency Dispatch 1603 Martin Luther King Jr Way	1603 Martin Luther King Jr Way	Fire Communications Dispatcher	18-APR-94	YES	2. N.
20311 - Fire Marshals Office Unit	250 Frank H Ogawa Plaza	Account Clerk II	13-OCT-14	NO	
20311 - Fire Marshals Office Unit	250 Frank H Ogawa Plaza	Fire Safety Education Coordinator	06-JUL-04	YES	
20311 - Fire Marshals Office Unit	250 Frank H Ogawa Plaza	Management Assistant	14-MAY-84	NO	Spanish
20312 - Fire Marshals Office Unit	250 Frank H Ogawa Plaza	Administrative Assistant I	24-DEC-90	NO	
	250 Frank H Ogawa Plaza	Fire Marshal (Non-Sworn)		NO	Spanish
	250 Frank H Ogawa Plaza	Hazardous Materials Inspect, Senior		YES	
	250 Frank H Ogawa Plaza	Assistant Fire Marshall (Non-Sworn)		YES	Spanish
	250 Frank H Ogawa Plaza	Fire Prevent Bureau Inspect, Civil	30-SEP-13	YES	
	250 Frank H Ogawa Plaza	Fire Prevent Bureau Inspect, Civil			
	250 Frank H Ogawa Plaza	Office Assistant II		YES	Spanish
20332 - Inspectional Services Unit	250 Frank H Ogawa Plaza	Fire Prevent Bureau Inspect, Civil		YES	
	150 Frank H Ogawa Plaza	Fire Investigator		YES	Spanish
20341 - Arson Investigation Unit	150 Frank H Ogawa Plaza	Fire Investigator	17-NOV-97	YES	
	150 Frank H Ogawa Plaza	Fire Investigator		YES	
	250 Frank H Ogawa Plaza	Fire Protection Engineer	L Sometic constants	YES	
20352 - Engineering Unit	251 Frank H Ogawa Plaza	Fire Protection Engineer Eire Protection Engineer	10-201-17	LE SE	Chinese
	252 Hank H Ogawa Maza	Fire Prevent Bureau Inspect, Civil	A CONTRACTOR OF THE OWNER	YES	Spanish
	250 Frank H Ogawa Plaza	Fire Prevent Bureau Inspect, Civil	8	YES	
	250 Frank H Ogawa Plaza	Fire Suppression Dist Inspector	7.10.10	YES	
	250 Frank H Ogawa Plaza	Fire Suppression Dist Inspector	17-Jan-17	YES	
	250 Frank H Ogawa Plaza	Fire Suppression Dist Inspector	9-May-16	YES	
	250 Frank H Ogawa Plaza	Program Analyst II	30-Jul-15	VEV VEV	
20371 - Vegetation Management Unit	250 Frank H Ogawa Plaza	Vegetation Ivianagement supervisor	02-IMAT-03		
20411 - Emergency Service/Suppression 20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza 150 Frank H Orawa Plaza	Battalion Chief	23-567-03 23-Feb-04	2 OZ	Spanish
TT+07 - דווופו פבוונל להי אילה לאלאו לאיליי					

6/30/2017

<ul> <li>150 Frank H Ogawa Plaza</li> <li>150 Frank H Ogawa Plaza&lt;</li></ul>	Battalion Chief     Captain of Fire Department     Captain of Fire Department     Landon     Landon     Captain of Fire Department     Landon     Captain of Fire Department     Landon     Landon     Captain of Fire Department     Landon     Landon     Captain of Fire Department     Landon     Landon     Landon     Captain of Fire Department     Landon     Landon     Landon     Landon     Captain of Fire Department     Landon     Landon     Captain of Fire Department	08-JUL-02 20-SEP-99 30-NOV-97 17-NOV-97 01-APR-96 16-DEC-91 18-DEC-91 18-DEC-91 18-DEC-91 18-DEC-91 23-FEB-04 23-FEB-04 23-FEB-04 23-FEB-04 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-00 29-JUN-00 29-JUN-00 29-JUN-00 20-SEP-99 30-NOV-97 20-SEP-99 30-NOV-97 21-NOV-97 22-25 20-35 20-25	NO NO NO NO NO NO NO NO NO VES Spanish VES Spanish VES Spanish VES Spanish VES Spanish VES Spanish VES Spanish	
<ul> <li>Emergency Service/Suppression</li> <li>Emergency Se</li></ul>		20-SEP-99 30-NOV-97 17-NOV-97 01-APR-96 16-DEC-91 16-DEC-91 18-DEC-91 18-DEC-91 18-DEC-91 223-FEB-04 233-FEB-04 233-FEB-04 233-FEB-04 233-FEB-04 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-00 02-00 020		
<ul> <li>Emergency Service/Suppression</li> <li>Fank H Ogawa Plaza</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Fank H Ogawa Plaza</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Fank H Ogawa Plaza</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Fank H Ogawa Plaza</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppressi</li></ul>		30-NOV-98 30-NOV-97 01-APR-96 16-DEC-91 16-DEC-91 18-DEC-91 18-DEC-91 18-DEC-91 23-FEB-04 23-FEB-04 23-FEB-04 23-FEB-04 23-FEB-04 14-IAN-02 14-IAN-02 14-IAN-02 14-IAN-02 14-IAN-02 14-IAN-02 14-IAN-02 14-IAN-00 29-JUN-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-0CT-00 22-1UN-00 20-1UN		
<ul> <li>Emergency Service/Supression</li> <li>Emergency Service</li></ul>		17-NOV-97 01-APR-96 16-DEC-91 16-DEC-91 18-DEC-91 18-DEC-91 18-DEC-91 23-FEB-04 23-FEB-04 23-FEB-04 23-FEB-04 23-FEB-04 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 29-JUN-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-0CT-00 22-JUN		
<ul> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Fank H Ogawa Plaza</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Fank H Ogawa Plaza</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Fank H Ogawa Plaza</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Fank H Ogawa Plaza</li> <li>Emergency Service/Suppressio</li></ul>		01-APR-96 16-DEC-91 16-DEC-91 18-DEC-91 18-DEC-89 23-FEB-04 23-FEB-04 23-FEB-04 23-FEB-04 23-FEB-04 23-FEB-04 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-10N-00 25-JUN		tsi
<ul> <li>Emergency Service/Suppression</li> <li>Emergency Se</li></ul>		16-DEC-91 16-DEC-91 18-Dec-89 23-FEB-04 23-FEB-04 23-FEB-04 23-FEB-04 23-FEB-04 23-FEB-04 23-FEB-04 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 29-JUN-00 02-OCT-00 02-OCT-00 02-OCT-00 02-000 02-000 02-10N-00 02-000 02-000 02-10N-00 02-000 02-10N-00 02-10N-00 25-JUN-00 20-50 2		risi di
<ul> <li>- Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>- Emergency Service/Suppression</li> <li>- Emergency Service/Suppressio</li></ul>		16-DEC-91 18-Dec-89 23-FEB-04 23-FEB-04 23-FEB-04 23-FEB-04 23-FEB-04 23-FEB-04 23-FEB-04 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 29-JUN-00 02-OCT-00 02-OCT-00 02-OCT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-10N-00 29-JUN-00 29-JUN-00 29-JUN-00 29-JUN-00 20-SEP-99 20-SEP-90 20-SEP-99 20-SEP-90 20-SEP-99 20-SEP		
<ul> <li>- Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>- Emergency Service/Suppression</li> <li>- Emergency Servi</li></ul>		18-Dec-89 23-FEB-04 23-FEB-04 23-FEB-04 23-FEB-04 23-CT-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 29-JUN-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 29-JUN-00 29-JUN-00 20-SEP-99 30-NOV-97 20-SEP-99		
<ul> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Fank H Ogawa Plaza</li> <li>Emergency Service/Suppression</li> <li>Fank H Ogawa Plaza</li> <li>Emergency Service/Suppression</li> <li>Fank H Ogawa Plaza</li> <li>Emergency Service/Suppression</li> <li>Forank H O</li></ul>		23-FEB-04 23-FEB-04 23-FEB-04 28-OCT-02 08-JUL-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 29-JUN-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 29-JUN-00 29-JUN-00 20-SEP-99 30-NOV-97 20-SEP-99 20-SEP-90 20-SEP		
<ul> <li>- Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>- Emergency Service/Suppression</li> <li>- Emergency Service/Suppressio</li></ul>		23-FEB-04 23-FEB-04 28-OCT-02 08-JUL-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 29-JUN-00 29-JUN-00 29-JUN-00 29-SEP-99 20-SEP-90 20-SEP		
<ul> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Fank H Ogawa Plaza</li> <li>Emergency Service/Suppression</li> <li>For Frank H Ogawa Plaza</li> <li>Emergency Service/Suppression</li> <li>Fanek H Ogawa Plaza</li> <li>Emergency Service/Suppression</li> <li>For Frank H Ogawa Plaza</li> <li>Emergency Service/Suppression</li> <li>For Frank H Ogawa Plaza</li> <li>Emergency Service/Suppression</li> <li>Fo</li></ul>		23-FEB-04 28-OCT-02 08-JUL-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 19-MAR-01 02-OCT-00 02-OCT-00 02-OCT-00 29-JUN-00 29-JUN-00 29-SEP-99 20-SEP-90 20-SEP		
<ul> <li>- Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>- Emergency Service/Suppression</li> <li>- Emergency Service/</li></ul>		28-OCT-02 08-JUL-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 19-MAR-01 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 25-JUN-00 29-JUN-00 20-SEP-99 20-SEP		risi risi risi risi risi risi risi risi
<ul> <li>Emergency Service/Suppression</li> <li>Emergency Se</li></ul>		08-JUL-02 14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 19-MAR-01 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 02-OCT-00 29-JUN-00 29-JUN-00 20-SEP-99 20-SEP		
- Emergency Service/Suppression         150 Frank H Ogawa Plaza           - Emergency Service/Suppression         150 Frank H		14-JAN-02 14-JAN-02 14-JAN-02 14-JAN-02 19-MAR-01 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-0CT-00 02-00 29-JUN-00 29-SEP-99 20-SEP-99		
Emergency Service/Suppression         150 Frank H Ogawa Plaza           - Emergency Service/Suppression         150 Frank H Og		14-JAN-02 14-JAN-02 19-MAR-01 02-0CT-00 02-0CT-00 29-JUN-00 29-JUN-00 29-JUN-00 20-SEP-99 20-SEP-99 30-NOV-98 30-NOV-97		
Emergency Service/Suppression         150 Frank H Ogawa Plaza           - Emergency Service/Suppression         150 Frank H Og		14-JAN-02 19-MAR-01 02-0CT-00 02-0CT-00 29-JUN-00 29-JUN-00 29-JUN-00 20-SEP-99 20-SEP-99 30-NOV-98 31-NOV-97 21-1-NOV-97		
- Emergency Service/Suppression         150 Frank H Ogawa Plaza           - Emergency Service/Suppression         150 Frank H		19-MAR-01 02-OCT-00 02-OCT-00 29-JUN-00 29-JUN-00 29-JUN-00 20-SEP-99 20-SEP-99 30-NOV-98 31-NOV-97 21-1-NOV-97		
Emergency Service/Suppression         150 Frank H Ogawa Plaza           - Emergency Service/Suppression         150 Frank H Og		02-0CT-00 02-0CT-00 29-JUN-00 29-JUN-00 29-JUN-00 20-SEP-99 20-SEP-99 30-NOV-98 30-NOV-98 26-JAN-98		disi disi
- Emergency Service/Suppression         150 Frank H Ogawa Plaza           - Emergency Service/Suppression         150 Frank H		02-0CT-00 29-JUN-00 29-JUN-00 29-JUN-00 20-SEP-99 30-NOV-98 30-NOV-98 26-JAN-98 26-JAN-98		dzi dzi
- Emergency Service/Suppression         150 Frank H Ogawa Plaza           - Emergency Service/Suppression         150 Frank H		29-JUN-00 29-JUN-00 29-JUN-00 20-SEP-99 30-NOV-98 30-NOV-98 26-JAN-98		dish dish
- Emergency Service/Suppression         150 Frank H Ogawa Plaza           - Emergency Service/Suppression         150 Frank H		29-JUN-00 29-JUN-00 20-SEP-99 20-SEP-99 30-NOV-98 26-JAN-98 26-JAN-98		45
- Emergency Service/Suppression         150 Frank H Ogawa Plaza           - Emergency Service/Suppression         150 Frank H		29-JUN-00 20-SEP-99 20-SEP-99 30-NOV-98 26-JAN-98 26-JAN-98		45
- Emergency Service/Suppression         150 Frank H Ogawa Plaza           - Emergency Service/Suppression         150 Frank H		20-SEP-99 20-SEP-99 30-NOV-98 26-JAN-98 17-NOV-97	YES NO YES YES	
- Emergency Service/Suppression         150 Frank H Ogawa Plaza           - Emergency Service/Suppression         150 Frank H		20-SEP-99 30-NOV-98 26-JAN-98 17-NOV-97	VES YES YES	
- Emergency Service/Suppression         150 Frank H Ogawa Plaza           - Emergency Service/Suppression         150 Frank H		30-NOV-98 26-JAN-98 17-NOV-97	YES YES YES	
<ul> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>Frank H Ogawa Plaza</li> </ul>		26-JAN-98 17-NOV-97	YES YES	
- Emergency Service/Suppression         150 Frank H Ogawa Plaza           - Emergency Service/Suppression         150 Frank H		17-NOV-97	YES	lish
<ul> <li>- Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>- Emergency Service/Suppression</li> <li></li></ul>				ish
<ul> <li>- Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>- Emergency Service/Suppression</li> <li></li></ul>		16-70N-11	YES	
<ul> <li>- Emergency Service/Suppression</li> <li>- Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> </ul>		17-NOV-97	YES Spanish	
<ul> <li>- Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> </ul>		17-NOV-97	YES	
<ul> <li>- Emergency Service/Suppression</li> <li>- Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> </ul>		01-APR-96		
- Emergency Service/Suppression 150 Frank H Ogawa Plaza		01-APR-96	YES Spanish	lish
- Emergency Service/Suppression     - Emergency Service/Suppr		01-APR-96	YES Spanish	ISN
<ul> <li>Emergency service/ Suppression</li> <li>Emergency Service/Suppression</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> </ul>		09-NUV-94	YES	
- Emergency Service/ Suppression 150 Frank H Ogawa Plaza     - Emergency Service/Suppression 150 Frank H Ogawa Plaza		10-DEC-91	YES	
Emergency Jer Nice/Suppression     Emergency Service/Suppression	Captain of Fire Department	10-DEC-91	YES	
- Emergency Service/Suppression 150 Frank H Ogawa Frace - Emergency Service/Suppression 150 Frank H Ogawa Plaza - Emergency Service/Suppression 150 Frank H Ogawa Plaza - Emergency Service/Suppression 150 Frank H Ogawa Plaza		10-DEC-01	VEC	
Emergency Service/Suppression     150 Frank H Ogawa Plaza     Emergency Service/Suppression     150 Frank H Ogawa Plaza     Emergency Service/Suppression     150 Frank H Ogawa Plaza		16-Dec-91	YES	
- Emergency Service/Suppression 150 Frank H Ogawa Plaza - Emergency Service/Suppression 150 Frank H Ogawa Plaza		14-MAY-90	YES	
- Emergency Service/Suppression 150 Frank H Ogawa Plaza		14-MAY-90	YES	
C		14-MAY-90	YES	
<ul> <li>Emergency Service/Suppression 150 Frank H Ogawa Plaza</li> </ul>	Captain of Fire Department	28-DEC-89	YES	
150 Frank H Ogawa Plaza	Captain of Fire Department	18-DEC-89	YES	
- Emergency Service/Suppression 150 Frank H Ogawa Plaza		18-DEC-89	YES	
<ul> <li>Emergency Service/Suppression 150 Frank H Ogawa Plaza</li> </ul>		25-NOV-85	YES	
150 Frank H Ogawa Plaza		18-JUN-86	ON	
- Emergency Service/Suppression 250 Victory Court	tent	14-JUL-80	ON CON	
- Emergency Service/Suppression 150 Frank H Ogawa Plaza		13-MAY-13	YES	
- Emergency Service/Suppression 150 Frank H Ogawa Plaza		13-MAY-13	YES	
150 Frank H Ogawa Plaza		09-JUL-12	YES	
<ul> <li>Emergency Service/Suppression 150 Frank H Ogawa Plaza</li> </ul>		09-JUL-12		
150 Frank H Ogawa Plaza		09-JUL-12	YES Chinese	ese
<ul> <li>Emergency Service/Suppression 150 Frank H Ogawa Plaza</li> </ul>		29-NOV-10	YES	
20411 - Emergency Service/Suppression 150 Frank H Ogawa Plaza Enginee	Engineer of Fire Department	14-JUN-10	YES	

6/30/2017

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ORGANIZATION	ADDRESS	JOB_CLASS	HIRE DATE	5 2	LANG
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	10-SEP-07	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	10-SEP-07	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	10-SEP-07	, LES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	10-SEP-0/	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	10-SEP-0/	LE I	Spanish
	150 Frank H Ogawa Plaza	Engineer of Fire Department	05-FEB-07	KES	Spanish
	150 Frank H Ogawa Plaza	Engineer of Fire Department	05-FEB-07	YES	Chinese
	150 Frank H Ogawa Plaza	Engineer of Fire Department	23-OCT-06	YES	German
	150 Frank H Ogawa Plaza	Engineer of Fire Department	23-OCT-06	YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	14-FEB-06	LES .	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	12-SEP-05	KES	Spanish
	150 Frank H Ogawa Plaza	Engineer of Fire Department	12-SEP-05	YES	
<ul> <li>Emergency Service/Suppression</li> </ul>	150 Frank H Ogawa Plaza	Engineer of Fire Department	12-SEP-05	YES	Chinese
	150 Frank H Ogawa Plaza	Engineer of Fire Department	12-SEP-05	YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	11-APR-05	YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	27-SEP-04	YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	27-SEP-04	YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	27-SEP-04	YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	27-SEP-04	YES	
- Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	27-SEP-04	YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	23-FEB-04	KES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	23-FEB-04	KES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	23-FEB-04	KES	Spanish
	150 Frank H Ogawa Plaza	Engineer of Fire Department	23-FEB-04	KES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	1/-MAK-03	LES .	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	28-0CI-02	YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	28-OCT-02	<b>VES</b>	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	28-001-02	YES YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	08-JUL-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Piaza	Engineer of Fire Department	08-JUL-02	LES .	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	00 III 00	YES VEC	
20411 - Emergency Service/Suppression	150 Frank H Ugawa Plaza		08-JUL-UZ	<u></u>	
20411 - Emergency Service/Suppression	150 Frank H Ugawa Piaza		08-101-02		
20411 - Emergency Service/Suppression	150 Frank H Ugawa Piaza	Engineer of Fire Department			
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	00-101-00	VEC 1	
20411 - Emergency Service/Suppression	150 Frank n Ogawa Plaza	Engineer of Fire Department	08-1111-02		
20411 - Lillergency Jervice/Juppression	150 Frank H Odawa 1929	Engineer of Fire Department	14-IAN-07	L L	lantian
20411 - Emergency Service/Subpression	150 Frank H Ogawa Plaza	Engineer of Fire Department	14-JAN-02	YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	14-JAN-02	YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	14-JAN-02	YES	Spanish
	150 Frank H Ogawa Plaza	Engineer of Fire Department	14-JAN-02	YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	14-JAN-02	YES	
I	150 Frank H Ogawa Plaza	Engineer of Fire Department	14-JAN-02	YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	14-JAN-02	KES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	14-JAN-02	YES	-
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	19-MAR-01	YES	
80411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	02-OCT-00	YES	Chinese
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	29-JUN-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	20-NUL-02	VES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department			
20411 - Emergency Service/Suppression	LOU FLANK M UBAWA Plaza		06-1001-00	3	
		m			

2011 Emeranary Convice / Cumaraccion					
DOATE - CITERBUILY JE VICE JUDIE - TTADE	150 Frank H Ogawa Plaza	Engineer of Fire Department	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department		YES	-
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Engineer of Fire Department	~	YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department			Vietnamese
	150 Frank H Ogawa Plaza	Engineer of Fire Department		YES	
-	150 Frank H Ogawa Plaza	Engineer of Fire Department		YES	,
	150 Frank H Ogawa Plaza	Engineer of Fire Department	-	YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department		YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department		LE L	
	150 Frank H Ogawa Plaza	Engineer of Fire Department			
	150 Frank H Ogawa Plaza	Engineer of Fire Department	3		Spanish
	150 Frank H Ogawa Plaza	Engineer of Fire Department		YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department		YES	
	1.50 Frank H Ogawa Plaza	Engineer of Fire Department		YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department		YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department		YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department		YES	
	150 Frank H Ogawa Plaza	Engineer of Fire Department	3		
	150 Frank H Ogawa Plaza	Fire Fighter			Spanish
	150 Frank H Ogawa Plaza	Fire Fighter			Tagalog
	150 Frank H Ogawa Płaza	Fire Fighter			Tagalog
	150 Frank H Ogawa Plaza	Fire Fighter			
	150 Frank H Ogawa Plaza	Fire Fighter			Chinese
	150 Frank H Ogawa Plaza	Fire Fighter		YES	
	150 Frank H Ogawa Plaza	Fire Fighter			
	150 Frank H Ogawa Plaza	Fire Fighter			Spanish
	150 Frank H Ogawa Plaza	Fire Fighter		YES	
	150 Frank H Ogawa Plaza	Fire Fighter		YES	
	150 Frank H Ogawa Plaza	Fire Fighter		YES	
	150 Frank H Ogawa Piaza	Fire Fighter		YES	
	150 Frank H Ogawa Plaza	Fire Fighter		YES	
	150 Frank H Ogawa Plaza			YES	
	150 Frank H Ogawa Plaza		The second s		-
	150 Frank H Ogawa Plaza	Fire Fighter			Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza			YES	
20411 - Emergency Service/Suppression	150 Frank H Ugawa Plaza			L L L	
20411 - Erriergency Service/Supplession	150 Erroli II Ogawa riaza				Duccion
20411 - Ethergency Service/Suppression 20111 - Emergency Service/Suppression	150 Frank H Ogawa Fiaza	Fire Fighter	ana an Sisan an Anna An Anna Anna Anna Anna An Anna Anna		libicchy
20411 - Emergency Service/Subpression	150 Frank H Ogawa Plaza	Fire Fighter		<u>YES</u>	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter		YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	[19-Dec-17]		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	19-Dec-17		Chinese
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter			Chinese
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter			Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter		YES	-
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter			Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter			
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	10		Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter			
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter			Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter			Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Firè Fighter	20-Jul-15	YES	

CDC ServiceSuppresent         SD Frierk Hogene Pleas         Free Filther         SD	ORGANIZATION	ADDRESS	JOB CLASS	HIRE DATE	D D	ILANG
Energency Service/Supersion         159 First H (game Filan)         First Figher         130 CT-14         YES           Energency Service/Supersion         130 First H (game Filan)         First Figher         130 CT-14         YES           Energency Service/Supersion         130 First H (game Filan)         First Figher         130 CT-14         YES           Energency Service/Supersion         130 First H (game Filan)         First Figher         130 CT-14         YES           Energency Service/Supersion         130 First H (game Filan)         First Figher         130 CT-14         YES           Energency Service/Supersion         130 First H (game Filan)         First Figher         130 CT-14         YES           Energency Service/Supersion         130 First H (game Filan)         First Figher         130 CT-14         YES           Energency Service/Supersion         130 First H (game Filan)         First Figher         130 CT-14         YES           Energency Service/Supersion         130 First H (game Filan)         First Figher         24 MAR-14         YES           Energency Service/Supersion         130 First H (game Filan)         First Figher         24 MAR-14         YES           Energency Service/Supersion         130 First H (game Filan)         First Figher         24 MAR-14         YES <td< th=""><th>20411 - Emergency Service/Suppression</th><th>150 Frank H Ogawa Plaza</th><th>Fire Fighter</th><th>20-Jul-15</th><th>YES</th><th></th></td<>	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	20-Jul-15	YES	
Characterize         DS Fract N (Dense Flets)         Fre Flyther         DS OC-14         HS SOC-14         HS SOC	20411 - Emergency Service/Sumpression	150 Frank H Oøawa Plaza	Fire Fighter	13-0CT-14	YES	Spanish
Energency Service/Supression         197 Fink H (Base Rise)         Fink H (Base Rise)         Fink H (Base Rise)         190 Cl-14         VS           Energency Service/Supression         197 Fink H (Base Rise)         Fin Fighter         130 Cl-14         VS           Energency Service/Supression         197 Fink H (Base Rise)         Fin Fighter         130 Cl-14         VS           Energency Service/Supression         197 Fink H (Base Rise)         Fin Fighter         130 Cl-14         VS           Energency Service/Supression         197 Fink H (Base Rise)         Fin Fighter         130 Cl-14         VS           Energency Service/Supression         197 Fink H (Base Rise)         Fin Fighter         130 Cl-14         VS           Energency Service/Supression         197 Fink H (Base Rise)         Fin Fighter         130 Cl-14         VS           Energency Service/Supression         197 Fink H (Base Rise)         Fin Fighter         130 Cl-14         VS           Energency Service/Supression         197 Fink H (Base Rise)         Fin Fighter         130 Cl-14         VS           Energency Service/Supression         197 Fink H (Base Rise)         Fin Fighter         130 Cl-14         VS           Energency Service/Supression         197 Fink H (Base Rise)         Fin Fighter         24 AAAA34         VS	20111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Flahter	13-0CT-14	YES	Chinese
Process         Process <t< td=""><td>20111 - Emergency Scivice/Suppression</td><td>150 Frank H Orawa Plaza</td><td>Fire Fighter</td><td>13-0CT-14</td><td>YES</td><td>Spanish</td></t<>	20111 - Emergency Scivice/Suppression	150 Frank H Orawa Plaza	Fire Fighter	13-0CT-14	YES	Spanish
Processor         Description	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	13-OCT-14	YES	Chinese
Fineterich Struck/Submession         Struck H Ogene Plane         Finet         JJJC-1.4         Kis           Entergency Struck/Submession         Struck H Ogene Plane         Finet H Diane         Finet H Ogene Plane         Finet H Diane	20411 - Fmergency Service/Subbression	150 Frank H Ogawa Plaza	Fire Fighter	13-OCT-14	YES	
Tenegency Service/Suppression         Signal H Ogene Plane         Tene Fighter         JJJC-14         Vis           Energency Service/Suppression         S1F-mit H Ogene Plane         Tene H Ogene Plane	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	13-0CT-14	YES	
Energency Struct/Supresion         100 Frank H Quana Plaza         Free Eighter         130 Ort.14         VISS           Energency Struct/Supresion         100 Frank H Quana Plaza         Free Eighter         130 Ort.14         VISS           Energency Struct/Supresion         100 Frank H Quana Plaza         Free Eighter         130 Ort.14         VISS           Energency Struct/Supresion         100 Frank H Quana Plaza         Free Eighter         130 Ort.14         VISS           Energency Struct/Supresion         100 Frank H Quana Plaza         Free Eighter         130 Ort.14         VISS           Energency Struct/Supresion         100 Frank H Quana Plaza         Free Eighter         130 Ort.14         VIS           Energency Struct/Supresion         100 Frank H Quana Plaza         Free Eighter         130 Ort.14         VIS           Energency Struct/Supresion         100 Frank H Quana Plaza         Free Eighter         130 Ort.14         VIS           Energency Struct/Supresion         100 Frank H Quana Plaza         Free Eighter         130 Ort.14         VIS           Energency Struct/Supresion         100 Frank H Quana Plaza         Free Eighter         120 Ort.14         VIS           Energency Struct/Supresion         100 Frank H Quana Plaza         Free Eighter         120 Ort.14         VIS           Energ	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	13-OCT-14	YES	
Energency Service/Supression         100 Frank H Ogene Plaza         Free Eighter         130 Cr144         VES           Energency Service/Supression         100 Frank H Ogene Plaza         Free Eighter         130 Cr144         VES           Energency Service/Supression         100 Frank H Ogene Plaza         Free Eighter         130 Cr144         VES           Energency Service/Supression         100 Frank H Ogene Plaza         Free Eighter         130 Cr144         VES           Energency Service/Supression         100 Frank H Ogene Plaza         Free Eighter         130 Cr144         VES           Energency Service/Supression         100 Frank H Ogene Plaza         Free Eighter         130 Cr144         VES           Energency Service/Supression         100 Frank H Ogene Plaza         Free Eighter         130 Cr144         VES           Energency Service/Supression         100 Frank H Ogene Plaza         Free Eighter         130 Cr144         VES           Energency Service/Supression         100 Frank H Ogene Plaza         Free Eighter         130 Cr144         VES           Energency Service/Supression         100 Frank H Ogene Plaza         Free Eighter         24AAAA-14         VES           Energency Service/Supression         100 Frank H Ogene Plaza         Free Eighter         24AAAA-14         VES <td< td=""><td>20411 - Emergency Service/Suppression</td><td>150 Frank H Ogawa Plaza</td><td>Fire Fighter</td><td>13-OCT-14</td><td>YES</td><td></td></td<>	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	13-OCT-14	YES	
Emergency Served/Supression         105 Frank H Gause Plaan         Free fighter         130-07-14         VES           Emergency Served/Supression         105 Frank H Qause Plaan         Free fighter         130-07-14         VES           Emergency Served/Supression         105 Frank H Qause Plaan         Free fighter         130-07-14         VES           Emergency Served/Supression         105 Frank H Qause Plaan         Free fighter         130-07-14         VES           Emergency Served/Supression         105 Frank H Qause Plaan         Free fighter         130-07-14         VES           Emergency Served/Supression         105 Frank H Qause Plaan         Free fighter         24-MMH JH         VES           Emergency Served/Supression         105 Frank H Qause Plaan         Free fighter         24-MMH JH         VES           Emergency Served/Supression         105 Frank H Qause Plaan         Free fighter         24-MMH JH         VES           Emergency Served/Supression         105 Frank H Qause Plaan         Free fighter         24-MMH JH         VES           Emergency Served/Supression         105 Frank H Qause Plaan         Free fighter         24-MMH JH         VES           Emergency Served/Supression         105 Frank H Qause Plaan         Free fighter         24-MMH JH         VES           Emergency		150 Frank H Ogawa Plaza	Fire Fighter	13-OCT-14	YES	
Energency Service/Supression         155 Frank N Ogane Plaza         Free Eighter         13-007-14         VISS           Energency Service/Supression         150 Frank N Ogane Plaza         Free Eighter         13-007-14         VISS           Energency Service/Supression         150 Frank N Ogane Plaza         Free Eighter         13-007-14         VISS           Energency Service/Supression         150 Frank N Ogane Plaza         Free Eighter         13-007-14         VISS           Energency Service/Supression         150 Frank N Ogane Plaza         Free Eighter         13-007-14         VISS           Energency Service/Supression         150 Frank N Ogane Plaza         Free Eighter         24-MAR-14         VISS           Energency Service/Supression         150 Frank N Ogane Plaza         Free Eighter         24-MAR-14         VISS           Energency Service/Supression         150 Frank N Ogane Plaza         Free Eighter         24-MAR-14         VISS           Energency Service/Supression         150 Frank N Ogane Plaza         Free Eighter         24-MAR-14         VISS           Energency Service/Supression         150 Frank N Ogane Plaza         Free Eighter         24-MAR-14         VISS           Energency Service/Supression         150 Frank N Ogane Plaza         Free Eighter         24-MAR-14         VISS	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	13-OCT-14	YES	Spanish
Energency Service/Supression         D3F Frank N Ogawa Plaza         Free Fighter         D3-007-14         VKS           Energency Service/Supression         S0 Frank N Ogawa Plaza         Free Fighter         D3-007-14         VKS           Energency Service/Supression         S0 Frank N Ogawa Plaza         Free Fighter         D3-007-14         VKS           Energency Service/Supression         S0 Frank N Ogawa Plaza         Free Fighter         D3-007-14         VKS           Energency Service/Supression         S0 Frank N Ogawa Plaza         Free Fighter         D3-007-14         VKS           Energency Service/Supression         S0 Frank N Ogawa Plaza         Free Fighter         D3-007-14         VKS           Energency Service/Supression         S0 Frank N Ogawa Plaza         Free Fighter         D3-007-14         VKS           Energency Service/Supression         S0 Frank N Ogawa Plaza         Free Fighter         D3-007-14         VKS           Energency Service/Supression         S0 Frank N Ogawa Plaza         Free Fighter         D3-007-14         VKS           Energency Service/Supression         S0 Frank N Ogawa Plaza         Free Fighter         D3-007-14         VKS           Energency Service/Supression         S0 Frank N Ogawa Plaza         Free Fighter         D3-007-14         VKS           Energency	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	13-OCT-14	YES	Spanish
Entergency Service/Supression         135 CFrank N Ogene Plaza         File eighter         13.20C7.14         VISS           Entergency Service/Supression         150 Frank N Ogene Plaza         File eighter         13.20C7.14         VISS           Entergency Service/Supression         150 Frank N Ogene Plaza         File eighter         24.AAAF.14         VISS           Entergency Service/Supression         150 Frank N Ogene Plaza         File eighter         24.AAAF.14         VISS           Entergency Service/Supression         150 Frank N Ogene Plaza         File eighter         24.AAAF.14         VISS           Entergency Service/Supression         150 Frank N Ogene Plaza         File eighter         24.AAAF.14         VISS           Entergency Service/Supression         150 Frank N Ogene Plaza         File eighter         24.AAAF.14         VISS           Entergency Service/Supression         150 Frank N Ogene Plaza         File eighter         24.AAAF.14         VISS           Entergency Service/Supression         150 Frank N Ogene Plaza         File eighter         24.AAAF.14         VISS           Entergency Service/Supression         150 Frank N Ogene Plaza         File eighter         24.AAAF.14         VISS           Entergency Service/Supression         150 Frank N Ogene Plaza         File eighter         24.AAAF.14         VISS </td <td>20411 - Emergency Service/Suppression</td> <td>150 Frank H Ogawa Plaza</td> <td>Fire Fighter</td> <td>13-0CT-14</td> <td>YES</td> <td></td>	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	13-0CT-14	YES	
Finergency Service/Suppression         150 Finit H Ogewe Plaas         Fine Fighter         13.0CT-14         WIS           Entergency Service/Suppression         150 Finit H Ogewe Plaas         Fine Fighter         24.4MAR-14         WIS           Entergency Service/Suppression         150 Finit H Ogewe Plaas         Fine Fighter         24.4MAR-14         WIS           Entergency Service/Suppression         150 Finit H Ogewe Plaas         Fine Fighter         24.4MAR-14         WIS           Entergency Service/Suppression         150 Finit H Ogewe Plaas         Fine Fighter         24.4MAR-14         WIS           Entergency Service/Suppression         150 Finit H Ogewe Plaas         Fine Fighter         24.4MAR-14         WIS           Entergency Service/Suppression         150 Finit H Ogewe Plaas         Fine Fighter         24.4MAR-14         WIS           Entergency Service/Suppression         150 Finit H Ogewe Plaas         Fine Fighter         24.4MAR-14         WIS           Entergency Service/Suppression         150 Finit H Ogewe Plaas         Fine Fighter         24.4MAR-14         WIS           Entergency Service/Suppression         150 Finit H Ogewe Plaas         Fine Fighter         24.4MAR-14         WIS           Entergency Service/Suppression         150 Finit H Ogewe Plaas         Fine Fighter         24.4MAR-14         WIS <td>20411 - Emergency Service/Suppression</td> <td>150 Frank H Ogawa Plaza</td> <td>Fire Fighter</td> <td>13-OCT-14</td> <td>YES</td> <td></td>	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	13-OCT-14	YES	
Energency Service/Supression         136 Finit H Ogene Fiza         File Fighter         13-5.1.4.1         YIS           Energency Service/Supression         150 Finit H Ogene Fiza         File Fighter         24-AMR-1.4         YIS           Energency Service/Supression         150 Finit H Ogene Fiza         File Fighter         24-AMR-1.4         YIS           Energency Service/Supression         150 Finit H Ogene Fiza         File Fighter         24-AMR-1.4         YIS           Energency Service/Supression         150 Finit H Ogene Fiza         File Fighter         24-AMR-1.4         YIS           Energency Service/Supression         150 Finit H Ogene Fiza         File Fighter         24-AMR-1.4         YIS           Energency Service/Supression         150 Finit H Ogene Fiza         File Fighter         24-AMR-1.4         YIS           Energency Service/Supression         150 Finit H Ogene Fiza         File Fighter         24-AMR-1.4         YIS           Energency Service/Supression         150 Finit H Ogene Fiza         File Fighter         24-AMR-1.4         YIS           Energency Service/Supression         150 Finit H Ogene Fiza         File Fighter         24-AMR-1.4         YIS           Energency Service/Supression         150 Finit H Ogene Fiza         File Fighter         24-AMR-1.4         YIS <td< td=""><td>20411 - Emergency Service/Suppression</td><td>150 Frank H Ogawa Plaza</td><td>Fire Fighter</td><td>13-OCT-14</td><td>YES</td><td></td></td<>	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	13-OCT-14	YES	
Energency Service/Suppression         150 Finkt H Ogewe Flaaa         File Eighter         24.4408-14         YES           Energency Service/Suppression         150 Finkt H Ogewe Flaaa         File Eighter         24.4408-14         YES           Energency Service/Suppression         150 Finkt H Ogewe Flaaa         File Eighter         24.4408-14         YES           Energency Service/Suppression         150 Finkt H Ogewe Flaaa         File Eighter         24.4408-14         YES           Energency Service/Suppression         150 Finkt H Ogewe Flaaa         File Eighter         24.4408-14         YES           Energency Service/Suppression         150 Finkt H Ogewe Flaaa         File Eighter         24.4408-14         YES           Energency Service/Suppression         150 Finkt H Ogewe Flaaa         File Eighter         24.4408-14         YES           Energency Service/Suppression         150 Finkt H Ogewe Flaaa         File Eighter         24.4408-14         YES           Energency Service/Suppression         150 Finkt H Ogewe Flaaa         File Eighter         24.4408-14         YES           Energency Service/Suppression         150 Finkt H Ogewe Flaaa         File Eighter         24.4408-14         YES           Energency Service/Suppression         150 Finkt H Ogewe Flaaa         File Eighter         24.4408-14         YES <td>20411 - Emergency Service/Suppression</td> <td>150 Frank H Ogawa Plaza</td> <td>Fire Fighter</td> <td>13-OCT-14</td> <td>YES</td> <td></td>	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	13-OCT-14	YES	
Entregency Service/Suppression150 Frankt Ngeue PlazaFire Figher24.MAR-34YESEntregency Service/Suppression150 Frankt Ngeue PlazaFire Figher24.MA	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	24-MAR-14	YES	Spanish
Entregrency Service/Suppression         SDF Tank H Ogewe Btaaa         Fire Fighter         2a-MAR-34         WES           Entregrency Service/Suppression         SDF Tank H Ogewe Ptaaa         Fire Fighter         2a-MAR-34         WES           Entregrency Service/Suppression         SDF Tank H Ogewe Ptaaa         Fire Fighter         2a-MAR-34         WES           Entregrency Service/Suppression         SDF Tank H Ogewe Ptaaa         Fire Fighter         2a-MAR-34         WES           Entregrency Service/Suppression         SDF Tank H Ogewe Ptaaa         Fire Fighter         2a-MAR-34         WES           Entregrency Service/Suppression         SDF Tank H Ogewe Ptaaa         Fire Fighter         2a-MAR-34         WES           Entregrency Service/Suppression         SDF Tank H Ogewe Ptaaa         Fire Fighter         2a-MAR-34         WES           Entregrency Service/Suppression         SDF Tank H Ogewe Ptaaa         Fire Fighter         2a-MAR-34         WES           Entregrency Service/Suppression         SDF Tank H Ogewe Ptaaa         Fire Fighter         2a-MAR-34         WES           Entregrency Service/Suppression         SDF Tank H Ogewe Ptaaa         Fire Fighter         2a-MAR-34         WES           Entregrency Service/Suppression         SDF Tank H Ogewe Ptaaa         Fire Fighter         2a-MAR-34         WES <td>20411 - Emergency Service/Suppression</td> <td>150 Frank H Ogawa Plaza</td> <td>Fire Fighter</td> <td>24-MAR-14</td> <td>YES</td> <td></td>	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	24-MAR-14	YES	
Emergency Service/Suppression         130 Frank H Ogewe Plaza         Frie Fighter         24-MAR-14         YES           Emergency Service/Suppression         130 Frank H Ogewe Plaza         Frie Fighter         24-MAR-14         YES           Emergency Service/Suppression         130 Frank H Ogewe Plaza         Frie Fighter         24-MAR-14         YES           Emergency Service/Suppression         130 Frank H Ogewe Plaza         Frie Fighter         24-MAR-14         YES           Emergency Service/Suppression         130 Frank H Ogewe Plaza         Frie Fighter         24-MAR-14         YES           Emergency Service/Suppression         130 Frank H Ogewe Plaza         Frie Fighter         24-MAR-14         YES           Emergency Service/Suppression         130 Frank H Ogewe Plaza         Frie Fighter         24-MAR-14         YES           Emergency Service/Suppression         130 Frank H Ogewe Plaza         Frie Fighter         24-MAR-14         YES           Emergency Service/Suppression         130 Frank H Ogewe Plaza         Frie Fighter         24-MAR-14         YES           Emergency Service/Suppression         130 Frank H Ogewe Plaza         Frie Fighter         24-MAR-14         YES           Emergency Service/Suppression         130 Frank H Ogewe Plaza         Frie Fighter         24-MAR-14         YES	20411 - Emergency Service/Suppression	150 Frank H Ogawa Piaza	Fire Fighter	24-MAR-14	YES	
Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	24-MAR-14	YES	
Energency Service/Suppression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         WIS           Energency Service/Suppression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         WIS           Energency Service/Suppression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         WIS           Energency Service/Suppression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         WIS           Energency Service/Suppression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         WIS           Energency Service/Suppression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         WIS           Energency Service/Suppression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         WIS           Energency Service/Suppression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         WIS           Energency Service/Suppression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         WIS           Energency Service/Suppression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         WIS           Energency Service/Suppression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         WIS	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	24-MAR-14	YES	Spanish
Entregrency Service/Suppression         130 Frankt N Qawa Plaza         Fire Fighter         24-MAR-14         YES           Entregrency Service/Suppression         130 Frankt N Qawa Plaza         Fire Fighter         24-MAR-14         YES           Entregrency Service/Suppression         130 Frankt N Qawa Plaza         Fire Fighter         24-MAR-14         YES           Entregrency Service/Suppression         130 Frankt N Qawa Plaza         Fire Fighter         24-MAR-14         YES           Entregrency Service/Suppression         130 Frankt N Qawa Plaza         Fire Fighter         24-MAR-14         YES           Entregrency Service/Suppression         130 Frankt N Qawa Plaza         Fire Fighter         24-MAR-14         YES           Entregrency Service/Suppression         130 Frankt N Qawa Plaza         Fire Fighter         24-MAR-14         YES           Entregrency Service/Suppression         130 Frankt N Qawa Plaza         Fire Fighter         24-MAR-14         YES           Entregrency Service/Suppression         130 Frankt N Qawa Plaza         Fire Fighter         24-MAR-14         YES           Entregrency Service/Suppression         130 Frankt N Qawa Plaza         Fire Fighter         24-MAR-14         YES           Entregrency Service/Suppression         130 Frankt N Qawa Plaza         Fire Fighter         24-MAR-14         YES <td>20411 - Emergency Service/Suppression</td> <td>150 Frank H Ogawa Plaza</td> <td>Fire Fighter</td> <td>24-MAR-14</td> <td>YES</td> <td></td>	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	24-MAR-14	YES	
Entergency Service/Supression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Entergency Service/Supression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Entergency Service/Supression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Entergency Service/Supression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Entergency Service/Supression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Entergency Service/Supression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Entergency Service/Supression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Entergency Service/Supression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Entergency Service/Supression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Entergency Service/Supression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Entergency Service/Supression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	24-MAR-14	YES	
Effertency Service/Suppression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES           Emergency Service/Suppression         150 Frank H Ogewa Plaza         Fire Fighter         24-MAR-14         YES	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	24-MAR-14	YES	Spanish
Emergency Service/Suppression         130 Frank H Ogewa Plaza         Fire Fighter         24-MMR-14         YIS           Emergency Service/Suppression         130 Frank H Ogewa Plaza         Fire Fighter         24-MMR-14         YIS           Emergency Service/Suppression         130 Frank H Ogewa Plaza         Fire Fighter         24-MMR-14         YIS           Emergency Service/Suppression         130 Frank H Ogewa Plaza         Fire Fighter         24-MMR-14         YIS           Emergency Service/Suppression         130 Frank H Ogewa Plaza         Fire Fighter         24-MMR-14         YIS           Emergency Service/Suppression         130 Frank H Ogewa Plaza         Fire Fighter         24-MMR-14         YIS           Emergency Service/Suppression         130 Frank H Ogewa Plaza         Fire Fighter         24-MMR-14         YIS           Emergency Service/Suppression         130 Frank H Ogewa Plaza         Fire Fighter         24-MMR-14         YIS           Emergency Service/Suppression         130 Frank H Ogewa Plaza         Fire Fighter         24-MMR-14         YIS           Emergency Service/Suppression         130 Frank H Ogewa Plaza         Fire Fighter         24-MMR-14         YIS           Emergency Service/Suppression         130 Frank H Ogewa Plaza         Fire Fighter         24-MMR-14         YIS	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	24-MAR-14	YES	Chinese
Emergency Service/Suppression130 Frank H Ogewe PlazaFire Fighter24-MMR-14YISEmergency Service/Suppression130 Frank H Ogewe PlazaFire Fight	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	24-MAR-14	YES	
Energency Service/Supression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Energency Service/Supression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Energency Service/Supression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Energency Service/Supression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Energency Service/Supression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Energency Service/Supression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Energency Service/Supression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Energency Service/Supression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Energency Service/Supression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Energency Service/Supression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Energency Service/Supression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES <td< td=""><td>20411 - Emergency Service/Suppression</td><td>150 Frank H Ogawa Plaza</td><td>Fire Fighter</td><td>24-MAR-14</td><td>YES</td><td></td></td<>	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	24-MAR-14	YES	
- Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         VES <td>20411 - Emergency Service/Suppression</td> <td>150 Frank H Ogawa Plaza</td> <td>Fire Fighter</td> <td>24-MAR-14</td> <td>YES</td> <td></td>	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	24-MAR-14	YES	
- Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         27-JUN-10         YES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES <td>20411 - Emergency Service/Suppression</td> <td>150 Frank H Ogawa Plaza</td> <td>Fire Fighter</td> <td>24-MAR-14</td> <td>YES</td> <td></td>	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	24-MAR-14	YES	
- Ennergency Service/Suppression         130 Frankt H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Ennergency Service/Suppression         130 Frankt H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Ennergency Service/Suppression         130 Frankt H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Ennergency Service/Suppression         130 Frankt H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Ennergency Service/Suppression         130 Frankt H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Ennergency Service/Suppression         130 Frankt H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Ennergency Service/Suppression         130 Frankt H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Ennergency Service/Suppression         130 Frankt H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Ennergency Service/Suppression         130 Frankt H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Ennergency Service/Suppression         130 Frankt H Ogawa Plaza         Fire Fighter         24-MAR-14         VES           - Ennergency Service/Suppression         130 Frankt H Ogawa Plaza         Fire Fighter         24-MAR-14 </td <td>20411 - Emergency Service/Suppression</td> <td>150 Frank H Ogawa Piaza</td> <td>Fire Fighter</td> <td>24-MAR-14</td> <td>YES</td> <td></td>	20411 - Emergency Service/Suppression	150 Frank H Ogawa Piaza	Fire Fighter	24-MAR-14	YES	
- Energency Service/Supression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         VES           - Emergency Service/Supression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         VES           - Emergency Service/Supression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         VES           - Emergency Service/Supression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         VES           - Emergency Service/Supression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         VES           - Emergency Service/Supression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         VES           - Emergency Service/Supression         130 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         VES           - Emergency Service/Supression         150 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         VES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         VES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MMR-14         VES           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         14-JUN-10         VES     <	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	24-MAR-14	VES	Spanish
Einergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Energency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Energency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Energency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Energency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Energency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Energency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-14         YES           Energency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-10         YES           Energency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         24-MAR-10         YES           Energency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         14-UUN-10         YES           Energency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-UN-10         YES	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	24-MAR-14	YES	Spanish
<ul> <li>- Ennergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fire Fighter</li> <li>24-MAR-14</li> <li>Fine Fighter</li> <li>27-JUN-11</li> <li>YES</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fine Fighter</li> <li>27-JUN-11</li> <li>YES</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fine Fighter</li> <li>27-JUN-10</li> <li>YES</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fine Fighter</li> <li>14-JUN-10</li> <li>YES</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fine Fighter</li> <li>14-JUN-10</li> <li>YES</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fine Fighter</li> <li>14-JUN-10</li> <li>YES</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fine Fighter</li> <li>10-SEP-07</li> <li>YES</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fine Fighter</li> <li>10-SEP-07</li> <li>YES</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fine Fighter</li> <li>10-SEP-07</li> <li>YES</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fine Fighter</li> <li>10-SEP-07</li> <li>YES</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fine Fighter</li> <li>10-SEP-07</li> <li>YES</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fine Fighter</li> <li>10-SEP-07</li> <li>YES</li> <li>Emergency Service/Suppression<td>20411 - Emergency Service/Suppression</td><td>150 Frank H Ogawa Plaza</td><td>Fire Fighter</td><td>24-MAR-14</td><td>LES .</td><td></td></li></ul>	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	24-MAR-14	LES .	
Emergency Service/Suppression         130 Frank H Ogawa Plaza         Frie Fighter         22-JUN-11         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         22-JUN-11         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         22-JUN-11         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         22-JUN-10         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         23-NOV-10         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         23-NOV-10         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07         YES           Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07         YES	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	24-MAK-14	YES	
<ul> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Eine Fighter</li> <li>27-UUN-11</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fire Fighter</li> <li>150 Frank H Ogawa Plaza</li> <li>Eine Fighter</li> <li>29-NOV-10</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fire Fighter</li> <li>150 Frank H Ogawa Plaza</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fire Fighter</li> <li>14-JUN-10</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fire Fighter</li> <li>14-JUN-10</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fire Fighter</li> <li>14-JUN-10</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fire Fighter</li> <li>14-JUN-10</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fire Fighter</li> <li>10-SEP-07</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fire Fighter</li> <li>10-SEP-07</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fire Fighter</li> <li>10-SEP-07</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fire Fighter</li> <li>10-SEP-07</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fire Fighter</li> <li>10-SEP-07</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fire Fighter</li> <li>10-SEP-07</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fire Fighter</li> <li>10-SEP-07</li> <li>Emergency Service/Suppression</li> <li>150 Frank H Ogawa Plaza</li> <li>Fire Fighter</li> <li>10-SEP-07</li> <li>Emergency Service/Sup</li></ul>	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	24-MAR-14	YES	Chinese
- Emergency Service/Suppression         130 Frank H Ogawa Plaza         Fire Fighter         23-V0V-10           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         29-V0V-10           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         29-V0V-10           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         29-V0V-10           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         29-V0V-10           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         20-V0V-10           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression		150 Frank H Ogawa Plaza	Fire Fighter	19-AUG-13	YES	
- Emergency Service/Suppression         130 Frank H Ogawa Plaza         Fire Fighter         23-NOV-10           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         29-NOV-10           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         29-NOV-10           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         14-UN-10           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression<						
- Emergency Service/Suppression         130 Frankt N Ogawa Plaza         Fire Fighter         14-UNN-10           - Emergency Service/Suppression         150 Frankt N Ogawa Plaza         Fire Fighter         14-UNN-10           - Emergency Service/Suppression         150 Frankt N Ogawa Plaza         Fire Fighter         14-UNN-10           - Emergency Service/Suppression         150 Frankt H Ogawa Plaza         Fire Fighter         14-UNN-10           - Emergency Service/Suppression         150 Frankt H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frankt H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frankt H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frankt H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frankt H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frankt H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frankt H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frankt H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service	20411 - Emergency Service/Suppression	150 Frank H Ugawa Plaza	Fire rignter Giro Eichtor	0T-AON-62	VEC 1	
Entergency Service/Suppression         1.50 Frank It Ogawa Plaza         Fire Fighter         1.4-10N-10           Emergency Service/Suppression         150 Frank It Ogawa Plaza         Fire Fighter         10-5EP-07           Emergency Service/Suppression         150 Frank It Ogawa Plaza         Fire Fighter         10-5EP-07           Emergency Service/Suppression         150 Frank It Ogawa Plaza         Fire Fighter         10-5EP-07           Emergency Service/Suppression         150 Frank It Ogawa Plaza         Fire Fighter         10-5EP-07           Emergency Service/Suppression         150 Frank It Ogawa Plaza         Fire Fighter         10-5EP-07           Emergency Service/Suppression         150 Frank It Ogawa Plaza         Fire Fighter         10-5EP-07           Emergency Service/Suppression         150 Frank It Ogawa Plaza         Fire Fighter         10-5EP-07           Emergency Service/Suppression         150 Frank It Ogawa Plaza         Fire Fighter         10-5EP-07           Emergency Service/Suppression         150 Frank It Ogawa Plaza         Fire Fighter         10-5EP-07           Emergency Service/Suppression         150 Frank It Ogawa Plaza         Fire Fighter         10-5EP-07           Emergency Service/Suppression         150 Frank It Ogawa Plaza         Fire Fighter         10-5EP-07           Emergency Service/Suppression	20411 - Emergency Service/Suppression	150 Frailk II Ogawa Flaza	File Fighter	01-001-62	VES 1	
Emergency Service/Suppression         150 Frankth Ogewand Fract         Fire Fighter         10-SEP-07           Emergency Service/Suppression         150 Frankth Ogewand Fract         Fire Fighter         10-SEP-07           Emergency Service/Suppression         150 Frankth Ogewand Fract         Fire Fighter         10-SEP-07           Emergency Service/Suppression         150 Frankth Ogewand Fract         Fire Fighter         10-SEP-07           Emergency Service/Suppression         150 Frankth Ogewand Fract         Fire Fighter         10-SEP-07           Emergency Service/Suppression         150 Frankth Ogewand Fract         Fire Fighter         10-SEP-07           Emergency Service/Suppression         150 Frankth Ogewand Fract         Fire Fighter         10-SEP-07           Emergency Service/Suppression         150 Frankth Ogewand Fract         Fire Fighter         10-SEP-07           Emergency Service/Suppression         150 Frankth Ogewand Fract         Fire Fighter         10-SEP-07           Emergency Service/Suppression         150 Frankth Ogewand Pracat         Fire Fighter         10-SEP-07           Emergency Service/Suppression         150 Frankth Ogewand Pracat         Fire Fighter         10-SEP-07           Emergency Service/Suppression         150 Frankth Ogewand Pracat         Fire Fighter         0-S-FEB-07           Emergency Service/Suppressi	20411 - Elliergericy 3ervice/3uppression 20411 - Emergency Service/Suppression	150 Frank H Odawa Flaza	Fire Fighter	14-11JN-10	VES	
- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter10-5EP-07- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter0-5EP-07- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter0-5EP-07- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter0-5EP-07- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter0-5EB-07- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter0-5FEB-07- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter0-5FEB-07- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter0-5FEB-07- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter0-5FEB-07 <t< td=""><td></td><td>150 Frank H Ogawa Plaza</td><td>Fire Fighter</td><td>10-SEP-07</td><td>YES</td><td></td></t<>		150 Frank H Ogawa Plaza	Fire Fighter	10-SEP-07	YES	
- Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-5EP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-5EP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-5EP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-5EP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-5EP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-5EP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-5EP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-5EP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         0-5EB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         0-5EB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         0-5EB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         0-5EB-07           - Emergency Service/Suppression <td>20411 - Emergency Service/Suppression</td> <td>150 Frank H Ogawa Plaza</td> <td>Fire Fighter</td> <td>10-SEP-07</td> <td>YES</td> <td></td>	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	10-SEP-07	YES	
- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter10-SEP-07- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter0-SEP-07- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter0-SEB-07- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter0-SEB-07- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter0-S-FEB-07- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter0-S-FEB-07 <td>20411 - Emergency Service/Suppression</td> <td>150 Frank H Ogawa Plaza</td> <td>Fire Fighter</td> <td>10-SEP-07</td> <td>YES</td> <td></td>	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	10-SEP-07	YES	
- Emergency Service/Suppression         ISO Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         0.5-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         0.5-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         0.5-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         0.5-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         0.5-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         0.5-FEB-07           - Emergency Service/Suppr	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	10-SEP-07	YES	
- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter10-SEP-07- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter05-FEB-07- Emergency Service/Suppression150 Frank H Ogawa PlazaFire Fighter05-FEB-07 <td>20411 - Emergency Service/Suppression</td> <td>150 Frank H Ogawa Plaza</td> <td>Fire Fighter</td> <td>10-SEP-07</td> <td>YES</td> <td></td>	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	10-SEP-07	YES	
- Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	10-SEP-07	YES	
- Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	10-SEP-07	YES	
- Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         10-SEP-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07           - Emergency Service/Suppression         150 Frank H Ogawa Plaza         Fire Fighter         05-FEB-07	80411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	10-SEP-07	YES	
- Emergency Service/Suppression 150 Frank H Ogawa Plaza Fire Fighter 05-FEB-07 - Emergency Service/Suppression 150 Frank H Ogawa Plaza Fire Fighter 05-FEB-07 - Emergency Service/Suppression 150 Frank H Ogawa Plaza Fire Fighter 05-FEB-07 - Emergency Service/Suppression 150 Frank H Ogawa Plaza Fire Fighter 05-FEB-07 - Emergency Service/Suppression 150 Frank H Ogawa Plaza Fire Fighter 12-SEP-05	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	10-SEP-07	YES	
- Emergency Service/Suppression 150 Frank H Ogawa Plaza Fire Fighter 05-FEB-07 - Emergency Service/Suppression 150 Frank H Ogawa Plaza Fire Fighter 05-FEB-07 - Emergency Service/Suppression 150 Frank H Ogawa Plaza Fire Fighter 12-SEP-05 - Emergency Service/Suppression 150 Frank H Ogawa Plaza Fire Fighter 12-SEP-05	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	05-FEB-07	YES	
- Emergency Service/Suppression 150 Frank H Ogawa Plaza Fife Fighter 05-FEB-07 - Emergency Service/Suppression 150 Frank H Ogawa Plaza Fife Fighter 05-FEB-07 - Emergency Service/Suppression 150 Frank H Ogawa Plaza Fife Fighter 12-SEP-05	20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	05-FEB-07	YES	-
- Emergency Service/Suppression 150 Frank H. Ogawa Plaza Fighter 05-FEB-07 - Emergency Service/Suppression 150 Frank H. Ogawa Plaza Fighter 12-SEP-05		150 Frank H Ogawa Plaza	Fire Fighter	05-FEB-07	YES	
- Emergency Service/Suppression   150 Frank H Ogawa Plaza   Fire Fighter   12-SEP-05		150 Frank H Ogawa Plaza	Fire Fighter	05-FEB-07	KES	
		150 Frank H Ogawa Plaza	Fire Fighter	[12-SEP-05	YES	

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ORGANIZATION	ADDRESS		HIRE DATE	ava	IANG
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	12-SEP-05	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	12-SEP-05	YES	-
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	12-SEP-05	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	28-FEB-05	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	20-Nov-04	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	27-SEP-04	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	27-SEP-04	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	27-SEP-04	YES	Korean
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	27-SEP-04	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	27-SEP-04	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	27-SEP-04	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	23-FEB-04	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	23-FEB-04	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	23-FEB-04	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	23-FEB-04	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	28-OCT-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	28-OCT-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	28-OCT-02	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	28-OCT-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	28-OCT-02	YES	ltalian
20411 - Emergency Service/Suppression		Fire Fighter	08-JUL-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	08-JUL-02	YES	
20411 - Emergency Service/Suppression		Fire Fighter	08-JUL-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	08-JUL-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	08-JUL-02	YES	
20411 - Emergency Service/Suppression		Fire Fighter	08-JUL-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	08-JUL-02	YES	Cambodian
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	20-SEP-99	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	20-SEP-99	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	20-SEP-99	YES	
20411 - Emergency Service/Suppression		Fire Fighter	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	30-NOV-98	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	30-NOV-98	YES	
20411 - Emergency Service/Suppression		Fire Fighter	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	30-NOV-98	YES	Italian
20411 - Emergency Service/Suppression		Fire Fighter	30-NOV-98	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	30-NOV-98	YES	-
20411 - Emergency Service/Suppression		Fire Fighter	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	30-NOV-98	YES	
20411 - Emergency Service/Suppression	1150 Frank H Ogawa Plaza	HITE Highter	26-JAN-98	YES VLC	
201411 - Emergency Service/Suppression	150 Frank n Ogawa Plaza	rire rigner Leire Eighter	20-JAN-90	VEC 1	
2011 - Entreigentey Service/Suppression 20411 - Emergency Service/Suppression	150 Frank H Orawa Plaza	Fire Fighter	26-IAN-98	VES 1	
2011 - Emergency Scivice/Suppression	150 Frank H Odawa Plaza	Fire Fighter	17-NOV-97	VFS	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	17-NOV-97	YES	
80411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	01-JUN-96	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	01-APR-96	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Piaza	Fire Fighter	18-JUN-94	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	16-DEC-91	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	16-DEC-91	YES	
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20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	21-0CT-91	YES	
20411 - Emergency Service/Suppression	1150 Frank H Ogawa Plaza	Fire Fighter	14-MAY-90	YES	
	150 Frank H Ogawa Plaza	Fire Fighter	14-MAY-90	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	29-NOV-83	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter	09-MAY-83	YES	-
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	19-Dec-I7	g YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	19-Dec-17	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	19-Dec-17	YES	
	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	19-Dec-17	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	19-Dec-1/	YES	Canal of
	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	28-Dec-15	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	28-Dec-15	XES XES	C
20411 - Emergency Service/Suppression	150 Frank n Ogawa Plaza	Fire righter Paramedic	20-Dec 15		Spanisn
20411 - Emergency Service/Suppression 20411 - Emergency Service/Suppression	1150 Frank H Ogawa Plaza 1150 Frank H Ogawa Plaza	Fire Fighter Paramedic	28-Dec-15	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	28-Dec-15	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	28-Dec-15	YES	Sign Language
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	20-Jul-15	YES	5
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	20-Jul-15	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	20-Jul-15	YES	
	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	20-Jul-15	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	20-Jul-15	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	20-Jul-15	YES	
	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	20-Jul-15	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	20-Jul-15	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	13-OCT-14	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	13-0CI-14	YES VES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	13-0CI-14	YES VES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	13-UCI-14	AES VES	Spanisn
20411 - Emergency Service/Suppression	150 Frank H Ugawa Plaza	Fire Fighter Paramedic	10-JUN-14	LES VIE	
20411 - Emergency Service/Suppression 20111 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	24-IVIAR-14	VEX 1	Spanisn
20411 - Emergency Service/Suppression	150 Frank H Ogawa 1929	Fire Fighter Paramedic	13-MAV-13	VEC .	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	13-MAY-13	VES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	13-MAY-13	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Firè Fighter Paramedic	13-MAY-13	YES	
	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	13-MAY-13	YES	
- Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	09-JUL-12	YES	Spanish
	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	09-JUL-12	YES	
	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	09-JUL-12	YES	
- Emergency Service/Suppression - Emergency Service/Suppression	120 Frank H Ogawa Plaza	Fire Fighter Paramedic	03-101-12		Snanich
	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	09-JUL-12	YES	
	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	09-JUL-12	YES	
	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	09-JUL-12	YES	Spanish
	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	29-NOV-10	YES	-
- Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	05-FEB-07	YES	-
	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	05-FEB-07	YES	Spanish
- Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	23-0CT-06	YES	
	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	23-OCT-06	YES	Spanish
	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	23-OCT-06	YES	
- Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	23-0CT-06	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	12-Sep-U5	XES VES	
20411 - Emergency Service/Suppression	1150 Frank H Ogawa Plaza 1150 Frank H Ogawa Plaza	Hire Fighter Paramedic Eire Eighter Daramedic	2/-5EP-04 77-SFP-04	YES VES	
20411 - Emergency Service/Suppression	TOU FLAIIN II Ugawa Fiaza		21-3EF-04	3	

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20411 - Emergency Service/Sunnression	150 Frank H Orawa Plaza	JUB CLASS Fire Fighter Daramedic	7 SED OA		LANG
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	27-3cf-04 73-FFR-04	AFS -	
	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	23-FEB-04	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	28-OCT-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	28-OCT-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	28-OCT-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	28-OCT-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	28-OCT-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	28-OCT-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	08-101-02	YES VEC	
	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	14-IAN-02	<u>n</u> r	Ruccian
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	14-JAN-02	YES	Ubiccuri
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	14-JAN-02	AES I	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	02-OCT-00	- YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	02-OCT-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	02-OCT-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	02-OCT-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	29-JUN-00	YES	
20411 - Erriergency Service/Suppression	150 Frank H Ogawa Piaza		20-SEP-99	KES	
20411 - Erriergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	20-SEP-99	KES	
20411 - Eillergency Jervice/Suppression 20411 - Fmergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	20-5EP-99	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	30-VOV-08	AFN -	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	30-NOV-98	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	26-JAN-98	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Fire Fighter Paramedic	01-JUN-87	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	14-JUN-10	YES	
	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	10-SEP-07	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	10-SEP-07	YES	
	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	10-SEP-07	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	05-FEB-07	YES	
20411 - Elilergency Service/Summassion	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	05-FEB-07	YES	C
	150 Frank H Ogawa Plaza	lieutenant of Fire Department	17-SEP-OF		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	12-SEP-05	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	27-SEP-04	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	27-SEP-04	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	23-FEB-04	YES	
14/411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	23-FEB-04	YES	Spanish
20411 - Enitergency Jervice/Juppression	150 Erank H Orania Plaza	Lieutenant of Fire Department	23-FEB-04	YES	Chinese
20411 - Emergency Service/Suppression	150 Frank H Odawa Flaza	Leadenant of Fire Department	20-AFK-U3		
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	28-0CI-02 28-0CT-02	CI VI	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	08-JUL-02	AES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02	YES	-
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02	YES	
20411 - Emergency Service/Suppression	1150 Frank H Ogawa Plaza	Lieutenant of Fire Department	14-JAN-02	YES	Spanish
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URGANIZALIUN	ADDRESS		HIRF DATE	D D	LANG
120411 - Emergency Service/Suppression	150 Erank Li Oraura Blaza				) } }
20411 - Emergency Service/Suppression	150 Frank H Orawa Plaza	Leutenant of Fire Department	14-JAN-02	VES VIES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	lightenant of Fire Department	10 MAD 01	AL N	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	lientenant of Fire Department		TES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	19-MAR-01	C Y	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	02-OCT-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	02-OCT-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	02-OCT-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	29-JUN-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	29-JUN-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	29-JUN-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	29-JUN-00	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	20-SEP-99	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	30-NOV-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	26-JAN-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	26-JAN-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	26-JAN-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	26-JAN-98	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	17-NOV-97	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	16-DEC-91	YES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	21-JUL-90	YES	
20411 - EIIIEIBERICY SELVICE/SUPPLESSION	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	14-MAY-90	YES	Spanish
20411 - Emergency Service/Suppression 20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	18-DEC-89	YES	Spanish
20411 - Emergency Service/Suppression	150 Frank H Ogawa Flaza		18-DEC-89	KES	
20411 - Emergency Service/Suppression	150 Frank H Ogawa Plaza	lieutenant of Fire Department		ALC ALC	
20511 - Budget and Planning Administration	on 150 Frank H Ogawa Plaza	Accountant II	19-DFC-88		
<b>20511 - Budget and Planning Administration</b>		Accountant III	25-Mav-15		Chinese
20521 - Budget Unit	150 Frank H Ogawa Plaza	Fire Division Manager	31-JAN-05	N N	
20531 - Accounts Payable Unit	150 Frank H Ogawa Plaza	Accountant II	02-FEB-01	N	Chinese
20541 - Payroll Unit	150 Frank H Ogawa Plaza	Office Manager	02-APR-01	0 N	
20551 - Time and Attendance Unit	150 Frank H Ogawa Plaza	Payroll Personnel Clerk III	09-MAY-05	NO	
20611 - Education and Training Administratid 250 Victory Court	tid 250 Victory Court	Administrative Assistant I	30-JAN-89	NO	
2011 - Education and Iraining Administratid 250 Victory Court	tid 250 Victory Court	Fire Equipment Technician	16-JUN-06	NO	
Subst - In-Service Iraining Unit	250 Victory Court	Battalion Chief	26-JAN-98	NO	
20031 - In-Service Iraining Unit	250 Victory Court	Fire Fighter	6-Jun-16	YES	
20031 - III-SELVICE IT AITING UTIL		Fire Fighter	6-Jun-16	YES	
20031 - III-361VICE II dilling UIIIL 20631 - In-Service Training Unit	250 Victory Court	Fire Fighter	6-Jun-16	YES	
2001 III Scivic Haming One	250 Victory Court		6-JUN-16	YES	_
	230 VICIOI & COULT	Frite Fignter	91-110-10	IYES	

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ORGANIZATION	ADDRFCC			50	
ce Training Unit	250 Victory Court	Fire Fighter	16-lun-16	YES Y	DNIA
	250 Victory Court	Fire Fighter	6-lun-16	VEV 1	
20631 - In-Service Training Unit	250 Victory Court	Fire Fighter	6-Jun-16	YES	
20631 - In-Service Training Unit	250 Victory Court	Fire Fighter	6-Jun-16	YES	
	250 Victory Court	Fire Fighter	6-Jun-16	YES	
	250 Victory Court	Fire Fighter	6-Jun-16	YES	
	250 Victory Court	Fire Fighter	6-Jun-16	YES	Chinese
	250 Victory Court	Fire Fighter	6-Jun-16	YES	
	250 Victory Court	Fire Fighter	6-Jun-16	YES	
	250 Victory Court	Fire Fighter	6-Jun-16	YES	
	250 Victory Court	Fire Fighter	6-Jun-16	YES	
	250 Victory Court	Fire Fighter	6-Jun-16	YES	
	250 Victory Court	Fire Fighter	6-Jun-16	YES	
	250 Victory Court	Fire Fighter Paramedic	6-Jun-16	YES	
	250 Victory Court	Firé Fighter Paramedic	6-Jun-16	YES	Spanish
	250 Victory Court	Fire Fighter Paramedic	6-Jun-16	YES	Spanish
	250 Victory Court	Firè Fighter Paramedic	6-Jun-16	YES	
	250 Victory Court	Fire Fighter Paramedic	6-Jun-16	YES	Spanish
	250 Victory Court	Fire Fighter Paramedic	6-Jun-16	YES	
	250 Victory Court	Fire Fighter Paramedic	6-Jun-16	YES	Spanish
- In-Service Training Unit	250 Victory Court	Fire Fighter Paramedic	6-Jun-16	YES	
	250 Victory Court	Fire Fighter Paramedic	6-Jun-16	YES	
	1603 Martin Luther King Jr Way	Administrative Assistant II	08-DEC-86	NO	
20711 - Emergency Services Program Unit	1603 Martin Luther King Jr Way	Emer Serv Manager, Asistant	27-Mar-17	NO	
20/11 - Emergency Services Program Unit	1603 Martin Luther King Jr Way		02-SEP-13	No	
20/11 - Emergency Services Program Unit	1603 Martin Luther King Jr Way	Emergency Planning Coordinator, Sr	27-Mar-17	NO	
20711 - Emergency Services Program Unit	1603 Martin Luther King Jr Way	Manager, Emergency Services	02-JUL-06	Q	
20/11 - Emergency Services Program Unit	1603 Martin Luther King Jr Way	Office Manager	01-SEP-88	ON C	Tagalog
20/11 - Lillelgency Jervices Flugran Unit	150 Frank H Ocama Blaza	Administrative Analyse II	12-Mar-16		
20811 - Human Resources	150 Frank H Orawa Plaza	Fire Derconnel Overstions Coor	07 111 07		Guaniat
20811 - Human Resources	150 Frank H Ogawa Plaza	Office Assistant II	0/-JUL-5/ 24-AUG-09	VES	opanisn
20814 - Airport	150 Frank H Ogawa Plaza	Battalion Chief	16-DEC-91	NO	
	150 Frank H Ogawa Plaza	Captain of Fire Department	26-JAN-98	YES	
	150 Frank H Ogawa Plaza	Captain of Fire Department	07-DEC-81	YES	
	150 Frank H Ogawa Plaza	Fire Fighter	05-FEB-07	YES	
	150 Frank H Ogawa Plaza	Fire Fighter	27-SEP-04	YES	
	150 Frank H Ogawa Plaza	Fire Fighter	27-SEP-04	YES	
	150 Frank H Ogawa Plaza	Fire Fighter	08-JUL-02	YES	
	150 Frank H Ogawa Plaza	Fire Fighter	20-SEP-99	YES	Spanish
	150 Frank H Ogawa Plaza	Fire Fighter	14-MAY-90	YES	
	150 Frank H Ogawa Plaza	Lieutenant of Fire Department	08-JUL-02	YES	
	4450 Tidewater Ave	Administrative Assistant I, PPT	27-Feb-17	NO	
	4450 Tidewater Ave	Battalion Chief	14-MAY-90	NO	
	4450 Tidewater Ave	Management Intern, PT	08-SEP-08	YES	
	4450 Tidewater Ave	US&R Warehouse Specialist	27-Mar-17	NO	
	150 Frank H Ogawa Plaza	Captain of Fire Department	08-JUL-02	NO	
s Unit	250 Victory Court	Fire Equipment Technician	03-SEP-96	Q	Spanish
	47 Clay Street	Administrative Assistant II	02-NOV-87	NO	Spanish
	47 Clay Street	Emer Medical Srvcs Coordinator	18-Jan-16	NO	
	47 Clay Street	Emer Medical Srvcs Coordinator	18-Jan-16	Q	
	4/ Clay Street	Emer Medical Srvcs Coordinator	04-MAY-15	NO	
	47 Clay Street	Fire Division Manager	19-FEB-13	NO	
20913 - Emergency Services Training	47 Clay Street	Program Analyst I	31-Aug-15	NO	

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6/30/2017

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



# EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

# **I. DEPARTMENT CERTIFICATION**

DEPARTMENT NAME: <u>Department of Housing and Community Development</u> FISCAL YEAR: <u>2016 - 2017</u>

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

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

1.

Signature & Date

Michele A. Byrd, Director

Print Name & Title

# **II. QUANTITATIVE ASSESSMENT REPORT**

# **Department Name:**

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

Table 2. Department Employee Statistics								
Total # of FTE Employees	50		New Hires This Fiscal Year (by position)	3				
Public Contact Positions (PCP)	20	T	New PCP Hires This Fiscal Year	2	<u> </u>			
PCP With Spanish Language Skill	4	20%	New PCP Hires With Spanish Language Skill	0	0%			
PCP With Chinese Language Skill	2	10%	New PCP Hires With Chinese Language Skill	0	0%			
*FTE refers to full-time-equivalent.			*New Hires refers to vacant position filled this fiscal ye	əar.				

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

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	X No D Yes – Please describe below
Description:	

Table 3C. Department Organization Structur	e - Super PCP Unit Reporting	Key: SP= Spanish CH= Chinese	
Any Super PCP Unit in the department?	describe below.		
Super PCP Unit	Language Goal Language Actual		
Municipal Lending (89939)	SP= 1 CH = 1	SP= 1 CH = 0	
Residential Rent Arbitration (89969)	SP= 1 CH = 1	SP= 3 CH = 2	

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

Table 4A. Vital Documents List	SP Translation	CH Translation	Other?
Document Name	Available?	Available?	Specify:
Housing Search Intake Form	Yes	Yes	
Family Shelters	Yes	Yes	
Men's Shelters	Yes	Yes Yes	
Women's Resource	Yes Yes	Yes	
Financial Aid Assistance Form Earthquake Safety Homes Program (ESHP) Description	Yes	Yes	Vietnamese
			· · · · · · · · · · · · · · · · · · ·
Earthquake Safety Homes Program Application	Yes	Yes	Vietnamese
Earthquake Safety Homes Program Photograph Requirements	Yes	Yes	Vietnamese
Soft Story Buildings Outreach Flyers	Yes	Yes	
Earthquake Retrofit Text	Yes	Yes	
Oakland Rent Control Insert	Yes	Yes	
Notice to Property Owners	Yes	Yes	
Notice to Tenants	Yes	Yes	
Rent Adjustment Ordinance Change	Yes	Yes	
Notice to Residential Tenants (TPO)	Yes	Yes	
Letter from Constituent	Yes	Yes	
Homeownership Fair Evaluation	Yes	Yes	
Public Notice	Yes	Yes	
Rent Law (Ordinance)	Yes	Yes	Vietnamese
Rent Control Flyer	Yes	Yes	Vietnamese
Landlord Notification Letter	Yes	Yes	
Tenant Notification Letter	Yes	Yes	_
Home Buyers Fair Poster/Flyer/Postcards	Yes	Yes	
Housing Fair Poster/Flyer/Postcards	Yes	Yes	
Homeowners Program Brochure	Yes	Yes	
Soft Story Seismic Questionnaire	Yes	Yes	Vietnamese
Notice to Tenants (RAP Notice)	Yes	Yes	
CDBG Additional Information Documents	Yes	Yes	
Tenant Rights Postcard	Yes	Yes	
Notice to Property Owners	Yes	Yes	

X Yes D No – Please provide an action plan below
2

Table 5. Multilingual Telephone Recordings						
Location Description	Telephone Number	Status				
Redevelopment and Housing	238-3015	Completed				
Rent Adjustment	238-3721	Completed				

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

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

# III. QUALITATIVE ASSESSMENT REPORT

### A. Bilingual Public Contact Positions Assessment

#### **Department Name:**

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

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

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

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

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

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

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

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

1

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

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

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

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

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

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

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

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

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

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

#### B. Translation of Written Vital Documents Assessment

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

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

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

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

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

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

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

### C. Multilingual Telephone Messages Assessment

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

DHCD provides multilingual telephone messages in the threshold languages required by EAO. The languages are English, Spanish, Mandarin, Cantonese and Vietnamese. We continue to work to modify all the telephone messages in the department to provide multilingual service to the LES community.

#### D. Assessment of Department Communication with LES Populations

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

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

3

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

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

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

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

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

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

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

# E. Action Plan

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

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

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

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

			- 1		
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS		РСР	LANGUAGE
89919 - Admin: Housing & Community Devel 250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Accountant II	05-DEC-05	NO	Chinese
89919 - Admin: Housing & Community Devel 250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Administrative Services Manager I	03-JUN-91	ON	
89919 - Admin: Housing & Community Devel 250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Development/Redevelopment Pgrm MGR	03-APR-00	ON	
89919 - Admin: Housing & Community Devel 250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Director of Housing & Comm Dev	10-SEP-02	NO	
89919 - Admin: Housing & Community Devel 250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Employment Services Supervisor	27-FEB-95	ON	Spanish
89919 - Admin: Housing & Community Devel 250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Exec Asst to the Director	15-OCT-90	ON	
89919 - Admin: Housing & Community Devel 250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Home Management Specialist II	17-MAR-14	YES	
89919 - Admin: Housing & Community Devel 250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Home Management Specialist II	27-MAY-14	YES	
89919 - Admin: Housing & Community Devel 250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	Housing Development Coordinator IV	11-SEP-07	NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Development/Redevelopment Pgrm MGR	17-MAY-10	NO	
89929 - Housing Development	250 Frank Ogawa Plaza	Home Management Specialist III	25-JUN-12	YES	
	250 Frank Ogawa Plaza	Housing Development Coord I	14-JAN-14	N	
	250 Frank Ogawa Plaza	Housing Development Coordinator IV	08-DEC-05	NO	
89929 - Housing Development	250 Frank H. Ogawa Plaza	Housing Development Coordinator IV	10-NUL-81	ON	
	250 Frank H. Ogawa Plaza	Housing Development Coordinator IV	29-APR-02	N	Spanish
	250 Frank Ogawa Bldg	Housing Development Coordinator IV	11-FEB-08	0N N	
	250 Frank H. Ogawa Plaza	Office Assistant II	27-MAY-00	NO	
ent	250 Frank Ogawa Plaza	Program Analyst III	21-DEC-09	NO	Chinese
·	250 Frank H. Ogawa Plaza	Administrative Assistant I	09-FEB-04	NO	
	250 Frank Ogawa Bldg	Administrative Assistant I	20-JUL-15	NO	
	250 Frank Ogawa Bldg	Administrative Assistant II	22-JUL-89	NO	
	250 Frank Ogawa Plaza	Development/Redevelopment Pgrm MGR	27-OCT-88	NO	
	250 Frank Ogawa Plaza	Home Management Specialist III	25-JUN-08	NO	Tagalog
	250 Frank H. Ogawa Plaza	Loan Servicing Specialist	25-JUN-90	YES	Tagalog
	250 Frank Ogawa Plaza	Mortgage Advisor	10-AUG-09	YES	
	250 Frank Ogawa Plaza	Mortgage Advisor		YES -	
	250 Frank H. Ogawa Plaza	Program Analyst I		NO	
	250 Frank Ogawa Plaza	Rehabilitation Advisor I	22-MAY-17	YES	
	250 Frank H. Ogawa Plaza	Rehabilitation Advisor III	30-MAY-07	YES	Korean
89939 - Municipal Lending	250 Frank Ogawa Plaza	Rehabilitation Supervisor I		YES	Spanish
	250 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	27-FEB-17	NO	Tagalog
	250 Frank H. Ogawa Plaza	Administrative Assistant II	06-SEP-05	NO	
	250 Frank H. Ogawa Plaza	Community Dev Prgm Coordinator	26-OCT-73	NO	
	250 Frank H. Ogawa Plaza	Community Dev Prgm Coordinator	08-JAN-07	NO	
	250 Frank Ogawa Plaza	Community Dev Prgm Coordinator	27-MAR-06	NO	Spanish
89949 - CDBG Coordination	250 Frank Ogawa Plaza	Development/Redevelopment Pgrm MGR	14-JUN-94	NO	

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

Attachment G - 79 of 125

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

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89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Administrative Assistant I	06-AUG-01	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Administrative Assistant I	23-NOV-15 YES	YES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Administrative Assistant I	31-AUG-13	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	14-FEB-17	ΥES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Hearing Officer	01-OCT-12	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Hearing Officer	13-AUG-02	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Hearing Officer	25-FEB-08	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Program Analyst I	27-0CT-14 YES	ΥES	Mandarin
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Program Analyst II	13-MAR-12 YES	ΥES	Spanish
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Program Analyst II	22-JUL-13	YES	Spanish
89969 - Residential Rent Arbitration	250 Frank H. Ogawa Plaza	Program Analyst III	31-JAN-01	YES	
89969 - Residential Rent Arbitration	250 Frank Ogawa Bldg	Project Manager II	13-MAY-02	NO	
89969 - Residential Rent Arbitration	250 Frank Ogawa Plaza	Senior Hearing Officer	02-OCT-06	ΥES	Chinese
89979 - Commercial Lending	250 Frank Ogawa Plaza	Account Clerk II	16-NOV-09 NO	NO	Chinese
89979 - Commercial Lending	250 Frank Ogawa Plaza	Administrative Analyst I	20-DEC-99	Q	

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



**CITY OF OAKLAND** 

# EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

# I. DEPARTMENT CERTIFICATION

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

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

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

6/30/2017

Signature & Date

Ian Appleyard, Human Resources Director Print Name & Title

# III. QUALITATIVE ASSESSMENT REPORT

### A. Bilingual Public Contact Positions Assessment

#### **Department Name:**

ASSESS	MENT	SPANI	SH-SPEAKIN	IG PCP	CHINES	E-SPEAKIN	G PCP
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
43	4	0.5	1	Yes	0	1	Yes

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

# B. Translation of Written Vital Documents Assessment

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

Front Counter, 150th Frank H. Ogawa Plaza 2nd Floor Oakland, CA 94612

- Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated?
   100%
- 3. Did the Department translate any other written documents in the reporting period to serve the LES community?

In the FY 2016-2017 the HRM translated 269 documents; 240 in Spanish, 230 in Chinese, 75 in Vietnamese and 12 in other languages. We also provided 484 hours of interpretation in 171 interpretation requests: 331 hours in Spanish, 103hrs in Chinese, 13hrs in Vietnamese and 37hrs in other languages like Korean, Tagalog and Arabic.

# C. Multilingual Telephone Messages Assessment

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

The HRM has all the outgoing messages translated into Spanish and Chinese with staff to assist in the translation of messages left in languages other than English.

# D. Assessment of Department Communication with LES Populations

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

This year our office staff launched a Language Survey and collected over 2,000 surveys. Surveys were made available in over 40 different locations throughout the city. Collaboration with City departments contributed to its successful implementation. Survey reveals that most clients (regardless of language spoken) were helped within 5 minutes at HRM's service counter, and clients are satisfied with the service received. Language assistance poster, language guide, and

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

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

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

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

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

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

#### E. Action Plan

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

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

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

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

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

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

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

# **II. QUANTITATIVE ASSESSMENT REPORT**

# **Department Name:**

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

Table 2 Department Employee St	atistics					
Total # of FTE Employees	43			New Hires This Fiscal Year (by position)	11	
Public Contact Positions (PCP)	.4	· · · · · · · · · · · · · · · · · · ·		New PCP Hires This Fiscal Year	0 .	
PCP With Spanish Language Skill	1	25	%	New PCP Hires With Spanish Language Skill	0	0%
PCP With Chinese Language Skill	1	25	%	New PCP Hires With Chinese Language Skill	0	0%
*FTE refers to full-time-equivalent.				*New Hires refers to vacant position filled this fiscal ye	əar.	

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

□ No X Yes – Please describe below
urces organization.
1

Table 3C. Department Organization Structure - Super PCP	Unit Reporting	(Key: SP= Spanish CH= Chinese)
Any Super PCP Unit in the department?	DNO X Yes – Please describe	below.
Super PCP Unit	Language Goal	Language Actual
Equal Access office	SP= 1 CH = 1	SP= 1 CH =1

#### Department Name: Human Resources Department Fiscal Year: 2016-17

Table 4A Vital Documents List		(Key: SP=	Spanish CH= Chin
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Equal Access Ordinance	Yes	Yes	
Equal Access Complaint Form	Yes	Yes	Vietnamese
Equal Access Language Survey	Yes	Yes	
Annual Compliance Summary	Yes	Yes	
City Directory Brochure	Yes	Yes	
Language Assistance Poster	Yes	Yes	
Interpretation Equipment Requirements	Yes	Yes	
Interpretation Equipment Poster	Yes	Yes	
Interpretation Equipment Signage and Forms	Yes	Yes	Vietnamese

Table 4B. Vital Documents Status Summary	
Are all the department's vital documents translated into Spanish and Chinese?	X Yes D No – Please provide an action plan below
Action Plan & Timeline:	· · · · · · · · · · · · · · · · · · ·

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

Table 6 Analysis by Comm	nunity Based Service Loca	ations		PCP	SP SPE	EAKING	CH SP	EAKING
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
N/A	Alexandro and a second and as second and a					۰.		• •

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

Human Resources Management	ADDRESS LINE 1			PCP	6/30/2017
3					
		Administrative Analyst II			
05111 - Personnel Admin/Huma 150 Frank Ogawa		Director of Human Resources Mgmt		N	
05111 - Personnel Admin/Huma 150 Frank Ogawa	150 Frank Ogawa Plaza	Exec Asst to the Director	03-JAN-17	NO	
05111 - Personnel Admin/Huma 150 Frank Ogawa	150 Frank Ogawa Plaza	Office Assistant II	24-AUG-09	NO	
05211 - Employment and Classifi 150 Frank Ogawa		Human Resource Analyst (CONF)	31-MAR-14	NO	
05211 - Employment and Classifi 150 Frank Ogawa	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	26-NOV-12	NO	
05211 - Employment and Classifi 150 Frank Ogawa	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	13-MAR-06	NO	
05211 - Employment and Classifi 150 Frank Ogawa	150 Frank Ogawa Plaza	Human Resource Analyst (CONF)	11-APR-05	NO	Chinese
05211 - Employment and Classifi 150 Frank Ogawa	150 Frank Ogawa Plaza	Human Resource Analyst, Assistant	23-OCT-04	NO	
05211 - Employment and Classifi 150 Frank Ogawa		Human Resource Analyst, Principal	05-OCT-09	NO	
05211 - Employment and Classifi 150 Frank Ogawa		Human Resource Analyst, Principal	31-JAN-00	ON	•
05211 - Employment and Classifi 150 Frank Ogawa	150 Frank Ogawa Plaza	Human Resource Analyst, Senior	14-FEB-17	NO	
05211 - Employment and Classifi 150 Frank Ogawa	150 Frank Ogawa Plaza	Human Resource Analyst, Senior	ç	NO	
05211 - Employment and Classif 150 Frank Ogawa	150 Frank Ogawa Plaza	Human Resource Clerk	29-FEB-16	YES	
05211 - Employment and Classif 150 Frank Ogawa	150 Frank Ogawa Plaza	Human Resource Clerk		YES	
05211 - Employment and Classifi 150 Frank Ogawa	150 Frank Ogawa Plaza	Human Resource Oper Supervisor		NO	
05211 - Employment and Classif 150 Frank Ogawa	150 Frank Ogawa Plaza	Human Resource Technician	21-NOV-16	NO	
05211 - Employment and Classif 150 Frank Ogawa	150 Frank Ogawa Plaza	Human Resource Technician	24-OCT-16	NO	
05211 - Employment and Classif 150 Frank Ogawa	150 Frank Ogawa Plaza	Human Resource Technician	13-MAY-13	NO	
05211 - Employment and Classifi 150 Frank Ogawa	150 Frank Ogawa Plaza	Human Resource Technician		NO	Spanish
05211 - Employment and Classif 150 Frank Ogawa	150 Frank Ogawa Plaza	Human Resources Manager		NO	
05211 - Employment and Classifi 150 Frank Ogawa	150 Frank Ogawa Plaza	Student Trainee, PT	29-AUG-16	NO	
05211 - Employment and Classifi 1 Frank Ogawa Plaza	1 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT		NO	
05211 - Employment and Classif 150 Frank Ogawa	150 Frank Ogawa Plaza	Temp Contract Svcs Employee, PT	07-NOV-16	NO	
05221 - Equal Access	150 Frank Ogawa Plaza	Program Analyst I	07-MAR-05	YES	Spanish
05221 - Equal Access	150 Frank Ogawa Plaza	Program Analyst III	08-SEP-08	YES	Chinese
205511 - Human Resource Develo	150 Frank Ogawa Plaza	Training Coordinator	04-MAY-15	NO	
05611 - Employee Benefits Servi	150 Frank Ogawa Plaza	Benefits Analyst	05-NOV-07	NO	
d05611 - Employee Benefits Servi 150 Frank Ogawa	150 Frank Ogawa Plaza	Benefits Coordinator	07-DEC-15	NO	
05611 - Employee Benefits Servil 150 Frank Ogawa	150 Frank Ogawa Plaza	Benefits Representative	22-JUL-13	NO	
805611 - Employee Benefits Servil 150 Frank Ogawa	150 Frank Ogawa Plaza	Benefits Technician		NO	
	150 Frank Ogawa Plaza	Administrative Analyst II		NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Benefits Representative		NO	· · · · · · · · · · · · · · · · · · ·
	150 Frank Ogawa Plaza	Benefits Technician	4	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Claims & Risk Manager	14-SEP-92	NO	

05621 - Risk Management	150 Frank Ogawa Plaza	Disability Benefits Coordinator	08-DEC-14	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Employee Fleet & Safety Coordinator	12-JAN-99	0N	
05621 - Risk Management	150 Frank Ogawa Plaza	Human Resource Clerk	09-DEC-13	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Management Assistant	01-OCT-89	NO	
05621 - Risk Management	150 Frank Ogawa Plaza	Safety & Loss Control Specialist	05-JUL-16	NO	Chinese
02331 - Employee Relations	150 Frank Ogawa Plaza	Employee Relations Analyst Prin	17-JAN-17	NO	-
02331 - Employee Relations	150 Frank Ogawa Plaza	Human Resources Manager	27-0CT-14	NO	
02331 - Employee Relations	150 Frank Ogawa Plaza	Human Resource Technician	12-SEP-05	NO	
					2

Department Name: Hらひ Fiscal Year:



CITY OF OAKLAND

# EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

# I. DEPARTMENT CERTIFICATION

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

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

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

anature<sup>/</sup>&

Sara Bed Sord, Director Print Name & Title

SAURCES

17 JUN 20 PM 3: 23

DEPT

# **II. QUANTITATIVE ASSESSMENT REPORT**

Department Name:	Human Services Department
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Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Sara Bedford	Dana Perez-St. Denis	Dana Perez-St. Denis
Title	Director of Human Services 150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612	Asst. to the Director 150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612	Asst. to the Director 150 Frank H. Ogawa Plaza, 4th Floor, Oakland, CA 94612
Address Phone#	(510) 238-6794	(510) 238-3247	(510) 238-3247
Email	sbedford@oaklandnet.com	dperez@oaklandnet.com	dperez@oaklandnet.com
			Debra Flynn Head Start Supervisor 150 Frank H. Ogawa Plaza, 5 <sup>th</sup> Floor Oakland, CA 94612 (510) 238-2335 <u>dflynn@oaklandnet.com</u>

Table 2 Department Employee Sta	atistics		· · · · · · · · · · · · · · · · · · ·	. · · ·	
Total # of FTE Employees	307.17		New Hires This Fiscal Year (by position)	16	
Public Contact Positions (PCP)	110		New PCP Hires This Fiscal Year	4	
PCP With Spanish Language Skill	19	17%	New PCP Hires With Spanish Language Skill	0	0%
PCP With Chinese Language Skill	10	9%	New PCP Hires With Chinese Language Skill	0	0%
*FTE refers to full-time-equivalent.			*New Hires refers to vacant position filled this fiscal ye	əar.	

Table 3A. Department Organization Structure			•		
Linkages Program Unit					
Senior Companion Program Unit					
Outreach Program Unit					
Oakland Paratransit for the Elderly and Disabled Unit	 				
Senior Aide Program Unit	 			· •	
Multipurpose Senior Service Program	 	· · · · · · · · · · · · · · · · · · ·			
Senior Center Unit * Senior Center (Citywide) * Senior Center (Downtown Oakland) * Senior Center (East Oakland) * Senior Center (North Oakland) * Senior Center (west Oakland) DHS Administration Unit					
Policy & Planning					
Community Housing Services					
Head Start Unit * Head Start - Service Area I (Fannie Wall - F/D) * Head Start - Service Area I (West Grand) * Head Start - Service Area I (Eastmont)					

•

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

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	□ No II Yes – Please describe below
Description: Head Start closed one facility: Virginia Head Start; Early Head All Head Start sites went to Full Day this year.	Start closed one facility: FAMES

Table 3C. Department Organization Structure - Super	PCP Unit Reporting	· · · · · · · · · · · · · · · · · · ·
Any Super PCP Unit in the department?	🗆 No 🖾 Yes – Please	describe below.
Super PCP Unit	Language Goal	Language Actual
Multipurpose Senior Service Program Unit (75231)	SP= 1 CH = 1	SP= 2 CH =2
		Kev: SP= Spanish CH= Chinese

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

Table 4B. Vital Documents Status Summary			
Are all of the department's vital documents translated into Spanish			
and Chinese?	🗵 Yes	No – Please provide an action plan below	

#### Department Name: Human Services Fiscal Year: 2016-2017

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

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

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

# III. QUALITATIVE ASSESSMENT REPORT

# A. Bilingual Public Contact Positions Assessment

#### **Department Name: Human Services Department**

ASSESS	MENT	SPANI	SH-SPEAKIN	G PCP	CHINES	E-SPEAKIN	G PCP
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
307.17	110	17%	19	Yes	9%	10	Yes

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

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

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

# <u>The following three regulations from the Head Start Performance Standards reference staff</u> <u>communication in their native language include:</u>

> 1304.51 (b) Communications and (c) Communication with families:

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

(c) Communication with families.

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

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

> 1304.21 Education and early childhood development.

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

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

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

> 1306.20 regarding classroom staffing.

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

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

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

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

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

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

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

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

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

# B. <u>Translation of Written Vital Documents Assessment</u>

- 1. Departments are required to "post notices in the public areas of their facilities in threshold language indicating that written materials in the languages, and staff who speak the languages, are available." Please list the locations in which the Department has posted notices.
  - 4<sup>th</sup> Floor Reception Areas 1 and 2
  - 5<sup>th</sup> Floor Head Start Reception Area

All Senior Centers & All Head Start sites:

```
Senior Center Unit
  Senior Center (Downtown Oakland)
  Senior Center (East Oakland)
  Senior Center (North Oakland)
  Senior Center (west Oakland)
Head Start Unit
 Head Start - Service Area I (Fannie Wall)
 Head Start - Service Area I (West Grand)
 Head Start - Service Area I (Eastmont)
 Head Start - Service Area I (Franklin)
 Head Start - Service Area I (Frank G. Mar)
 Head Start - Service Area I (San Antonio Park)
 Head Start - Service Area II (Arroyo Viejo)
 Head Start - Service Area II (Tassafaronga)
 Head Start - Service Area II (Lion Creek Crossing)
 Head Start - Service Area II (Sun Gate)
 Head Start - Service Area II (San Antonio CDC)
 Head Start - Service Area II (Brookfield)
 Head Start - Service Area II (85th Ave)
 Head Start - Service Area II (Manzanita)
```

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

2. Please describe the percentage of vital documents translated into threshold language(s). HSD has completed translation of all vital documents this year.

100% have been translated into threshold languages.

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

serve the LES community?

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

#### C. Multilingual Telephone Messages Assessment

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

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

# D. Assessment of Department Communication with LES Populations

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

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

Department Name: Human Services Fiscal Year: 2016-2017

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

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

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

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

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

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

No complaints were received this year.

#### E. Action Plan

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

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

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

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

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

	-				6/30/2017
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	РСР	LANGUAGE
	150 Frank Ogawa Plaza	Case Manager I	11-APR-16	YES	Chinese
- Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Case Manager I	02-JUN-14	YES	
- Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Case Manager I	06-AUG-12	YES	Spanish
- Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Case Manager II	06-MAR-07	YES	Spanish
- Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Case Manager, Supervising	12-NOV-09	YES	
- Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Nurse Case Manager	03-NOV-14	YES	
- Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Nurse Case Manager	25-APR-11	YES	Chinese
- Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Program Analyst II, PPT	17-JUL-00	NO	
	150 Frank Ogawa Plaza	Senior Services Prgm Assistant	09-APR-01	NO	
75231 - Multipurpose Senior Service Program Unit	150 Frank Ogawa Plaza	Senior Services Supervisor	14-0CT-13	No	
	150 Frank Ogawa Plaza	Senior Services Prgm Assistant, PPT	05-JAN-05	YES	
ram Unit	150 Frank Ogawa Plaza	Senior Services Supervisor	12-SEP-85	YES	
- Outreach Program Unit	150 Frank Ogawa Plaza	Outreach Worker, PT	25-AUG-14	YES	
- Outreach Program Unit	150 Frank Ogawa Plaza	Outreach Worker, PT	27-AUG-07	YES	
	150 Frank Ogawa Plaza	Accountant II	22-MAY-00	NO	
75621 - Oakland Paratransit for the Elderly and Disab 150 Frank Ogawa Plaza	150 Frank Ogawa Plaza	Administrative Assistant I, PT	17-MAR-14	YES	
75621 - Oakland Paratransit for the Elderly and Disab 150 Frank Ogawa Plaza	150 Frank Ogawa Plaza	<b>Exempt Limited Duration Employee</b>	01-FEB-16	NO	
	150 Frank Ogawa Plaza	Office Assistant I, PT	12-OCT-04	NO	
	150 Frank Ogawa Plaza	Senior Services Prgm Assistant	16-FEB-16	NO	
	150 Frank Ogawa Plaza	Senior Services Prgm Assistant	13-MAY-00	YES	
- Oakland Paratransit for the Elderly and Disab	150 Frank Ogawa Plaza	Senior Services Supervisor	02-FEB-09	ON	
- Senior Center Unit	150 Frank Ogawa Plaza	Administrative Assistant I	14-MAR-11	YES	
	150 Frank Ogawa Plaza	Administrative Assistant I	02-SEP-08	YES	
- Senior Center Unit	<u>150 Frank Ogawa Plaza</u>	Administrative Assistant I	28-JUL-07	YES	
- Senior Center Unit	150 Frank Ogawa Plaza	Administrative Assistant I	19-MAR-03	NO	
- Senior Center Unit	150 Frank Ogawa Plaza	Custodian	05-OCT-07	NO	•
- Senior Center Unit	150 Frank Ogawa Plaza	Custodian	22-MAY-04	NO	
- Senior Center Unit	150 Frank Ogawa Plaza	Custodian	18-AUG-01	NO	
- Senior Center Unit	150 Frank Ogawa Plaza	<b>Custodian Supervisor</b>	01-NOV-95	NO	
- Senior Center Unit	150 Frank Ogawa Plaza	Custodian, PT	Multiple	NO	
- Senior Center Unit	150 Frank Ogawa Plaza	Manager, Human Services	16-JUL-01	ON	
- Senior Center Unit	150 Frank Ogawa Plaza	Senior Center Director	20-FEB-01	YES	
- Senior Center Unit	150 Frank Ogawa Plaza	Senior Center Director	10-NAL-80	YES	
- Senior Center Unit	150 Frank Ogawa Plaza	Senior Center Director	23-JAN-98	YES	
- Senior Aide Program Unit		Administrative Assistant I	25-MAR-11	NO	
<ul> <li>Senior Aide Program Unit</li> </ul>		Case Manager I, PT	30-JAN-17	NES	
- Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Aide, PT	Multiple	NO	
75651 - Senior Aide Program Unit	150 Frank Ogawa Plaza	Senior Services Supervisor	02-DEC-09	NO	

	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	PCP	BILINGUAL
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Administrative Assistant I	26-MAY-15	NO	
	150 Frank Ogawa Plaza	Assistant to the Director	01-MAY-89	ΝÖ	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Director of Human Services	26-SEP-92	No	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Exec Asst to the Director	06-SEP-89	NO	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Program Analyst II, PPT	19-AUG-13	NO	
	150 Frank Ogawa Plaza	Senior Aide, PT	22-APR-13	N	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Student Trainee, PT	Multiple	0 N	
78111 - DHS Administration Unit	150 Frank Ogawa Plaza	Student Trainee, PT	15-AUG-16	N	
78199 - DHS Fiscal Unit	150 Frank Ogawa Plaza	Accountant II	15-OCT-01	N	Spanish
78199 - DHS Fiscal Unit	150 Frank Ogawa Plaza	Administrative Services Manager II	07-DEC-02	N	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Cook III	13-SEP-00	0N N	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Custodian	16-MAY-98	NO	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	03-MAY-10	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	27-OCT-08	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	26-MAR-07	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	18-JAN-05	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	01-MAR-04	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	01-MAR-04	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	20-SEP-00	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	11-OCT-99	YES	Vietnamese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	15-MAR-99	YES	Vietnamese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	06-MAR-98	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	19-AUG-97	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	28-AUG-95	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	28-AUG-95	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Childhood Center Director	01-DEC-90	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	17-FEB-16	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	08-SEP-15	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	05-JAN-15	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	27-0CT-14	YES	chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	10-SEP-13	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	28-MAY-13	YES	chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	22-MAY-13	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	25-MAR-13	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	03-DEC-12	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	29-AUG-12	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	24-0CT-11	YES	chinese
78031 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	25-JUL-11	YËS	Chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	24-JAN-11	YES	Chinese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	03-JAN-11	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	13-DEC-10	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	25-OCT-10	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	26-JUL-10	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	03-MAY-10	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Early Head Start Instructor	03-MAY-10	YES	Spanish

	Spanish	YES	07-DEC-98	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
	Spanish	VEC VEC	14-10N-99	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
	Spanish	YES	11-OCT-99	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		YES	22-FEB-00	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
	Chinese-Cantonese	YES	24-FEB-00	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
	Chinese-Cantonese	YES	24-FEB-00	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		YES	10-JUN-00	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		YES	18-SEP-00	Head Start Instructor	150 Frank Ogawa Plaza	78031 - HS Classroom & Seasonal
		YES	18-SEP-00	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
	Spanish	YES	11-OCT-00	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		YES	30-OCT-00	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
	Spanish	YES	09-JAN-02	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		YES	09-JAN-02	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
	Chinese	YES	19-FEB-02	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
	Spanish	YES	30-SEP-02	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		YES	28-OCT-02	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
	Spanish	YES	02-DEC-02	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		No	06-MAR-03	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		YES	24-MAR-03	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
	Spanish	No	13-SEP-03	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		Q	18-JAN-05	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		YES	30-JAN-07	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		Ŋ	17-DEC-07	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		YES	14-JAN-08	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		YES	07-APR-08	Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
	-	N N	04-JUN-88	Head Start Driver Courier	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		N	30-MAR-91	Head Start Driver Courier	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		N	12-JUN-10	Head Start Driver Courier	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		No	06-SEP-84	Food Service Worker	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		N	25-SEP-02	Food Service Worker	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		NO	18-APR-11	Food Service Worker	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
	Spanish	YES	25-MAR-87	Family Advocate	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		YES	06-JUN-92	Family Advocate	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		YES	05-JUL-94	Family Advocate	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		YES	05-JUL-94	Family Advocate	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
	Spanish	YES	03-APR-95	Family Advocate	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
	Spanish	YES	13-FEB-96	Family Advocate	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
	chinese	YES	17-OCT-06	Family Advocate	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
	chinese	YES	23-MAR-09	Family Advocate	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		YES	30-JAN-17	Family Advocate	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
	Spanish	YES	04-SEP-03	Early Head Start Instructor	150 Frank Ogawa Piaza	78231 - HS Classroom & Seasonal
		YES	04-JAN-06	Early Head Start Instructor		78231 - HS Classroom & Seasonal
		YES	22-SEP-08	Early Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
		YES	26-JAN-09	Early Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal
e	Chinese-Cantonese	YES	13-MAY-09	Early Head Start Instructor	150 Frank Ogawa Plaza	78231 - HS Classroom & Seasonal

78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor		YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	06-MAR-98	YES	Chinese-Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	25-NOV-96	YES	Chinese-Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	06-MAY-96	YES	Chinese-Cantonese
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Instructor	03-NOV-90	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start Supervisor	25-AUG-03	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Head Start/EHS Sub Inst, PT		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Headstart Program Coordinator	7	YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Headstart Program Coordinator		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Headstart Program Coordinator	24-SEP-07	YES	Spanish
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Headstart Program Coordinator		YES	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Maintenance Mechanic, PPT	27-JUL-00	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Maintenance Mechanic, PPT		NO	
78231 - HS Classroom & Seasonal		Maintenance Mechanic, PT	7	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Office Assistant II	18-JUL-92	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Senior Aide, PT	07-JAN-08	NO	
78231 - HS Classroom & Seasonal	150 Frank Ogawa Plaza	Student Trainee, PT	Multiple	NO	
78232 - Head Start - Central Office Pr 150 Frank Ogawa	150 Frank Ogawa Plaza	Child Education Coordinator	15-AUG-92	NO	
78232 - Head Start - Central Office Pr 150 Frank Ogawa	150 Frank Ogawa Plaza	Data Entry Operator		NO	Spanish
78232 - Head Start - Central Office Pr 150 Frank Ogawa	150 Frank Ogawa Plaza	Data Entry Operator, Senior	01-MAR-05	NO	Spanish
78232 - Head Start - Central Office Pr 150 Frank Ogawa	150 Frank Ogawa Plaza	Head Start Health & Nutr Coordinator		NO	
78232 - Head Start - Central Office Pr	150 Frank Ogawa Plaza	Headstart Program Coordinator	27-0CT-14	NO	
78232 - Head Start - Central Office Pr 150 Frank Ogawa		Headstart Program Coordinator		Ň	Spanish
78232 - Head Start - Central Office Pr 150 Frank Ogawa		Headstart Program Coordinator		NO	
78235 - HS Central Office Administrat 150 Frank Ogawa	150 Frank Ogawa Plaza	Accountant I		NO	
78235 - HS Central Office Administrat 150 Frank Ogawa		Accountant III		NO	
78235 - HS Central Office Administrat 150 Frank Ogawa		Administrative Assistant II		NO	
78235 - HS Central Office Administrat 150 Frank Ogawa	150 Frank Ogawa Plaza	Administrative Assistant II		NO	
78235 - HS Central Office Administrat 150 Frank Ogawa		Head Start Supervisor		NO	
78235 - HS Central Office Administrat 150 Frank Ogawa	150 Frank Ogawa Plaza	Head Start Supervisor	16-AUG-04	NO	
78235 - HS Central Office Administrat 150 Frank Ogawa	150 Frank Ogawa Plaza	Health & Human Svcs Prgm Planner		NO	
78235 - HS Central Office Administrat 150 Frank Ogawa	150 Frank Ogawa Plaza	Payroll Personnel Clerk III	0	NO	
78241 - Year Round Lunch Program (150 Frank Ogawa	150 Frank Ogawa Plaza	Food Program Driver, PT		NO	
78241 - Year Round Lunch Program (150 Frank Ogawa				NO	
78241 - Year Round Lunch Program U150 Frank Ogawa		Temp Contract Svcs Employee, PT		YES	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Administrative Assistant II		NO	
7월251 - Youth Sevices		Case Manager II		NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Health & Human Svcs Prgm Planner		NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Manager, Human Services	8	NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst I		YES	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst i		YES	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst I		NO	
	150 Frank Ogawa Plaza	Program Analyst II		NO	-
	150 Frank Ogawa Plaza	Program Analyst II		NO	
78251 - Youth Sevices	150 Frank Ogawa Plaza	Program Analyst II	18-FEB-08	NO	-

Program Analyst II Program Analyst II Student Trainee, F Administrative Ass Community Actior Temp Contract Sw Program Analyst I Accountant II Health & Human S Program Analyst I Program Analyst I	
Program Analyst III Student Trainee, PT Administrative Assistant I Community Action Agency Manager Temp Contract Svcs Employee, PT Program Analyst I Program Analyst I Health & Human Svcs Prgm Planner Program Analyst I Program Analyst II Program Analyst II Program Analyst II Program Analyst II	
	<ul> <li>250 Frank Ogawa Plaza</li> <li>250 Frank Ogawa Plaza</li> <li>150 Frank Ogawa Plaza</li> <li>150 Frank Ogawa Plaza</li> <li>150 Frank Ogawa Plaza</li> <li>150 Frank Ogawa Plaza</li> <li>250 Frank Ogawa Plaza</li> <li>250 Frank Ogawa Plaza</li> <li>250 Frank Ogawa Plaza</li> <li>150 Frank Ogawa Plaza</li> </ul>

Department Name: IT> Fiscal Year:



CITY OF OAKLAND

# EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

# I. DEPARTMENT CERTIFICATION

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

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

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

Signature & Date

. . . .

Andrew Peterson, Chief Information Officer Print Name & Title Department Name: Information Technology Department Fiscal Year: 2016/17

# **II. QUANTITATIVE ASSESSMENT REPORT**

# **Department Name: Information Technology**

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

	icies)	New Hires This Fiscal Year (by position)	2	
0		New PCP Hires This Fiscal Year	0	
0	%	New PCP Hires With Spanish Language Skill	0	%
0	%	New PCP Hires With Chinese Language Skill	0	%
1	0 0 0		0         %         New PCP Hires With Spanish Language Skill           0         %         New PCP Hires With Chinese Language Skill	0 % New PCP Hires With Spanish Language Skill 0

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

 Table 3B. Department Organization Structure Update

 Any changes occurred in the organization structure this fiscal year?
 XX □ No □ Yes - Please describe below

Table 3C. Department Organization Structure - Super PCP I	Jnit Reporting
Any Super PCP Unit in the department?	XX No Please describe below.

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

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

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

Department Name: Information Technology Department Fiscal Year: 2016/17

# III. QUALITATIVE ASSESSMENT REPORT

#### A. Bilingual Public Contact Positions Assessment

#### Department Name:

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

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

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

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

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

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Robin         Prostion         Prostion           elopment         Fostial Data Analyst IILE.33765.3297         Hhre Date           elopment         Application Developer IILE.3122.2467         10-Mar-08           elopment         Application Systems Spec IIE.3122.05.05         14-Jul-03           elopment         Information Systems Spec IIE.2312.23560         15-Feb-01           reformation         Information Systems Spec IIE.2305         15-Feb-16           plications         Mamistrative Analyst I.E.2467.1.456         15-Feb-16           plications         Administrative Analyst I.E.2467.1.43647         3-Aug-15           reforment         Exempt Limited Duration Systems Specialist.E.2205.17422         11-Aug-02           reforment         Information Systems Specialist.E.2305.17422         13-Aug-15           reforment         Information Systems Specialist.E.2122.23173.3753         2-Nov-15           revices         Administration Developent IIE.31252.26311         13-Aug-15           itervices         Information Systems Spec IIE.31252.20511         13-Aug-15           itervices         Information Systems Spec IIE.31252.26311         13-Aug-15           ons         Ielephone Services Specialist.E.2125.26311         14-Mov-15           itervices         Doperation Systems Spec IIE.31	Information Technology Department				/ 107/06/0
<ul> <li>- Application Development</li> <li>Spenial Data Analyst III.E 31223:5555.</li> <li>- Application Development</li> <li>Sterer Maintenance &amp; Support</li> <li>Information Systems Spec III.E.31242:25675.</li> <li>14-Jul-03</li> <li>- Net Secury &amp; Maintenance Maintenance Systems Special II.E.31242:25676.</li> <li>- Desktop Support</li> <li>Evere Maintenance &amp; Support</li> <li>Evere Maintenance Maintenance</li></ul>		LOSILION	Hire Date	PCP	Language
<ul> <li>- Server Maintenance &amp; Support</li> <li>- Server Maintenance &amp; Support</li> <li>- Server Maintenance &amp; Support</li> <li>- Application Development</li> <li>- Application Development</li> <li>- Application Development</li> <li>- Network Scupport</li> <li>- Extense</li> <li>- Sterger Maintenance</li> <li>- Network Scupport</li> <li>- Distance</li> <li>- Distance</li> <li>- Network Scupport</li> <li>- Distance</li> <li>- Distance</li> <li>- Network Scupport</li> <li>- Distance</li> <li>- Network Scupport</li> <li>- Sterger Maintenance</li> <li>- Network Scupport</li> <li>- Network Scupport</li> <li>- Network Scupport</li> <li>- Network Scupport</li> <li>- Proble Stergy Applications</li> <li>- Network Scupport</li> <li>- Administrative Services</li> <li>- Elebone Support</li> <li>- Elebone Maintenance Network Architect. E. 3128: 2163: 2132.</li> <li>- Stewn Scupption</li> <li>- Elebone Maintenance Network Architect. E. 3128: 2139: 2130: 2141</li> <li>- Developent</li> <li>- Developent</li> <li>- Developention</li> <li>- Developentin</li> <li>- Developentin</li> <li>- Developention<td>46341 - Application Development</td><td>Spatial Data Analyst III.E.33765.32297</td><td>18-Mar-13</td><td>NO</td><td>-</td></li></ul>	46341 - Application Development	Spatial Data Analyst III.E.33765.32297	18-Mar-13	NO	-
<ul> <li>Application Development Application Systems 51/217/28/60.</li> <li>Application Development Manager, Information Systems 51/217/28/60.</li> <li>Network Sceurty, &amp; Maintenance Manager, Information Systems En IE. 220(7):24659.</li> <li>Severe Maintenance &amp; Databaser Administration Systems Environment Science 12/25/55/53/63/25/65.</li> <li>Severe Maintenance &amp; Databaser Administration Systems Supervisor.</li> <li>Systems &amp; Database Administration Telecommunication Systems Environment Science 2000.</li> <li>Public Safety Applications Manager, Information Systems Supervisor.</li> <li>Public Safety Applications Manager, Information Systems Specialist. E. 2015/25/65.</li> <li>Public Safety Applications Information Systems Specialist. E. 2015/25/56.</li> <li>Public Safety Applications Information Systems Specialist. E. 2015/17/22.</li> <li>Pickords Safety Applications Information Systems Specialist. E. 2015/17/22.</li> <li>Pickords Administration Science Specialist. E. 2015/17/22.</li> <li>Public Safety Applications Networks Specialist. E. 2015/2016.</li> <li>Public Safety Administration Science Specialist. E. 2015/2016.</li> <li>Public Safety Administration Science Specialist. E. 2015/2016.</li> <li>Pickords Administration Science Specialist. E. 2015/2016.</li> <li>Public Safety Administration Science Specialist. E. 2015/2016.</li> <li>Public Safety Maintenance &amp; Install Information Systems Specialist. E. 2015/2016.</li> <li>Public Safety Maintenance Restone Science Specialist. E. 2015/2016.</li> <li>Pres</li></ul>	46261 - Server Maintenance & Support	Information Systems Spec II.E.31226.25525.	14-Jul-03	NO	
<ul> <li>Network Security &amp; Maintenance Manager, Information Systems E3121/25880.</li> <li>Histebolt</li> <li>Desktop Support</li> <li>Evern Maintenance &amp; Support</li> <li>Services</li> <li>Administrative Sarvices</li> <li>Reproduction Systems Spec ILE 23205.133643.</li> <li>Sarves Database Administrative Analyst IE. 3121.217121.</li> <li>Steneographic Services</li> <li>Reproduction Systems Spec ILE 23205.11422.</li> <li>Desktop Support</li> <li>Information Systems Spec ILE 23205.11422.</li> <li>Desktop Support</li> <li>Information Systems Spec ILE 23753.37573.</li> <li>Desktop Support</li> <li>Information Systems Spec ILE 23205.11422.</li> <li>Desktop Support</li> <li>Information Systems Spec ILE 23753.37573.</li> <li>Desktop Support</li> <li>Desktop Support</li> <li>Information Systems Spec ILE 23753.37573.</li> <li>Desktop Support</li> <li>Desktop Support</li> <li>Desktop Support</li> <li>Administrative Services</li> <li>Administrative Services</li> <li>Administrative Services</li> <li>Administrative Services</li> <li>Administrative Services</li> <li>Administrative Services</li> <li>Administrative Services<td>46341 - Application Development</td><td>Application Developer III.E.31242.25467</td><td>10-Mar-08</td><td>NO</td><td></td></li></ul>	46341 - Application Development	Application Developer III.E.31242.25467	10-Mar-08	NO	
Desktop Support         Information Systems Speci III: 22207/24650.         2:P-besktop           - Server Maintenance & Support         Exempt Limited Duration Enployee (Q378417541.         3:Aug.15           - Systems & Database Administration Systems Bujineers. 2:295, 5:2956.         2:9:7:0:0:1         2:9:0:0:0           - Poblic Safety Applications         Manager, Information Systems Bujineers. 2:295, 5:29:56.         2:9:7:0:0:1           - Administrative Services         Application Systems Supervisor.         2:9:0:0:0           - Application Development         Application Systems Supervisor.         2:0:0:0:0           - Administrative Services         Application Systems Supervisor.         2:0:0:0:0           - Administrative Services         Application Systems Supervisor.         2:0:0:0:0           - Desktop Support         Information Systems Spec III.5:3173.31753.         1:0:0:0:0:0           - Telecommunications         Information Systems Spec III.5:31753.31753.         1:0:0:0:0           - Telecommunications         Information Systems Spec III.5:3173.31753.         1:0:0:0:0           - Telecommunications         Information Systems Spec III.5:31753.31753.         1:0:0:0:0           - Telecommunications         Information Systems Spec III.5:3173.31773.         1:0:0:0:0           - Telecommunications         Information Systems Spec IIII.5:3173.31753.         1:0:0:0:0	46471 - Network Security & Maintenance	Manager, Information Systems.E.31217.28580.	13-Feb-01	NO	
<ul> <li>- Server Maintenance &amp; Support</li> <li>- Server Maintenance &amp; Support</li> <li>- Systems &amp; Database Administration</li> <li>Public Safety Applications</li> <li>Administration</li> <li>Public Safety Application</li> <li>Public Safety Application</li> <li>Public Safety Application</li> <li>Public Safety Applications</li> <li>Reprographic Services</li> <li>Administration</li> <li>Public Safety Application</li> <li>Public Safety Applications</li> <li>Public Safety Application</li> <li>Public Safety Applications</li> <li>Public Safety Application Development</li> <li>Polecton Development</li> <li>Polecon Development</li> <li>Public Safety Maint</li></ul>	46251 - Desktop Support	Information Systems Spec II.E.28207.24659	1-Feb-99	NO	
<ul> <li>- Systems &amp; Database Administrative Analyst IE: 56447.3956.32956.32956.329-56.3095</li> <li>- Public Safety Applications</li> <li>Administrative Analyst IE: 56447.36447.</li> <li>2 - Administrative Services</li> <li>Reproduction Assistant.E. 1721.1721.</li> <li>- Reprographic Services</li> <li>2 - Nov-12</li> <li>- Public Safety Applications</li> <li>- Public Safety Applications</li> <li>- Public Safety Applications</li> <li>- Public Safety Applications</li> <li>- Desktop Support</li> <li>- Desktop Support</li> <li>- Desktop Support</li> <li>- Desktop Support</li> <li>- Helb Desk</li> <li>- Helb Desk</li> <li>- Helb Desk</li> <li>- Helb Desktop Support</li> <li>- Desktop Support</li> <li>- Eleb Desk</li> <li>- Desktop Support</li> <li>- Helb Desk</li> <li>- Desktop Support</li>     &lt;</ul>	46261 - Server Maintenance & Support	Exempt Limited Duration Employee.Q.37584.37584	3-Aug-15	NO	
Public Safety Applications         Manager, Information Systems, E. 31215.287(6., 29-Dec.03)           - Administrative services         Administrative Masistam, E. 17212.17212.         24-Duc.02           - Administrative Services         Administrative Masistam, E. 17212.17212.         31-Mar-08           - Application Development         Application Systems Specific E. 3123.7179.         10-Oct-00           - Desktop Support         Information Systems Specific E. 3123.7173.         2-Jam-01           - Backtop Support         Information Systems Specific E. 375.3757.         2-Jam-01           - Administrative Services         Accountant ILE.24526.44786.         2-Jam-01           - Eaktop Support         Information Systems Specialist E. 31252.2048.2048.         2-Jam-01           - Eaktop Support         Information Systems Specialist E. 31252.2051.1422         2-Jam-01           - Eaktop Support         Information Systems Specialist E. 31252.20648.2048.2048.2048.201         17-Dac-91           - Eaktop Support         Information Systems Specialist E. 31252.21653         11-Ase-15           - Network Security & Maintenance         Network Architect.E. 3128.21663         11-Ase-15           - Network Security & Maintenance         Network Architect.E. 31232.31653         14-Sep-15           - Network Security & Maintenance         Network Architect.E. 31232.31643.3391         14-Sep-15	46321 - Systems & Database Administration	Telecommunication Systems Engineer.E.32956.32956.	23-Feb-16	NO	
- Administrative Services         Administrative Analyst IE 36447.6447         26-Nov-12           - Reprographic Services         Reproduction Assistems Specific 17212         31-Mar 08           - Relation Barginet         Information Systems Specific 13123.7179         13-Mar 08           - Disktop Support         Information Systems Specific 13123.7179         13-Mar 08           - Disktop Support         Information Systems Specific 15.73.3753         1-Jan-04           - Disktop Support         Information Systems Specific 15.73.3753         1-Jan-04           - Excommunications         Information Systems Specific 15.73.3753         2-Jan-01           - Help Desk         Operations Systems Specialist 1.5.305.435         31-Mar 03           - Disktop Support         Information Systems Specialist 1.5.305.310         17-Mar 17           - Disktop Support         Information Systems Specialist 1.5.305.435         31-Mar 03           - Disktop Support         Information Systems Specialist 1.5.305.445         31-Mar 03           - Disktop Support         Information Systems Specialist 1.5.305.445         31-Mar 01           - Systems & Database Administration         Network Architect.E.3128.21667.1         15-Mar-01           - Disktop Support         Information Systems Spec IIE.3757.3163.7         15-Mar-01           - Disktop Support         <	46531 - Public Safety Applications	Manager, Information Systems.E.31215.28576.	29-Dec-03	NO	
Reprographic Services         Reproduction Assistant. E. 1721.1.721         4-Jun-02           - Application Development         Application Development         11-Mar-08           - Desktop Support         Information Systems Spec IIE.37573.37573.         13-Nov-98           - Desktop Support         Information Systems Spec IIE.37573.37573.         13-Nov-98           - Desktop Support         Information Systems Spec IIE.28205.1742C.         13-Nov-98           - Desktop Support         Information Systems Spec IIE.2305.1742C.         13-Nov-98           - Help Desk         Accountant II.E.2455.048.50048.50148.         23-Mar-01           - Pelecommunications         Information Systems Spec IIE.2348.3484.3.         31-Mar-03           - Publes         Information Systems Spec IIE.2305.1742.         31-Mar-03           - Puble Safety Applications         Information Systems Specialist.1.3125.205311.         117-Dec-91           - Puble Safety Applications         Information Systems Specialist.1.3125.205311.         117-Dec-91           - Nonvoire         Information Systems Specialist.1.3125.205311.         14-Nov-15           - Systems & Database Administrative Services         Secultist.1.3125.205311.         14-Nov-15           - Desktop Support         Information Systems Spec III.E.348.34848.         51-Mar-03           - Administrative Services         Parobiot I		Administrative Analyst I.E.36447.36447.	26-Nov-12	NO	
- Application Development         Application Development         31-Mar-08           - Application Development         Information Systems Supervisor		Reproduction Assistant.E.17212.17212	4-Jun-02	ON	
Public Safety Applications         Information Systems Supervisor. E. 1213;7179         10-Oct-00           Desktop Support         Information Systems Speci ILE.37573,3753         1-Jan-04           Desktop Support         Information Systems Speci ILE.37573,3753         2-Jan-01           - Help Desk         Operations Support Specialist. E. 26048, 26048         2-Nov-15           - Help Desk         Operations Support Specialist. E. 26048, 26048         2-Nov-15           - Help Desk         Operations Support Specialist. E. 26048, 26048         2-Nov-15           - Help Desk         Operations Support Specialist. E. 26048, 26048         2-Nov-15           - Proble Samport         Information Systems Specialist. I. 3448, 3484         2-Nov-15           - Desktop Support         Information Systems Specialist. I. 3488, 3484         5-Jun-17           - Desktop Support         Information Systems Specialist. I. 3159.2.1663         17-Aug-15           - Administrative Services         Exec Asst to the Director. E. 35941.35941         2-Mov-15           - Administrative Services         Exec Asst to the Director. E. 35941.3502         16-Nov-15           - Administrative Services         Exec Asst to the Director. E. 35941.3502         16-Nov-15           - Systems & Database Administration Systems Spec II.E. 3488.3.488         16-Nov-15         17-Aug-16	46341 - Application Development	Application Developer III.E.31245.27959.	31-Mar-08	NO	
Desktop Support         Information Systems Spec II.E.38205.17422.         13-Nov-98           - Desktop Support         Accountant IIE.24556.4378         1-Jun-04           - Hedministrative Services         Accountant IIE.24556.4378         2-Jan-01           - Hedministrative Services         Operations Support Specialist.E.30648         2-Jan-01           - Hedministrative Services         Descutions Support Specialist.E.30648         2-Jan-01           - Telecommunications         Telephone Services Specialist.E.31252.26311         17-Dec-91           - Desktop Support         Information Systems Specialist.E.31252.26311         17-Dec-91           - Systems & Database Administrator. E.15906.71         14-Sep-15         3-Jun-17           - Systems & Database Administration         Database Administrator. E.1302.32166.3         31-Mag-05           - Network Security & Maintenance         Network Architect.E.31228.21663         14-Sep-15           - Administrative Services         Project Manager II.E.3763         14-Sep-15           - Administrative Services         Project Manager II.E.3763         15-Aug-04           - Desktop Support         Information Systems Spec II.E.3757         14-Aug-15           - Systems & Database Administrator. E.1305         16-Aug-04         16-Aug-04           - Desktop Support         Information S	46531 - Public Safety Applications	Information Systems Supervisor.E.31213.7179.	10-Oct-00	NO	
Desktop Support         Information Systems Specialist. E.3573.3.753         1-Jun-04           - Administrative Services         Accountant II. E.3456.14786         2-Jan-01           - Help Desk         Operations Support Specialist. E.30648.26048         2-Nov-15           - Telecommunications         Information Systems Specialist. E.3048.345         31-Aug-15           - Public Safety Applications         Telephone Services Specialist. E.3122.26311         17-Dec-91           - Desktop Support         Information Systems Speci III. E.3448.3484         5-Ima-03           - Network Security & Maintenance         Network Architect.E.31228.21663         31-Aug-15           - Desktop Support         Information Systems Spec III. E.3448.3484         3-Ima-03           - Desktop Support         Information Systems Spec III. E.3494.35941         14-Sep-15           - Administrative Services         Project Manager III. E.3460.36450         3-Ima-03           - Systems & Database Administration. Extend Specialist II. E.3450.36450         16-Aug-04           - Administrative Services         Project Manager III. E.3450.36450         15-Aug-15           - Desktop Support         Information Systems Spec III. E.37574.37574         13-Jun-97           - Desktop Support         Information Systems Spec III. E.37574.37574         13-Jun-97           - Desktop Support	46251 - Desktop Support	Information Systems Spec II.E.28205.17422.	13-Nov-98	NO	
- Administrative Services         Accountant II: E.24526.14786         2-Jan-01           - Help Desk         Operations Support Specialist. E.26048.26048         2-Jan-01           - Telecommunications         Teleponone Services Specialist. E.2048	46251 - Desktop Support	Information Systems Spec I.E.37573.37573.	1-Jun-04	NO	
- Help Desk         Operations Support Specialist. E.26048.26048         2-Nov-15           - Telecommunications         Information Systems Spec III.E.34845.34845         31-Aug-15           - Telecommunications         Information Systems Spec III.E.34845.34848         31-Aug-15           - Public Statenty Applications         Information Systems Specialist.1.1525.26311         17-Dec-91           - Disktop Support         Information Systems Specialist.1         5-Jun-17           - Systems & Database Administration         Information Systems Specialist.1         5-Jun-17           - Systems & Database Administration         Information Systems Specialist.1         14-Sep-15           Network Security & Maintenance         Network Architect.E.3123.21653.         14-Nov-11           - Systems & Database Administration         Project Manager III.5.3450.36450         15-Aug-04           - Administrative Services         Project Manager III.5.3450.36450         16-Aug-04           - Administration Development         Application Development III.2.37574.37574         13-Jan-97           - Application Development         Application Development Support Specialist.E.15863.589         26-Oct-15           - Help Desk         - Administrative Services         Project Manager III.E.27548.0.214         24-Oct-16           - Application Development         Application Developer III.E.3754.0.214 <td>- Administrative Services</td> <td>Accountant II.E.24526.14786</td> <td>2-Jan-01</td> <td>ON</td> <td></td>	- Administrative Services	Accountant II.E.24526.14786	2-Jan-01	ON	
Telecommunications         Information Systems Spec III.E.34845.34845.         31-Aug-15           - Public Safety Applications         Telephone Services Specialist E.3122.25311         17-Dec-91           - Public Safety Applications         Information Systems Specialist E.3122.23511         17-Dec-91           - Posktop Support         Information Systems Specialist I         5-Jun-17           - Systems & Database Administration Batabase Administration E.15906.71         14-Sep-15           - Systems & Database Administration Systems Specialist I         5-Jun-17           - Desktop Support         Information Systems Specialist I         14-Sep-15           - Network Security & Maintenance         Network Architect.E.31228.21663         14-Sep-15           - Desktop Support         Information Systems Spec ILE.37574.37574         15-Aug-97           - Systems & Database Administration Development         Information Systems Spec ILE.3753.236516         17-Aug-16           - Desktop Support         Information Systems Spec ILE.37574.37574         17-Aug-16           - Desktop Support         Information Systems Spec ILE.3753.23955         17-Aug-16           - Desktop Support         Information Systems Spec ILE.3754.37574         17-Aug-16           - Desktop Support         Information Systems Spec ILE.3754.37574         17-Aug-16           - Desktop Support	- Help Desk	Operations Support Specialist.E.26048.26048.	2-Nov-15	NO	
Telecommunications         Telephone Services Specialist E. 31252.26311         17-Dec-91           Public Safety Applications         Information Systems Specialist I         25-Mar-01           - Bosktop Support         Exerce Administration Batabase Administration Bystems Spec II.E.33691.35941         14-Sep-15           - Network Security & Maintenance         Network IE.3350.36450         19-Feb-85           - Administrative Services         Exec Asst to the Director.E.35941.35941         23-May-16           - Administrative Services         Project Manager II.E.36450.36450         16-Nug-46           - Systems & Database Administration Project Manager II.E.36450.36450         16-Nug-47         17-Aug-15           - Desktop Support         Information Systems Spec II.E.27574         17-Aug-16           - Desktop Support         Operations Support Specialist E.15863.5890         26-Oct-15           - Help Desk         Depletion Development         Application Developer III.E.27955         14-Nov-11           - Administrative Services         Application Developer III.E.31257.27557         14-Nov-11           - Desktop Support         Operations Support Specialist II.2.2955         26-Oct-15           - Public Safety Maintena		Information Systems Spec III.E.34845.34845.	31-Aug-15	ON	
Public Safety Applications         Information Systems Spec III.E.3484.348         26-Mar-01           - Evektop Support         Information Systems Specialist I         5-Jum-17           - Systems & Database Administration Batabase Administration Systems Specialist I         5-Jum-17           - Systems & Database Administration Batabase Administration Systems Specialist I         5-Jum-17           - Network Security & Maintenance         Network Architect. 31228.1663         14-Sep-15           - Network Security & Maintenance         Information Systems Specialist I         5-Jum-17           - Desktop Support         Information Systems Specialist I.         23-May-16           - Administrative Services         Project Manager Q. 38086         16-Nov-15           - Systems & Database Administration Project Manager Q. 38086         16-Nug-04           - Desktop Support         Application Development         Application Development           - Desktop Support         Operations Systems Supervisor. E.3152.23055         14-Nov-15           - Desktop Support         Operations Systems Supervisor. E.3155.23055         14-Nov-17           - Desktop Support         Operation Systems Supervisor. E.3155.23057         15-May-16           - Desktop Support         Application Development         Application Development         26-Oct-15           - Administrative Services         <	- Telecommunications	Telephone Services Specialist.E.31252.26311	17-Dec-91	NO	
Desktop Support         Information Systems Specialist I         5-Jun-17           - Network Scentry & Mainterration         Database Administration         Database Administration         15-Jun-17           - Systems & Database Administration         Network Architect.E.31228.12663.         31-Mar-03           - Intermediation         Network Scentry & Maintenance         Network Scentry & Maintenance         Network Scentry & Maintenance           - Administrative Services         Exect Sast to the Director.E.35941.35941.         16-Nov-15           - Administrative Services         Project Manager (J. 38086.38086.         16-Nov-16           - Application Development         Information Systems Spec ILE.37574         15-Aug-04           - Desktop Support         Application Development         Information Systems Spec ILE.37574         17-Aug-15           - Help Desk         Operations Support Specialist.E.15865.589         16-Nov-11         16-Nov-11           - Help Desk         Administrative Supervisor.E.33574.3574         11-Aug-15         18-Nov-11           - Help Desk         Administration Systems Supervisor.E.3753         16-Nov-11         17-Aug-15           - Help Desk         Administrative Supervisor.E.3358.23957         14-Nov-11         14-Nov-11           - Administrative Services         Administrative Supervisor.E.33156         16-Apr-01 <td< td=""><td>- Public Safety Applications</td><td>Information Systems Spec III.E.34848.34848</td><td>26-Mar-01</td><td>NO</td><td></td></td<>	- Public Safety Applications	Information Systems Spec III.E.34848.34848	26-Mar-01	NO	
- Systems & Database Administration       Database Administration       14-Sep-15         - Network Scentrity & Maintenance       Network Architect.E. 31228 21663.       31-Mar-03         - Network Scentrity & Maintenance       Network Architect.E. 31228 21663.       31-Mar-03         - Network Scentrity & Maintenance       Information Systems Spec ILE.375941.35941.       23-May-16         - Administrative Services       Exec Asst to the Director.E.35941.35941.       23-May-16         - Administrative Services       Exec Asst to the Director.E.35941.35941.       13-Mar-03         - Desktop Support       Project Manager ILE.3650.506.3066.3066.3066.3066       15-May-16         - Application Development       Application Developer ILE.3754.37574.       15-Jan-97         - Application Development       Application Developer ILE.27955.27955.       14-Nov-11         - Help Desk       Operations Support Specialist E. 15863.589.       26-Oct-15         - Application Development       Application Developer ILE.27955.27958.       5-Nov-07         - Administrative Services       Information Systems Supervisor.E.31214.27957.       18-Jul-94         - Administrative Services       Application Development       Application Development       26-Oct-15         - Administrative Services       Administrative Analyst ILE.27955.27958.       5-Nav-16         - Administrative Services		Information Systems Specialist I	5-Jun-17	NO	Thai
- Network Security & Maintenance         Network Architect E.31228.21663         31-Mar-03           - Desktop Support         Information Systems Spec II.E.32891.32941.         37-May-16           - Administrative Services         Exec Asst to the Director.E.35941.35941.         25-May-16           - Systems & Database Administration         Project Manager II.E.36450.36450         16-Aug-04           - Systems & Database Administration         Project Manager II.E.30505.3006         17-Aug-15           - Systems & Database Administration         Project Manager II.E.31350.23595         16-Aug-04           - Desktop Support         Information Systems Spec II.E.3774.37574         13-Jan-97           - Desktop Support         Application Development         Application Development         17-Aug-15           - Help Desk         Operations Support Specialist E.15863.589         26-Oct-15           - Help Desk         Administrative Analyst II.E.27955         14-Nov-11           - Administrative Services         Administrative Analyst II.E.27955         26-Oct-15           - Administrative Services         Administrative Analyst II.E.27955         26-Oct-15           - Application Development         Application Development         Sprov-07           - Application Development         Application Development         Sprov-07           - Application Development<		Database Administrator.E.15906.71	14-Sep-15	ON	
- Desktop SupportInformation Systems Spec II.E.32891.392919-Feb-85- Administrative ServicesExec Asst to the Director.E.35941.3594119-Feb-85- Administrative ServicesExec Asst to the Director.E.35941.3594123-May-16- Administrative ServicesProject Manager II.E.364503808616-Nov-15- Systems & Database AdministrationProject Manager Q. 380863808616-Nov-15- Desktop SupportInformation Systems Spec I.E.37574.3757413-Jan-97- Desktop SupportApplication Developer II.E.3156617-Aug-15- Help DeskOperation Systems Supervisor.E.31214.2795714-Nov-11- Help DeskApplication Developer III.E.27958.279585-Nov-07- Application DevelopmentApplication Developer III.E.27955.279585-Nov-07- Application DevelopmentAdministrative Analyst III.E.23764.323943-Nov-07- Application DevelopmentApplication Developer III.E.27955.279585-Nov-07- Application DevelopmentAdministrative Analyst III.E.3764.323943-Nov-07- Application DevelopmentApplication Developer III.E.3764.32343-Nov-07- Application DevelopmentApplication Developer III.E.3764.32343-Nov-07- Application DevelopmentApplication Developer III.E.3764.32343-Nov-07- Application DevelopmentApplication Developer III.E.3764.33243-Nov-07- Application Developer III.E.3764.33243-Nov-07- Administrative ServicesProject Manager III.E.3764.33243-Nov-07- Administration Developer III.E.3764.3	- Network Security & Maintenance	Network Architect.E.31228.21663	31-Mar-03	NO	Chinese
- Administrative Services         Exec Asst to the Director E.35941.35941.         23-May-16           - Administrative Services         Project Manager II.E.36450         16-Nov-15           - Systems & Database Administration         Project Manager (J.3808.38086         16-Nov-15           - Systems & Database Administration         Project Manager (J.3805.38086         16-Nov-15           - Systems & Database Administration         Project Manager (J.3805.38086         16-Nug-04           - Desktop Support         Information Systems Spec I.E.37574         13-Jan-97           - Application Development         Application Developer II.E.31530.23616         17-Aug-15           - Help Desk         Operations Support Specialist.E.15863.589         26-Oct-15           - Public Safety Maintenance & Installa Information Systems Supervisor.E.31214.27957         18-Jul-94           - Application Development         Application Developer III.E.27958.27958         5-Nov-07           - Application Development         Administrative Services         5-Jun-91           - Application Development         Specialist II.E.34987         5-Jun-93           - Application Development         Application Developer III.E.34987         5-Jun-93           - Application Development         Application Developer III.E.34987         24-Oct-16           - Administrative Services	<ul> <li>Desktop Support</li> </ul>	Information Systems Spec II.E.32891.3929	19-Feb-85	NO	
- Administrative Services         Project Manager II.E.36450.36450         16-Nov-15           - Systems & Database Administration         Project Manager (Q.38086.38086         16-Aug-04           - Desktop Support         Information Systems Spec I.E.37574.37574         15-Jan-97           - Desktop Support         Information Systems Spec I.E.3755.27955         17-Aug-15           - Desktop Support         Information Systems Spec II.E.27955.27955         14-Nov-11           - Help Desk         Operations Support Specialist E.15863.589         26-Oct-15           - Help Desk         Operation Systems Supert Specialist E.15863.589         26-Oct-15           - Application Development         Application Development II.E.27958.27958         5-Nov-07           - Administrative Services         Administrative Analyst II.E.27958.27958         5-Nov-07           - Application Development         Application Developer III.E.27958.27958         5-Nov-07           - Application Development         Administrative Services         18-Jul-94           - Project Coordination         Systems Supervisor.E.33355.32957         23-May-16           - Application Development         Application Developer III.E.27958         5-Jul-90           - Application Development         Administrative Services         24-Oct-16           - Application Development         Administ	- Administrative Services	Exec Asst to the Director.E.35941.35941	23-May-16	NO	
- Systems & Database Administration       Project Manager.Q.38086.38086       16-Aug-04         - Desktop Support       Information Systems Spec I.E.37574.37574       13-Jan-97         - Desktop Support       Information Systems Spec I.E.37574.37574       13-Jan-97         - Desktop Support       Information Systems Spec II.E.31350.23616       17-Aug-15         - Desktop Support       Information Systems Spec II.E.27955.27955       14-Nov-11         - Help Desk       Operations Support Specialist.E.15863.589       26-Oct-15         - Help Desk       Operation Systems Supervisor.E.31214.27957       18-Jul-94         - Application Development       Application Development II.E.2798.27958       26-Oct-15         - Application Development       Administrative Analyst III.E.25480.21842       18-Jul-94         - Project Coordination       Information Systems Supervisor.E.3355.32957       25-May-16         - Application Development       Spatial Data Analyst III.E.35764.32324       3-Jul-00         - Application Development       Spatial Data Analyst III.E.33764.32324       3-Jul-00         - Application Development       Spatial Data Analyst III.E.34887.34987       3-Jul-00         - Application Development       Project Coordination       24-Oct-16         - Desktop Support       Information Systems Specialist II       24-Oct-16	- Administrative Services	Project Manager II.E.36450.36450	16-Nov-15	NO	
Desktop SupportInformation Systems Spec I.E.37574.3757413-Jan-97- Application DevelopmentApplication Developer II.E.31350.2361617-Aug-15- Desktop SupportInformation Systems Spec II.E.27955.2795517-Aug-15- Desktop SupportOperations Support Specialist.E.15863.58926-Oct-15- Help DeskOperations Support Specialist.E.15863.58926-Oct-15- Help DeskOperations Support Specialist.E.15863.58926-Oct-15- Application DevelopmentApplication Developer III.E.2795826-Oct-15- Application DevelopmentAdministrative Services5-Nov-07- Application DevelopmentApplication Developer III.E.279585-Nov-07- Application DevelopmentApplication Developer III.E.33764.323245-Jul-00- Application DevelopmentSpatial Data Analyst III.E.34987.349875-Jun-93- Application DevelopmentApplication Developer III.E.34987.3498724-Oct-16- Application DevelopmentApplication Developer III.E.34987.3498724-Oct-16- Application DevelopmentApplication Developer III.E.34987.348724-Oct-16- Application DevelopmentApplication Developer III.E.34987.3488724-Oct-16- Application DevelopmentApplication Developer III.E.34987.3488724-Oct-16- Application DevelopmentProject Manager III.E.34987.3488724-Oct-16- Desktop SupportInformation Systems Specialist II24-Oct-16- Desktop SupportOperations E.34715.1560124-Oct-16- Help DeskDesktop Support Specialist E	- Systems & Database Administration	Project Manager.Q.38086.38086	16-Aug-04	NO	
- Application DevelopmentApplication DevelopmentIT-Aug-15- Desktop SupportInformation Systems Spec ILE.27955.2795517-Aug-15- Help DeskOperations Support Specialist.E.15863.58926-Oct-15- Help DeskOperations Support Specialist.E.15863.58926-Oct-15- Help DeskOperation Systems Supervisor.E.31214.2795718-Jul-94- Application DevelopmentApplication Developer III.E.27958.279585-Nov-07- Administrative ServicesAdministrative Analyst II.E.25480.218429-Feb-04- Project CoordinationSpatial Data Analyst III.E.33764.323243-Jul-00- Application DevelopmentSpatial Data Analyst III.E.33764.3232423-May-16- Application DevelopmentSpatial Data Analyst III.E.34987.3498724-Oct-16- Application DevelopmentInformation Systems Specialist II24-Oct-16- Application DevelopmentNanager, Oracle Operations.E.34715.1560123-Apr-01- Desktop Support- Systems Supervisor.E.31255.3295724-Oct-16- Desktop Support- Project Coordination24-Oct-16- Desktop Support- Project Operations.E.34715.1560124-Oct-16- Desktop Support- Project Coordination26-Oct-15- Help Desk- Application DevelopmentSuport Specialist II27-Nov-15- Desktop Support- Project Coordination23-Apr-01- Desktop Support- Desktop Support Specialist II24-Oct-16- Desktop Support- Application DevelopmentSpatial Data Analyst III.E.31235.17208 Hel	<ul> <li>Desktop Support</li> </ul>	Information Systems Spec I.E.37574.37574	13-Jan-97	NO	
- Desktop SupportInformation Systems Spec II.E.27955.2795514-Nov-11- Help DeskOperations Support Specialist.E.15863.58926-Oct-15- Public Safety Maintenance & Installa Information Systems Supervisor.E.31214.2795826-Oct-15- Application DevelopmentApplication Developer III.E.27958.2795826-Oct-15- Administrative ServicesAdministrative Analyst II.E.25480.218429-Feb-04- Project CoordinationInformation Systems Supervisor.E.33355.329579-Feb-04- Application DevelopmentInformation Systems Supervisor.E.33355.3295723-May-16- Application DevelopmentSpatial Data Analyst III.E.33764.323242-Jun-93- Application DevelopmentSpatial Data Analyst III.E.34987.3498723-Jul-00- Application DevelopmentApplication Developer III.E.34987.3498723-Jul-01- Application DevelopmentApplication Developer III.E.34987.3498724-Oct-16- Application DevelopmentProject Manager III.E.3464524-Oct-16- Administrative ServicesProject Manager, Oracle Operations.E.34715.1560124-Oct-16- Desktop SupportDesktop Support Specialist II24-Oct-16- Project CoordinationAnalyst III.E.31235.1720816-Apr-01- Help DeskOperations Support Specialist.E.348462.Nov-15- Project CoordinationExempt Limited Duration Employee Q.384879-May-16- Project CoordinationSpatial Duration Employee Q.384879-May-16- Project CoordinationSpatial Data Analyst III.E.31235.172089-May-01 </td <td>- Application Development</td> <td>Application Developer II.E.31350.23616.</td> <td>17-Aug-15</td> <td>NO</td> <td></td>	- Application Development	Application Developer II.E.31350.23616.	17-Aug-15	NO	
- Help DeskOperations Support Specialist. E. 15863.58926-Oct-15- Public Safety Maintenance & Installa Information Systems Supervisor. E. 31214.2795726-Oct-15- Application DevelopmentApplication Developer III. E. 27958.2795825-Nov-07- Administrative ServicesAdministrative Analyst II. E. 25480.218429-Feb-04- Project CoordinationInformation Systems Supervisor. E. 33355.3295723-May-16- Application DevelopmentSpatial Data Analyst III. E. 3764.3232423-May-16- Application DevelopmentSpatial Data Analyst III. E. 3764.3232423-May-16- Application DevelopmentSpatial Data Analyst III. E. 34987.3498723-May-16- Application DevelopmentProject Coordination3-Jul-00- Application DevelopmentProject Manager III. E. 34987.3498724-Oct-16- Administrative ServicesProject Manager III. E. 36452.3645224-Oct-16- Administrative ServicesProject Manager III. E. 34987.3488724-Oct-16- Desktop SupportInformation Systems Specialist II24-Oct-16- Systems & Database AdministrationManager, Oracle Operations. E. 34715.1560123-Apr-01- Help DeskOperations Support Specialist E. 348462-Nov-15- Project CoordinationExempt Limited Duration Employee.Q. 384879-May-16- Application DevelopmentSpecialist E. 34846.348462-Nov-15- Project CoordinationExempt Limited Duration Employee.Q. 384879-May-16- Application DevelopmentSpecialist II. E. 31235.1720821-	<ul> <li>Desktop Support</li> </ul>	Information Systems Spec II.E.27955.27955.	14-Nov-11	NO	
<ul> <li>Public Safety Maintenance &amp; Installa Information Systems Supervisor. E.31214.27957</li> <li>Public Safety Maintenance &amp; Installa Information Systems Supervisor. E.31214.27958</li> <li>Application Development Application Developer III.E.27958.27958</li> <li>Froject Coordination Information Systems Supervisor. E.33355.32957</li> <li>Project Coordination Development Analyst III.E.3376433355.32957</li> <li>Application Development Spatial Data Analyst III.E.34987.34987</li> <li>Application Development Application Developer III.E.34987.34987</li> <li>Administrative Services Project Manager III.E.36452.36452</li> <li>Administrative Services III.E.36452.36452</li> <li>Administrative Services Developer III.E.34987.34987</li> <li>Administrative Services III.E.36452.36452</li> <li>Administrative Services Project Manager III.E.36452.36457</li> <li>Administrative Services Project Manager III.E.36452.36457</li> <li>Administrative Services Project Coordination Systems Specialist II</li> <li>Systems &amp; Database Administration Manager, Oracle Operations.E.34715.15601</li> <li>Stores &amp; Database Administration Manager, Oracle Operations.E.34715.15601</li> <li>Stores Desktop Desk</li> <li>Project Coordination Explored Duration Employee Q.3848738487</li> <li>Anov-07</li> <li>Application Development Specialist III.E.31235.17208</li> <li>Amov-07</li> <li>Application Development Services Reproduction Offset Operator E.15856.3576</li> <li>Application Development Services Reproduction Offset Operator E.15856.3576</li> </ul>	- Help Desk	Operations Support Specialist.E.15863.589	26-Oct-15	NO	
<ul> <li>- Application Development</li> <li>- Application Development</li> <li>- Administrative Services</li> <li>- Administrative Services</li> <li>- Administrative Services</li> <li>- Project Coordination</li> <li>- Project Coordination</li> <li>- Application Development</li> <li>- Systems &amp; Database Administration</li> <li>- Desktop Support</li> <li>- Desktop Support</li> <li>- Systems &amp; Database Administration</li> <li>- Project Coordination</li> <li>- Flep Desk</li> <li>- Project Coordination</li> <li>- Project Coordination</li> <li>- Application Development</li> <li>- Reprographic Services</li> <li>- Reprographic Services</li> <li>- Reprographic Services</li> <li>- Reprographic Services</li> <li>- Reproduction Offset Operator E. 15856.3576.</li> <li>- 30-May-02</li> </ul>	- Public Safety Maintenance & I	Information Systems Supervisor.E.31214.27957	18-Jul-94	NO	
- Administrative ServicesAdministrative Analyst II.E.25480.218429-Feb-04- Project CoordinationInformation Systems Supervisor.E.33355.329579-Feb-04- Application DevelopmentSpatial Data Analyst III.E.33764.323243-Jul-00- Application DevelopmentSpatial Data Analyst III.E.33764.323243-Jul-00- Application DevelopmentApplication Developer III.E.34987.349875-Jun-93- Administrative ServicesProject Manager III.E.36452.364525-Jun-93- Desktop SupportInformation Systems Specialist II24-Oct-16- Systems & Database AdministrationManager, Oracle Operations.E.34715.1560123-Apr-01- Help DeskOperations Support Specialist.E.34846.3484623-Apr-01- Project CoordinationExempt Limited Duration Employee.Q.384879-May-16- Application DevelopmentSpatial Data Analyst III.E.3125.1720818-Nov-02- Application DevelopmentSpatial Data Analyst III.E.3125.1720830-May-02	- Application Development	Application Developer III.E.27958.27958	5-Nov-07	NO	
<ul> <li>Project Coordination</li> <li>Information Systems Supervisor. E.33355.32957</li> <li>23-May-16</li> <li>Application Development</li> <li>Spatial Data Analyst III. E.3764.32324</li> <li>3-Jul-00</li> <li>Application Development</li> <li>Spatial Data Analyst III. E.3764.32324</li> <li>5-Jun-93</li> <li>- Administrative Services</li> <li>Project Manager III. E.36452.36452</li> <li>16-Apr-01</li> <li>Information Systems Specialist II</li> <li>24-Oct-16</li> <li>Systems &amp; Database Administration</li> <li>Manager, Oracle Operations. E.34715.15601</li> <li>23-Apr-01</li> <li>Help Desk</li> <li>Project Coordination</li> <li>Exempt Limited Duration Employee. Q.38487.38487</li> <li>9-May-16</li> <li>Application Development</li> <li>Spatial Data Analyst III. E.31235.17208</li> <li>18-Nov-02</li> <li>Reprographic Services</li> <li>Reproduction Offset Operator. E.15856.3576</li> <li>30-May-02</li> </ul>	- Administrative Services	Administrative Analyst II.E.25480.21842	9-Feb-04	NO	
<ul> <li>- Application Development Spatial Data Analyst III.E.33764.32324</li> <li>3-Jul-00</li> <li>- Application Development Application Developer III.E.34987.34987.</li> <li>- Administrative Services Project Manager III.E.36452.36452</li> <li>- Desktop Support</li> <li>- Desktop Support</li> <li>- Desktop Support</li> <li>- Desktop Support</li> <li>- Systems &amp; Database Administration</li> <li>- Help Desk</li> <li>- Help Desk</li> <li>- Project Coordination</li> <li>- Project Coordination</li> <li>- Application Development</li> <li>- Reprographic Services</li> <li>- Reprographic Services</li> <li>- Reprographic Services</li> <li>- Reprographic Services</li> </ul>	- Project Coordination	Information Systems Supervisor.E.33355.32957	23-May-16	NO	
<ul> <li>- Application Development</li> <li>- Application Development</li> <li>- Administrative Services</li> <li>- Administrative Services</li> <li>- Desktop Support</li> <li>- Desktop Support</li> <li>- Desktop Support</li> <li>- Systems &amp; Database Administration</li> <li>- Systems Specialist II</li> <li>- Systems &amp; Database Administration</li> <li>- Application Development</li> <li>- Application Development</li> <li>- Reprographic Services</li> <li>Reproduction Offset Operator E. 15856.3576.</li> <li>- 30-May-02</li> </ul>	- Application Development	Spatial Data Analyst III.E.33764.32324	3-Jul-00	NO	
<ul> <li>- Administrative Services Project Manager III.E.3645236452</li> <li>16-Apr-01</li> <li>- Desktop Support Information Systems Specialist II</li> <li>- Systems &amp; Database Administration Manager, Oracle Operations.E.34715.15601</li> <li>- Systems &amp; Database Administration Manager, Oracle Operations.E.34715.15601</li> <li>- Help Desk</li> <li>- Help Desk</li> <li>- Project Coordination</li> <li>- Project Coordination</li> <li>- Project Coordination</li> <li>- Application Development</li> <li>- Reprographic Services</li> <li>Reproduction Offset Operator.E.15856.3576</li> <li>10-May-02</li> </ul>	- Application Development	Application Developer III.E.34987.34987.	5-Jun-93	NO	
- Desktop SupportInformation Systems Specialist II24-Oct-16- Systems & Database AdministrationManager, Oracle Operations.E.34715.1560123-Apr-01- Help DeskOperations Support Specialist.E.34846.348462-Nov-15- Project CoordinationExempt Limited Duration Employee.Q.38487.384879-May-16- Application DevelopmentSpatial Data Analyst III.E.31235.1720818-Nov-02- Reprographic ServicesReproduction Offset Operator.E.15856.357630-May-02	- Administrative Services	Project Manager III.E.36452.36452	16-Apr-01	NO	
- Systems & Database Administration Manager, Oracle Operations.E.34715.15601       23-Apr-01         - Help Desk       Operations Support Specialist.E.3484634846       23-Nov-15         - Project Coordination       Exempt Limited Duration Employee.Q.38487.38487       9-May-16         - Application Development       Spatial Data Analyst III.E.31235.17208       18-Nov-02         - Reprographic Services       Reproduction Offset Operator.E.15856.3576       30-May-02		Information Systems Specialist II	24-Oct-16	NO	Vietnamese
- Help Desk         Operations Support Specialist E.34846         2-Nov-15           - Project Coordination         Exempt Limited Duration Employee.Q.38487.38487         9-May-16           - Application Development         Spatial Data Analyst III.E.31235.17208         18-Nov-02           - Reprographic Services         Reproduction Offset Operator E.15856.3576         30-May-02	- Systems & Database Administration	Manager, Oracle Operations.E.34715.15601	23-Apr-01	NO	Cantonese
- Project Coordination         Exempt Limited Duration Employee.Q.38487.38487.         9-May-16           - Application Development         Spatial Data Analyst III.E.31235.17208         18-Nov-02           - Reprographic Services         Reproduction Offset Operator.E.15856.3576         30-May-02	- Help Desk	Operations Support Specialist.E.34846.34846	2-Nov-15	NO	
- Application Development Spatial Data Analyst III.E.31235.17208 18-Nov-02 - Reprographic Services Reproduction Offset Operator.E.15856.3576 30-May-02	- Project Coordination	Exempt Limited Duration Employee.Q.38487.38487	9-May-16	NO	Spanish
vices Reproduction Offset Operator E.15856.3576 30-May-02	- Application Development	Spatial Data Analyst III.E.31235.17208	18-Nov-02	NO	-
	vices	Reproduction Offset Operator.E.15856.3576	30-May-02	NO	
[46251 - Desktop Support [15-Aug-05] Information System Administrator.E.33887.33887 [15-Aug-05]		Information System Administrator.E.33887.33887.	15-Aug-05	NO	

										Chinese		Chinese	-			,		Spanish									Mandarin		Chinese
ON	NO	NO	NO	NO	NO	NO	NO	NO	ON	0N N	NO	NO	NO	ON	NO	NO	NO	ON	NO	NO	NO	NO	NO	NO	NO	ON	ON	ON	ON I
21-Apr-07	16-Dec-91	26-Apr-99	29-Jul-15	3-Jul-06	23-Apr-07	24-Nov-03	8-Feb-91	6-Mar-17	31-Aug-15	7-Mar-11	2-May-05	6-Oct-03	16-Feb-16	20-Sep-00	14-Mar-05	16-Dec-89	20-Oct-08	21-Dec-15	2-Jan-89	27-Mar-06	23-Jun-03	13-Nov-02	23-Jul-90	14-Jun-99	16-Feb-16	5-Mar-07	31-Mar-14	9-Oct-06	27-Aug-07
Installa Information Systems Spec II.E.32277.32277	Telecommunications Electrician, Sr.E.31249.14168.	n Database Analyst III.E.24773.24773	Installa Exempt Limited Duration Employee.Q.38077.38077.	Installa Electronics Technician.E.31209.817.	Application Developer III.E.31244.27892	Information Systems Supervisor.E.3630.3630.	Assistant to the Director.E.38456.38456.	Chief Information Officer	Installa Information Systems Spec III.E.31219.3632	Information Systems Spec II.E.28198.21433	Reprograhpic Shop Supervisor.E.15859.5891	Information Systems Spec III.E.31218.10374	Telephone Services Specialist.E.31254.26313	Installa Telecommunication Systems Engineer.E.37576.37576.	Exempt Limited Duration Employee.Q.38355.38355.	Information Systems Spec II.E.28199.23615.	Installa Electronics Technician.E.31208.2695	Reproduction Offset Operator.E.27713.27713.	Network Architect.E.34844.34844	Information Systems Spec II.E.32276.32276.	- Systems & Database Administration Database Administrator.E.21664.21664.	Spatial Data Analyst III.E.31236.17209.	- Systems & Database Administration Application Developer III.E.15912.5118.	Installa Information Systems Spec III.E.37578.37578.	Operations Support Specialist.E.34847.34847.	Reproduction Offset Operator.E.15857.5892	Information Systems Spec III.E.34849.34849.	Information Systems Spec II.E.33766.32298	Installa Electronics Technician.E.31210.91
46521 - Public Safety Maintenance & Install	46271 - Telecommunications	46321 - Systems & Database Administration Database Analyst III.E.24773.24773.	46521 - Public Safety Maintenance & Install	1 · ·	46341 - Application Development	46341 - Application Development		46111 - Administrative Services	ce &	46251 - Desktop Support	46121 - Reprographic Services	46261 - Server Maintenance & Support	46271 - Telecommunications	nance &	46461 - Project Coordination	46251 - Desktop Support	intenance &	46121 - Reprographic Services	46271 - Telecommunications	46251 - Desktop Support	46321 - Systems & Database Administration	46341 - Application Development	46321 - Systems & Database Administration	46521 - Public Safety Maintenance & Install	46211 - Help Desk	46121 - Reprographic Services	46531 - Public Safety Applications	46251 - Desktop Support	46521 - Public Safety Maintenance & Install

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



CITY OF OAKLAND

#### EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### I. DEPARTMENT CERTIFICATION

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

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

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

Sign

### **II. QUANTITATIVE ASSESSMENT REPORT**

#### Department Name: Office of the Mayor

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

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

\*FTE refers to full-time-equivalent.

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

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

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	x No D Yes – Please describe below
Description: N/A	

Table 3C. Department Organization Structure - S	uper PCP Unit Reporting	· · · · · · · · · · · · · · · · · · ·
Any Super PCP Unit in the department?	🗆 No 🛛 x Yes – Please de	escribe below.
Super PCP Unit	Language Goal	Language Actual
Oaklanders Assistance Center	SP= 1 CH = 1	SP= 1 CH = 0

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

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

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

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

#### III. QUALITATIVE ASSESSMENT REPORT

#### A. Bilingual Public Contact Positions Assessment

#### **Department Name:**

1.

ASSESS	MENT	SPANI	SH-SPEAKIN	G PCP	CHINES	E-SPEAKIN	G PCP
FTE	PCP	GOAL (7%)	STAFF	GOAL MET?	GOAL (7%)	STAFF	GOAL MET?
14	14	1	3	YES	1	1	YES

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### B. Translation of Written Vital Documents Assessment

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

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

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

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

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

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

#### C. Multilingual Telephone Messages Assessment

- 1. Please provide a narrative assessment on how is the Department doing in providing multilingual telephone messages in threshold language(s).
  - The Mayor's Office Front Desk maintains a recorded telephonic message in English, Spanish and Chinese with the basic information about the Mayor's Office operation. Bilingual staff have recorded messages in Spanish or Chinese on their voicemails.

#### D. Assessment of Department Communication with LES Populations

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

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

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

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

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

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

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

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

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

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

#### E. Action Plan

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

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

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

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

Mayor's Office				6/30/2017
ORGANIZATION	ADDRESS	JOB_CLASS	HIRE_DATE PCP	LANGUAGE
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor II	03-JAN-17 YES	Spanish
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Student Trainee, PT	19-JAN-16 YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	27-JUL-15 YES	Spanish
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor I	02-MAR-15 YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Piaza	Special Assistant to the Mayor II	09-JAN-17 YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	02-Dec-16 YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor II	22-AUG-16 YES	-
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	02-MAR-15 YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	17-JAN-11 YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Exempt Limited Duration Employee	14-FEB-17 YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Mayor's PSE 14	11-MAR-13 YES	Spanish
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Mayor	03-JAN-11 YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor III	07-NOV-16 YES	
01111 - Mayor - Administration Unit	1 Frank Ogawa Plaza	Special Assistant to the Mayor I	07-APR-08 YES	Chinese
	•			
		•		
		•		
				·

Attachment G - 11	17 of 125
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Department Name: City Altorney Fiscal Year: 2016-2017



CITY OF OAKLAND

#### EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

#### I. DEPARTMENT CERTIFICATION

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

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

I, Barbara J. Parker, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the City Attorney's Office was submitted on June 30, 2017.

Signature & Date

Barbara J. Parker, City Attorney Print Name & Title

### **II. QUANTITATIVE ASSESSMENT REPORT**

#### Department Name: **City Attorney**

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Barbara J. Parker	Mark Forte	Mark Forte
Title	City Attorney	Administrative Analyst	Administrative Analyst
Address	1 Frank Ogawa Plaza 6 <sup>th</sup> Floor	1 Frank Ogawa Plaza 6 <sup>th</sup> Floor	1 Frank Ogawa Plaza 6 <sup>th</sup> Floor
Phone#	510-238-3815	510-238-2960	510-238-2960
Email	bparker@oaklandcityattorney.org	mforte@oaklandcityattorney.org	mforte@oaklandcityattorney.org

Table 2 Department Employee St	atistics				
Total # of FTE Employees	72		New Hires This Fiscal Year (by position)		
Public Contact Positions (PCP)	10		New PCP Hires This Fiscal Year	2	
PCP With Spanish Language Skill	2	20%	New PCP Hires With Spanish Language Skill	0	0%
PCP With Chinese Language Skill	1	10%	New PCP Hires With Chinese Language Skill	0	0%
*ETE refers to full-time-equivalent			*New Hires refers to vecent position filled this fiscal ve	ar	

\*FTE refers to full-time-equivalent.

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

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

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	X No

Table 3C. Department Organization Structure - Super PCP	nit Reporting		
Any Super PCP Unit in the department?	X No 🛛 Yes – Ple	ase describe below.	

Key: SP= Spanish CH= Chinese

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

Table 4B. Vital Documents Status Summary		· · ·
Are all of the department's vital documents translated into Spanish and Chinese?	X Yes D No	

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

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

#### III. QUALITATIVE ASSESSMENT REPORT

### A. Bilingual Public Contact Positions Assessment

#### Department Name:

ASSESS	MENT	SPANI	SH-SPEAKIN	IG PCP	CHINES	E-SPEAKIN	G PCP
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
72	10	1	2	EXCEEDED	1	1	MET

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

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

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

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

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

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

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

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

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

The City Attorney's Office continues to exceed the goal for certified employees and has certified sufficient employees in non-PCP positions to provide bilingual services as needed.

We will continue to make efforts to recruit applicants with the required language skills during future recruitment processes to fill vacant PCP positions.

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

There are no additional measures to report. However the City Attorney's Office will continue to utilize non-PCP employees who have been bilingually certified in the target languages to assist when the need arises. This method has proven to be successful as LES persons have received the same level of service as English speakers.

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

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

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

## B. <u>Translation of Written Vital Documents Assessment</u>

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

The required notices continue to be posted in the City Attorney 6th floor reception area, 1 Frank H. Ogawa Plaza on the wall and on the counter. Notice is also posted on the City Attorney's website

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

Each of the City Attorney's vital documents, are translated into Spanish and Chinese. The Claim form and information are also available in Vietnamese and are available to the public on line and in the 6th floor reception area at 1 Frank H. Ogawa Plaza. No corrective action plan is necessary as the Department is in compliance.

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

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

#### C. Multilingual

### C. Multilingual Telephone Messages Assessment

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

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

## D. Assessment of Department Communication with LES Populations

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

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

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

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

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

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

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

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

#### E. Action Plan

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

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

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

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

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

## http://www.oaklandcitvattornev.org/home.html

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

Office of City Attorney					6/30/2017
		JOB_CLASS	HIRE_DATE	РСР	LANGUAGE
04111 - City Attorney A One Frank	A One Frank Ogawa Plaza	Accountant II	11-MAY-89	N	Chinese
		Administrative Analyst II	24-NOV-14	NO	
	A One Frank Ogawa Plaza	City Attorney	29-APR-91	N	
	- City Attorney A One Frank Ogawa Plaza	Exec Asst to City Attorney	28-SEP-12	N	
	- City Attorney A One Frank Ogawa Plaza	Information System Administrator	24-OCT-16	NO	Chinese
	- City Attorney A One Frank Ogawa Plaza	Information Systems Spec II	14-AUG-04	N N	
	- City Attorney A One Frank Ogawa Plaza	Legal Administrative Assistant	05-NOV-01	Q N	
	- City Attorney A One Frank Ogawa Plaza	Legal Administrative Assistant	10-JUN-91	NO	Vietnamese
	- City Attorney A One Frank Ogawa Plaza	Legal Administrative Assistant	26-AUG-13	ON N	
	- City Attorney A One Frank Ogawa Plaza	Legal Administrative Assistant	29-SEP-14	No	
	City Attorney A One Frank Ogawa Plaza	Legal Administrative Assistant	06-JUL-98	N	
	A One Frank Ogawa Plaza	Legal Administrative Assistant	16-AUG-99	N	
04111 - City Attorney /	- City Attorney A One Frank Ogawa Plaza	Legal Administrative Assistant	03-JAN-17	Q	
	- City Attorney A One Frank Ogawa Plaza	Legal Administrative Assistant	27-FEB-17	No	
04111 - City Attorney A	- City Attorney A One Frank Ogawa Plaza	Legal Administrative Assistant	11-SEP-01	N	
04111 - City Attorney A	A One Frank Ogawa Plaza	Legal Support Supervisor	04-DEC-89	0N N	
04111 - City Attorney /	04111 - City Attorney A One Frank Ogawa Plaza	Manager, Agency Administrative	06-AUG-07	ON	
04111 - City Attorney A	- City Attorney A One Frank Ogawa Plaza	Manager, Legal Admin Services	07-JUL-97	ON	
04111 - City Attorney A	- City Attorney A One Frank Ogawa Plaza	Office Assistant I	07-JUL-12	NO	
04111 - City Attorney, A	A One Frank Ogawa Plaza	Open Government Coordinator	08-NOV-10	YES	Spanish
04111 - City Attorney A	City Attorney A One Frank Ogawa Plaza	Paralegal	02-MAR-15	NO	
	- City Attorney A One Frank Ogawa Plaza	Paralegal	28-SEP-15	NO	
	A One Frank Ogawa Plaza	Paralegal	22-FEB-99	NO	
04111 - City Attorney A	- City Attorney A One Frank Ogawa Plaza	Paralegal	28-SEP-15	No	
04111 - City Attorney A		Paralegal	02-APR-01	Q	
04111 - City Attorney A		Paralegal	03-JAN-17	No	
		Public Service Representative	23-APR-84	YES	
	04111 - City Attorney A One Frank Ogawa Plaza	Public Service Representative	05-JAN-15	YES	
a 04211 - Litigation Unit	One Frank Ogawa Plaza	City Attorney, Assistant	15-APR-14	NO	
204211 - Litigation Unit	One Frank Ogawa Plaza	Claims Investigator III	22-JUN-15	YES	Chinese
04211 - Litigation Unit	One Frank Ogawa Plaza		04-FEB-14	NO	Chinese
404211 - Litigation Unit			14-FEB-17	NO	
104211 - Litigation Unit			17-APR-17	N	
- Litigation Unit		Deputy City Attorney IV	03-AUG-15	ON	
04211 - Litigation Unit			22-MAY-12	N	
04211 - Litigation Unit  One Frank Ogawa Plaza		Deputy City Attorney IV	03-DEC-90	NO	
	0				

04211 - Litigation Unit		One Frank Ogawa Plaza	Deputy City Attorney V	18-APR-16	NO	
		One Frank Ogawa Plaza	Deputy City Attorney V	06-JUL-15	Ŋ	
04211 - Litigation Unit		One Frank Ogawa Plaza	Exec Asst to Asst City Attorney	01-JUL-93	ON	Chinese
04211 - Litigation Unit		One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	13-AUG-14	YES	
04211 - Litigation Unit		One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	04-SEP-14	YES	Spanish
04211 - Litigation Unit		One Frank Ogawa Plaza,	Neighborhood Law Corps Attorney	05-JUL-16	YES	
04211 - Litigation Unit		One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	04-APR-16	YES	Arabic
04211 - Litigation Unit		One Frank Ogawa Plaza	Neighborhood Law Corps Attorney	03-JAN-17	YES	
04211 - Litigation Unit		One Frank Ogawa Plaza	Special Counsel	02-JUN-14	NO	
04311 - Advisory Unit		One Frank Ogawa Plaza	City Attorney, Assistant	01-NOV-88	ŌN	
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney II	17-SEP-08	N	
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney II	21-NAL-00	NO	
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney II	14-JUN-10	NO	Spanish
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney III	20-AUG-12	NO	
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney III	27-MAR-17	NO	
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney III	10-NOV-14	NO	
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney III	06-AUG-12	NO	
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney III	02-SEP-08	NO	
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney III	09-MAR-15	N	
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney III	19-MAY-14	ON	
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney III	08-JUN-15	ON	
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney IV	21-AUG-06	NO	
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney IV	14-MAY-12	NO	
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney IV	29-MAY-12	NO	
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney IV	29-JUN-15	NO	
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney IV	06-AUG-01	NO	Spanish
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney IV	13-MAR-00	NO	
04311 - Advisory Unit	·	One Frank Ogawa Plaza	Deputy City Attorney IV	05-SEP-89	NO	
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney V	04-JAN-89	NO	Spanish
04311 - Advisory Unit		One Frank Ogawa Plaza	Deputy City Attorney V	23-AUG-99	NO	
04311		One Frank Ogawa Plaza	Deputy City Attorney V	08-OCT-01	NO	
		One Frank Ogawa Plaza	Deputy City Attorney V	19-NOV-90	NO	
04311 - Advisory Unit		One Frank Ogawa Plaza	Exec Asst to Asst City Attorney	11-DEC-95	NO	
04311 - Advisory Unit		One Frank Ogawa Plaza	Paralegal	18-FEB-14	NO	
204311 - Advisory Unit		gawa Plaza	Special Counsel	30-NOV-00	NO	
04311 - Advisory Unit		One Frank Ogawa Plaza	Special Counsel	15-APR-13	NO	

\* PCP positions are highlighted

Department Name: OPL Fiscal Year:



### EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### **I. DEPARTMENT CERTIFICATION**

#### DEPARTMENT NAME: LIBRARY FISCAL YEAR: 2016-2017

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

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

Library

Signature

Print Name & Title

### **II. QUANTITATIVE ASSESSMENT REPORT**

### **Department Name:**

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

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

\*FTE refers to full-time-equivalent.

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

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

#### Department Name: OAKLAND PUBLIC LIBRARY Fiscal Year: 2016-2017

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	□ No X Yes – Please describe below
Description:	

The Library worked with the Budget Office to establish a new organization number, 61342, to represent the Bookmobile. The Bookmobile is not in operation but is expected to be finalized and in operation in FY17-19. There are positions assigned to the Bookmobile and these positions should be filled in FY17-18.

Any Super PCP Unit in the department?	□ No X Yes	- Please describe	below.	
Super PCP Unit: 35.77 PCP	Language Goa	1	Language Actu	ual
Administrative Unit (61211) Main Library Administration (61221) Art/History/Literature (61231) Magazines & Newspaper (61235) Science Business & Sociology (61236) Children's Room (61237) Circulation/Automation (61243)	SP= 1	CH = 1	SP= 8.38 FTE	CH = 2.90 FT
Asian Branch Library (61341)	SP= 0	CH = 2	SP= 0 FTE	CH = 7.19 FT
Latin American (Cesar Chavez) Branch Library (61345)	SP= 1	CH = 0	SP= 5.79 FTE	CH = 0 FTE

Spanish CH= Chinese KeV. SI

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

Table 4B. Vital Documents Status Summary           Are all of the department's vital documents translated into Spanish and Chinese?	X Yes	□ No – Please provide an action plan below
Action Plan & Timeline: The Oakland Public Library revised the Circulation Policy late in FY1 threshold languages in early FY17-18.	16-17. Thi	s document will be finalized and translated into the

#### Department Name: OAKLAND PUBLIC LIBRARY Fiscal Year: 2016-2017

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

Table 6 Analysis by Com	nunity Based Service Loc	ations		PCP	SP SP	EAKING	CH SF	PEAKING
Facility Name	Address	Zip Code	Phone #	#FTE	#	%	#	%
Main Library (includes On- Call, Teen & Children's Svc, Branch Admin)	125 14th Street	CITIWIDE	VARIOUS	57.85	15.22	26.31%	4.00	6.91%
Cesar Chavez	3301 East 12th Street #271	94601	535-5620	7.96	5.79	72.74%	0.00	0%
Melrose	4805 Foothill Blvd	94601	535-5623	4.00	1.20	30%	0.00	0%
Dimond	3565 Fruitvale Avenue	94602	482-7844	10.37	0.00	0%	0.40	3.86%
Brookfield	9255 Edes Avenue	94603	615-5725	4.17	1.39	33.33%	1.00	23.98%
Eastmont	7200 Bancroft Ave #211	94605	615-5726	6.56	1.00	15.24%	0.00	0%
African American Museum	659 14th Street	94607	637-0200	5.40	0.00	0%	0.00	0%
Asian	388 9th Street #190	94607	238-3400	10.35	0.00	0%	7.19	69.47%
West Oakland	1801 Adeline Street	94607	238-7352	4:87	0.12	2.46%	0.00	0%
Golden Gate	5606 San Pablo	94608	597-5023	4.86	0.00	0%	0.00	0%
Temescal	5208 Telegraph Avenue	94609	597-5049	7.16	0.00	0%	0.00	0%
Lakeview	550 El Embarcadero	94610	238-7344	5.34	.28	5.24%	.28	5.24%
Montclair	1687 Mountain Blvd	94611	482-7810	5.69	0.55	9.67%	0.00	0%
Piedmont	80 Echo Avenue	94611	597-5011	4.88	.70	14.34%	1.14	23.36%
Rockridge	5366 College Avenue	94618	597-5017	10.33	1.79	17.33%	1.00	9.68%
81st Avenue	1021 81st Avenue	94621	615-5812	8.40	3.00	35.71%	0.00	0%
Elmhurst	1427 88th Avenue	94621	615-5869	4.00	2.00	50%	0.13	3.25%
Martin Luther King Jr.	6833 International Blvd	94621	615-5728	4.25	2.13	50.12%	0.00	0%

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

### **III. QUALITATIVE ASSESSMENT REPORT**

#### A. Bilingual Public Contact Positions Assessment

ASSES	SSMENT	SPANIS	H-SPEAKI	NG PCP	CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
222	158	18	35	Yes	9	16	Yes

#### **Department Name: Oakland Public Library**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### Department Name: LIBRARY Fiscal Year: 2016-2017

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

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

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

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

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

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

#### http://oaklandlibrary.org/servicios-en-espanol

#### http://oaklandlibrary.org/chinese/services

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

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

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

Library

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

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

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

#### B. Translation of Written Vital Documents Assessment

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

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

81<sup>st</sup> Avenue Branch Library Asian Branch Library Brookfield Branch Library Cesar Chavez Branch Library Dimond Branch Library Eastmont Branch Library Elmhurst Branch Library Golden Gate Branch Library Lakeview Branch Library Martin Luther King Jr. Branch Library Melrose Branch Library Montclair Branch Library Piedmont Branch Library Rockridge Branch Library Temescal Branch Library Temescal Tool Lending Library West Oakland Branch Library Main Library, Information Desk Main Library, Circulation Desk Main Library, Computer Lab Main Library, Computer Lab Main Library, Children's Room Main Library, Teen Zone Main Library, Teen Zone Main Library, Magazines & Newspaper Main Library, Financial & Administrative Services Office Main Library, Adult Reference Services Main Library, Second Start Adult Literacy Main Library, Oakland History Room African American Museum & Library

The Oakland Public Library has also recently revised

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

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

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

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

#### C. Multilingual Telephone Messages Assessment

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

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

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

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

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

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

#### **D.** Assessment of Department Communication with LES Populations

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### E. Action Plan

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

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

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

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

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

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

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

l Oakland Public Library			-		6/30/2017
ORGANIZATION	ADDRESS LINE 1	JOB CLASS	HIRE DATE	РСР	LANGUAGE
	125 - 14th St	Associate Director, Library Services	15-APR-00	YES	
	125 - 14th St	Librarian, Supervising	ZZ-JUN-13	YES	Japanese
	125 - 14th St	Library Aide, PPT	24-FEB-96	YES	
		Library Aide, PPT	02-APR-90	IYES	
	125 - 14th St	Library Aide, PPT	12-AUG-95	YES	Spanish
	3	LIDrary Aide, PI	08-NOV-14	YES	
	រុង	Library Aide, PT	26-MAR-16	YES	
	125 - 14th St	Library Aide, P1	21-FEB-09	YES	
	ង	Library Aide, PT	27-APR-13	YES	
	ា្ន	Library Aide, PI	01-NAL-00	YES	
	ា	Library Aide, Pl	05-NOV-94	YES	
	125 - 14TN ST	LIDTARY AIDE, PI	20-MAK-16	YES	Japanese
	125 - 14th St	LIDrary Aide, PI	01-JUL-U6	YES	-
	្ស	Library Alde, P1	51-NDF-07	YES	Vietnamese
	125 - 14th St	Library Alde, P1		YES	
01231 - Art/ Alstory/ Literature	12 14+P - 27T	LIDIARY AIGE, PI	ST-NINF-NZ	YES	Vietnamese
	្ដ	LIUI dI Y AIUE, FI			
	12 174 177	LIDEALY AIGE, PT	22-FEB-8b	YES	
	125 - 14th St	Library Alde, PT	02-MAY-8/	YES VES	
101231 - Art/Iniston//Initerature	٩ F	LIDIARY AIDE, PT		YES	
12231 - Aity Miston/Literature	1 2 2 - 14+11 3 1	Library Accietant	CO-NIAL-11		Casaich
	34				licilipde
		LIDIARIAN I		YES	
		LIUI di I di I , P I		LES ALC	
	٦K	LIUI al Iali I, F I			
	Ĵ۴	Library Acct DDT			
04±33 - Iviagaziiico ariu ivewopapeio 61036 - Scianca Business and Sociolomy	Ĵ۴	Librarian I	24-UUI-03		
1014200 - Science Business and Sociology	JK	LIUI al Iali I			Cnanich
04200 - Science Business and Sociology 61236 - Science Brisiness and Sociology	βK	Librarian II	73_DEC_00	TES VES	Isilibuc
61736 - Science Business and Socialogy			23-DEC-00	VEC -	
	١F	l ibrarian I	25 JOI 10	VFS VFS	-
- Science	۶Ę		20 25C 03	VEC 1	
	ង	Librarian. Senior	27 JUAY-84	YES	
	ង	Librarian. Senior	31-MAY-83	YES	Spanish
61237 - Childrens Room	<sup>お</sup>	Librarian I	29-OCT-11	YES	Spanish
	125 - 14th St	Librarian II	15-APR-00	YES	
61237 - Childrens Room	R	Library Aide, PT	07-MAY-05	YES	
61237 - Childrens Room		Library Aide, PT	15-SEP-12	YES	
L		Library Aide, PT	20-JUN-15	YES	Arabic
L		Library Aide, PT	03-NOV-07	YES	Chinese
. 1		Library Aide, PT	26-APR-14	YES	
. L	125 - 14th St		30-OCT-89	YES	Chinese
b 133/ - Childrens Koom	125 - 14th St	Library Assistant, PT	27-UCI-UI	YES	Chinese
L		LIDI dI Y Assistant, PT		YES VEC	Cunnese Canaich
	١F	Library Adde PT	70-AON-001	4F.5	liciiibdo
61243 - Circulation/Automation	i Li	I ibrary Aide. PT	15-SFP-17	NES	
	H:	Library Aide, PT	05-AUG-00	YES	Spanish
61243 - Circulation/Automation	R	Library Aide, PT	09-JAN-89	YES	Chinese
61243 - Circulation/Automation	125 - 14th St	Library Aide, PT	26-MAR-16	YES	Spanish
	125 - 14th St	Library Aide, PT	26-MAR-16	YES	
		Library Aide, PT	15-SEP-01	YES	Chinese
61243 - Circulation/Automation	ιΩ.	Library Assistant	27-FEB-93	YES	Spanish
b1243 - Urculation/Automation		Library Assistant		YES	
b1243 - Lirculation/Automation	125 - 14th St	LIDFALY ASSISTANT, PI		YES	Chinoco Chinoco
D1243 - CIrculation/Automation	31	LIDIALY Assistant, r i	02-004-70	31	CIIIICSC

District State         Distrit State         District State         District						
Createstory/utionistics         125-2.411%         Direction of lumary senser:         57:118-31         Direction of lumary senser:         57:118-31         Direction of lumary senser:         57:118-31         Construction         125-2.411%         Direction of lumary senser:         55:500-11         VES           • Departmented Doperation Unit         125-2.411%         Disory Mdd, M         25:0.000-12         VES         55:500-12         VES           • Departmented Doperation Unit         125-2.411%         Mosenn Gaard, P         25:0.000-12         VES           • Departmented Doperation Unit         125-2.411%         Mosenn Gaard, P         25:0.000-12         VES           • Departmented Doperation Unit         125-2.411%         Mosenn Gaard, P         20:0.000-12         VES           • Departmented Doperation Unit         125-2.411%         Mosenn Gaard, P         20:0.000-12         VES           • Departmented Doperation Unit         125-2.411%         Mosenn Gaard, P         20:0.000-12         VES           • Departmented Doperation Unit         125-2.411%         Mosenn Gaard, P         20:0.000-12         VES           • Departmented Doperation Unit         125-2.411%         Mosenn Gaard, P         20:0.000-12         VES           • Departmented Doperation Unit         125-2.411%         Mosenn Gaard, P	IORGANIZATION 161243 - Circulation/Automation	ADDRESS LINE 1 1725 - 14th St	10B CLASS	HIRE DATE	PCP PCP	LANGUAGE
Distant Officiency         Loss - Atm SN         Distant officiency         Distant offi	61243 - Circulation/Automation	125 - 14th St	Library Assistant, Senior	26-FEB-94	YES	Spanish
<ul> <li>Destrimental Operation Unit</li> <li>Destriment Lip</li> <li>On Call Politic Services</li> <li>Destrime Lip</li> <li>On Call Politic Serv</li></ul>		Ы	Director of Library Services	05-FEB-00	YES	Spanish
• Destinational Detection (III: 125 - 141) X         Intervalue         Destination (III: 125 - 141) X         Destination (IIII: 125 - 141) X         Destination (II		LO	Library Aide	29-0CT-11	YES	Spanish
• Destrumental Operation (mr. 125 - 1471 X         Molecular (mr. 127 - 1471 X		n l	Library Aide, PT	20-JUN-15	YES	Spanish
Desimination Unit         125 - 140 × 10		ոև	Nuseum Guard	26-MAK-90	YES	Cnanich
<ul> <li>Destrimental Operation Unit</li> <li>Destrimental Presson</li> <li>On Call Public Services</li> <li>Destrumantal Presson</li> <li>On Call Public Services</li> <li>Destrumantal Presson</li> <li>On Call Public Services</li> <li>Destrimental Presson</li> <li>On Call Public Services</li> <li>Destri</li></ul>		ի	Museum Guard PT			
Desirtmental Operation Unit $125$ - Maris         Museum Gaard, PI $203,01-12$ VES           - Desirtmental Operation Unit $125$ - Maris         Museum Gaard, PI $203,01-12$ VES           - Desirtmental Operation Unit $125$ - Maris         Museum Gaard, PI $203,01-12$ VES           - Desirtmental Operation Unit $125$ - Maris         Museum Gaard, PI $203,01-12$ VES           - Off-call Public Services $125$ - Maris         Museum Gaard, PI $203,01-12$ VES           - Off-call Public Services $125$ - Maris         Unitsent Gaard, PI $203,01-12$ VES           - Off-call Public Services $125$ - Maris         Unitsent PI $013,000-12$ VES           - Off-call Public Services $125$ - Maris         Unitsent PI $013,000-12$ VES           - Off-call Public Services $125$ - Maris         Unitsent PI $013,000-12$ VES           - Off-call Public Services $125$ - Maris         Unitsent PI $013,000-12$ VES           - Off-call Public Services $125$ - Maris         Unitsent PI $013,000-12$ VES           - Off-call Public Services $125$ - Maris         <	61121 - Departmental Operation Unit	լի	Museum Guard, PT	18-AUG-12	YES	,
Desartmental Operation Unit         L25: 44th st         Mussum Gaund, PT         D2JUUL:12         YES           Operation Unit         L25: 44th st         Mussum Gaund, PT         D2JUUL:12         YES           Operativential Operation Unit         L25: 44th st         Mussum Gaund, PT         D2JUUL:12         YES           Operativential Operation Unit         L25: 44th st         Mussum Gaund, PT         D2JUUL:12         YES           Operativential Operation Unit         L25: 44th st         Mussum Gaund, PT         D2JUUL:12         YES           Operativential Operation Unit         L25: 44th st         Lubrariant, PT         D2JUUL:12         YES           Operativential Operation Unit         L25: 44th st         Lubrariant, PT         D2JUUL:12         YES           Operative Services         L25: 44th st         Lubrariant, PT         D2JUUL:12         YES           Operative Services         L25: 44th st         Lubrariant, PT         D2JUUL:12         YES           Operative Services         L25: 44th st         Lubrariant, PT         D2JUUL:12         YES           Operative Services         L25: 44th st         Lubrariant, PT         D2JUUL:12         YES           Operative Services         L25: 44th st         Lubrariant, PT         D2JUUL:12         YES	61121 - Departmental Operation Unit	LO.	Museum Guard, PT	20-JUL-12	YES	
Destination Deretion Unit         125 - 44h St         Musseum Guard, PT         220UU-12         WES           • Beartmental Operation Unit         125 - 44h St         Musseum Guard, PT         220UU-12         WES           • Beartmental Operation Unit         125 - 44h St         Musseum Guard, PT         220UU-12         WES           • Beartmental Operation Unit         125 - 44h St         Musseum Guard, PT         220UU-12         WES           • Or-Call Public Services         125 - 44h St         Units Musseum Count, PT         220UU-12         WES           • Or-Call Public Services         125 - 44h St         Units Musseum Count, PT         220UU-11         VES           • Or-Call Public Services         125 - 44h St         Units Musseum Count, PT         220UU-11         VES           • Or-Call Public Services         125 - 44h St         Units Musseum Count, PT         220UU-11         VES           • Or-Call Public Services         125 - 44h St         Units Musseum Count, PT         270UU-11         VES           • Or-Call Public Services         125 - 44h St         Units Musseum Count, PT         270UU-11         VES           • Or-Call Public Services         125 - 44h St         Units Musseum Count, PT         270UU-11         VES           • Or-Call Public Services         125 - 44h St <td>61121 - Departmental Operation Unit</td> <td>b)</td> <td>Museum Guard, PT</td> <td>20-JUN-15</td> <td>YES</td> <td></td>	61121 - Departmental Operation Unit	b)	Museum Guard, PT	20-JUN-15	YES	
$ \begin{array}{c} \mbox{thmatrix} $		പ	Museum Guard, PT	20-JUL-12	YES	
Destination of the constraint of the const		125 - 14th St	Museum Guard, PT	20-JUL-12	YES	
Or call Public Services $125 - 1461 \times$ Uberation ( $FF$ ) $120 - 000 + 111$ $VES$ - Or call Public Services $125 - 1461 \times$ Uberation ( $FF$ ) $120 - 000 + 111$ $VES$ - Or call Public Services $125 - 1461 \times$ Uberation ( $FF$ ) $120 - 000 + 111$ $VES$ - Or call Public Services $125 - 1461 \times$ Uberation ( $FF$ ) $120 - 000 + 111$ $VES$ - Or call Public Services $125 - 1461 \times$ Uberation ( $FF$ ) $120 - 000 + 111$ $VES$ - Or call Public Services $125 - 1461 \times$ Uberation ( $FF$ ) $120 - 000 + 111$ $VES$ - Or call Public Services $125 - 1461 \times$ Uberation ( $FF$ ) $120 - 000 + 111$ $VES$ - Or call Public Services $125 - 1461 \times$ Uberation ( $FF$ ) $120 - 000 + 111$ $VES$ - Or call Public Services $125 - 1461 \times$ Uberation ( $FF$ ) $120 - 000 + 111$ $VES$ - Or call Public Services $125 - 1461 \times$ Uberation ( $FF$ ) $120 - 000 + 111$ $VES$ - Or call Public Services $125 - 1461 \times$ Uberation ( $FF$ ) $120 - 000 + 111$ $VES$		125 - 14th St 735 - 3415 65	Museum Guard, PI	18-AUG-12	YES	
On-call Public Services $125$ - Tath X         Underfain I, PT         Devertment I, PT         Devertment I, PT           - On-call Public Services $125$ - Tath X         Underfain I, PT $120$ - Tath X $120$ - Tath	61121 - Uepartmental Operation Unit	125 - 14th St	Museum Guard, PI	20-JUN-15	YES	
OF Call Public Services $122 - 1416$ X         Longradin L PI $102 - 1017 + 316$ Y $152 - 1017 - 316$ Y $152 - 31$	51212 - Un-Call Public Services	1715 14th 5t	LIDIARIAN I, PI	11-APK-11	YE'S	
On Call Public Services $125 - 1461$ St.         Unstant, PT         Unst	51317 - Oil-Call Public Services	175 - 14LN SL	LIDIARIAN I, PI	TT-170-67	L L	
On-call public services $125 - 14h$ St         Unstand, PT $0.7$ Currents $125 - 14h$ St $0.7$ Curents $125 - 14h$ St	01212 - UT-Call Fublic Services	12 - 14 m St	LIDEARIAN I, P.I.	101-11NL 05	YES	
On-call profile Services $125 - 14h$ St $106 - and h (1) + h$ $127 + 007 + h$ $112 + 007 + h$	01212 - Uli-Cali r dulic Sci vices 61717 - On-Cali Public Services	175 - 14th St	Librarian I DT			
On-Call Public Services $125 - 146h$ St         Userain ( P ) $01 - 012 - 36h$ Misson ( P ) $01 - 012 - 36h$ Misson ( P ) $01 - 012 - 36h$ Misson ( P ) $01 - 016 - 36h$ Misson ( P )	61212 - On-Call Public Services	175 - 14th St	Librarian I DT	21-NUN-15		Cnanich
On-Call Public Services         125 - 34th St         Uberland, PT         Or FEB-98         VES           - On-Call Public Services         123 - 14th St         Uberland, PT         05 - FEB-98         VES           - On-Call Public Services         123 - 14th St         Uberland, PT         05 - FEB-98         VES           - On-Call Public Services         123 - 14th St         Uberland, PT         15 - PEC-06         VES           - On-Call Public Services         123 - 14th St         Uberland, PT         15 - PEC-06         VES           - On-Call Public Services         123 - 14th St         Uberland, PT         15 - PEC-06         VES           - On-Call Public Services         123 - 14th St         Uberland, PT         15 - PEC-06         VES           - On-Call Public Services         123 - 14th St         Uberland, PT         15 - PEC-06         VES           - On-Call Public Services         123 - 14th St         Uberland, PT         21 - Uu-01         VES           - On-Call Public Services         123 - 14th St         Uberland, PT         21 - Uu-01         VES           - On-Call Public Services         123 - 14th St         Uberland, PT         21 - Uu-01         VES           - On-Call Public Services         123 - 14th St         Uberland, PT         23 - MarV-11		175 - 14th St	Librarian L PT	101-DEC-R6		Chinaca
On-Call Public Services         125 - 14th St         Liberain, P1         23 - 057 - 11           On-Call Public Services         125 - 14th St         Liberain, P1         25 - 057 - 11           On-Call Public Services         125 - 14th St         Liberain, P1         25 - 047 - 96           On-Call Public Services         125 - 14th St         Liberain, P1         25 - 046 - 07           On-Call Public Services         125 - 14th St         Liberain, P1         25 - 046 - 07           On-Call Public Services         125 - 14th St         Liberain, P1         25 - 046 - 07           On-Call Public Services         125 - 14th St         Liberain, P1         25 - 046 - 07           On-Call Public Services         125 - 14th St         Liberain, P1         25 - 046 - 07           On-Call Public Services         125 - 14th St         Liberain, P1         27 - 047 - 06           On-Call Public Services         125 - 14th St         Liberain, P1         27 - 047 - 06           On-Call Public Services         125 - 14th St         Liberain, P1         27 - 047 - 06           On-Call Public Services         125 - 14th St         Liberain, P1         27 - 047 - 06           On-Call Public Services         125 - 14th St         Liberain, P1         27 - 047 - 06           On-Call Public Services         125 -	61212 - On-Call Public Services	125 - 14th St	Librarian I. PT	01-FFR-98	VFS VFS	
-On-Call Public Services         125 - 14th St         Ubariant, P1         05-APR-96           On-Call Public Services         125 - 14th St         Ubariant, P1         15-APR-10         25-AMA-16           On-Call Public Services         125 - 14th St         Ubariant, P1         15-APR-10         25-AMA-16           On-Call Public Services         125 - 14th St         Ubariant, P1         25-AMA-16         25-AMA-16           On-Call Public Services         125 - 14th St         Ubariant, P1         25-AMA-16         25-AMA-16           On-Call Public Services         125 - 14th St         Ubariant, P1         25-AUG-07         25-AUG-07           On-Call Public Services         125 - 14th St         Ubariant, P1         25-AUG-07         25-AUG-07           On-Call Public Services         125 - 14th St         Ubariant, P1         25-AUG-07         27-JUF-01           On-Call Public Services         125 - 14th St         Ubariant, P1         27-JUF-01         27-JUF-01           On-Call Public Services         125 - 14th St         Ubariant, P1         27-JUF-01         27-JUF-01           On-Call Public Services         125 - 14th St         Ubariant, P1         27-JUF-01         27-JUF-01           On-Call Public Services         125 - 14th St         Ubariant, P1         27-JUF-01	61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	29-0CT-11	YES	
On-Call Public Services         125 - 14th St         Liberaian I, PT         13: DEC 08           On-Call Public Services         125 - 14th St         Liberaian I, PT         15: MAR-16           On-Call Public Services         125 - 14th St         Liberaian I, PT         15: MAR-16           On-Call Public Services         125 - 14th St         Liberaian I, PT         15: MAR-16           On-Call Public Services         125 - 14th St         Liberaian I, PT         15: MAR-17           On-Call Public Services         125 - 14th St         Liberaian I, PT         13: DEC 08           On-Call Public Services         125 - 14th St         Liberaian I, PT         13: DEC 08           On-Call Public Services         125 - 14th St         Liberaian I, PT         21: JUL-01           On-Call Public Services         125 - 14th St         Liberaian I, PT         20: MAR-17           On-Call Public Services         125 - 14th St         Liberaian I, PT         20: MAR-17           On-Call Public Services         125 - 14th St         Liberaian I, PT         20: MAR-17           On-Call Public Services         125 - 14th St         Liberaian I, PT         20: MAR-17           On-Call Public Services         125 - 14th St         Liberaian I, PT         20: MAR-17           On-Call Public Services         125 -	61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	06-APR-96	YES	
On-Call Public Services         1.25 - 14th St         Lubarian I, PT         2.6-MAK.16           - On-Call Public Services         1.25 - 14th St         Lubarian I, PT         1.6-DEC.06           - On-Call Public Services         1.25 - 14th St         Lubarian I, PT         1.5-DEC.06           - On-Call Public Services         1.25 - 14th St         Lubarian I, PT         1.5-DEC.06           - On-Call Public Services         1.25 - 14th St         Lubarian I, PT         1.5-DEC.06           - On-Call Public Services         1.25 - 14th St         Lubarian I, PT         0.7-OCT-08           - On-Call Public Services         1.25 - 14th St         Lubarian I, PT         0.7-OCT-08           - On-Call Public Services         1.25 - 14th St         Lubarian I, PT         2.0-MAY-05           - On-Call Public Services         1.25 - 14th St         Lubarian I, PT         2.0-MAY-05           - On-Call Public Services         1.25 - 14th St         Lubarian I, PT         2.0-MAY-05           - On-Call Public Services         1.25 - 14th St         Lubarian I, PT         2.0-MAY-05           - On-Call Public Services         1.25 - 14th St         Lubarian I, PT         2.0-MAY-05           - On-Call Public Services         1.25 - 14th St         Lubarian I, PT         2.0-MAY-10           - On-Call Public Servic	61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	13-DEC-08	YES	
- On-Call Public Services         125 - 14th St         Liberarian I, PT         16 - APR-11           - On-Call Public Services         125 - 14th St         Liberarian I, PT         15 - APR-11           - On-Call Public Services         125 - 14th St         Liberarian I, PT         137 - OCT-06           - On-Call Public Services         125 - 14th St         Liberarian I, PT         137 - OCT-06           - On-Call Public Services         125 - 14th St         Liberarian I, PT         137 - OCT-06           - On-Call Public Services         125 - 14th St         Liberarian I, PT         137 - OCT-06           - On-Call Public Services         125 - 14th St         Liberarian I, PT         25 - MAY-36           - On-Call Public Services         125 - 14th St         Liberarian I, PT         20 - MAY-36           - On-Call Public Services         125 - 14th St         Liberarian I, PT         20 - MAY-36           - On-Call Public Services         125 - 14th St         Liberarian I, PT         20 - MAY-36           - On-Call Public Services         125 - 14th St         Liberarian I, PT         20 - MAY-36           - On-Call Public Services         125 - 14th St         Liberarian I, PT         20 - MAY-36           - On-Call Public Services         125 - 14th St         Liberarian I, PT         23 - MG - M-31	61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	26-MAR-16	YES	
- On-Call Public Services         125 - 14th St         Lubrarian I, PT         16 - Call Public Services         125 - 14th St         Lubrarian I, PT         16 - Call Public Services         125 - 14th St         Lubrarian I, PT         17 - Cort-06           - On-Call Public Services         125 - 14th St         Lubrarian I, PT         07 - Ott - 06         07 - Ott - 06           - On-Call Public Services         125 - 14th St         Lubrarian I, PT         07 - Ott - 06         07 - 05           - On-Call Public Services         125 - 14th St         Lubrarian I, PT         27 - 00 - 06         07 - 05           - On-Call Public Services         125 - 14th St         Lubrarian I, PT         20 - 06         07 - 05           - On-Call Public Services         125 - 14th St         Lubrarian I, PT         20 - 06         12 - 01 - 01           - On-Call Public Services         125 - 14th St         Lubrarian I, PT         22 - 00 - 01         12 - 00 - 01           - On-Call Public Services         125 - 14th St         Lubrarian I, PT         23 - 00 - 01         13 - 00 - 01           - On-Call Public Services         125 - 14th St         Lubrarian I, PT         23 - 00 - 01         13 - 00 - 01           - On-Call Public Services         12 - 14th St         Lubrarian I, PT         23 - 00 - 01           - On-Call Public Services	61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	16-DEC-06	YES	
- On-Call Public Services         125 - 14th St         Librarian I, P1         23-00G-U/           - On-Call Public Services         125 - 14th St         Librarian I, P1         07-00T-06           - On-Call Public Services         125 - 14th St         Librarian I, P1         07-00T-06           - On-Call Public Services         125 - 14th St         Librarian I, P1         07-00T-06           - On-Call Public Services         125 - 14th St         Librarian I, P1         07-00T-01           - On-Call Public Services         125 - 14th St         Librarian I, P1         20-MAY-16           - On-Call Public Services         125 - 14th St         Librarian I, P1         20-MAY-16           - On-Call Public Services         125 - 14th St         Librarian I, P1         20-MAY-17           - On-Call Public Services         125 - 14th St         Librarian I, P1         20-MAY-17           - On-Call Public Services         125 - 14th St         Librarian I, P1         12-JUN-10           - On-Call Public Services         125 - 14th St         Librarian I, P1         20-MAY-17           - On-Call Public Services         125 - 14th St         Librarian I, P1         12-JUN-10           - On-Call Public Services         125 - 14th St         Librarian I, P1         07-00C-12           - On-Call Public Services	61212 - On-Call Public Services		Librarian I, PT	16-APR-11	YES	
Ort-Call Public Services         L25 - 14th St         Ubrarian I, P1         L25 - 14th St         Ubrarian I, P1         L25 - 14th St         Lubrarian I, P1         Z2 - Jut St         Z2 - Jut St <thz2 -="" jut="" st<="" th=""></thz2>		125 - 14th St	Librarian I, PI	25-AUG-07	YES	
On-Call Public Services         L22 - 14th St         Lubranal I, P1         U7-DECT-00           On-Call Public Services         125 - 14th St         Lubrana I, P1         U7-DECT-01           On-Call Public Services         125 - 14th St         Lubrana I, P1         U7-DECT-01           On-Call Public Services         125 - 14th St         Lubrana I, P1         U7-DECT-01           On-Call Public Services         125 - 14th St         Lubrana I, P1         21-JUL-01           On-Call Public Services         125 - 14th St         Lubrana I, P1         22-JUN-10           On-Call Public Services         125 - 14th St         Lubrana I, P1         22-JUN-10           On-Call Public Services         125 - 14th St         Lubrana I, P1         22-JUN-10           On-Call Public Services         125 - 14th St         Lubrana I, P1         22-JUN-10           On-Call Public Services         125 - 14th St         Lubrana I, P1         23-JUN-10           On-Call Public Services         125 - 14th St         Lubrana I, P1         23-JUN-10           On-Call Public Services         125 - 14th St         Lubrana I, P1         23-JUN-10           On-Call Public Services         125 - 14th St         Lubrana I, P1         23-JUN-10           On-Call Public Services         125 - 14th St         Lubrana I		12 - 14th St	Librarian I, P1	13-DEC-08	YES	
On-Call Public Services         125 - 14th St         Ubrarian I, P1         07-Call Public Services         125 - 14th St         Ubrarian I, P1         20-MAY-05           - On-Call Public Services         125 - 14th St         Ubrarian I, P1         21-UU-C1         21-UU-C1           - On-Call Public Services         125 - 14th St         Ubrarian I, P1         21-UU-C1         20-MAY-05           - On-Call Public Services         125 - 14th St         Ubrarian I, P1         21-UU-C1         22-MAY-05           - On-Call Public Services         125 - 14th St         Ubrarian I, P1         22-MAY-05         22-MAY-05           - On-Call Public Services         125 - 14th St         Ubrarian I, P1         125-J4th St         Ubrarian I, P1         22-MAY-05           - On-Call Public Services         125 - 14th St         Ubrarian I, P1         25-MAY-05         25-MAY-05           - On-Call Public Services         125 - 14th St         Ubrarian I, P1         25-MAY-17         25-MAY-17           - On-Call Public Services         125 - 14th St         Ubrarian I, P1         25-MAY-17         25-MAY-17           - On-Call Public Services         125 - 14th St         Ubrarian I, P1         25-MAY-17         25-MAY-17           - On-Call Public Services         125 - 14th St         Ubrarian I, P1         25-MC5-01			LUGIANIAN PT	0/-001-05	YES VFC	
On-Call Public Services         125 - 14th St.         Lubrarian (, P1         21-00-04           On-Call Public Services         125 - 14th St.         Lubrarian (, P1         20-MAY-06           On-Call Public Services         125 - 14th St.         Lubrarian (, P1         20-MAY-06           On-Call Public Services         125 - 14th St.         Lubrarian (, P1         20-MAY-06           On-Call Public Services         125 - 14th St.         Lubrarian (, P1         20-MAY-10           On-Call Public Services         125 - 14th St.         Lubrarian (, P1         20-MAY-11           On-Call Public Services         125 - 14th St.         Lubrarian (, P1         20-MAY-11           On-Call Public Services         125 - 14th St.         Lubrarian (, P1         20-MAY-11           On-Call Public Services         125 - 14th St.         Lubrarian (, P1         20-MAY-11           On-Call Public Services         125 - 14th St.         Lubrarian (, P1         23-SEP-09           On-Call Public Services         125 - 14th St.         Lubrarian (, P1         23-SEP-09           On-Call Public Services         125 - 14th St.         Lubrarian (, P1         23-SEP-09           On-Call Public Services         125 - 14th St.         Lubrarian (, P1         23-SEP-09           On-Call Public Services         125 - 1		172 - 17+5 Et	LLIDIALIAIII, FI		YES	
On-Call Public Services         1.25 - 14th St         Lubrarian (, P1         ZorMAY-06           On-Call Public Services         125 - 14th St         Lubrarian (, P1         29 - 001 - 11           On-Call Public Services         125 - 14th St         Lubrarian (, P1         29 - 001 - 11           On-Call Public Services         125 - 14th St         Lubrarian (, P1         29 - 001 - 11           On-Call Public Services         125 - 14th St         Lubrarian (, P1         29 - 001 - 11           On-Call Public Services         125 - 14th St         Lubrarian (, P1         29 - 001 - 11           On-Call Public Services         125 - 14th St         Lubrarian (, P1         29 - 001 - 11           On-Call Public Services         125 - 14th St         Lubrarian (, P1         29 - 001 - 01           On-Call Public Services         125 - 14th St         Lubrarian (, P1         29 - 01 - 01           On-Call Public Services         125 - 14th St         Lubrarian (, P1         29 - 01 - 03           On-Call Public Services         125 - 14th St         Lubrarian (, P1         29 - 01 - 33           On-Call Public Services         125 - 14th St         Lubrarian (, P1         29 - 01 - 33           On-Call Public Services         125 - 14th St         Lubrarian (, P1         07 - 01 - 33           On-Call Public S		175 - 17+h 5+	LIDEATIAN 1, PT	10-101-17	YES	
On-Call Public Services         125 - 14th St         Lubrarian I, PT         20-WAT-10           On-Call Public Services         125 - 14th St         Librarian I, PT         29-WAT-10           On-Call Public Services         125 - 14th St         Librarian I, PT         29-WAT-10           On-Call Public Services         125 - 14th St         Librarian I, PT         29-WAT-10           On-Call Public Services         125 - 14th St         Librarian I, PT         29-WAT-11           On-Call Public Services         125 - 14th St         Librarian I, PT         29-WAT-11           On-Call Public Services         125 - 14th St         Librarian I, PT         28-MAC-11           On-Call Public Services         125 - 14th St         Librarian I, PT         28-MAC-11           On-Call Public Services         125 - 14th St         Librarian I, PT         28-MAC-11           On-Call Public Services         125 - 14th St         Librarian I, PT         28-MAC-10           On-Call Public Services         125 - 14th St         Librarian I, PT         28-MG-20           On-Call Public Services         125 - 14th St         Librarian I, PT         28-MG-87           On-Call Public Services         125 - 14th St         Librarian I, PT         28-MG-87           On-Call Public Services         125 - 14th St		125 - 1411 51	Libiarian 1, Fi			
On-Call Public Services         125 - 14th St         Librarian J, PT         12 - 100 - 11           On-Call Public Services         125 - 14th St         Librarian J, PT         20-MAY-17           On-Call Public Services         125 - 14th St         Librarian J, PT         20-MAY-17           On-Call Public Services         125 - 14th St         Librarian J, PT         20-MAY-13           On-Call Public Services         125 - 14th St         Librarian J, PT         25-AUG-07           On-Call Public Services         125 - 14th St         Librarian J, PT         08-JAN-11           On-Call Public Services         125 - 14th St         Librarian J, PT         08-JAN-11           On-Call Public Services         125 - 14th St         Librarian J, PT         08-JAN-13           On-Call Public Services         125 - 14th St         Librarian J, PT         08-JAN-13           On-Call Public Services         125 - 14th St         Librarian J, PT         09-JAN-13           On-Call Public Services         125 - 14th St         Librarian J, PT         09-JAN-13           On-Call Public Services         125 - 14th St         Librarian J, PT         01-AUG-91           On-Call Public Services         125 - 14th St         Librarian J, PT         01-AUG-91           On-Call Public Services         125 - 14th St </td <td></td> <td>125 - 1441 St 175 - 12th St</td> <td>LIUI allati I, FI</td> <td>20-INIAI-U0</td> <td>TES VEC</td> <td></td>		125 - 1441 St 175 - 12th St	LIUI allati I, FI	20-INIAI-U0	TES VEC	
On-Call Public Services         125 - 14th St         Librarian I, PT         20-MAY T           On-Call Public Services         125 - 14th St         Librarian I, PT         25-MG-07           On-Call Public Services         125 - 14th St         Librarian I, PT         25-MG-07           On-Call Public Services         125 - 14th St         Librarian I, PT         25-MG-07           On-Call Public Services         125 - 14th St         Librarian I, PT         25-MG-07           On-Call Public Services         125 - 14th St         Librarian I, PT         25-MG-07           On-Call Public Services         125 - 14th St         Librarian I, PT         23-FE-09           On-Call Public Services         125 - 14th St         Librarian I, PT         23-FE-09           On-Call Public Services         125 - 14th St         Librarian I, PT         23-FE-09           On-Call Public Services         125 - 14th St         Librarian I, PT         23-GO-06           On-Call Public Services         125 - 14th St         Librarian I, PT         21-OC-06           On-Call Public Services         125 - 14th St         Librarian I, PT         21-OC-06           On-Call Public Services         125 - 14th St         Librarian Sin PT         09-NOV-13           On-Call Public Services         125 - 14th St <td< td=""><td>61212 - On-Call Public Services</td><td>175 - 14th St</td><td></td><td>22-001-11 17-11/1-10</td><td>4FC</td><td></td></td<>	61212 - On-Call Public Services	175 - 14th St		22-001-11 17-11/1-10	4FC	
• On-Call Public Services         125 - 14th St         Librarian / PT         TS-AUG-07           • On-Call Public Services         125 - 14th St         Librarian / PT         25-AUG-07           • On-Call Public Services         125 - 14th St         Librarian / PT         25-AUG-07           • On-Call Public Services         125 - 14th St         Librarian / PT         08-EB-08           • On-Call Public Services         125 - 14th St         Librarian / PT         09-FEB-08           • On-Call Public Services         125 - 14th St         Librarian / PT         09-FEB-08           • On-Call Public Services         125 - 14th St         Librarian / PT         14-AUG-01           • On-Call Public Services         125 - 14th St         Librarian / PT         07-Coll Public Services           • On-Call Public Services         125 - 14th St         Librarian / PT         07-Coll Public Services           • On-Call Public Services         125 - 14th St         Librarian / PT         07-Coll Public Services           • On-Call Public Services         125 - 14th St         Librarian / PT         07-Coll Services           • On-Call Public Services         125 - 14th St         Librarian / PT         07-UO-06           • On-Call Public Services         125 - 14th St         Librarian / PT         07-UO-07           •	61212 - On-Call Public Services	125 - 14th St	Librarian I. PT	DT NOC 3T	VFS VFS	
• On-Call Public Services         125 - 14th St         Librarian I, PT         25-AUG-07           • On-Call Public Services         125 - 14th St         Librarian I, PT         08-JRN-11           • On-Call Public Services         125 - 14th St         Librarian I, PT         08-JRN-11           • On-Call Public Services         125 - 14th St         Librarian I, PT         09-FEB-08           • On-Call Public Services         125 - 14th St         Librarian I, PT         09-FEB-08           • On-Call Public Services         125 - 14th St         Librarian I, PT         01-VO-07           • On-Call Public Services         125 - 14th St         Librarian I, PT         01-VO-08           • On-Call Public Services         125 - 14th St         Librarian I, PT         01-VO-08           • On-Call Public Services         125 - 14th St         Librarian I, PT         01-VO-08           • On-Call Public Services         125 - 14th St         Librarian I, PT         01-VO-08           • On-Call Public Services         125 - 14th St         Librarian I, PT         01-VO-08           • On-Call Public Services         125 - 14th St         Librarian J, PT         01-VO-08           • On-Call Public Services         125 - 14th St         Librarian J, PT         01-VO-07-08           • On-Call Public Services	61812 - On-Call Public Services	125 - 14th St	Librarian I, PT	18-AUG-12	YES	
- On-Call Public Services         125 - 14th St         Lubrarian I, PT         08-JAW-11           - On-Call Public Services         125 - 14th St         Lubrarian I, PT         09-FEB-08           - On-Call Public Services         125 - 14th St         Lubrarian I, PT         09-FEB-08           - On-Call Public Services         125 - 14th St         Lubrarian I, PT         09-FEB-08           - On-Call Public Services         125 - 14th St         Lubrarian I, PT         23-FEB-08           - On-Call Public Services         125 - 14th St         Lubrarian I, PT         14-AUG-01           - On-Call Public Services         125 - 14th St         Lubrarian II, PT         01-AUG-01           - On-Call Public Services         125 - 14th St         Lubrarian II, PT         01-AUG-01           - On-Call Public Services         125 - 14th St         Lubrarian I, PT         03-AUG-86           - On-Call Public Services         125 - 14th St         Lubrarian I, PT         03-AUG-86           - On-Call Public Services         125 - 14th St         Lubrarian J, PT         03-AUG-86           - On-Call Public Services         125 - 14th St         Lubrarian J, PT         03-AUG-86           - On-Call Public Services         125 - 14th St         Lubrarian J, PT         03-AUG-87           - On-Call Public Services	61212 - On-Call Public Services	125 - 14th St	Librarian I, PT	25-AUG-07	YES	
- On-Call Public Services         125 - 14th St         Librarian I, PT         00-FEB-08           - On-Call Public Services         125 - 14th St         Librarian I, PT         19-SEP-09           - On-Call Public Services         125 - 14th St         Librarian I, PT         19-SEP-09           - On-Call Public Services         125 - 14th St         Librarian I, PT         23-FEB-08           - On-Call Public Services         125 - 14th St         Librarian II, PT         23-FEB-08           - On-Call Public Services         125 - 14th St         Librarian II, PT         08-AUG-87           - On-Call Public Services         125 - 14th St         Librarian II, PT         01-NOV-08           - On-Call Public Services         125 - 14th St         Librarian II, PT         01-NOV-08           - On-Call Public Services         125 - 14th St         Library Aide, PT         03-NOV-13           - On-Call Public Services         125 - 14th St         Library Aide, PT         03-NOV-13           - On-Call Public Services         125 - 14th St         Library Aide, PT         23-IAN-99           - On-Call Public Services         125 - 14th St         Library Aide, PT         23-IAN-99           - On-Call Public Services         125 - 14th St         Library Aide, PT         22-IAN-12           - On-Call Public Services	61Z12 - On-Call Public Services	125 - 14th St	Librarian I, PT	08-JAN-11	YES	
- Un-Call Public Services         125 - 14th St         Lubrarian I, P1         19-5EP-09           - On-Call Public Services         125 - 14th St         Librarian I, P1         23-FEB-08           - On-Call Public Services         125 - 14th St         Librarian II, P1         23-FEB-08           - On-Call Public Services         125 - 14th St         Librarian II, P1         08-AUG-87           - On-Call Public Services         125 - 14th St         Librarian II, P1         01-NUV-08           - On-Call Public Services         125 - 14th St         Librarian II, P1         01-NUV-08           - On-Call Public Services         125 - 14th St         Librarian I, P1         09-NUG-86           - On-Call Public Services         125 - 14th St         Library Aide, P1         09-NU-13           - On-Call Public Services         125 - 14th St         Library Aide, P1         09-NU-13           - On-Call Public Services         125 - 14th St         Library Aide, P1         23-NU-99           - On-Call Public Services         125 - 14th St         Library Aide, P1         23-NU-99           - On-Call Public Services         125 - 14th St         Library Aide, P1         22-NU-14           - On-Call Public Services         125 - 14th St         Library Aide, P1         22-NU-14           - On-Call Public Services	6122 - On-Call Public Services	125 - 14th St	Librarian I, PT	09-FEB-08	YES	
- On-Call Public Services         125 - 14th St         Lubrarian II, P1         25 - FEB-U8           - On-Call Public Services         125 - 14th St         Lubrarian II, P1         08 - AUG-87           - On-Call Public Services         125 - 14th St         Lubrarian II, P1         07 - AUG-91           - On-Call Public Services         125 - 14th St         Lubrarian II, P1         08 - AUG-87           - On-Call Public Services         125 - 14th St         Lubrarian II, P1         07 - AUG-86           - On-Call Public Services         125 - 14th St         Lubrarian Senor, P1         09 - AUG-86           - On-Call Public Services         125 - 14th St         Library Aide, P1         09 - AUG-86           - On-Call Public Services         125 - 14th St         Library Aide, P1         09 - MOV-13           - On-Call Public Services         125 - 14th St         Library Aide, P1         09 - JUN-12           - On-Call Public Services         125 - 14th St         Library Aide, P1         09 - JUN-12           - On-Call Public Services         125 - 14th St         Library Aide, P1         09 - JUN-12           - On-Call Public Services         125 - 14th St         Library Aide, P1         02 - JUN-12           - On-Call Public Services         125 - 14th St         Library Aide, P1         02 - JUN-12		125 - 14th St	Librarian I, PT	19-SEP-09	YES	
On-Call Public Services         125 - 14th St         Librarian II, PT         04-A00-05           - On-Call Public Services         125 - 14th St         Librarian II, PT         01-A00-08           - On-Call Public Services         125 - 14th St         Librarian II, PT         01-A00-08           - On-Call Public Services         125 - 14th St         Librarian II, PT         01-A00-08           - On-Call Public Services         125 - 14th St         Library Aide, PT         01-A00-08           - On-Call Public Services         125 - 14th St         Library Aide, PT         09-A0G-86           - On-Call Public Services         125 - 14th St         Library Aide, PT         09-A0G-86           - On-Call Public Services         125 - 14th St         Library Aide, PT         09-NOY-13           - On-Call Public Services         125 - 14th St         Library Aide, PT         22-MN-99           - On-Call Public Services         125 - 14th St         Library Aide, PT         22-MN-12           - On-Call Public Services         125 - 14th St         Library Aide, PT         22-MN-12           - On-Call Public Services         125 - 14th St         Library Aide, PT         22-MN-12           - On-Call Public Services         125 - 14th St         Library Aide, PT         22-MN-12           - On-Call Public Services <td>01312 - Oli-Call Fublic Services</td> <td>125 - 14til 3t 175 - 12th St</td> <td>LIDIALIALLI, FI</td> <td>23-FEB-U0</td> <td>TES VEC</td> <td></td>	01312 - Oli-Call Fublic Services	125 - 14til 3t 175 - 12th St	LIDIALIALLI, FI	23-FEB-U0	TES VEC	
- On-Call Public Services         125 - 14th St         Librarian II, P1         21-OCT-06           - On-Call Public Services         125 - 14th St         Librarian I, P1         01-NOV-08           - On-Call Public Services         125 - 14th St         Librarian, Senior, P1         01-NOV-08           - On-Call Public Services         125 - 14th St         Library Aide, P1         09-NOV-13           - On-Call Public Services         125 - 14th St         Library Aide, P1         09-NOV-13           - On-Call Public Services         125 - 14th St         Library Aide, P1         23-JAN-99           - On-Call Public Services         125 - 14th St         Library Aide, P1         25-MAR-16           - On-Call Public Services         125 - 14th St         Library Aide, P1         25-MAR-16           - On-Call Public Services         125 - 14th St         Library Aide, P1         22-NOV-14           - On-Call Public Services         125 - 14th St         Library Aide, P1         22-NOV-14           - On-Call Public Services         125 - 14th St         Library Aide, P1         22-NOV-14           - On-Call Public Services         125 - 14th St         Library Aide, P1         22-JAN-11           - On-Call Public Services         125 - 14th St         Library Aide, P1         22-JAN-11           - On-Call Public	61212 - On-Call Public Services	125 - 14th St	Librarian II. PT	12-20-11 08-AUG-87	YES	
- On-Call Public Services         125 - 14th St         Librarian I, P1         01-NOV-08           - On-Call Public Services         125 - 14th St         Librarian, Senior, P1         09-AUG-86           - On-Call Public Services         125 - 14th St         Library Aide, P1         09-AUG-86           - On-Call Public Services         125 - 14th St         Library Aide, P1         09-NOV-13           - On-Call Public Services         125 - 14th St         Library Aide, P1         23-JAN-99           - On-Call Public Services         125 - 14th St         Library Aide, P1         25-MAR-16           - On-Call Public Services         125 - 14th St         Library Aide, P1         25-MAR-15           - On-Call Public Services         125 - 14th St         Library Aide, P1         22-NOV-14           - On-Call Public Services         125 - 14th St         Library Aide, P1         22-NOV-14           - On-Call Public Services         125 - 14th St         Library Aide, P1         22-JAN-12           - On-Call Public Services         125 - 14th St         Library Aide, P1         22-JAN-12           - On-Call Public Services         125 - 14th St         Library Aide, P1         22-JAN-13           - On-Call Public Services         125 - 14th St         Library Aide, P1         22-JAN-13           - On-Call Public	61212 - On-Call Public Services	125 - 14th St	Librarian II, PT	21-0CT-06	YES	
On-Call Public Services         125 - 14th St         Librarian, Senior, P1         09-AUG-86           - On-Call Public Services         125 - 14th St         Library Aide, P1         09-NOV-13           - On-Call Public Services         125 - 14th St         Library Aide, P1         09-NOV-13           - On-Call Public Services         125 - 14th St         Library Aide, P1         23-JAN-99           - On-Call Public Services         125 - 14th St         Library Aide, P1         25-MAR-16           - On-Call Public Services         125 - 14th St         Library Aide, P1         26-MAR-15           - On-Call Public Services         125 - 14th St         Library Aide, P1         27-NOV-14           - On-Call Public Services         125 - 14th St         Library Aide, P1         22-NOV-14           - On-Call Public Services         125 - 14th St         Library Aide, P1         15-SEP-12           - On-Call Public Services         125 - 14th St         Library Aide, P1         22-JAN-11           - On-Call Public Services         125 - 14th St         Library Aide, P1         22-JAN-11           - On-Call Public Services         125 - 14th St         Library Aide, P1         22-JAN-11	61畫12 - On-Call Public Services	125 - 14th St	Librarian II, PT	80-70N-10	YES	
- On-Call Public Services         125 - 14th St         Library Aide, PT         09-NOV-13           - On-Call Public Services         125 - 14th St         Library Aide, PT         23-JAN-99           - On-Call Public Services         125 - 14th St         Library Aide, PT         23-JAN-99           - On-Call Public Services         125 - 14th St         Library Aide, PT         25-MAR-16           - On-Call Public Services         125 - 14th St         Library Aide, PT         09-JUN-12           - On-Call Public Services         125 - 14th St         Library Aide, PT         09-JUN-12           - On-Call Public Services         125 - 14th St         Library Aide, PT         27-NOV-14           - On-Call Public Services         125 - 14th St         Library Aide, PT         22-NOV-14           - On-Call Public Services         125 - 14th St         Library Aide, PT         22-JAN-11           - On-Call Public Services         125 - 14th St         Library Aide, PT         22-JAN-11           - On-Call Public Services         125 - 14th St         Library Aide, PT         22-JAN-11	61212 - On-Call Public Services	125 - 14th St	Librarian, Senior, PT	09-AUG-86	YES	
On-Call Public Services         125 - 14th St         Library Aide, P1         23-JAN-99           On-Call Public Services         125 - 14th St         Library Aide, P1         26-MAR-16           On-Call Public Services         125 - 14th St         Library Aide, P1         26-MAR-16           On-Call Public Services         125 - 14th St         Library Aide, P1         09-JUN-12           On-Call Public Services         125 - 14th St         Library Aide, P1         22-NOV-14           On-Call Public Services         125 - 14th St         Library Aide, P1         22-NOV-14           On-Call Public Services         125 - 14th St         Library Aide, P1         22-SAO-12           On-Call Public Services         125 - 14th St         Library Aide, P1         22-JAN-11           On-Call Public Services         125 - 14th St         Library Aide, P1         22-JAN-11		125 - 14th St	Library Aide, PT	ET-VON-90	YES	
- Un-Call Public Services 125 - 14th St Library Aide, PI 26-MAR-16 26-MAR-16 - On-Call Public Services 125 - 14th St Library Aide, PT 09-JUN-12 - On-Call Public Services 125 - 14th St Library Aide, PT 22-NOV-14 - On-Call Public Services 125 - 14th St Library Aide, PT 22-NOV-14 - On-Call Public Services 125 - 14th St Library Aide, PT 22-Services 31-AUG-13 - On-Call Public Services 125 - 14th St Library Aide, PT 22-Services 31-Services 125 - 14th St Library Aide, PT 31-Services 31-Services 125 - 14th St Library Aide, PT 31-Services 31-Services 125 - 14th St Library Aide, PT 31-Services 31-Services 125 - 14th St Library Aide, PT 31-Services 31-Service 31-Serv	61_012 - On-Call Public Services	125 - 14th St	Library Aide, PT	23-JAN-99	YES	
- On-Call Public Services 125 - 14th St Library Aide, PT 09-JON-12 - On-Call Public Services 125 - 14th St Library Aide, PT 22-NOV-14 - On-Call Public Services 125 - 14th St Library Aide, PT 15-SEP-12 - On-Call Public Services 125 - 14th St Library Aide, PT 22-JAN-11 - On-Call Public Services 125 - 14th St Library Aide, PT 31-AUG-13	61812 - On-Call Public Services		Library Aide, PT	26-MAR-16	YES	
- On-Call Public Services 125 - 14th St Library Aide, PT 22-NOV-14 - On-Call Public Services 125 - 14th St Library Aide, PT 22-JAN-11 - On-Call Public Services 125 - 14th St Library Aide, PT 31-AUG-13	51212 - Un-Call Public Services		Library Alde, PT		YES	
- On-Call Public Services 125 - 14th St Library Aide, PT 22-JAN-11 22-JAN-11 - On-Call Public Services 125 - 14th St Library Aide, PT 31-AUG-13	_ I	122 - 1411 SL	LIUI di Y Alute, F I	15 CED 17		
- On-Call Public Services 125 - 14th St Library Aide, PT 31-AUG-13		122 - 14til 3t	LIDIALY AUC, FI	17-JEF-12	VES VES	
		125 - 14th St	Library Aide, PT	31-AUG-13	YES	

IORGANIZATION 161212 - On-Call Dublic Services	HAUDKESS LINE 1	IJUB CLASS	HUKE UALE	Rec A	LANGUAGE
61212 - On-Call Public Services			15-SFP-17	VFS VFS	
	175 - 14th St	Library Assistant PT	30-4116-03	YES	Snanish
	ង		07-FEB-09	YES	
	で で	Library Assistant, PT	22-JAN-11	YES	Spanish
11.	ß	Library Assistant, PT	11-NAU-22	YES	
61212 - On-Call Public Services	R	Library Assistant, PT	02-MAY-09	YES .	
	125 - 14th St	Library Assistant, PT	29-0CT-11	YES	
61212 - On-Call Public Services	125 - 14th St	Library Assistant, PT	16-MAY-09	YES	
	125 - 14th St	Library Assistant, PT	25-OCT-03	YES	
		Library Assistant, PT	16-MAY-09	YES	Spanish
	33	Library Assistant, PT	28-AUG-04	YES	
	ង	Library Assistant, PT	27-0CT-01	YES	
	រ	Library Assistant, PT	29-0CI-11	YES	-
		Library Assistant, PI	18-JAN-14	YES	
	125 - 14th St 1776 - 14th St	Library Assistant, PI	11-2EP-UL	YES	Chinoco
61212 - Un-Call Public Services	125 - 14til St 175 - 17th Ct	LIUI dI y Assistant, r i 11 itaracu Accietant	10-101-33		CIIIIese
	١K	Titeracy Assistant PT	74-APR-D4	VFS	
CIEIO - LITARACY 61713 - Litaracv	١K	Literacy Assistant PT	24 // // 04 74-APR-04	VES	
	125 - 14th St	Literacy Assistant, Senior	20-JUN-88	 VES	
		Librarian, Supervising	11-DEC-10	YES	
		Librarian, Supervising	17-JAN-04	YES	Spanish
	1	Librarian I	26-JAN-08	YES -	Spanish
		Librarian II	11-MAR-06	YES	Spanish
	5 L	Librarian, Supervising	02-JAN-97	YES	
1	· ·	Librarian I	28-AUG-04	YES	Chinese
	ង	Librarian I	17-JAN-04	YES	
	125 - 14th St	Librarian, Supervising	20-JUL-13	YES	
61211 - Support Services Unit	125 - 14th St 175 - 14th St	Library Arge, PP 1			Cnanich
<b>י</b>   י	ξŔ	Library Assistant	16-N/NV-NG		ticiliado
. 1	19255 Edes Ave	Librarian I	03-JAN-04	  YES	
		Librarian II	02-MAY-98	YES	Spanish
	9255 Edes Ave	Library Aide, PT	26-MAR-16	YES	
		Library Aide, PT	26-MAR-16	YES	Spanish
	9255 Edes Ave	Library Aide, PT	08-NOV-14	YES	
61231 - Brookfield Village Branch	9255 Edes Ave	Library Assistant	25-JUN-90	YES	Chinese
	3565 Fruitvale Ave	Librarian I	08-NUV-14	YES	
61832 - Dimond Branch 61837 - Dimond Branch	3505 Fruitvale Ave	LIDIARIAN II 11 ihrarian 11	17-111N-06	TES VEC	
61332 - Dimond Branch	3565 Fruitvale Ave	Librarian. Senior	01-SEP-01	YES	
	3565 Fruitvale Ave	Library Aide, PPT	26-APR-14	YES	
61832 - Dimond Branch	3565 Fruitvale Ave	Library Aide, PT	22-JAN-11	YES	
	3565 Fruitvale Ave	Library Aide, PT	08-NOV-14	YES	
	3565 Fruitvale Ave	Library Aide, PT	16-MAY-09	YES	
61332 - Dimond Branch	3565 Fruitvale Ave	Library Aide, Pi	01-NAL-20	YES	Chinese
	3505 Fruitvale Ave	Library Alde, P1		TES -	a un la calica un
6번32 - Uimona Branch	3505 Fruitvale Ave	Library Alde, PT		YES VEC	Lamboolan
61337 - Dimond Branch	3303 Fluitvale Ave	Library Assistant	CT-NUC-02	VES -	
	3565 Fruitvale Ave	Library Asst, PPT	26-APR-14	YES	
	7200 Bancroft, Ste 211	Librarian II	13-SEP-14	YES	
61333 - Eastmont Branch	7200 Bancroft, Ste 211	Librarian, Senior	29-AUG-15	YES .	
	7200 Bancrott, Ste 211	Library Aide, PPT	23-NOV-02	YES	
	/200 Bancroft, Ste 211	Library Aide, PI		YES	Punjabi
	7100 Bancroft, Ste 211	Lubrary Alde, P1	20-APR-14		
61333 - Eastmont Branch	1200 Bancruit, Ste 211	LIDIARY AIGE, PT	/T-UNF-c	100	

	7200 Bancroft, Ste 211	Library Aide, PT	3-lun-17	VES -	LAINGUAGE
	/200 Bancroft, Ste 211	Library Aide, PT	3-Jun-17	YES	
	7200 Bancroft, Ste 211	Library Assistant, PT	14-AUG-04	YES	
L	7200 Bancroft, Ste 211	Library Assistant, PT	11-SEP-04	YES	
	7200 Bancroft, Ste 211	Library Assistant, Senior	12-JUN-99	YES	Spanish
	1.427 88th Ave	Librarian I	06-APR-15	YES	
	1427 88th Ave	Librarian	19-SEP-09	YES	Spanish
	1427 88th Ave	Llibrary Aide, PPT	07-DEC-13	YES	Spanish
	1427 88th Ave	Library Aide, PT	[3-Jun-17	L SEC	
		Library Assistant	31-AUG-13	YES	
		Library Aide, PT	3-Jun-17	YES	Chinese
	1427 88th Ave	Library Aide, PT	3-Jun-17	YES	
	6833 International Blvd	Librarian I	26-APR-14	YES	Spanish
61335 - M.L. King Jr. Branch	6833 International Blvd	Library Aide, PPT	17-MAR-03	YES	Spanish
	6833 International Blvd	Library Aide, PT	20-JUN-15	YES	Spanish
61335 - M.L. King Jr. Branch	6833 International Blvd	Library Aide, PT	3-Jun-17	IYES	
	6833 International Blvd	Library Aide, PT	3-Jun-17	YES	Spanish
61335 - M.L. King Jr. Branch		Library Assistant	27-MAR-04	YES	
	1687 Mountain Blvd	Librarian I	28-AUG-04	YES	
61336 - Montclair Branch	1687 Mountain Blvd	Librarian II	21-MAR-88	YES	French
61336 - Montclair Branch	1687 Mountain Bivd	Library Aide, PT	08-NOV-14	YES	
61336 - Montclair Branch	168/ Mountain Blvd	Library Aide, PI	08-NOV-14	YES	
61336 - Montclair Branch	168/ Mountain Blvd	Library Aide, PI	04-NOV-06	YES	
61336 - Montclair Branch	1687 Mountain Blvd	Library Aide, PT	20-JUN-15	YES	Arabic
	168/ Mountain Blvd	Library Aide, Pl	15-SEP-12	YES	Spanish
	168/ Mountain Blvd	Library Assistant	01-NOV-86	YES	
	5366 College Ave	Librarian II	09-NOV-02	YES	Chinese
- 1	5366 College Ave	Librarian II	26-DEC-89	YES	
6133/ - Kockridge Branch	5366 College Ave	Librarian, Senior	15-SEP-01	YES	
	5366 College Ave	Library Aide, PPI	1/-SEP-12	YES	
- 1	5366 College Ave	Library Aide, PT	20-JUN-15	YES	Spanish
	1687 Mountain Blvd	Library Aide, PPT	08-NOV-14	YES	
	5366 College Ave	Library Aide, PT	26-MAR-16	YES	
	5366 College Ave	Library Aide, PT	27-APR-13	YES	
	5366 College Ave	Library Aide, PT	07-DEC-13	YES	Spanish
	5366 College Ave	Library Aide, PT	22-NOV-03	YES	
. L	5366 College Ave	Library Aide, PI	26-MAR-16	YES	
61537 - Kockridge Branch		Library Assistant	11-JUL-98	YES	
. L			Z6-APK-14	YES	Spanish
	5366 College Ave		27-001-90	YES	
014300 - I Effiescal Branch 61339 - Tomoscal Branch		_		YES	
			25-INIAT-33	YES	
		LIDIALY AUC, FFI			
	ŝĘ			1E3 VEC	
61338 - Temescal Branch			30-01CT-11	VEC	
1.	15205 TELEGRAPH AVENUE ILIBRARY AIDE. PT	Library Aide, PT	25-201 ±±	YES	
11	15205 TELEGRAPH AVENUE	Library Aide. PT	3-Jun-17	YES	
61838 - Temescal Branch	5205 TELEGRAPH AVENUE		3-Jun-17	YES	
	5205 TELEGRAPH AVENUE		3-Jun-17	YES	
	5205 TELEGRAPH AVENUE		10-OCT-06	YES	
1		Library Assistant, PT	27-0CT-01	YES	
61398 - Temescal Branch			11-APR-15	YES	
	5205 TELEGRAPH AVENUE	<b>—</b>	22-APR-06	YES	
	1021 81st Avenue	Librarian II	28-FEB-15	YES	
	1021 81st Avenue	Librarian I	19-JUL-14	YES	
61339 - District I Administration		Librarian, Senior	15-IVIAK-13	YES VEC	Canalob
b1339 - District I Administration	TUZI ATENUE	LIDIALY AIGE, PP I	CT-NIOC-07	Ĩ	Spanisn

<u> OKGANIZATION</u> 61339 - Dictrict I Administration	AUDRESS LINE 1	110B CLASS	HIRE DATE	PCP VEC	ILANGUAGE
61339 - District I Administration		library Aide PT	26-APR-14		
	1071 81 ct Avenue	Library Aide DT	21-7116-12		
		₋ŀ			C acatala
		Lidrary Assistant, Senior	CU-ARIVI-02	YES	spanisn
21223 - District I Administration		LIDEALY ASSU, PP I		YES	spanisn
	1021 OLSL AVEILUE	LIDIALY ASSU, FF I			Chineco
		Librarian I			Chinoso
	1388 9th Street	Librarian I	22-71 11-00	VEC VEC	Chinese
61341 - Asian Branch	1388 9th Street	llihrarian Senior	19-FFR-11	YFS	Chinese
	388 9th Street	Library Aide. PT	21-APR-07	YES	Chinese
61341 - Asian Branch	388 9th Street	Library Aide, PT	31-AUG-13	YES	
61341 - Asian Branch		Library Aide, PT	29-0CT-11	YES	Chinese
	388 9th Street	Library Aide, PT	26-MAR-16	YES	
61341 - Asian Branch	388 9th Street	Library Aide, PT	29-0CT-11	YES	Chinese
	388 9th Street	Library Aide, PT	09-SEP-06	YES	
61341 - Asian Branch		Library Aide, PT	29-0CT-11	YES	Vietnamese
	388 9th Street	Library Aide, PT	31-AUG-13	YES	
61341 - Asian Branch		Library Assistant	08-APR-95	YES	Chinese
61341 - Asian Branch	388 9th Street	Library Assistant, PT	09-MAR-87	YES	Cambodian
		Library Assistant, PT	28-FEB-15	YES	
	388 9th Street	Library Assistant, PT	10-MAR-07	YES	
		Library Assistant, PT	31-JUL-04	YES	Chinese
	388 9th Street	Library Assistant, PT	28-DEC-96	YES	Vietnamese
		Library Assistant, Senior	13-JUN-88	YES	Chinese
		Librarian II	19-JUL-14	YES	
		Library Aide, PPI	05-JUN-04	YES	
b1343 - Golden Gate Branch	5606 San Pablo Ave	Library Aide, PI	09-SEP-06	YES	
DIA43 - GUIUERI GALE DIARICI		Library Alde, Pl	20-APR-14	YES	
01343 - GOIGEN GALE BRANCH 61314 - Labeview Branch		Library Assistant		YES	
		LIUI di 1 di 1			
		Library Aida DDT			
		Library Aide PT	13-DEC-10		
		Library Aide PT	12-ULC-10	VFC VFC	
		Library Aide. PT	07-OCT-06	YES	Chinese
61844 - Lakeview Branch	550 - El Embarcadero	Library Aide, PT	20-JUN-15	YES	Spanish
61344 - Lakeview Branch	550 - El Embarcadero	Library Aide, PT	15-SEP-12	YES	
61844 - Lakeview Branch		Library Aide, PT	06-MAY-06	YES	
61844 - Lakeview Branch		Library Assistant	31-AUG-13	YES	
		Librarian II	01-NOV-08	YES	
		Librarian I	06-JUN-05	YES	Spanish
	3301 E. 12th Street, Ste 2/	Librarian, Senior	16-DEC-95	YES	Spanish
01842 - Laun American Branch		LIDTARY AIGE, PP I	US-JAN-TU	YES	spanish
	3301 E. 12111 SUREL, SUE 27	Library Alde, PT	27-APR-13	YES	
161.245 - Latin American Branch	3301 E 12th Street Ste 27	Library Aide, PT	20-JUL-U0	VEX VEX	Snanich
	3301 E. 12th Street, Ste 27	Library Aide. PT	108-NOV-14	YES	Spanish
	3301 E. 12th Street, Ste 27	Library Aide. PT	08-NOV-14	YES	Spanish
61345 - Latin American Branch	3301 E. 12th Street, Ste 27	Library Assistant, PT	14-JAN-06	YES	Spanish
61345 - Latin American Branch	101 E. 12th Street,	Library Assistant, PT	22-SEP-07	YES	
61 245 - Latin American Branch	3301 E. 12th Street, Ste 27	Library Assistant, Senior	16-VOV-22	YES	Spanish
	4805 Foothill Blvd	Librarian I	0T-VOV-10	YES	
	4805 Foothill Blvd	Library Aide, PPT	26-APR-14	YES	
	4805 Foothill Blvd	Library Aide, PT	06-MAR-99	YES .	Spanish
01340 - Meirose Branch 61346 - Meirose Branch	4805 FOOTNII BIVD	LIDEALY AIGE, PT	3-hun-17	YES	
01340 - Meirose Branch 61376 - Meirose Branch		Library Aue, PT			Cnanich
			00-100-07		licitado

61347Piedmont Branch80 Echo Avenue61347Piedmont Branch80 Echo Avenue	venue venue venue venue venue	Ltbrarian I Ltbrary Aide, PPT	20-JAN-01 28-AUG-04	VES	
<ul> <li>Piedmont Branch</li> </ul>	venue venue venue venue venue	Library Aide, PPT	178-AUG-04		
<ul> <li>Piedmont Branch</li> </ul>	venue venue venue			L L	
<ul> <li>Piedmont Branch</li> </ul>	venue venue venue	Library Aide, PT	3-Jun-17	YES	
<ul> <li>Pledmont Branch</li> </ul>	venue venue	Library Aide, PT	3-Jun-17	YES	
- Piedmont Branch	venue	Library Aide, PT	3-Jun-17	YES	Spanish
<ul> <li>Piedmont Branch</li> <li>Piedmont Branch</li> <li>Piedmont Branch</li> <li>Piedmont Branch</li> <li>Piedmont Branch</li> <li>Piedmont Branch</li> </ul>		Library Aide, PT	3-Jun-17	YES	Chinese
- Piedmont Branch - Piedmont Branch - Piedmont Branch - Piedmont Branch - Piedmont Branch	venue	Library Aide, PT	3-Jun-17	YES	Spanish
- Piedmont Branch - Piedmont Branch - Piedmont Branch - Piedmont Branch	venue	Library Aide, PT	3-Jun-17	YES	Spanish
- Piedmont Branch     - Piedmont Branch     - Piedmont Branch	venue	Library Aide, PT	3-Jun-17	YES	Spanish
- Piedmont Branch	venue	Library Aide, PT	3-Jun-17	YES	Spanish
- Piedmont Branch	venue	Library Aide, PT	3-Jun-1/	YES	
	venue	Library Assistant	07-FEB-09	YES	Chinese
61348 - West Oakland Branch 1801 Adeline St	ine St	Librarian I	16-APR-11	YES	
	ine St	Librarian II	18-DEC-04	YES	
	ine St	Library Aide, PPT	11-AUG-07	YES	
61348 - West Oakland Branch 1801 Adeline St	ine St	Library Aide, PT	25-MAR-06	YES	
	ine St	Library Aide, PT	20-JUN-15	YES	
	ine St	Library Aide, PT	3-Jun-17	VES 🖉	Spanish
61348 - West Oakland Branch 1801 Adeline St	ine St	Library Aide, PT	3-Jun-17	YES	
	ine St	Library Aide, PT	3-Jun-17	YES	ASL
	ine St	Library Aide, PT	3-Jun-I7	VES	
	ine St	Library Aide, PT	3-Jun-17	YES	Korean
-	ine St	Library Assistant	09-JAN-12	YES	
	ine St	Library Assistant, PT	07-MAR-09	YES	
- Atrican-American Museum & Library	street	Archivist	12-JAN-13	YES	
- Atrican-American Museum & Library	street	Curator AAMLO, Chief	26-MAY-01	YES	
61511 - African-American Museum & Library 659 14th Street	street	Librarian I	21-NOV-15	YES	
	street	Library Assistant	11-NAL-22	YES	-
9	street	Library Assistant, PT	10-70N-01	YES	
61511 - African-American Museum & Library 659 14th Street	street	Museum Project Coordinator	12-OCT-02	YES	

Department Name: OPR Fiscal Year: 2016-2017



**CITY OF OAKLAND** 

### EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### **I. DEPARTMENT CERTIFICATION**

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

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

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

Library

Signature & Date

J. Nicholas Williams, OPRYD Director

Department Name: Office of Parks & Recreation Youth Development Fiscal Year: 2016-2017

### **II. QUANTITATIVE ASSESSMENT REPORT**

#### Department Name:

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

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

\*FTE refers to full-time-equivalent.

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

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

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

Department Name: Office of Parks & Recreation Youth Development Fiscal Year: 2016-2017

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

Table 3B. Department Organization Structure Update	_	
Any changes occurred in the organization structure this fiscal year?	X No	Yes – Please describe below
Description: The organization code and name structures remain the s	ame.	

Table 3C. Department Organization Structure - Super PCP Unit Reporting						
Any Super PCP Unit in the department?						
Super PCP Unit (Identified by DHRM staff)	Language Goal (FTE)	Language Actual				
Carmen Flores Recreation Center	SP= 1.00 CH = 1.00	SP= 3.73 CH = 0.00				
FM Smith Recreation Center	SP= 1.00 CH = 1.00	SP= 1.05 CH = 0.37				
Lincoln Square Recreation Center	SP= 0.00 CH = 1.00	SP= 0.14 CH = 2.55				
Manzanita Recreation Center	SP= 1.00 CH = 0.00	SP= 1.84 CH = 0.56				
San Antonio Recreation Center <sup>(1)</sup>	SP= 1.00 CH = 0.00	SP = 0.47 CH = 0.00				

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



# Department Name: Office of Parks & Recreation Youth Development Fiscal Year: 2016-2017

Table 4A Vital Documents List			
	SP	СН	
De surs aut Name	Translation	Translation	Other?
Document Name	Available?	Available?	Specify:
OPRYD Registration Forms	<u>X</u>	X	
Boating Rental Information	X	X	
Notice of Cell Phone and Video Cameras	X	X	
Pool Registration Forms	X	X	
Parent Observation Policy	X	Х	
Rental Deposit/Refunds being issued only in checks	X	X	
Youth Camp Flyer – Sailing	X	X	
Adult Sailing Classes	X	X	
Spanish Text for 2017 Hiring Flyer	X	X	
EOSC Memorial Day Hours	X	X	
2017 Summer Hire Posters and Flyers	X	X	
OPRYD Activity Program Registration Form	X	X	
Facility Park Use Application	X	X	
OPRYD Summer Hiring Event Materials	X	X	
Programs Without Borders Description	X	Х	
Volunteer Application Forms	X	X	
Financial Assistance Forms	X	Х	
Gender Friendly Signs	X	X	
Locker Room Flyer	X	X	
Pool Rental Application	X	X	
Rental Application	X	X	
Rental Procedures – Handout	X	X	
Release and Waiver Form	X	X	
Restroom Signage	X	X	-
Swimming Pool Flyer	X	X	
Lake Merritt Boat Center	X	X	
Youth Sailing Flyer	X	X	
Adult Swimming flyer	X	X	
Whale Boat Flyer	X	X	
Footnote Inserted on Board and Commission Scheduled Meetings for			
Language Interpretation Services	x	x	
Select Language on OPRYD's Website	X	X	
Rotary Nature Center Billion Years Quiz	- X	X	К, Т, V
Redwood Heights Quick Rental Guide	X	X	<u> </u>

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

Table 5 Multilingual Telephone Recordings		i	
Location Description	Telephone Number	Status	
Administrative Offices/General Information	238-7275	EN/SP/CH	
Arroyo Viejo Recreation	615-5755	EN/SP	
Brookdale Recreation Center	535-5631	EN/SP	
Carmen Flores Recreation Center	535-5631	EN/SP	
Central Reservations	238-3187	EN/SP	
Digital Arts & Culinary Academy	615-5807	EN/SP	
East Oakland Sports Center	615-5838	EN/SP	
Franklin Recreation Center	238-7741	EN/CH	
Fremont Pool	535-5614	EN/SP	
Ira Jinkins Recreation Center	615-5959	EN/SP	
Lincoln Square Recreation Center	238-7738	EN/CH	
Manzanita Recreation Center	535-5625	EN/SP	
Rainbow Recreation Center	615-5751	EN/SP	
San Antonio Recreation Center	535-5608	EN/SP	
Tassafaronga Recreation Center	615-5764	EN/SP	

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

Equal Access Annual Compliance Plan - 25 of 75

Department Name: Office of Parks & Recreation Youth Development Fiscal Year: 2016-2017

Table 6 Analysis by Comm	unity Based Service Loca	tions	-	РСР	SP SPE	AKING	CH SP	EAKING
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
Dimond	3860 Hanly Road	94602	482-7831	5.41	1.32	24%	0.02	0%
FM Smith	1969 Park Boulevard	94606	238-7742	2.30	0.05	2%	0.46	20%
Franklin	1010 East 15 <sup>th</sup> Street	94606	238-7741	3.29	0.30	9%	0.98	30%
Golden Gate	1075 62 <sup>nd</sup> Street	94608	567-5032	4.47	0.69	15%	0.08	2%
Ira Jinkins	9175 Edes Avenue	94603	615-5959	5.31	0.40	8%	0	0%
Lincoln Square	250 10 <sup>th</sup> Street	94607	238-7738	3.98	0	0%	1.7	43%
Manzanita	2701 22 <sup>nd</sup> Avenue	94606	535-5625	3.04	0.63	21%	0	0%
Montclair	6300 Moraga Avenue	94611	482-7812	6.02	0.02	0%	0	0%
Mosswood	365 45 <sup>th</sup> Street	94609	597-5027	3.68	0.18	5%	0	0%
Rainbow	5800 International Boulevard	94621	615-5751	0.43	0	0%	0	0%
Redwood Heights	3883 Aliso Avenue	94619	428-7827	8.14	0.31	4%	0.07	1%
Sheffield Village	247 Marlow Drive	94605	638-7190	0.95	0 0	0%	0	0%
Tassafaronga	975 85 <sup>th</sup> Avenue	94621	615-5764	2.19	0	0%	0	0%
Willie Keyes (Poplar)	3131 Union Street	94608	597-5042	2.05	0.24	12%	0	0%
Sports (City Wide)								
City Wide Youth Sports	250 Frank H. Ogawa Plaza #3330	94612	238-3491	7.81	0.96	12%	0	0%
Youth & Adult Sports	250 Frank H. Ogawa Plaza, #3330	94612	238-3494	2.75	0	0%	0	0%
Davie Tennis Stadium	198 Oak Road	94610	444-5663	1.91	0.04	2%	0	0%
Girls' Sports	250 Frank H. Ogawa Plaza, #3330	94612	238-3494	1.30	0.09	7%	0	0%
Other:								
ADA Inclusion Programs	666 Bellevue Avenue	94610	238-2197	N/A				
Central Reservations	250 Frank H. Ogawa Plaza, #3330	94612	238-3187	8.07	1.02	13%	0.92	11%
Community Gardens	666 Bellevue Avenue	94610	238-2197	N/A				
Discovery Center East	2521 High Street	94601	535-5657	1.02	0	0%	0	0%
Discovery Center West	935 Union Street	94607	238-7127	N/A				
Dunsmuir Hellman Historic Estate	2960 Peralta Oaks Court	94605	615-5555	2.44	1.18	48%	0	0%
East Oakland Sports Center	6161 Edes Avenue	94605	615-5755	9.34	1.31	14%	0	0%
Rotary Nature Center	600 Bellevue Avenue	94610	238-3739	2.82	0.22	8%	0	0%
			TOTAL:	162	19.24	12%	7.91	5%

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

### III. QUALITATIVE ASSESSMENT REPORT

#### A. Bilingual Public Contact Positions Assessment

#### **Department Name:**

ASSESS	MENT	SPANI	SH-SPEAKI	NG PCP	CHINE	SE-SPEAKI	NG PCP
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
230.39	218.39	25	19.24	No	11	7.91	No

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

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

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

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

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

Library

- o English
- o Spanish
- o Chinese

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

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

### **Hiring Timeline**

### **TIMELINE FOR OPR SUMMER HIRING 2017**

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

Sat, April 22, 2017– beginning at 9AM – All other specialties (Studio One)
Sat, April 22, 2017–10AM-2PM (McClymond's HS) Sports Officials and Sport specialties
Tues, April 25, 2017 - beginning at 6PM – 2D, 3D and digital artists (Studio One)
Wed, April 26, 2017 - beginning at 6PM – Performing
artists (Studio One)
Wednesday, April 26, 2017 (Boating)
Thursday, April 27, 2017 (All Attendants)
Friday, April 28, 2017
Saturday, April 29, 2017
_

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

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

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

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

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

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

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

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

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

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

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

#### B. <u>Translation of Written Vital Documents Assessment</u>

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

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

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

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

2.

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

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

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

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

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

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

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

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

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

#### C. Multilingual Telephone Messages Assessment

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

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

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

### D. Assessment of Department Communication with LES Populations

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

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

Below are results from the surveys:

Résp	onses	<b>q1</b> :-	Q2	Q3	• Q4	Q5	Q6	Q7	Q8	Q9a	Q9b	Q9c	Q10
	<b>1</b> ;	70%	59%	43%	15%	42%	26%	37%	27%	48%	29%	0.00%	0.00%
	2	11%	37%	22%	46%	28%	35%	22%	48%	9%	13%	0.00%	0.00%
	3	4%	7%	26%	5%	14%	15%	21%	6%	0%	0%	0.00%	0.00%
	4	15%	0%	12%	8%	0%	5%	0%	0%	0%	0%	0.00%	0.00%
										****	•		*****
Q#				Questi							Code		
01		Hnwlin	m dit waa un			ive greeted y	- 	1=•5 m	. 9.6	20 mins	3=>20 mins	4= N/A	
Q2		IVH IV			y representor service you re		<b>4</b> 1	South States	lent 2=Go	CONTRACTOR P.	3= 720 mile 3= Fair	4= N/A 4= Poor	
Q3			TRANSPORTER AND		bility to speal				Well 2 = We	the needs when a start of	3 = Not Wel	and the second s	
04			ina nomi p	ouruc poirc	unity to speci	N C (INJN SHI)		1= Very			3 = Not wei 3 = Mandari	ert sinder Wegeleichkeine Aber 192	
<u>x</u> Q5	Didya	n ovnorionro i	liffenku notti	nn consicos he		eok only limite	od or no Ennic		2=Yes		3=N/A	9-018	
		a contrained	allerer Acco		canr loa sh	cea unp sinte	.u ui ilu riigea	ui 1-10.	6-10				
											3=Yes&Rc	Vd   4=Yes, but dd i	vot
Q6			Did you ask fe	n assistance i	n your home l	onguoge?		1 = No	2=N//		bilingual Ser	ice (receive service	
Q7		Did you	wait for>10 i	minutes for la	nquoqe servic	e vou request	ed?	1=No	2=Yes		3 = N/A - Dic	Inotrequest	
08	Didya	ı find our bilin	gual employe	eshelpful wit	h sufficient sk	ill to provide y	ou with servic	e? 1=n/A	2=Yes	, Satisfactory		Contract of California Contract of Californi	
		Did	you se visibi	esigns inform	ning you of y	ole right ta.,							
<u>Ca</u>			Receive	language as:	istance servic	es?		1=Yes	2=No				
<b>C</b> 2			File a comp	laint for the l	ock of langua	je svc?		1=Yes	2=No				
QAC					ottention to			NA					
QIO		ARCHING AND AND AND A		last Super-		your experien	œ?	COMM	ENT				

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

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

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

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

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

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

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

#### E. Action Plan

- 1. Please identify action steps for the next 12 months in an effort to ensure that all Oakland residents have equal and fair access to City Services regardless of language spoken.
  - a. Recruit and hire bilingual Chinese speaking PCP for community engagement
  - b. Create a FAQ in English, Spanish and Chinese
  - c. Add additional phone voicemail message in the threshold languages to all recreation centers
- 2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.
  - a. Notices are posted at all recreation centers, front desk counters, bulletin boards and on the City's, official website
  - b. OPRYD will post the final report of the current Equal Access Ordinance Annual Compliance Plan on the Equal Access program website <u>http://www2.oaklandnet.com/government/o/opr/index.htm</u>

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Inguard, Pr     Ves     K       Inguard, Pr </th <th>ORGANIZATION</th> <th></th> <th>PCP TOTAL</th> <th>PCP SPANISH</th> <th>PCP CHINESE</th>	ORGANIZATION		PCP TOTAL	PCP SPANISH	PCP CHINESE
Indegnand, Print     Yes     Nes       Lafeguand, Print     Yes     Nes <td>502312 - Dimond Aquatics</td> <td>Lifeguard, PT</td> <td>Yes</td> <td></td> <td></td>	502312 - Dimond Aquatics	Lifeguard, PT	Yes		
Indiguard Pl     Yes     ×       Pool Manager, Pl     Yes     ×       Pool Manager, Pl     Yes     ×       Mare Saeyl Instructor, Pl     Yes     ×       Indiguard Pl     Yes     ×<	502312 - Dimond Aquatics	Lifeguard, PT	Yes		
Highward     Print     Vesion     Vesion       Undepanding     Print     Vesion     Print       Print     Vesion     Print     Vesion       Print     Vesion     Print     Vesion       Print     Vesion     Print     Vesion       Print     Print     Vesion     Print       Print     Vesion     Print     Vesion       Print     Vesion     Print     Vesion       Print     Vesion     Vesion     Vesion       Print     Vesion     Vesion       Print     Vesion	502312 - Dimond Aquatics	Lifeguard, PT	Yes	×	
Heguard, PI     Vas     Vas     Nas       Uneguard, PI     Vas     Nas     Nas       Unegua	502312 - Dimond Aquatics	Lifeguard, PT	Yes	×	
Linguant     FI     Yes     Yes     Net       Linguant     PI     Yes     Yes     Yes       Pool Manage, PI     Yes     Yes     Yes     Yes       Pool Manage, PI     Yes     Yes     Yes     Yes       Pool Manage, PI     Yes     Yes     Yes     Yes       Mater Saley Instructor, PI     Yes     Yes     Xas       Mater Saley Instructor, PI     Yes     Yes     Xas       Linguant     PI     Yes     Yes       Linguant     PI     Yes<	502312 - Dimond Aquatics	Lifeguard, PT	Yes		
Inspand, F1     Vision     Vision     A       Excension     Vision     X     X       Excension     Vision     X     X       Mater Seley/Instruction     Vision     X     X       Instruction     Vision     Vision     X       Instruction     Vision     Vision     X	502312 - Dimond Aquatics	Lireguard, PT	Yes		,
Insegned:     Print     Vesion       Insegned:     P1     Vesion       P1     Vesion     Vesion       P2     Vesion     Vesion       P3     Vesion     Vesion       P4     Vesion     Vesion       P3     Vesion     Vesion       P4     Vesion     Vesion       P4     Vesion     Vesion       P4     Vesion     Vesion       P5     P2     Vesion       P4     Vesion     Vesion       P4     Vesion     Vesion       P5     P5     Vesion       P6     P5	502312 - Dimond Aduatics	Lireguaru, FT	100 Vae		
Inguard:     Pri     Ves     Ves       Inguard:     Pri     Ves     ×       Pool Manager, Pri     Ves     ×     ×       Manager, Pri     Ves     ×     ×    <	1502312 - Diinond Aquatics	I ifenuard PT	Yes		
Inspared     Principated     Princip	502312 - Dimond Aquatics	Lifequard, PT	Yes		
Lifeguard     Print     Yes     Yes     Net       Lifeguard     P     Yes     Yes     X       Lifeguard     P     Yes     Yes     X       Fundanger, PT     Yes     Yes     X       Prontimeger, PT     Yes     Yes     X       Mater Safety Instructor, PT     Yes     Yes     X       Water Safety Instructor, PT     Yes     X     X       Under Safety Instructor, PT     Yes     X     X       Lifeguard, PT     Yes     Yes     X <td>502312 - Dimond Aduatics</td> <td>lifequard PT</td> <td>Yes</td> <td></td> <td></td>	502312 - Dimond Aduatics	lifequard PT	Yes		
Inguard, PT     Yes     Yes     Xes       Inguard, PT     Yes     Yes     Xes       Inguard, PT     Yes     Yes     Xes       Endepart, PT     Yes     Yes     Xes       Pool Manager, PT     Yes     Yes     Yes       Recreation Attendant, I, PP     Yes     Yes     Yes       Nater SafeVistructor, PT     Yes     Yes     Xes       Vater SafeVistructor, PT     Yes     Yes     Xes       Udguard, PT     Yes     Yes     Xat       Lifeguard, PT     Yes <td>502312 - Dimond Aquatics</td> <td>Lifequard. PT</td> <td>Yes</td> <td></td> <td></td>	502312 - Dimond Aquatics	Lifequard. PT	Yes		
Inguard     Pri     Ves     ×       Linguard, PT     Ves     ×       Expanding IPT     Ves     ×       Pool Manager, PT     Ves     ×       Recreation Attendant, IPP     Ves     ×       Recreation Attendant, IPP     Ves     ×       Nater Safety Instructor, PT     Ves     ×       Mater Safety Instructor, PT     Ves     ×       Inguard, PT     Ves     ×       Linguard, PT     VES	502312 - Dimond Aquatics	Lifequard PT	Yes		
Inspared     Print     Ves     Ves       Exercision Alternatini, I Prosension Prosen	502312 - Dimond Aquatics	Lifequard, PT	Yes	×	
Ting-gard     Ting-gard     Yes     Yes       Pool Manager, PT     Yes     Xes       Recreation Attendant, I, PT     Yes     Xes       Recreation Attendant, I, PT     Yes     Xes       Recreation Attendant, I, PT     Yes     Xes       Water Safety Instructor, PT     Yes     Xes       Mater Safety Instructor, PT     Yes     Xes       Infigurat, PT     Yes     Xes       Ingurat, PT     Yes	502312 - Dimond Acutatics	Lifequard PT	Yes	,	
Dougland         From Nameger, PT         Ves         x         Not Manager, PT         Ves         x	502312 Dimond Aduatics	Linegaaad, · ·	Yes		
Poor Marrager, PT     Value     Value       Poor Marrager, PT     Value     Value       Recreation Attendant, PT     Ves     Nate       Recreation Attendant, PT     Ves     Nate       Recreation Attendant, PT     Ves     Nate       Water Safety Instructor, PT     Ves     Nate       Mater Safety Instructor, PT     Ves     Nate       Lifeguard, PT     VES	502312 - Dimond Aduatics		Yes		
Pool Manager, P1     Ves     Not       Recretation Attandanti, PT     Ves     Net       Water Safety Instructor, PT     Ves     X       Water Safety Instructor, PT     Ves     X       Useguard, PT     Ves     X       Lifeguard, PT	502312 Dimond Aduatics		Vac		
Recentation Attendant I, PT     Yes     Net       Recreation Attendant I, PT     Yes     Yes       Recreation Attendant I, PT     Yes     Yes       Recreation Attendant I, PT     Yes     Xes       Recreation Attendant I, PT     Yes     Xes       Recreation Attendant I, PT     Yes     Xes       Water Safety Instructor, PT     Yes     X       Water Safety Instructor, PT     Yes     X       Useguard, PT     Yes     X       Lifeguard, PT     YES     X	502312 - Dimond Aquatics	Pool Manager, Fr	Vac	~	
Recreation Altericuluit, PT     Yes     Yes     Yes       Recreation Altericuluit, PT     Yes     Xes       Water Safety Instructor, PT     Yes     Xes       Utage safety Instructor, PT     Yes     Xes       Lifeguard, PT     YES     Xes       Pool Manager, PT     YES     Xes       Pool Manager, PT     YES     Xes       Lifeguard, PT     Y	502312 - Dimond Aquatics	t t d d	1 C3		
Recreation Amendant, F1     Viss     Viss     Viss       Mater Safety Instructor, PT     Yes     Xes       Water Safety Instructor, PT     Yes     Xes       Under Safety Instructor, PT     Yes     Xes       Linguard, PT     YES     Xes       Kesterlion Auter Anton, PT     YeS     Xes       Kesterlion Auter Anton, PT     YeS     Xes       Linguard, PT     YeS     Xes       Linguard, PT     YeS     Xes       Linguard, PT     YeS     Xes       Lingu		Descetton Attendent 1, 1 1	Voc		
Water Safety Instructor, PT     Ves     Net       Water Safety Instructor, PT     Ves     ×       Utaguard, PT     VES     ×     ×       Lifeguard, PT     VES     ×     ×       Namage, PT     VES     ×     ×       Pool Manage, PT     VES     ×     ×       Nater Safety Instructor, PT     VES     ×     ×       Vater Safety Instructor, PT     VES     ×     ×       Utagguard, PT     VES     × <td>202312 - Dirrioriu Aquauce</td> <td></td> <td></td> <td></td> <td></td>	202312 - Dirrioriu Aquauce				
Water Safety Instructor, F1     Yes     K.A       Water Safety Instructor, F1     Yes     ×       Ureguard, F1     YES     ×     ×       Pool Marrager, F1     YES     × <t< td=""><td>202312 - Dimond Access</td><td>Notor Sofaty Instructor DT</td><td></td><td></td><td></td></t<>	202312 - Dimond Access	Notor Sofaty Instructor DT			
Water Safety Instructor, PT     Ves     ×       Water Safety Instructor, PT     Yes     K       Infeguard, PT     YES     K       Kester     Y     K       Nameger, PT     YES     K       Pool Manager, PT     YES     K       Rocreation Leader I, PT     YES     K       Rocreation Leguard, PT     YES     K       Mater Safety Instructor, PT     YES     K       Infeguard, PT     YES     K		Water Safety Instructor, FT			
Water Safety Instructor, P1     Yes     ×       Water Safety Instructor, P1     YES     ×       Infeguard, P1     YES     ×       Kestoriation Attender, P1     YES     ×       Pool Manager, P1     YES     ×       Pool Manager, P1     YES     ×       Kestoriation Attender, P1     YES     ×       Infeguard, P1     YES	502212 - Dimona Aquatics		res		
Water Sarey Instructor, P1         Ves         6.24         1.84           Lifeguard, PT         VES         Nes         ×           Lifeguard, PT         VES         ×         ×           Pool Manager, PT         VES         ×         ×           Mater Safety Instructor, PT         VES         ×         ×           Mater Safety Instructor, PT         VES         ×         ×           Lifeguard, PT         VES         ×         ×           Lifeguard, PT         VES         ×         ×           Lifeguard	502312 - Dimona Aquatics		res	×	
Lifeguard, FT     VES     1.84       Lifeguard, PT     VES     NES       Lifeguard, PT     VES     Nester Safely Instructor, PT       Nater Safely Instructor, PT     VES     Nater Safely Instructor, PT       Nater Safely Instructor, PT     VES     Nater Safely Instructor, PT       Lifeguard, PT     VES     Nater Safely Instructor, PT       VES     Nater Safely Instructor, PT     VES       Lifeguard, PT     VES     Nater Safely Instructor, PT       Lifeguard, PT     VES     Nater Safely Instructor, PT </td <td>502312 - Dimond Aquatics</td> <td>Water Safety Instructor, P1</td> <td></td> <td></td> <td></td>	502312 - Dimond Aquatics	Water Safety Instructor, P1			
Ifeguard, PT     YES     YES     ×       Lifeguard, PT     YES     ×     ×       Pool Manager, PT     YES     ×     ×       Recreation Latendart   PT     YES     ×     ×       Mater Safety Instructor, PT     YES     ×     ×       Mater Safety Instructor, PT     YES     ×     ×       Lifeguard, PT     YES     ×       Lifeguard, PT     YES <t< td=""><td></td><td></td><td>6.24</td><td>1.84</td><td>0.31</td></t<>			6.24	1.84	0.31
Lifeguard, PT     YES     YES     X       Lifeguard, PT     YES     YES     X       Lifeguard, PT     YES     X     X       Pool Marager, PT     YES     X     X       Recreation Attend (PT     YES     X     X       Nater Safety Instructor, PT     YES     X     X       Water Safety Instructor, PT     YES     X     X       Lifeguard, PT     Y					
Lifeguard, PT     YES     NES     Inseguard, PT     YES     NE       Lifeguard, PT     YES     YES     NE     X       Lifeguard, PT     YES     YES     X       Lifeguard, PT     YES     YES     X       Lifeguard, PT     YES     X     X       Pool Manager, PT     YES     X     X       Natar Safety Instructor, PT     YES     X     X       Water Safety Instructor, PT     YES     X     X       Water Safety Instructor, PT     YES     X     X       Uteguard, PT     YES     X     X       Lifeguard, PT     YES     X </td <td></td> <td></td> <td></td> <td></td> <td></td>					
Ileguard, PT     YES     YES     X       Lieguard, PT     YES     YES     X       Lieguard, PT     YES     X     X       Lifeguard, PT     YES     X     X       Pool Manager, PT     YES     X     X       Pool Manager, PT     YES     X     X       Recreation Laderd, LPT     YES     X     X       Recreation Laderd, PT     YES     X     X       Water Safely Instructor, PT     YES     X     X       Lifeguard, PT     YES <td></td> <td></td> <td>YES</td> <td></td> <td>×</td>			YES		×
Illeguard, PT     YES     NES     K       Illeguard, PT     YES     K     K       Pool Manager, PT     YES     K     K       Nater Safety Instructor, PT     YES     K     K       Vater Safety Instructor, PT     YES     X     K       Ilfeguard, PT     YES     X     K       Ilfeguard, PT     YES     X     K       Ilfeguard, PT     YES     K     K       Ilfeguard, PT<	502313 - Defremery Aquatics	Lifeguard, PI	YES		
Lifeguard, PT     VES     NES     N       Lifeguard, PT     VES     N     N       Pool Manager, PT     VES     N     N       Pool Manager, PT     VES     N     N       Recreation Attendent I, PT     VES     N     N       Recreation Attendent I, PT     VES     N     N       Nater Safety Instructor, PT     VES     N     N       Vater Safety Instructor, PT     VES     N     N       Vater Safety Instructor, PT     VES     N     N       Lifeguard, PT     VES     N     N	502313 - Defremery Aquatics	Lifeguard, PT	YES		
Lifeguard, PT     YES     Lifeguard, PT     YES     K       Lifeguard, PT     YES     YES     X       Lifeguard, PT     YES     X     X       Pool Manager, PT     YES     X     X       Pool Manager, PT     YES     X     X       Recreation Attendant I, PT     YES     X     X       Recreation Attendant I, PT     YES     X     X       Natate Safety Instructor, PT     YES     X     X       Water Safety Instructor, PT     YES     X     X       Lifeguard, PT     YES     X     X	502313 - Defremery Aquatics	Lifeguard, PT	YES		×
Lifeguard, PT     YES     L       Lifeguard, PT     YES     ×       Pool Manager, PT     YES     ×       Recreation Attendant (PT     YES     ×       Recreation Leader (, PT     YES     ×       Nater Safety Instructor, PT     YES     ×       Water Safety Instructor, PT     YES     ×       Water Safety Instructor, PT     YES     ×       Under Safety Instructor, PT     YES     ×       Vater Safety Instructor, PT     YES     ×       Under Safety Instructor, PT     YES     ×       Vater Safety Instructor, PT     YES     ×       Under PT     YES	502313 - Defremery Aquatics	Lifeguard, PT	YES		
Lifeguard, PT     YES     X       Pool Manager, PT     YES     X       Recreation Attendant I, PT     YES     X       Recreation Laader I, PT     YES     X       Nater Safety Instructor, PT     YES     X       Water Safety Instructor, PT     YES     X       Under Safety Instructor, PT     YES     X       Vater Safety Instructor, PT     YES     X       Under Safety Instructor, PT     YES     X       Vater Safety Instructor, PT     YES     X       Under Safety Instructor, PT     YES     X       Underand, PT     YES	502313 - Defremery Aquatics	Lifeguard, PT	YES		
Lifeguard, PT     YES     x       Lifeguard, PT     YES     x       Lifeguard, PT     YES     x       Pool Manager, PT     YES     x       Recreation Leader I, PT     YES     x       Nater Safety Instructor, PT     YES     x       Water Safety Instructor, PT     YES     x       Urater Safety Instructor, PT     YES     x       Urater Safety Instructor, PT     YES     x       Urater Safety Instructor, PT     YES     x       Vater Safety Instructor, PT     YES     x       Urater Safety Inst	502313 - Defremery Aquatics	Lifeguard, PT	YES		
Lifeguard, PT     YES     ×     ×       Lifeguard, PT     YES     ×     ×       Pool Manager, PT     YES     ×     ×       Recreation Latendart, IPT     YES     ×     ×       Nater Safety Instructor, PT     YES     ×     ×       Water Safety Instructor, PT     YES     ×     ×       Urleguard, PT     YES     ×     ×       Ulfeguard, PT <td>502313 - Defremery Aquatics</td> <td>Lifeguard, PT</td> <td>YES</td> <td></td> <td></td>	502313 - Defremery Aquatics	Lifeguard, PT	YES		
Lifeguard, PT         YES         ×         I           Pool Manager, PT         YES         New         New           Pool Manager, PT         YES         New         New           Pool Manager, PT         YES         New         New           Recreation Attendant I, PT         YES         New         New           Recreation Attendant I, PT         YES         New         New           Recreation Eader I, PT         YES         New         Nater Safety Instructor, PT         YES           Water Safety Instructor, PT         YES         0.01         Nater Safety Instructor, PT         YES         Not         Not           Lifeguard, PT         YES         YES         Not         YeS         Not         Not           Lifeguard, PT         YES         YES         YeS         X         X         X           Lifeguard, PT         YES         YES         X         X         X         X           Lifeguard, PT         YES         X         YES         X         X         X           Lifeguard, PT         YES	502313 - Defremery Aquatics	Lifeguard, PT	YES		×
Pool Manager, P1     YES     Peol Manager, P1       Recreation Leader I, P1     YES     Peol Manager, P1       Nater Safety Instructor, P1     YES     Peol Manager, P1       Water Safety Instructor, P1     YES     0.01       Uater Safety Instructor, P1     YES     0.01       Uteguard, P1     YES     3.16     0.01       Lifeguard, P1     YES     X     X       Lifeguard, P1     YES     Y     X       Lifeguard, P1	502313 - Defremery Aquatics	Lifeguard, PT	YES	x	
Pool Manager, P1     YES     Peol Manager, P1       Pool Manager, P1     YES     Peol Manager, P1       Recreation Leader (1, P1     YES     Peol Manager, P1       Recreation Leader (1, P1     YES     Peol Manager, P1       Recreation Leader (1, P1     YES     Peol Manager, P1       Water Safety Instructor, P1     YES     Peol Manager, P1       Water Safety Instructor, P1     YES     0.01       Under Safety Instructor, P1     YES     Noter Safety Instructor, P1       Lifeguard, P1     YES     X	502313 - Defremery Aquatics		YES		
Pool Manager, PT         YES         Peereation Attendant I, PT         Recreation Attendant I, PT         Recreation Attendant I, PT         YES         Peereation Attendant I, PT         YES         State Safety Instructor, PT	502313 - Defremery Aquatics		YES		
Recreation Attendant I, PT     YES     Recreation Leader I, PT       Recreation Leader I, PT     YES     YES       Water Safety Instructor, PT     YES     0.01       Water Safety Instructor, PT     YES     0.01       Under Safety Instructor, PT     YES     0.01       Kerreation Leader PT     YES     0.01       Lifeguard, PT     YES     X     X       Lifeguard, PT     YES     X	502313 - Defremery Aquatics	1d	YES		
Recreation Leader I, PT     YES     Neater Safety Instructor, PT     YES     Nater Safety Instructor, PT       Water Safety Instructor, PT     YES     3.16     0.01       Water Safety Instructor, PT     YES     0.01       Lifeguard, PT     YES     X       Lifeguard, PT     YES </td <td>502313 - Defremery Aquatics</td> <td></td> <td>YES</td> <td></td> <td></td>	502313 - Defremery Aquatics		YES		
Water Safety Instructor, PT         YES         Mater Safety Instructor, PT         YES         0.01           Water Safety Instructor, PT         YES         3.16         0.01         9.01           Water Safety Instructor, PT         YES         3.16         0.01         9.01           Lifeguard, PT         YES         YES         X         1           Lifeguard, PT         YES         X         X         X           Lifeguard,	502313 - Defremery Aquatics	Recreation Leader I, PT	YES	×	
Water Safety Instructor, P1         YES         0.01           Water Safety Instructor, P1         YES         0.01           Ufeguard, P1         YES         0.01           Lifeguard, P1         YES         0.01           Lifeguard, P1         YES         0.01           Lifeguard, P1         YES         x	502313 - Defremery Aquatics	Water Safety Instructor, PT	YES		
Water Safety Instructor, P1         YES         0.01           Lifeguard, PT         YES         0.01           Lifeguard, PT         YES         0.01           Lifeguard, PT         YES         x           Lifeguard, PT	502313 - Defremery Aquatics	Water Safety Instructor, PI	YES	-	
Ifeguard, PT       X16       0.01         Lifeguard, PT       YES       1         <	502313 - Defremery Aquatics	Water Safety Instructor, PI			
Lifeguard, PT Lifeguard, PT			3.16	10.0	0.63
Lifeguard, PT Lifeguard, PT	500314 - Temescal Amustics	lifequismd DT	VES		
Lifeguard, PT Lifeguard, PT	502314 - Temescal Acutatics	I ifanıard PT	VES		
Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT	502314 - Temescal Actuatics	Infeguard, Fr	YES		
Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT	502314 - Temescal Anuatics		YES	×	
Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT	502314 - Temescal Aquatics	Lifequard. PT	YES		
Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT	502314 - Temescal Aquatics	Lifequard. PT	YES		×
Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT	502314 - Temescal Aquatics	Lifeguard, PT	YES		
Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT	502314 - Temescal Aquatics	Lifeguard, PT	YES		×
Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT	502314 - Temescal Aquatics	Lifeguard, PT	YES	-	
Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT	502314 - Temescal Aquatics	Lifeguard, PT	YES		
Lifeguard, PT Lifeguard, PT Lifeguard, PT Lifeguard, PT	502314 - Temescal Aquatics	Lifeguard, PT	YES	×	
Ltfeguard, PT Ltfeguard, PT Ltfeguard, PT	502314 - Temescal Aquatics		YES		
Lifeguard, PT Lifeguard, PT	502314 - Temescal Aquatics		YES		
Lifeguard, PT	502314 - Temescal Aquatics	Lifeguard, PT	YES		
	502314 - Temescal Aquatics	Lifeguard, PT	YES		-

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ORGANIZATION	THE	PCP TOTAL	PCP SPANISH	PCP CHINESE
502314 - Temescal Aquatics	Lifeguard, PT	YES		
502314 - I emescal Aquatics	Lifeguard, PT	YES		
502314 - Temescal Aquatics	Lifequard, P1	YES VEC		
502314 - Temescal Aquatics	Lireguard, F. I Il ifantiarri PT	VES		
502314 - Temescal Aquatics	Lifequard. PT	YES		
502314 - Temescal Aquatics	Lifequard, PT	YES		
502314 - Temescal Aquatics	Lifeguard, PT	YES		
502314 - Temescal Aquatics	Lifeguard, PT	YES		
502314 - Temescal Aquatics	Lifeguard, PT	YES		
502314 - Temescal Àquatics	Pool Manager, PT	YES		
502314 - Temescal Aquatics	Pool Manager, PT	YES		
502314 - Temescal Aquatics	Pool Manager, PT	YES		
502314 - Temescal Aquatics	Pool Manager, PT	YES		×
502314 - Temescal Aquatics	Pool Manager, PT	YES		
502314 - Lemescal Aquatics	Poor Manager, P.1	YES	×	,
502314 - Temescal Aquatics	Recreation Attendant I PT	VES	~	×
		3.85	0.45	0.41
		2010		
502315 - Fremont Aquatics	Lifeguard, PT	YES	×	
502315 - Fremont Aquatics	Lifeguard, PT	YES	×	
502315 - Fremont Aquatics	Lifeguard, PT	YES	×	
502315 - Fremont Aquatics	Lifeguard, PT	YES	×	
502315 - Fremont Aquatics	Lifeguard, PT	YES		
502315 - Fremont Aquatics	Lifeguard, PT	YES		X
502315 - Fremont Aquatics	Lifeguard, PT	YES		
502315 - Fremont Aquatics	Lifeguard, PT	YES	x	
502315 - Fremont Aquatics	Lifeguard, PT	YES		
502315 - Fremont Aquatics	Lifeguard, PT	YES	×	
502315 - Fremont Aquatics	Pool Manager, PT	YES		
502315 - Fremont Aquatics	Pool Manager, PT		X	
TOTAL		1.73	1.21	0.11
502332 - East Oakland Sports Center	Lifeouard PT	YES	X	
502332 - East Oakland Sports Center	Lifequard, PT	YES		×
502332 - East Oakland Sports Center	Lifeguard, PT	YES	×	
502332 - East Oakland Sports Center	Lifeguard, PT	YES		
502332 - East Oakland Sports Center	Lifeguard, PT	YES		
502332 - East Oakland Sports Center	Lifeguard, PT	YES	x	
502332 - East Oakland Sports Center	Lifeguard, PT	YES		
202332 - East Oakland Sports Center E02323 - East Oakland Sports Center	Lifequard, PT	YES VES	>	
502332 - East Oakland Sports Center	Lifequard, PT	YES	<	
502332 - East Oakland Sports Center	Lifeguard, PT	YES		
502332 - East Oakland Sports Center	Lifeguard, PT	YES		
502332 - East Oakland Sports Center E00332 - East Oakland Sports Center	Lifeguard, PT	YES vec		
1302332 - East Vanialiu opulis Valitat 150333 - Fact Aakland Sports Center	Lireguard, PT	1ES VEQ	,	
502332 - East Oakland Sports Center	Lifequard, PT	YFS	~	
502332 - East Oakland Sports Center	Pool Manager, PT	YES		
502332 - East Oakland Sports Center	Pool Manager, PT	YES		
502332 - East Oakland Sports Center	Pool Manager, PT	YES		
502332 - East Oakland Sports Center	Pool Manager, PT	YES		
502332 - East Oakland Sports Center 502332 - East Oakland Sports Center	Pool Manager, PI	YES VES		
202222 - East Variatiu oputis veriter TAAI •		150 4.32	1.35	0.40

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IORGANIZATION	TTLE	PCP TOTAL	PCP SPANISH	PCP CHINESE
Т.	Recreation Attendant I, PT	YES		
502350 - Boating	tl,	YES		
1	Recreation Attendant I, PT	YES	×	
502350 - Boating	Recreation Leader I, PT	YES		
Т	Recreation Attendant II, PT	YES		×
н		YES		
1	l,	YES		
1	-	YES		
1	_	YES		
Ъ,	<u> </u>	YES		
1	Recreation Specialist I, PT	YES		
	Recreation Attendant I, PT	YES		
	Recreation Leader I, PT	YES		
502350 - Boating	<u>_</u>	YES		
π.	Recreation Attendant I, PT	YES		
502350 - Boating	Recreation Leader I, PT	YES		×
	Recreation Specialist I, PT	YES		
502350 - Boating	Recreation Specialist I, PT	YES		
т		YES		
	Recreation Leader I, PT	YES		
1	니	YES		
-	Recreation Leader I, PT	YES		
- 1	Recreation Aide, PT	YES		
		YES	×	
	Recreation Aide, PT	YES		
	Recreation Aide, PT	YES		
- 1	Recreation Leader I, PT	YES		
.		YES		
-	ialist I,	YES		
-ι		YES		
		YES		
1		YES	×	
502350 - Boating	Recreation Attendant I, PT	YES		
	Recreation Aide, PT	YES		
1	Recreation Aide, PT	YES		
Т.		YES		
502350 - Boating	Aide,	YES		×
		YES		
1	Recreation Leader II, PT	YES		
502350 - Boating	Recreation Aide, PT			
TOTAL		6.57	0.56	0.53

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ORG		ICLASSIFICATION	IPCP TOTAL	IPCP SPANISH	IPCP CHINESE
502320 - 1	Tennis	Recreation Leader I, PT	YES		
5	Tennis	Recreation Attendant I, PT	YES		
1	Tennis		YES		
5	ennis	<u> </u>	YES		
7	ennis	Recreation Leader I, PT	YES		
	ennis	Recreation Aide, PT	YES		
7	ennis	Recreation Specialist III, PT	IYES		
-	-	Recreation Leader I, PT	YES		
5	-	Recreation Leader II, PT	YES		
5		Recreation Aide, PT	YES		
502320 - T	Tennis	Recreation Specialist II, PT	YES		
502320 - T	ennis		YES		
<u>ا</u>	Tennis	Recreation Specialist III, PT	YES		
	- Tennis	Recreation Attendant I, PT			
TOTAL			1.91	0.04	
502330 - C	City-Wide Sports	Recreation Leader I, PT	YES	X	
11	City-Wide Sports	Sports Official, PT	YES	X	
1	City-Wide Sports	Sports Official, PT	YES	×	
1	Sports	Recreation Leader I, PT	YES	×	-
1		Sports Official, PI	YES	X	
1		Sports Official, P1	YES		
•		Sports Utricial, P1	YES		
1	Sports	Kecreation Leader I, PI	YES		
502330 - C			YES		
ъL		Kecreation Attendant I, PI	YES		
1		Sports Utricial, PI	YES		
1		Sports Utricial, PI	YES		
502330 - C		Recreation Leader I, PI	YES		
	- City-Wide Sports	Г	YES		
- 02330 - C		Recreation Leader I, PI	YES		
			YES		
502330 - C	- City-Wide Sports	Sports Official, P.I.	YES		
		Opulis Utilicial, F. I Sports Official DT			
502330 - C		Sports Official PT	YES		
<u>502330 - C</u>	502330 - Citv-Wide Sports	Recreation Leader II. PT	YES		
502330 - C		Recreation Leader I, PT	YES		
502330 - C	502330 - City-Wide Sports	Recreation Leader I, PT	YES		
502330 - C	City-Wide Sports	Recreation Specialist I, PT	YES		
502330 - C	City-Wide Sports	Recreation Leader I, PT	YES		
502330 - C	502330 - City-Wide Sports	Recreation Attendant I, PT	YES		
502330 - C	City-Wide Sports	Recreation Leader II, PT	YES		
502330 - C	<ul> <li>City-Wide Sports</li> </ul>		YES		
502330 - C	502330 - City-Wide Sports	Recreation Leader II, PT	YES		
502330 - C	Sity-Wide Sports		YES		
502330 - C	City-Wide Sports	Kecreation Leader I, PI	YES		
502330 - C	502330 - City-Wide Sports	Sports Utricial, P.I	YES		
502330 - C	Lity-Wide Sports	Sports Official, P.I.	YES		
- 02330 - C	City-Wide Sports	Sports Utricial, PI			
	50230 - City-Wide Sports	Recreation Attendant I, P1			
202330 - 1	City-VVIDE Sports	Kecreation Leader I, P I	YES		

YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES VED	YES	YES	YES	YES	YES VFS	YES		YES						YES	YES	YES	YES	YES	YES VFS				VES -	YES	YES	YES	YES	YES	YES	YES	IYES	IYES I I I I I I I I I I I I I I I I I I I	YES
Recreation Leader I, PT	Sports Official, PI	Sports Official, PT	L	Kecreation Leader II, PI	Sports Official, PT	Sports Official, PI	Sports Utricial, P1	Sports Official, PI		Kecreation Leader II, PI	ηŀ	Recreation Specialist I, PI	Sports Official, PT	Recreation Aide, PT	Sports Official, PT	Recreation Aide, PT	Kecreation Leader I, PI	Sports Unicial, PI		Kecreation Leader I, PI	Kecreation Leader II, PI	Sports Official, PI	lemporary Recreation Leader II, PI	Sports Official, P.I	Sports Unicial, P.1	Sports Official, P.1	Sports Unicial, PI	Recreation Leader 1, PT	Boccotion Lodor DT	Necreation Leader 1, FT Chords Official DT	Oports Official, r 1 Recreation Shecialist II PT	Sports Official, PT	Recreation Leader I, PT	Recreation Leader I, PT	Sports Official, PT	Sports Official, PT	_	Recreation Leader I, PT	Recreation Leader II, PT	Recreation Leader 1, FT Shorte Official DT	Cports Official, 1 1 Recreation Attendant   PT	-	Sports Official, PT	Recreation Leader I, PT	Sports Official, PT	Recreation Attendant I, PT	Recreation Attendant I, PT	Sports Official, PT	<b>_</b>	Sports Official, PT	Sports Official, PT
- City-Wide Sports	City-Wide Sports	- City-Wide Sports	- City-Wide	City-Wide Sports	City-Wide Sports	- City-Wide Sports	City-Wide Sports	City-Wide Sports	- City-Wide Sports	City-Wide Sports	City-Wide Sports	- City-Wide Sports		City-Wide Sports	<ul> <li>City-Wide Sports</li> </ul>		City-Wide Sports			502330 - City-Wide Sports		502330 - City-Wide Sports		City-Wide Sports		502330 - City-Wide Sports					City-Wide Sports			City-Wide Sports		City-Wide Sports	City-Wide Sports				City-Wide Sports	Sports	Citv-Wide Sports	City-Wide Sports	- City-Wide Sports	City-Wide Sports	- City-Wide Sports	City-Wide Sports	City-Wide Sports		City-Wide Sports

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Equal Access Annual Compliance Plan - 39 of 75

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502235 - Montclair Recreation Center 502235 - Montclair Recreation Center		YES.		
502235 - Montclair Recreation Center	Recreation Leader I, PI	110		
	Recreation Leader I, PT	YES		
502235 - Montclair Recreation Center	Recreation Leader II, PT	YES		
502235 - Montclair Recreation Center	Recreation Leader I, PT	YES		
502235 - Montclair Recreation Center	Recreation Leader I, PT	YES		
502235 - Montclair Recreation Center	Recreation Aide, PT	YES		
502235 - Montclair Recreation Center	Recreation Leader I, PT	YES		
502235 - Montclair Recreation Center	Recreation Specialist III, PT	YES		
502235 - Montclair Recreation Center	eation Aide, PT	YES		
502235 - Montclair Recreation Center	Recreation Leader I, PT	YES		
502235 - Montclair Recreation Center	Recreation Leader I, PT	YES		
502235 - Montclair Recreation Center	Recreation Leader I, PT	YES		
502235 - Montclair Recreation Center	Recreation Aide, PT	YES		
502235 - Montclair Recreation Center	Recreation Leader I, PT	YES		
502235 - Montclair Recreation Center	Recreation Aide, PT	YES		
502235 - Montclair Recreation Center	Recreation Leader I, PT	YES		
502235 - Montclair Recreation Center	Recreation Leader I, PT	YES		
502235 - Montclair Recreation Center	Recreation Aide, PT	YES		
502235 - Montclair Recreation Center	Recreation Leader II, PT	YES		
502235 - Montclair Recreation Center	Recreation Leader II, PT	YES		
502235 - Montclair Recreation Center	Recreation Aide, PT	YES		
502235 - Montclair Recreation Center	Recreation Leader I, PT	YES		
502235 - Montclair Recreation Center	Recreation Leader II, PT	YES		
502235 - Montclair Recreation Center	Recreation Specialist III, PT	YES		
502235 - Montclair Recreation Center	Recreation Aide, PT	YES		
502235 - Montclair Recreation Center	Recreation Leader I, PT	YES	×	
502235 - Montclair Recreation Center	Recreation Leader II, PT	YES		
502235 - Montclair Recreation Center	Recreation Aide, PT	YES	×	
502235 - Montclair Recreation Center	Recreation Aide, PT	YES		
502235 - Montclair Recreation Center	Recreation Aide, PT	YES		
TOTAL		Ó	6.02 0.02	0
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503231 - Allendale Recreation Center	Recreation Leader II, PT	YES	×	
503231 - Allendale Recreation Center	Recreation Aide, PT	YES		
503231 - Allendale Recreation Center	Recreation Leader II, PT	YES		
503231 - Allendale Recreation Center		YES		
503231 - Allendale Recreation Center	Recreation Leader I, PT	YES		
503231 - Allendale Recreation Center				
202231 - Alleridale Recreation Center	Recreation Alde, PT			
503231 - Alleridale Necreation Certer	Decreation Aide DT	VEC		
503231 - Allendale Recreation Center	Recreation Aide PT	YES		
503231 - Allendale Recreation Center	Recreation Aide PT	YFS		
503231 - Allendale Recreation Center	Recreation Leader I PT	YES		
503231 - Allendale Recreation Center	eation Leader I.	YES		
503231 - Allendale Recreation Center	Recreation Aide, PT	YES		
503231 - Allendale Recreation Center	Recreation Aide, PT	YES	×	
TOTAL		3	3.69 0.46	
503233 - Franklin Recreation Center	Recreation Leader I, PT	YES		×
503233 - Franklin Recreation Center	Recreation Leader I, PT	YES		
503233 - Franklin Recreation Center	Recreation Leader I, PT	YES		
503233 - Franklin Recreation Center	Recreation Leader I, PT	JYES		-

503233 - Franklin Recreation Center	Recreation Leader I, PT	YES	0	X
503233 - Franklin Recreation Center	Recreation Specialist I, PT	YES	×	
503233 - Franklin Recreation Center	Recreation Leader I, PT	YES		
503233 - Franklin Recreation Center	Recreation Leader I. PT	YES		
503233 - Franklin Recreation Center	Recreation Aide, PT	YES		×
503233 - Franklin Recreation Center	Recreation Leader II, PT	YES		
503233 - Franklin Recreation Center	Recreation Aide, PT	YES		
503233 - Franklin Recreation Center	Recreation Aide, PT	YES		
503233 - Franklin Recreation Center	Recreation Aide, PT	YES		
503233 - Franklin Recreation Center	Recreation Attendant I, PT	YES	X	
503233 - Franklin Recreation Center	Recreation Aide, PT	YES		
503233 - Franklin Recreation Center	Recreation Aide, PT	YES		
TOTAL		3.29	0.30	0.98
	-			
503235 - Manzanita Recreation Center	Recreation Aide, PT	YES	×	
503235 - Manzanita Recreation Center		YES		
503235 - Manzanita Recreation Center	Recreation Leader I, PT	YES		
503235 - Manzanita Recreation Center	Recreation Leader I, PT	YES		
503235 - Manzanita Recreation Center	Recreation Leader I, PT	YES		-
503235 - Manzanita Recreation Center	Recreation Aide, PT	YES		
503235 - Manzanita Recreation Center	Recreation Aide, PT	YES		
503235 - Manzanita Recreation Center	Recreation Aide, PT	YES		
503235 - Manzanita Recreation Center	Recreation Aide, PT	YES	×	
503235 - Manzanita Recreation Center	Recreation Aide, PT	YES		
503235 - Manzanita Recreation Center	Recreation Aide, PT	YES		
503235 - Manzanita Recreation Center	Recreation Leader I, PT	YES		
503235 - Manzanita Recreation Center	Recreation Aide, PT	YES		
503235 - Manzanita Recreation Center	Recreation Leader I, PT	YES		
503235 - Manzanita Recreation Center	Recreation Aide, PT	YES	X	
503235 - Manzanita Recreation Center	Recreation Aide, PT	YES	X	
TOTAL		3.04	0.63	0
503236 - Redwood Heights Recreation Center	Recreation Leader II, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Leader II, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Specialist I, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Specialist I, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Leader II, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Leader I, PT	YES		
503236 - Redwood Heights Recreation Center	Kecreation Leader II, PI	YES		
503236 - Redwood Heights Recreation Center		YES	-	
50326 - Reawood Heights Recreation Center	Permetion Leader I, PT	1ES VES		
503230 - Reuwood Treigills Recreation Center 503736 - Badwood Hainble Pacrastion Center	Recreation Leader   DT	1E3 VES		
50326 - Redwood Heinhts Recreation Center	Recreation Leader L PT	YES		
603236 Dedunced Heights Decreation Center	Decreation Leader   DT	VES	×	
503230 - Redwood Heights Recreation Center	Recreation Specialist III PT	YES		
503236 - Pedwood Heinhts Pecreation Center	Recreation Leader L DT	VES		
503230 - Reuwood Heights Recreation Center	Recreation Leader I, FT Recreation Leader L DT	YES		
503236 - Redwood Heights Recreation Center	Recreation Leader II PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Specialist II PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Specialist III, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Leader I, PT	YES		-
503236 - Redwood Heights Recreation Center	Recreation Aide, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Aide, PT	YES		

503236 - Redwood Heights Recreation Center	Recreation Aide, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Aide, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Leader I, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Aide, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Leader II, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Leader I, PT	YES	×	
503236 - Redwood Heights Recreation Center	Recreation Leader I, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Specialist II, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Specialist I, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Attendant I, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Specialist III, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Specialist II, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Leader I, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Aide, PT	YES		
503236 - Redwood Heights Recreation Center	Recreation Aide, PT	YES .		
503236 - Redwood Heights Recreation Center	Recreation Aide, PT	YES		
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503237 - FM Smith Recreation Center	Recreation Leader I, PT	YES		
503237 - FM Smith Recreation Center	Recreation Aide, PT	YES		
503237 - FM Smith Recreation Center	Recreation Leader I, PT	YES		
503237 - FM Smith Recreation Center	Recreation Leader II, PT	YES		
503237 - FM Smith Recreation Center	Recreation Leader I, PT	YES		
503237 - FM Smith Recreation Center	Recreation Aide, PT	YES	X	
503237 - FM Smith Recreation Center	Recreation Aide, PT	YES	×	
503237 - FM Smith Recreation Center	Recreation Aide, PT	YES		
503237 - FM Smith Recreation Center	Recreation Leader I, PT	YES		
503237 - FM Smith Recreation Center	Recreation Aide, PT	YES	X	
503237 - FM Smith Recreation Center	Recreation Aide, PT	YES		
503237 - FM Smith Recreation Center	Recreation Leader I, PT	YES		
503237 - FM Smith Recreation Center	Recreation Aide, PT		X ×	
503237 - FM Smith Recreation Center	Recreation Specialist II, PT	YES		
503237 - FM Smith Recreation Center	Recreation Specialist I, PT	YES		
503237 - FM Smith Recreation Center	Recreation Leader I, PT	YES		
503237 - FM Smith Recreation Center	Recreation Aide, PT	YES		
- FM Smith Recreation Center	Recreation Aide, PT	YES		
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ORGANIZATION	TTTE	PCP TOTAL	PCP SPANISH	PCP CHINESE
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Aide, PT			
502236 - Mosswood Recreation Center	Recreation Attendant I, PT		X	-
502236 - Mosswood Recreation Center	Recreation Attendant I, PT	-		
502236 - Mosswood Recreation Center	Recreation Leader I, PT			
502236 - Mosswood Recreation Center	Recreation Leader I, PT			
502236 - Mosswood Recreation Center	Recreation Leader I, PT			-
502236 - Mosswood Recreation Center	Recreation Leader I, PT	-		
502236 - Mosswood Recreation Center	Recreation Leader I, PT			
502236 - Mosswood Recreation Center	Recreation Leader I, PT			-
502236 - Mosswood Recreation Center	Recreation Leader I, PT			
		3.68	8 0.18	3
502237 - Poplar Recreation Center	Recreation Aide, PT			
502237 - Poplar Recreation Center	Recreation Aide, PT			
502237 - Poplar Recreation Center	Recreation Attendant I, PT			

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<ul> <li>Poplar Recreation</li> </ul>	02237 - Poplar Recreation Center  Recreation Aide,	02237 - Poplar Recreation Center  Recreation Attendant	02237 - Poplar Recreation Center  Recreation Leader	02237 - Poplar Recreation Center Recreation Leader	502237 - Poplar Recreation Center  Recreation Leader	02237 - Poplar Recreation Center  Recreation Leader	502237 - Poplar Recreation Center  Recreation Leader	

JIZATION - Rotary Nature Center - Rotary Nature Center	TITLE Recreation Attendant I PT	PCP TOTAL	PCP SPANISH	PCP CHINESE
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- Rotary Nature Center	Kecreation Specialist II, PI			
- Ivualy haddle ochich	Recreation Leader I, FT Recreation Leader I PT			
1502260 - Kotary Nature Center				
- Rotary Nature Center	Recreation Leader I, PT			
Center	Recreation Leader I, PT			
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	Recreation Leader I, PT			
	Kecreation Leader I, PI			
Center	Recreation Leader I, PI			
- Rotary Nature Center	Recreation Alde, FI			
202200 - Rolary Nature Cerrier	Recreation Aide DT			
- Rotary Nature Center	Recreation Leader I PT			
	Recreation Aide. PT			
- Rotary Nature Center	Recreation Leader I, PT			
Center	Recreation Aide, PT			
	Recreation Aide, PT			
- Rotary Nature Center	Recreation Aide, P.I			
	Recreation Aide, PT			
502260 - Rotary Nature Center	Recreation Specialist II, PI			
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804320 - Iviaioriga Casqueloulu Ceriter S	Uageriariu, r. i Recreation Leader I. P. i			
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504320 - Malonga Casquelourd Center	Recreation Leader II, P1			
	Recreation Leader I, PT			
	Recreation Specialist II, PT			
	Recreation Attendant I, PT			
	Recreation Specialist I, P.I			
	Recreation Attendant I, PI			
804320 - Maioliga Casqueloulu Celitei		2 98		
Studio One	Recreation Specialist I, PT			
- Studio One	Specialist II,			
	Recreation Specialist I, PI			
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	Recreation Shecialist I PT			
- Studio One	Recreation Specialist II. PT			
	Recreation Specialist I, PT			
	Recreation Leader I, PT			
	Recreation Leader I, PT			
	Recreation Leader I, PT			
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	Recreation Specialist II, P1		×	
	Recreation Leader I, PT			
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304330 - Studio Olie 504330 - Studio One	Recreation Aida DT			X
	Recreation Leader I. PT			
504330 - Studio One	Recreation Specialist II, PT			
504330 - Studio One	Recreation Specialist II, PT		~	
504330 - Studio One				×
· [	Recreation Attendant I, PI			
204330 - Studio Offe 504330 - Studio One	Recreation Specialist II, P1 Recreation Aide P1			
11	Recreation Specialist   PT			
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- Studio	Recreation Specialist II, PT			
11	Recreation Attendant I, PT		X	
1	Specialist I,			
11	Recreation Specialist II, PT			
1	Recreation Specialist II, PT			
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1	Recreation Alde, PI			
204330 - Studio One	Recreation Specialist II, P1			
۰L	I RECIEVATION LEVALE 1, F1			
304330 - Studio One	Recreation Aide PT			
504330 - Studio One	Recreation Leader II PT			
504330 - Studio One	Recreation Specialist IL PT			
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1	Recreation Aide. PT			
504330 - Studio One	Recreation Specialist I. PT			
11	Recreation Specialist I, PT			
i	Specialist II			
504330 - Studio One	Recreation Specialist I, PI			
•	Recreation Leader I, PI			
204330 - Siluaio Orie E04330 - Studio Orie	Recreation Specialist II, PT			
204330 - 314410 OTE	Decreation Opecialist 1, F1			
	Recreation Specialist I, F I Recreation Leader I DT			×
1804330 - Studio Olie 1504330 - Studio One	INCUTATION LEAUER I, F I			
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BOA330 - Studio One	Recreation Opectatist 1, 1			
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1.1	Recreation Leader I, PT	-		
504330 - Studio One	Recreation Aide, PT			
B04330 - Studio One	Recreation Aide, PT			
	Recreation Specialist I, PT			
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204330 - Studio One	Recreation Leader I, PI			
BU433U - Studio Offe	I Recreation Specialist II, P I			
304330 - 314410 OTE	opecialist II,			
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·   ·	Specialist II,			×
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Ŀ	Recreation Leader   PT			

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rograms Unit Recreation Aide, PT rograms Unit Recreation Aide, PT rograms Unit Recreation Specialist III, PT rograms Unit Recreation Aide, PT rograms Unit Recreation Aide, PT rograms Unit Recreation Aide, PT rograms Unit Recreation Specialist II, PT rograms Unit Recreation Specialist II, PT	504330 - Studio One	Recreation Aide, PT			
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Recreation Aide, P1 Recreation Specialist III, P1 Recreation Aide, P1 Recreation Leader I, P1 Recreation Specialist II, P1 Recreation Specialist III, P1	504410 - City-Wide Programs Unit	Recreation Specialist III, PT			
Recreation Specialist III, P1 Recreation Aide, P1 Recreation Leader I, P1 Recreation Specialist II, P1 Recreation Specialist III, P1	504410 - City-Wide Programs Unit	Recreation Aide, PT			
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ıal				
504320 - Malonga Casquelourd Center	Recreation Leader I, PT			
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CENTER CLASSIFICATION CLASSIFICATION 502237 - Poplar Recreation Center Recreation Aide, PT 502237 - Poplar Recreation Center Recreation Aide, PT 50237 - Poplar Recreation Center Recreation Center Recreation Aide, PT 50237 - Poplar Recreation Center Recreation Center Recreation Aide, PT 50237 - Poplar Recreation Center Recreation Center Recreation Center Recreation Center Recreation Aide, PT 50237 - Poplar Recreation Center
Recreation Attendant I, P1 Recreation Leader I, PT Recreation Leader I, PT Recreation Leader I, PT Recreation Leader II, PT

Department Name: Oakland Public Works Fiscal Year: 2016 - 2017



### EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

### I. DEPARTMENT CERTIFICATION

### DEPARTMENT NAME: FISCAL YEAR:

### OAKLAND PUBLIC WORKS 2016-2017

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

I, <u>CHRISTINE DANIEL</u>, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for <u>OAKLAND PUBLIC WORKS</u> was submitted on <u>JUNE 30</u>, 2017.

Signature & Date

AN/BL rint Name & Title

#### **II. QUANTITATIVE ASSESSMENT REPORT**

#### **Department Name:**

30265 - Traffic Safety Program

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Christine Daniel	Alexandria Bell	Alexandria Bell
Title	Director, Public Works	Support Services Manager	Support Services Manager
Address	250 Frank Ogawa Pl., Ste. 4314	250 Frank Ogawa PI., Ste. 4314	250 Frank Ogawa PI., Ste. 4314
Phone#	510-238-6906	510-238-2966	510-238-2966
Email	cdaniel@oaklandnet.com	abell@oaklandnet.com	abell@oaklandnet.com

Table 2. Department Employee St	-41-41				
Table 2 Department Employee St           Total # of FTE Employees	689		New Hires This Fiscal Year (by position)	40	
Public Contact Positions (PCP)	15		New PCP Hires This Fiscal Year	1	
PCP With Spanish Language Skill	3	. 20 %	New PCP Hires With Spanish Language Skill	0	%
PCP With Chinese Language Skill	3	20 %	New PCP Hires With Chinese Language Skill	0	%
*FTE refers to full-time-equivalent.			*New Hires refers to vacant position filled this fiscal ve	əar.	

**Table 3A. Department Organization Structure DIRECTOR OF PUBLIC WORKS & ADMINISTRATION** 30531 – Infrastructure Maintenance Administration 30111 - Director's Office 30532 - Storm Drain Maintenance 30112 - Human Resources 30533 – Sewer System Maintenance 30534 - Street & Sidewalk Maintenance 30121 - OPW Fiscal Services 30131 - OPW Call Center 30541 - Equipment Services Administration **BUREAU OF FACILITIES & ENVIRONMENT** 30181 - Management Information Systems **BUREAU OF ENGINEERING & CONSTRUCTION** 30611 - Facilities & Environment Assistant Director's Office 30631 - Facility Services Administration 30211 - Engineering & Construction Assistant Director's Office 30214 - ADA Programs 30632 – Civic Center Complex 30231 - Project Delivery Administration 30633 - Hall of Justice Complex 30232 - Construction Management & Materials Testing 30634 - Plant Operations 30233 - CIP Project Management 30635 - Roving Custodial 30234 - Facilities Planning & Development 30651 - Parks/Building Maintenance Administration 30235 - Surveying 30652 – Landscape Maintenance 30241 - Engineering Design and ROW - Administration 30654 - Tree Services 30655 - Buildings: Electrical & Painting 30242 - Streets & Structures 30243 - Right-of-Way Management 30658 - Buildings: Structural 30244 - Sanitary Sewer Design 30671 – SCGA Administration 30245 - Watershed & Stormwater Program 30672 - Street Cleaning 30261 - Transportation Services - Administration 30673 - Graffiti Abatement & Rapid Response 30264 - Traffic Capital Projects 30674 - Illegal Dumping

#### 30681 – Environmental Services Administration

30275 – IPPD Plans & Programming	30682 – Recycling & Solid Waste
BUREAU OF INFRASTRUCTURE MAINTENANCE & OPS	30683 – Environmental Remediation
30511 – Infrastructure & Ops Assistant Director's Office	30684 – Environmental Sustainability
30522 – Electrical Maintenance	30685 – Environmental Watershed
30523 – Electrical Traffic Maintenance	30689 – Environmental Energy
30524 – Electrical Services-Meter Operations	

Table 3B. Department Organization Structure Update						
Any changes occurred in the organization structure this fiscal year?	□ No × Yes – Please describe below					
Description:						

A Department of Transportation was formed from the Oakland Public Works Department and the Police Department; however, it will not be implemented officially until July 1, 2017.

Any Super PCP Unit in the department?					
Language Goal	Language Actual				
SP= 1 CH = 1	SP= 1 CH = 1				
	Language Goal				

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
ADA Program Brochure	YES	YES	
Adopt a Drain Flyer	YES	YES	Vietnamese
Adopt a Spot Request & Agreement	YES	YES	
Battery Recycling : Safe and Legal in Oakland	YES	YES	Vietnamese
Bike Newsletter	YES	YES	Vietnamese
Bike Share Postcard	YES	YES	Vietnamese & Arabic
Creek to Bay Day Postcard	YES	YES	
Creek to Bay Day Poster	YES	YES	
Donation Request Template	YES	YES	
Donation "Thank You" Template	YES	YES	
Earth Day Flyer	YES	YES	
Earth Day Postcard	YES	YES	
Earth Day Poster	YES	YES	
Earth Day 2016 – ECAP Action Posters	YES	YES	
Earth EXPO Postcard	YES	YES	
Earth EXPO Poster	YES	YES	
Earth EXPO 2017 – Event Live Translation	YES	YES	· · ·
El Nino – Be Storm Ready Pamphlet	YES	YES	
Environmentally Sensitive Vegetation Management	YES	YES	Vietnamese
Greenware Ordinance Flyer	YES	YES	Vietnamese
Guide for Oakland Food Vendors	YES	YES	Vietnamese
Home Energy Efficiency Outreach Material	YES	YES	
How Trash Gets into Our Creeks	YES	YES	
Photo Documentation Tips	YES	YES	
Recycling Program Guide	YES	YES	Vietnamese

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Report a Problem Information Card	YES	YES	
Residential Fat, Oil & Grease Postcard	YES	YES	
Small Business Recycling	YES	YES	
Telegraph Avenue Progress Report	YES	YES	×
Telegraph Avenue Project Safety Improvements	YES	YES	Vietnamese & Korean
Tool Maintenance Guide	YES	YES	
Volunteer/Event Hotline Outgoing Messages	YES	YES	
Volunteer Opportunities	YES	YES	
Volunteer Guidelines & Safety Sheet	YES	YES	
Volunteer Waiver	YES	YES	
Volunteer Sign In Sheet	YES	YES	
Volunteer Incident/Injury Report Form	YES	YES	
Website Document Titles	YES	YES	
Zero Waste SFD Service Brochure	YES	YES	Vietnamese
Zero Waste MFD Service Brochure	YES	YES	Vietnamese
Zero Waste 1-2-3 Composting Instruction Card	YES	YES	Vietnamese
Zero Waste Commercial Service Brochure	YES	YES	Vietnamese & Korean
Zero Waste Bulky Pickup Program Announcement Postcard	YES	YES	Vietnamese
Zero Waste Bulky Pickup Program Confirmation Notice (Single Family)	YES	YES	Vietnamese
Zero Waste Bulky Pickup Program Confirmation Notice (Multi Family)	YES	YES	Vietnamese
Zero Waste Compost Giveaway Flyer	YES	YES	Vietnamese

Table 4B. Vital Documents Status Summary			
Are all of the department's vital documents translated into Spanish and Chinese?	× Yes	No – Please provide an action plan below	
Action Plan & Timeline:			

Table 5 Multilingual Telephone Recordings		• 1 • • • • • • • • • • • • • • • • • •
Location Description	Telephone Number	Status
OPW Front Desk	238-3961	Completed
OPW Right-of-Way Management & Construction	238-3051	Completed
Recycling Hotline	238-7283	Completed
Volunteer Opportunities	238-7630	Completed
OPW Call Center	615-5566	Completed
Event Hotline	238-7611	Completed
Adopt-a-Spot Event Hotline	238-7630	Completed

Table 6 Analysis by Comn	PCP	SP SPE	EAKING	CH SP	EAKING			
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
N/A								

#### III. QUALITATIVE ASSESSMENT REPORT

#### A. Bilingual Public Contact Positions Assessment

#### Department Name:

ASSESS	SSESSMENT SPANISH-SPEAKING PCP CHINESE			SPANISH-SPEAKING PCP			G PCP
FTE	РСР	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
689	15	2	3	YES	1	3	YES

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

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

The Oakland Public Works (OPW) department has continued to effectively comply with the Equal Access to Services Ordinance this past reporting year.

During this reporting year, the Oakland Call Center which is located at 7101 Edgewater Drive has a total of five (5) FTEs designated as PCPs. Currently, the staff consists of one (1) Call Center Manager; four (4) Public Service Representatives of which two (2) are bilingual; along with two (2) Exempt Limited Duration employees. The bilingual Call Center staff continue to provide language translation services to Chinese and Spanish speaking citizens on a daily basis to ensure that all service requests are logged, dispatched, tracked and followed up. The Call Center's specific voicemail phone lines that are designated to Chinese and Spanish speaking citizen remains in effect with assisting in reporting a problem (see links below).

### http://www2.oaklandnet.com/oakca1/groups/pwa/documents/report/oak052055.pdf and http://www2.oaklandnet.com/oakca1/groups/pwa/documents/report/oak052056.pdf.

OPW Administration has a total of one (1) FTE designated as a PCP along with one (1) parttime Senior Aide. The positions are located at the main reception information desk at 250 Frank H Ogawa Plaza, Suite 4314; and are responsible for the day-to-day operations of assisting and directing the public and other City staff.

Within the Bureau of Engineering and Construction (BEC), there are 3 FTE's designated as PCP's. These positions are located at 250 Frank Ogawa Plaza, 4<sup>th</sup> floor, Suite 4344, and serve the public information needs for Engineering and Construction, Right-of-Way Management, and Traffic planning as well as the central point of contact for Transportation Administration.

The Bureau of Facilities and Environment (BFE) have a total of 3.0 FTE's designated as PCP's. These positions are located in the BFE's Assistant Director's office at 7101 Edgewater Drive and the Facilities Services Administration office, Building 2 at 250 Frank Ogawa Plaza, 1<sup>st</sup> Floor.

OPW continues to strive to better serve the LES community and Oakland citizens as a whole. We realize that there are still challenges. One challenge that we faced this reporting year is that we lost 2 (two) employees (PCPs) in our Call Center due to a retirement and a voluntary resignation. However, we are determined to stay committed to providing the best possible

3.

services through our language specific phone lines; website(s); mobile application(s); and special community-based events we sponsor throughout the year.

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

OPW has continued to commit to hiring more bilingual candidates and to provide more outreach efforts to the LES community. OPW's recruitments and hiring selections are closely reviewed by the Department of Human Resources Management and Equal Access to ensure that the needs of the LES community are met. Currently, OPW have staff that is proficient in Spanish, Cantonese, Mandarin, Vietnamese, Tagalog, Arabic, German, Persian, French and Hindi.

This reporting year, OPW expanded their hiring outreach efforts to numerous colleges and universities and hired several part-time Engineering Interns, Student Trainees, and a part-time Office Assistant I. These are all students from various diverse backgrounds that work in several units of the department. This is a great opportunity for OPW to help students gain insight and knowledge of how Oakland City Government works and specifically how OPW serves the LES community and the citizens of Oakland in general.

OPW also continues to use volunteers at several of our annual departmental events and activities (i.e., Creek to Bay Day, Earth EXPO/Earth Day, etc.). These events are attended in large numbers by the LES community and some volunteers serve as translators periodically.

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

One positive change that occurred in this last reporting year, is a Department of Transportation was established from OPW and the Police Department. However, this new department will not be implemented officially until July 1, 2017. It will consist of approximately a staff of 300+ and 18 work units. This change will create a more in-depth description of the services provided to the LES community in that next reporting year there will be two separate reports, one from Oakland Public Works and one from the Department of Transportation.

In addition, the OPW Call Center staff continues to attend community meetings to inform the LES community of the services we offer and to listen to the communities concerns and issues. During this reporting year, the Call Center staff attended several community meetings and the meetings were well attended by both Spanish and Chinese speaking community members. There were interpreters there to translate their questions and the answers from staff.

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

One additional measure OPW has implemented is the Transportation Planning unit created a Bike Share postcard which describes to the community a "new and easy way to connect to downtown, BART or buses and a fun, healthy way to get around." It was translated in Spanish, Chinese, Vietnamese and Arabic. There will be two community sessions to get the word out about this new and exciting opportunity on October 1, 2017 and October 22, 2017.

Library

Also, the Transportation Planning unit had the Telegraph Avenue Progress Report translated in Spanish and Chinese. This report describes the recent changes to Telegraph Avenue concerning safety and the user-friendliness for walking and biking.

Another measure that was implemented this reporting year, is the Environmental Services unit translated several Zero Waste materials in Spanish, Chinese, Vietnamese and one document was even translated in Korean. These materials include:

- Zero Waste Commercial Service Brochure (translated in Spanish, Chinese, Vietnamese and Korean)
- Zero Waste Bulky Pickup Program Announcement Postcard
- Zero Waste Bulky Pickup Program Confirmation Notice (Single Family)
- Zero Waste Bulky Pickup Program Confirmation Notice (Multi Family)
- Zero Waste Compost Giveaway Flyer

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

The Oakland Call Center has future plans to expand and will be recruiting for their two Public Service Representative vacancies that are currently filled by Exempt Limited Duration employees. It will also be receiving three (3) additional staff members to bring the total Super PCPs in the Call Center to ten (10). This effort is very much needed due to the increased volume of service requests (80%) the Call Center have received over the last three years.

There will be two separate reports next year, one from Oakland Public Works and one from the Department of Transportation. This change will allow both departments to present a more in-depth and comprehensive description of the services provided to the LES community in the next reporting year.

OPW still plans to form a departmental committee to explore more outreach efforts to better serve the LES community.

#### B. Translation of Written Vital Documents Assessment

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

These notices are posted at the OPW main reception information desk at 250 Frank Ogawa Plaza – Administration, Suite 4314; Construction & Engineering, Suite 4344; Environmental Services, Suite 5302; and OPW Call Center, 7101 Edgewater Drive – Building #2.

2. Please describe the percentage of vital documents translated into threshold language(s). What is the corrective action plan and timeline in getting the rest of the documents translated? As shown in Table 4A, 98% of vital documents were translated into threshold languages (two documents were only translated in Spanish). This reporting year, eighteen (18) additional vital documents were added in which all but two were translated in Spanish and Chinese; several were translated in Vietnamese; one was translated in Korean; and one was translated in Arabic.

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

The Environmental Services unit was able to translate the following materials in Spanish and Chinese:

- How Trash Gets Into our Creeks (Spanish and Chinese)
- Tool Maintenance Guide (Spanish and Chinese
- Photo Documentation Tips
- Donation Request Template
- Donation "Thank You" Template
- Website Document Titles
- Volunteer/Event Hotline Outgoing Messages
- Earth Expo 2017 Event Live Translation
- Earth Day 2016 ECAP Action Posters

#### C. Multilingual Telephone Messages Assessment

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

As shown in Table 5, OPW have five (5) locations that provide multilingual telephone messages:

- OPW Administration Main Reception Information Desk Line 238-3961
- OPW Construction 238-3051
- Recycling Hotline 238-7283
- Volunteer Opportunities 238-7630
- OPW Call Center 615-5566
- Event Hotline 238-7611
- Adopt-a-Spot Event Hotline 238-7630

All the above phone lines have message scripts in Spanish, Cantonese and Mandarin and OPW Construction and Environmental Services have now added Vietnamese scripts to their hotlines.

#### D. Assessment of Department Communication with LES Populations

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

OPW participated in the Equal Access to City Services Survey this year for the two-week period beginning February 14, 2017 through February 28, 2017. There was a total of eight (8) PCP's who partook in the survey. The survey locations were the OPW Main Reception Information Desk (238-3961) and the Construction/Right-of-Way Management Permit Counter (238-3651) which both locations are located at 250 Frank H. Ogawa Pl., Suites 4314 and 4344. The other location was the Oakland Call Center main line (615-5566) which is located at 7101 Edgewater Drive, Building 2.

As noted in the table below, there were a total of 3859 clients/citizens that were asked the survey questions via telephone or walk-in. Thirteen noted (13) noted Spanish as their primary language; three (3) noted Cantonese as their primary language; one noted Mandarin and other as their primary language. The remaining 3841 noted English as their primary language. Please note that there was a total of 50 hard copy surveys that were filled out by walk-in clients/citizens.

During this two-week survey period, the department was able to encourage more clients/citizens to participate in the survey from the last survey period. This is encouraging to say the least, but we have to think of more creative ways in presenting the survey to our clients. And even though we had hard copies of the survey translated in Spanish and Chinese displayed at both our reception/information desks, some clients/citizens just were not willing to fill them out. Further discussion is needed to explore more effective methods to improve our outreach efforts to better serve the LES community.

#### Public Works Department Equal Access to City Services Survey 2017

### Tally Sheet Totals for Two Week Period (2/14/17 thru 2/28/17)

LANGUAGE	TOTAL		
English	3841		
Spanish	13		
Chinese/Cantonese	3		
Chinese/Mandarin	1		
Other	1		
TOTAL	3859		

#### Total Number of Actual Surveys = 50

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

OPW Administration and BEC/Right-of-Way Management have copies of Equal Access' "Removing Language Barriers – Enhancing Communication" pamphlets translated in Spanish and Chinese at the main reception information desk and the new Permit Counter information desk; both located at 250 Frank Ogawa Plaza, 4<sup>th</sup> floor.

OPW continues to work closely with Equal Access in its efforts to inform LES populations of their right to access services and works with Human Resources to recruit bilingual staff as needed.

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

OPW will continue its outreach efforts to the LES community through our departmental events and activities; community meetings; information and event hotlines; flyers, posters, pamphlets and other materials that are beneficial in informing the public the services we provide.

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

There were no oral or written complaints filed with the Department regarding bilingual services during this reporting period.

#### E. Action Plan

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

OPW's Goals for Next Year:

- Oakland Call Center will expand and add more staffing
- > OPW will form a departmental committee to explore more outreach efforts
- 2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

These notices are posted at the OPW main reception information desk/counters at 250 Frank Ogawa Plaza – Administration, Suite 4314; Construction & Engineering, Suite 4344; Environmental Services, Suite 5302; and OPW Call Center, 7101 Edgewater Drive – Building #2.

The Department will be posting the Final Report of the OAKLAND PUBLIC WORKS FY 2016-2017 EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN on the Equal Access Program website which can be accessed at the following link: http://www2.oaklandnet.com/Government/o/HumanResources/s/EqualAcess/index.htm.

A written copy of the report will be available for the public to view at OPW Administration Main Reception Information Desk, 250 Frank H. Ogawa Plaza, Suite 4314.

Oakland Public Works					6/30/2017
ORGANIZATION	ADDRESS L	JOB_CLASS	HIRE DATE	PCP	LANGUAGE
20111 - Director and Human Resources Unit	1230 FRAINEH, OGAWA FLAZA	Exect Asst to trie Director Manager Agency Administrative	20-JAIN-US		
30112 - Human Resources	<b>PWA FISCA</b>	Support Services Supervisor	30-SFP-96		
30112 - Human Resources		Administrative Assistant	76-061-15	2 E	
30112 - Human Resources	250 FRAN	Administrative Assistant II			
30112 - Human Resources	250 FRAN	Administrative Assistant II (CONF)	23-0CT-06		
30112 - Human Resources	n	Manager, Support Services		0N B	
30112 - Human Resources		Office Assistant I, PT			
30112 - Human Resources	$\sim$	Payroll Personnel Clerk III	[24-NOV-01	NO	
30112 - Human Resources	250 FRANK H	Payroll Personnel Clerk III	04-DEC-06		
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Payroll Personnel Clerk II	22-MAY-89	on	
30112 - Human Resources	250 FRANK H	Payroll Personnel Clerk III	01-MAY-89	ON	
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Program Analyst I	21-MAY-12	NO	
30112 - Human Resources		Program Analyst			
30112 - Human Resources	250 FRANK H. OGAWA PLAZA	Support Services Supervisor		ON	
30121 - PWA FISCAI Services		Account Clerk I	17-AUG-15	2	
30121 - PWA FISCAI Services	250 FRANK H. UGAWA PLAZA	Account Clerk III	13-0C1-14	2	
30121 - PWA Fiscal Services		Account Clerk III	22-JAN-11	NO	Spanish
30121 - PWA Fiscal Services	250 FKANK H.	Account Clerk III	111-MAY-15	No	Chinese
30121 - PWA Fiscal Services	250 FRANK	Account Clerk III	31-DEC-05	NO	
30121 - PWA Fiscal Services	250 FRANK H	Accountant I	29-MAY-12	ON	
30121 - PWA Fiscal Services	250 FRANK H.	Accountant I	15-SEP-86	0N	
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Accountant I	102-JAN-01		
30121 - PWA Fiscal Services	1250 FRANK H. OGAWA PLAZA	Accountant II	101-AUG-01		
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Accountant II	10-JUN-01	ON	
30121 - PWA Fiscal Services	250 FRANK H. OGAWA PLAZA	Accountant III	24-001-05		
30121 - PWA Fiscal Services	250 FRANK H.	Accountant III	74-APR-RG		
30121 - PWA Fiscal Services	250 FRANK H	Administrative Services Manager II	23-111-90		
30121 - PWA Fiscal Services	250 FRANK H OGAWA PLAZA	Rudget & Grants Administrator			20200
30121 - PWA Fiscal Services	750 FRANK H OGAWA PLAZA	Senior Aide PT	21-111-17		1454105
30121 - PWA Fiscal Services	DED ERANK H OGANA DI A7A	Temp Contract Since Employee DT	24.30C-17		
30131 - Public Works Call Center	750 FRANK H OGAWA PLAZA	Evenut Limited Duration Employee, 1			
20121 - Dublic Worke Call Center		Evempt Limited Duration Employee			
20121 - Lubic Works Call Center		Management Assistant			
20121 - Dublic Works Call Center	250 FRANK H OGAWA DI A7A	Public Service Pencecentetive		32	
20121 - Unite Works Call Center		li ubile dei vice hepresentative Ibirklie Convice Depresentative	23-001-12		401000
20001 - LUDIC WOLNS CAR CERTER		Fublic Service Representative		222	platist
130131 - Public Works Call Center	250 FIGHT H. OCANA DI A7A	1 ubito del vice Trepresentative I Dublic Sanira Panresentativa	4T-NOC-10		
30181 - Management Information Systems	750 FRANK H OGAWA PI 27A	Rusiness Analyst I			
30181 - Management Information Systems	DED ERANK H OGAWA PLAZA	Manager Technology Dam			
3011 - Freineering and Construction - Adm	250 Frank Odawa Plaza	Administrative Assistant II	06-AFR-30		
20211 Engineering and Construction - Adm	250 Harry Ogawa Haza	Administrative Conicoe Manager			
20211 - Engineering and Construction - Adm 20211 - Engineering and Construction - Adm		Administrative Jervices Manager I			
		A solet Disotation Buck Wardin II			
30214 - Engineering and Construction - Aam	250 FRAINT H. UGAWA PLAZA	Assist Ulrector, Pub works Agency	0/-FEB-83	Ŋ	
	250 FRAIND R. OGAWA PLAZA	Program Analyst II	14-MAK-16	ŝ	
	250 FRAING H. UGAWA PLAZA	Project Manager II	U8-NUV-93	2	
20214 - ADA Programs	250 Frank Ogawa Plaza	Program Analyst III	31-MAK-14	2	
JUST A PARTI USI GIIIS	200 FI ALIK Uğawa Flaza		IU-APR-UB	2	
30214 - ADA PIOBIGIIIS	200 FLAIR UBAWA FIA2A		05-AUG-97		
	230 Frank Ogawa Plaza	Architectural Assistant (Unice)	06-MAY-85	2	spanish
20202 - CORSULUCION MANAGEMENT AND A	200 FI drik Ogawa Plaza		18-APK-88	2	
30492 - COIISU UCUOII IVIAIIAGEITETIL AILU IVIAU	200 FI di IK Ogawa Piaza		T/-10L-06		
2022 - CUISU UCUOII INGIIAGEIITEIIL AIU INAL	200 FLAILA UGAWA FIAZA			2	German/Persian
30432 - Colisti uctioni Management and Mate	200 FLAUN USAWA FLAZA	Curistiaction Hispectul, Jup II		2	Arabic/ French
2022 - Construction Management and Mat	200 (TallA Ugawa Flaza		CO-NIM-OT		
20202 - Cutsu ucuoli Nialiagenient anu Mate	200 FLALIN UGAWA FLAZA	rerigirieer, Civil Sussaine (Frada)	27-FEB-UL		
20402 - COUSU UCUOII IVIAIIAGEIIIEIIL AIU IVIAL	200 FLAIR Ogawa Flaza	Erigirieer, Civil Supervisirig (Fiela)	04-AFK-94	2	cninese
	250 Frank Ogawa Plaza	Engineer, Transportation Assistant	25-JAN-99	22	Chinese
30252 - Construction Management and Mate	250 Frank Ogawa Plaza	Engineering Intern, PI	11-JUN-11		
30232 - Construction Management and Mate	/101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	ZEVARCIY		Spanish
30登32 - Construction Management and Mate	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	22-AUG-11		
30232 - Construction Management and Mate	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	29-0CT-12	ON	
30232 - Construction Management and Mate	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	02-SEP-14	ON	
30232 - Construction Management and Mate	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	115-OCT-96	ON N	
30232 - Construction Management and Mate	7101 Edgewater Dr - Bldg 4	Engineer, Assistant II (Office)	02-SEP-14	ON	
30232 - Construction Management and Mate	7101 Edgewater Dr - Bidg 4	Engineer, Assistant II (Office)	11-MAY-15	NO	Spanish
30232 - Construction Management and Mate	7101 Edgewater Dr - Bidg 4	Engineer, Civil (Office)	14-MAY-12	ON	
30232 - Construction Management and Mate	7101 Edgewater Dr - Bidg 4	Engineer, Civil (Office)	29-0CT-12		Hindi
30232 - Construction Management and Mate	7101 Edgewater Dr - Bidg 4	Engineer, Civil (Office)	29-MAY-12	NO	
30232 - Construction Management and Mate	7101 Edgewater Dr - Bldg 4	Engineer, Civil Supv (Office)	28-AUG-06	NO	Chinese
30232 - Construction Management and Mate	7101 Edgewater Dr - Bldg 4	Spatial Data Analyst III	11-APR-16	NO	

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104-JUN-01	CT_AONI-7T	30-DFC-91	13-APR-96	73-0CT-06	19-AUG-97	15-111-02	12-APR-04	26-NOV-12	07-AUG-04		IN7-SEP-DR	30-ADR-01	13-55 40			CO-NIM-OT			04-FEB-91	18-001-10		16-YANI-02	08-FEB-99	CT-GJ-CT											29-MAR-04	127-OCT-08	16-NUL-01	10-NUL-01	10-NAL-30	02-JUN-87	25-JUL-87	29-MAR-04	05-JAN-8/	T2-AUG-14			[18-JAN-00	18-APR-11		13-NOV-12	25-FEB-91	17-FEB-04	09-11 N-12	12-101-05	04-JAN-16	23-APR-07	07-JUL-03	30-MAR-15	04-JUN-07		THE REAL PROPERTY AND INCOME.	19-DEC-05	130-MAK-98	73-ADR-90	NC-VIVC-C2		「「「「「「」」」」」「「」」」」」」」「「」」」」」」」」」」」」」」」」
Capital Improvement Project Coor	Capital IIIIpi Overiterit Froject Coor	Capital Improvement Project Coor	Administrative Assistant II	Canital Improvement Project Coor	Canital Improvement Project Coor	Project Manager I	Account Clerk III	Chief of Party	City Land Surveyor	Surveying Technician (Field)	Surveying Technician Sr (Field)	Administrative Accistant II	Architectural Accordate (Field)	Enviroan Accietant II (Office)	Engineer, Assistant II (Ottlee)		Engineer, Assistant II (Unice)	Engineer, Livii (UTTICE)	Engineer, Civil (Uffice)	Engineer, Livil (Uffice)	Student Irainee, Pi	Urarting/Design Lechnician, Sr	Engineer, Assistant II (Utrice)					Construction Inspector (Field)	Contact action Inspector (Field)	Contruction Inspector (rield)	Construction Inspector (Field)	Construction Inspector (rield)	Contact action hispector (rigid)	Construction Inspector (Field)	Construction Inspector (Field)	Construction Inspector Sup (Field)	Construction Inspector, Sr (Field)	Construction Inspector, Sr (Field)	Engineer, Civil Supv (Office)	Administrative Assistant II	Arboricultural Inspector	Construction Inspector, Sr (Field)	Engineer, Assistant II (Office)	Engineer, Assistant II (Utrice)	Erigineer, Civil (Office) Fnainear (Svil (Office)	Lingineer, civir (Virice) Fraineering Technician II (Office)	Engineering Technician. Sr (Office)	Engineering Technician, Sr (Office)	Drafting Technician, Int (Office)	Engineer, Civil (Office)	Engineer, Civil (Office)	Engineer, CIVII Supy (UTTICE) Engineering Intern DT	Enginee: use miceru, r i Engineer Assistant II (Office)	Engineer, Assistant II (Office)	Engineer, Assistant II (Office)	Engineer, Assistant II (Office)	neer	Engineer, Civil (Office)	neer	Program Analyst III	Program Analyst III	E	Watershed Program Supervisor	Administrative Assistant II Freineer Civil Princinal	of Transnor	Program Analyst I	
250 Frank Ogawa Plaza	) Frank Ogawa riaza	) Frank Ogawa Fiaza	) Frank Opawa Plaza	1 Frank Opawa Plaza						7101 Edgewater Dr - Bldg 4	01 Edewater Dr - Bldg 4	D Frank Orawa Diaza	Trank Ogawa 1929	D Erank Ogawa riaza	Trail Ogawa Flaza	P FIGIN OBAWA FIA2A	J Frank Ugawa Plaza	J Frank Ogawa Plaza	J Frank Ogawa Plaza	) Frank Ogawa Plaza	J Frank Ogawa Plaza	J Frank Ogawa Plaza	J Frank Ogawa Plaza	J Frank Ogawa Plaza	J Frank	U Frank Ogawa Plaza	U Frank Ogawa Plaza	U Frank Ogawa Plaza	P Frank Ogawa Flaza	J FLAIIK OBAWA FIAZA	J Frank Ogawa Plaza	J Frank Ogawa Plaza	J FLAID OGAWA FIAZA	) Frank Ogawa Fiaza 1 Frank Orawa Diaza	) Frank Ogawa Plaza	) Frank Ogawa Plaza	0 Frank Ogawa Plaza	) Frank Ogawa Plaza	<b>J</b> Frank	J Frank	0 Frank	0 Frank		J Frank Ugawa Plaza	) Frank Ogawa Plaza ) Frank Ogawa Plaza	) Frank Opawa Plaza	) Frank Ogawa Plaza	) Frank Ogawa Plaza	) Frank Ogawa Plaza	) Frank Ogawa Plaza	) Frank Ogawa Plaza	J Frank Ugawa Plaza J Erank Orawa Dlaza	) Frank Ogawa Fiaza	) Frank Odawa Plaza	D Frank Ogawa Plaza	0 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza 250 Frank Ogawa Plaza	230 FLAIN USAWA FIA2A	250 Frank Orawa Plaza	
30233 - Project Management 250	80233 - Project Management 10232 - Droiact Management	20233 - Fruject Management	20233 - Project Management	20233 Froject management	20234 - Facilities Planning and Develonment	20737 - Eacilities Planning and Development	30734 - Facilities Planning and Development	30735 - Stimion	30735 - Surveying	30735 - Surveving	20735 - Surveying	20233 - Suiveying 20771 - Endineering Decign and POW - Admil	20241 - Lingureering Design and NOW - Admin	20242 - Jurets and Jurutes		SU242 - SUREELS AND SURUCIUMES	30.242 - Streets and Structures	30.24.2 - Streets and Structures	30242 - Streets and Structures	SU242 - Streets and Structures	SU242 - Streets and Structures	SU242 - Streets and Structures	SU243 - Kignt of Way Management	50243 - Kignt of Way Management	50243 - Kignt OI way Management	50245 - Kigni UI Way Management	50245 - Kignt of Way Management	50243 - Right of Way Management	0/243 - Nigili UI Way Management	00243 - Nigitu UI Way Ivialiageilletu 20042 - Dight of May Management	80243 - Right of Way Management	80743 - Right of Way Management	80243 - Right of Way Management	80243 - Right of Way Management	0243 - Right of Way Management	0243 - Right of Way Management	80243 - Right of Way Management	30243 - Right of Way Management	80243 - Right of Way Management	50.243 - Kight of Way Management	60445 - Kight OI Way Management	0.443 - Nigiri Ui Way Wanagement	10243 - Right of Way Management	30233 - Right of Way Management	30244 - Sanitary Sewer Design	80244 - Sanitary Sewer Design	30244 - Sanitary Sewer Design	50.244 - Sanitary Sewer Design	10-2014 - Salillary Jewer Design	1024 - Salitary Jewer Design	80244 - Sanitary Sewer Design	30244 - Sanitary Sewer Design	30244 - Sanitary Sewer Design	30264 - Sanitary Sewer Design	30244 - Sanitary Sewer Design	30245 - Watershed and Stormwater Program	80261 - I ransportation Services - Administra	80201 - Iransportation Services - Administra 80261 - Transportation Services - Administra	1202 - 114115001 tation 351 vices - Administra								

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	20-111N-16									0/-MAK-88		T						Contraction of the		Construction and the second second					and the second se	States and a		and the second second second	A STATE						03-MAR-03									05-SEP-89						4					t	03-SEP-88		18-SEP-89				2		02-FEB-15				
Engineer Transactation Sumu	Engineer, Hansportation Jupy Engineering Intern PT	Engineering Intern, PT	Engineering Intern, PT	Engineering Intern, PT	Engineering Intern, PT	Engineer, Assistant II (Field)	Engineer, Assistant II (Office)	Engineer, Assistant II (Office)	Engineer, Transportation Assistant	Engineer, Transportation	Engineer, Hausportation Suny	I Engineer, Transportation Supv Engineer Assistant II (Office)	Engineer, Assistant II (Unice)  Engineering Technician II (Office)	Engineering recimician in Comuch	Evempt Limited Duration Employee	Manager Canital Improvement Porm	Program Analyst	Program Analyst II	Program Analyst III	Drogram Analyst-IIi	Student Trainee. PI	Student Trainee PT	Student Trainee PI	Student Trainee PT	Student Trainee PT	Student Trainee PT	Student Trainee, PT	Student Trainee PT	Student Trainee, PT	Student Trainee, PT	Student Trainee, PT	Student Trainee, PT	Transportation Planner, Senior	Transportation Planner, Senior	Administrative Assistant I	Assist Director, Pub Works Agency	Budget & Operations Analyst III	Administrative Assistant II	Electrical Const & Maint Planner	Electrical Engineer III	Electrical Supervisor	Electrical Supervisor	Electrician	Flectrician	Electrician	Electrician	Electrician	Electrician	Electrician	Electrician		Flectrician Leader	Electrician Leader	Manager, Electrical Services	Public Works Maintenance Worker	Public Works Maintenance Worker	Public Works Maintenance Worker	Public Works Supervisor I	Sign Maintenance Worker	ISign Maintenance Worker	Sign Maintenance Worker	Sign Maintenance Worker	Sign Maintenance Worker	Sign Maintenance Worker	Sign Iviaintenance worker	Traffic Painter	ITraffic Sign Maker	וומווור סופון ואומוצרו
13E0 Feed Occurs Date	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	200 FIGIIN Ogawa Flaza	2001 I GIIN OGawa 1 Iaca 750 Frank Odawa Plaza	250 Frank Ogawa Fiaza	250 Frank Odawa Plaza	1200 Haily Ogawa Haza	250 Hank Ogawa Haza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Odawa Plaza	1250 Frank Ogawa Plaza	250 Frank Orawa Plaza	250 Frank Ogawa Plaza	250 Frank Orawa Plaza	250 Frank Orawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	250 Frank Ogawa Plaza	) Frank Ogawa Plaz	)1 Edgewater Dr - I	)1 Edgewater Dr - I	)1 Edgewater Dr - I	01 Edgewater Dr -	01 Edgewater Dr - 1	01 Edgewater Dr -	01 Edgewater Dr -	JI EQGEWATER UF -	7101 Edgewater Dr - Bldg 2	7101 Edgewater Dr - Bldg 2	7101 Edgewater Dr - Bldg 2	7101 Edgewater Dr - Bldg 2	7101 Edgewater Dr - Bldg 2	7101 Edgewater Dr - Bldg 2	7101 Edgewater Dr - Bldg 2	7101 Edgewater Dr - Bldg 2	7101 Edgewater Dr - Bldg 2	7101 Edewater Dr - Bide 2	7101 Edgewater Dr - Bldg 2	7101 Edgewater Dr - Bidg 2	7101 Edgewater Drive	7101 Edgewater Drive	/1U1 Edgewater Urive	7101 Edewater Drive	7101 Edgewater Drive	7101 Edgewater Drive	7101 Edgewater Drive	7101 Edgewater Drive	7101 Edgewater Drive	7101 Edgewater Drive	7101 Edgewater Urive	17101 EdgeWater Urive	7101 Edgewarer Urive	TUT LUBOWAICI MINE
- <b>1</b> - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	30264 - Traffic Capital Projects	30264 - Traffic Capital Projects	30264 - Traffic Capital Projects	30264 - Traffic Capital Projects	30264 - Traffic Capital Projects	30264 - Traffic Capital Projects	30264 - Traffic Capital Projects	30264 - Traffic Capital Projects	30264 - Traffic Capital Projects	30265 - Traffic Safety Program	30265 - Iramic Sarety Program	30265 - Iraffic Safety Program	30265 - Iramic Sarety Program	30203 - Irailic Salety Program	20273 - IFFU FIGIIS GIU FLUGIGIIIIIIIG	30273 - IFFU FIGUS GILU FIGE GUITHING	2027.5 - IFFU FIGUS GILD FLOEI GUILLING	302/3 - IFFU FIGUS GUU FLOGI GUULUIS	302/3 - IFFU FIGUS GUL FIOGUAIIIIIIIS	20272 TEED Flatts and Frogramming	20275 - IPDD Plans and Programming	130275 - IPDD Plane and Programming	2027.5 - IFFU Flatts and Flogi annumber 20775 - IDDD Dians and Drogramming	20275 - If F.D. Flatts and Flogramming	30275 - 1000 Plans and Programming	20275 - IFFUT Jans and Frogramming	20275 - IFD Plans and Programming	2027.5 - IFF D Flans and Flogramming	30275 - IPPD Plans and Programming	30541 - Infrastructure& Ops Asst Director's Q710	30911 - Infrastructure& Ops Asst Director	30511 - Infrastructure& Ops Asst Director	30522 - Electrical Maintenance	30522 - Electrical Maintenance	30522 - Electrical Maintenance	30522 - Electrical Maintenance	30522 - Electrical Maintenance	30542 - Electrical Maintenance	30322 - Electrical Maintenance	2057 - Flectrical Maintenance	30522 - Electrical Maintenance	30502 - Electrical Maintenance	30522 - Electrical Maintenance	30322 - Electrical Maintenance	30522 - Electrical Maintenance	3092 - Flectrical Maintenance	30323 - Electrical Traffic Maintenance	30523 - Electrical Traffic Maintenance	30583 - Electrical Traffic Maintenance	30523 - Electrical Traffic Maintenance 2053 - Electrical Traffic Maintenance	30523 - Electrical Traffic Maintenance	30593 - Electrical Traffic Maintenance	30923 - Electrical Traffic Maintenance	30523 - Electrical Trattic Maintenance	30523 - Electrical Traffic Maintenance		rectric											

30224 - Liectrical Services. Meter Operational 250 Frank Ogawa Plaza 30524 - Liectrical Services. Meter Operational 250 Frank Ogawa Plaza 30524 - Electrical Services: Meter Operational 250 Frank Ogawa Plaza	perations 250 Frank Ogawa Plaza perations 250 Frank Ogawa Plaza	Parking Meter Kepair Worker Parking Meter Repair Worker	03-JAN-05	ON ON
Rave	Eridza	Parking Nieter Repair Worker		
Jgawa ri Jgawa Pi	aza	Parking Meter Repair Worker	02-SEP-97	ON ON
)gawa Pla	iza ·	Parking Meter Repair Worker	01-APR-02	NO
Jgawa Pl	aza	Parking Meter Repair Worker	104-MAR-02	
vater Dr -	Bidg 4	Administrative Assistant	31-OCT-88	NO I
vater Dr-	Bldg 4	Management Assistant	24-SEP-01	ONI
5921 Shepherd Canyon Rd	۲ on Rd	Public Works Maintenance Worker Public Works Maintenance Worker	03-AUG-88	
ierd Can	/on Rd	Public Works Maintenance Worker	15-DEC-97	ON
snepnera canyon ka Shepherd Canyon Rd	/ori Ku /on Rd	Public Works Waintenance Worker	19-APR-01	
Shepherd Canyon Rd	/on Rd	Public Works Supervisor II	21-AUG-89	YES
Shepherd Canyon Rd Shenherd Canvon Rd	yon Ka	Street Maintenance Leader Street Maintenance Leader	20-SEP-10 09-MAY-05	
vater Dr	- Bidg 4	Administrative Assistant I	06-OCT-03	ON
/101 Edgewater Dr - Bldg 4	- Bldg 4	Heavy Equipment Operator	14-OCT-02	ON
Edgewater Dr -	- Blag 4 Blag 4	Public Works Maintenance Worker	28-MAR-16	
dgewater Dr - Bldg 4	Bldg 4	Public Works Maintenance Worker	29-SEP-14	
vater Dr -	Bldg 4	Public Works Maintenance Worker	02-FEB-04	NO
vater Dr -	Bidg 4	Public Works Maintenance Worker	31-AUG-13	2
vater Ur -	bldg 4 bldg 4	Public Works Maintenance Worker	11 CED 01	
vater Dr -	Bide 4	Street Maintenance Leader	03-JUL-93	
101 Edgewater Dr -	Bldg 4	Street Maintenance Leader	05-JAN-15	ON
101 Edgewater Dr - Bldg 4	Bldg 4	Street Maintenance Leader	17-JAN-89	ON
101 Edgewater Ur -	Bldg 4 Bldg 4	Street Maintenance Leader	13-JUL-UI	
101 Edgewater Dr -	- Bldg 4	Administrative Assistant II	24-AUG-09	
vater Dr -	Bldg 4	pment (	28-JAN-85	ON
vater Dr -	Bldg 4	Heavy Equipment Operator	18-MAY-15	ON ON
dgewater Dr - Bldg 4 dgewater Dr - Bldg 4	sidg 4	Program Analyst II Public Works Operations Manager	12-SEP-16	
vater Dr - E	ldg 4	Public Works Supervisor I	05-0CT-87	ON
vater Dr - B	ldg 4	Public Works Supervisor	27-DEC-99	ON
vater Dr - B	de 4	Public Works Supervisor	29-JAN-96	ON
Edgewater Dr - I	3Idg 4	Public Works Supervisor I	18-OCT-93	ON
vater Dr - I	3ldg 4	Public Works Supervisor II	12-0CI-87	ON ON
vater Dr -	Bidg 4	Sewer Maintenance Leader	21-001-02	
vater Dr	- Bidg 4	Sewer Maintenance Leader	15-0CT-12	
Edgewater Dr	- Bidg 4	Sewer Maintenance Leader	01-0CT-12	
Edgewater Dr	- Bldg 4	Sewer Iviaintenance Leader	C0-VIAL-42	
vater Dr	- Bidg 4	Sewer Maintenance Leader	15-MAR-93	ON
dgewater Dr -	Bldg 4	Sewer Maintenance Leader	19-AUG-02	ON
vater Dr -	Bidg 4	Sewer Maintenance Leader	25-JUN-12	ON ON
vater Ur -	Bidg 4 Didg 4	Sewer Naintenance Leader	2/-UCI-U3	
vater Dr -	Bidg 4	Sewer Iviairtetiance Leader	12-APR-99	
gewater Dr - R	Sidg 4	Sewer Maintenance Leader	28-0CT-13	ON I
ewater Dr - E	lidg 4	Sewer Maintenance Leader	14-MAR-94	NO I
water Dr - Bi	dg 4	Sewer Maintenance Leader	24-JAN-11	NO
water Dr - Bl	dg 4	Sewer Maintenance Leader	20-0CT-02	ON
water Dr - Bl	dg 4	Sewer Maintenance Leader	12-0CT-87	ON N
ewater Dr - Blo	1g 4	Sewer Maintenance Leader	20-001-86	NO
ewater Ur - Bl	dg 4	Sewer Maintenance Leader	21-NAL-22	DN C
sewater Ur - B	10 g 4	Sewer Maintenance Leader		
ewater Ur - E	lidg 4	Sewer Naintenance Leader Sewer Maintenance Leader	23-001-07	
vater Dr - I	aug 4	Jewei Maintenance Leader Kowar Maintenance Leader		
ewater Dr -	- Bldg 4	Jewer Maintenance Leader	02-JAN-07	
ewater Dr.	- Bldg 4	Sewer Maintenance Planner	08-JUL-13	NO
ewater Dr	- Bldg 4	Sewer Maintenance Worker	02-JAN-07	ON
vater D	r - Bidg 4 r - Bidg 4	Sewer Maintenance Worker	02-JAN-07	
vater D	- 0:05 +		10-100-33	2
	)r - Higg 4	Sewer Maintenance Worker	123-DEC-13	ON

	08-AUG-09         NO           23-OCT-07         NO           29-MRR-14         NO           04-MAR-14         NO           04-MAR-14         NO           04-MAR-14         NO           04-MAR-14         NO           01-MAR-14         NO           01-MAR-14         NO           01-MAR-14         NO           01-MAR-14         NO           01-MAR-15         NO           05-MAY-05         NO           05-MAY-05         NO           05-MAY-05         NO           07-MAR-15         NO           07-MAR-14         NO           12-OCT-87         NO           12-MAR-14         NO           12-MAR-14         NO           12-MAR-14         NO           12-MAR-14         NO <th></th>	
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23-NOV-15<br>29-JUN-98<br>23-NOV-15<br>23-NOV-15<br>05-JUN-89<br>13-OC1-03<br>23-NOV-15<br>23-NOV-15<br>13-JUN-11<br>15-JAN-11<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN-10<br>13-JUN 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0683 - Env Svcs Environmental Remediati	ior1250 Frank Ogawa Plaza	Environmental Program Specialist	. 06-JUL-15	I ON
0683 - Env Svcs Environmental Remediati	tior 250 Frank Ogawa Plaza	Environmental Program Specialist	06-JUL-15	NO
80683 - Env Svcs Environmental Remediati	tior 250 Frank Ogawa Plaza	Environmental Program Supervisor	03-OCT-05	ON
<u> 30683 - Env Svcs Environmental Remediati</u>	tior 250 Frank Ogawa Plaza	Management Intern	20-JUL-15	ON
<u> 30683 - Env Svcs Environmental Remediati</u>	tior 250 Frank Ogawa Plaza	Program Analyst II	10-NOV-14	ON
80683 - Env Svcs Environmental Remediati	tior 250 Frank Ogawa Plaza	Program Analyst III	10-SEP-13	ON
0684 - Env Svcs Sustainability	250 Frank Ogawa Plaza	Manager, Sustainability Pgm	22-DEC-14	ON
0684 - Env Svcs Sustainability	250 Frank Ogawa Piaza	Program Analyst II	31-MAR-14	ON
30685 - Env Svcs Watershed Program	250 Frank Ogawa Piaza	Program Analyst II	10-NOV-14	ON
30685 - Env Svcs Watershed Program	250 Frank Ogawa Plaza	Student Trainee, PT	19-JAN-15	ON
30685 - Env Svcs Watershed Program	250 Frank Ogawa Plaza	Student Trainee, PT	17-SEP-13	ONI
0689 - Env Svcs Engergy Group	250 Frank Ogawa Plaza	Electrical Engineer II	16-SEP-02	ON
0689 - Env Svcs Engergy Group	250 Frank Ogawa Plaza	Management Intern, PT	22-JUN-15	NO

Department Name: Oakland Police Department Fiscal Year: 2016-17



#### EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

#### I. DEPARTMENT CERTIFICATION

#### DEPARTMENT NAME: Oakland Police Department FISCAL YEAR: 2016-2017

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

I, <u>Chief Anne E. Kirkpatrick</u>, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for <u>the Oakland Police Department</u> was submitted on 4Aug17.

Signature & Date

ANNE E. KIRKPATRICK, CHIEF OF POLICE

Print Name & Title

### **II. QUANTITATIVE ASSESSMENT REPORT**

#### **Department Name:**

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	John Lois	Apryl Belland-Smith	Kiona Suttle
Title	Assistant Chief of Police	Administrative Analyst II	Police Services Manager I
Address	455 7 <sup>th</sup> Street, 8 <sup>th</sup> Floor	455 7 <sup>th</sup> Street, 7 <sup>th</sup> Floor	455 7 <sup>th</sup> Street, 7 <sup>th</sup> Floor
Phone#	510-235-3365	510-238-2288	510-238-4736
Email	Jlois@oaklandnet.com	Abelland-Smith@oaklandnet.com	ksuttle@oaklandnet.com

Table 2 Department Employee Sta	tistics			· · · · · · · · · · · · · · · · · · ·		
Total # of FTE Employees	1252					
Public Contact Positions (PCP)	1151			New PCP Hires This Fiscal Year	60	<b>-</b>
PCP With Spanish Language Skill	182	15.8	%	New PCP Hires With Spanish Language Skill	5	8.33 %
PCP With Chinese Language Skill	62	5.4	%	New PCP Hires With Chinese Language Skill	1	1.67 %

\*FTE refers to full-time-equivalent.

Table 2A New Hires This Fiscal Year (by p	osition)
Chief of Police	1
Criminalist II	1
Crossing Guards	9
Grant Coordinator	1
Intake Technician	1
Police Cadets	8
Police Officer Trainee	34
Police Records Specialist	4
Student Trainee	1

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

Table 3A. Department Organization Structure	
Office of Chief – Administration	Bureau of Services
Chief of Staff	Communications Division
Public Information	OPD 911 Dispatch
Internal Affairs	Police Personnel and Training Division
Fiscal Services	Personnel Section
Office of the Inspector General	Training Section/Field Training Program
Intelligence	Recruiting and Background
Research and Planning	PAS/PRIME
Assistant Chief of Police	Records Division
Ceasefire/COMPSTAT	Public Records Request Unit
Bureau of Field Operations West	Warrants
Bureau of Field Operations Administration	Information Systems
Police Area 1	Property and Evidence

#### Department Name: Oakland Police Department Fiscal Year: 2016-17

Police Area 2	Information Technology/Fleet
Police Area 3	Criminal Investigations Division
Bureau of Field Operations East	Criminalistics
Police Area 4	Identification Section
Police Area 5	Robbery, Burglary & Felony Assault
Special Operations Division	Theft Misdemeanor Crimes & Task Forces
Traffic Investigation and Enforcement Homicide	
Special Operations Section	Youth & School Safety Section
Parking Enforcement	Police Evidence Unit
	Crime Analysis

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	X No D Yes – Please describe below

🛛 🖾 No 🛛 X Yes – Please de	escribe below.
Language Goal	Language Actual
SP= 1 CH = 1	SP= 4 CH = 5
SP= 9 CH=4	SP= 12 CH = 2 Key: SP= Spanish CH= Chinese
_	SP= 1 CH = 1

Table 4A Vital Documents List		<u>.</u>	
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
(TF-2096) Notification to Serve Crime Victims	Yes	Yes	
(TF-3098) Filing Complaint	Yes	Yes	
(TF-3202) Tow Resource Guide	Yes	Yes	
(TF-869) Resource Card for Victims of Violent Crimes	Yes	Yes	
Courtesy Warning for Parked Cars	Yes	Yes	-
Safety Tips – Avoid Being a Robbery Victim	Yes	Yes	
ATM Safety Tips	Yes	Yes	
Holiday Safety Tips	Yes	Yes	
Safety Brochure	Yes	Yes	
Sexual Assault Resource Card – Marsy's Card	Yes	Yes	
(TF-862-2) Citizen Crime Report	Yes	Yes	
(TF-3053) Business Information Record Card	Yes	Yes	
(TF-3168) Identity Theft	Yes	Yes	
(TF-2093) Vehicle Release Free (stored vehicles)	Yes	Yes	
(TF-3354) Mental Health Resource Card	Yes	Yes	
(TF-3211) Laws Governing Peddler & Vendors	Yes	Yes	
(TF-3330) Youth & Family Services Resource Brochure	Yes	Yes	
Commercial Security Tips and Facts	Yes	Yes	
(TF-748) Vehicle Release Form	Yes	Yes	
Petition to Seal & Destroy Arrest Records	Yes	Yes	
Police Commission Member Application Form	Yes	Yes	
Miranda Rights - Text	Yes	Yes	
Illegal Food Vending Handout	Yes	Yes	

Table 4B. Vital Documents Status Summary		
Are all of the department's vital documents translated into Spanish		
and Chinese?	X Yes	No – Please provide an action plan below
	I A Tes	Li No – Please provide an action plan below

Location Description	Telephone Number	Status
Chief of Police	238-3365	Completed
Internal Affairs Division	238-3161	Completed
Patrol Desk (Information)	238-3455	Completed
Drug/Prostitution Hotline	238-3784	Completed
Fireworks Hotline	238-2373	Completed
Sexual Assault Tip Line	637-0298	Completed
Traffic Complaint	238-3155	Completed
Chinatown Substation	238-7930	Completed
Neighborhood Services Division	986-2715	Completed
Chinatown Substation	238-7930	Completed
Criminal Investigation Division	238-3744	Completed
Emergency	777-3211	Completed
Non-Emergency	777-3333	Completed
Records Division	238-3021	Completed

Table 6 Analysis by Comm	PCP	SP SPEAKING		CH SPEAKING				
Facility Name	Address	Zip Code	Phone #	# FTE	#	%	#	%
Police Administration Building	455 7 <sup>th</sup> Street	94607	238-2455	646	86	13%	37	6%
Eastmont Sub-Station	2651 73 <sup>rd</sup> Avenue	94621	777-8500	386	62	16%	13	3%
Communications	7101 Edgewater Drive	94621	777-3333	67	12	18%	2	3%
Recruiting & Background and Internal Affairs	250 Frank H. Ogawa Plaza, Suite 1333, 6303, C and D	94612	238-3339 238-3161	142	19	13%	9	6%
Domestic Violence Unit	470 27 <sup>th</sup> Street	94612	587-2505	11	3	27%	1	9%

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

#### III. QUALITATIVE ASSESSMENT REPORT

#### A. Bilingual Public Contact Positions Assessment

#### **Department Name:**

ASSESS	MENT	ENT SPANISH-SPEAKING PCP			CHINES	E-SPEAKIN	IG PCP
FTE	PCP	GOAL (11.39%)	OAL (11.39%) STAFF GOAL MET?		GOAL (5.63%)	STAFF	GOAL MET?
1252	1151	131	182	Yes	65	62	No

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

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

The Equal Access Ordinance was enacted to ensure that Oakland residents, regardless of their English proficiency, have full and equal access to City services. The Oakland Police Department (OPD) considers providing this access a top priority. Oakland is a very diverse city and OPD's recruiting and hiring effort goals are designed to match that diversity. Currently, OPD has an authorized strength of 794 sworn and 441.54 civilian personnel. Approximately 1,151 of those positions are public contact positions. Currently, there are 182 Spanish and 62 Chinese bilingual employees assigned in locations throughout the department.

The hiring goals were 131 Spanish and 65 Chinese. OPD exceeded the number of Spanish speaking personnel and is short by three (3) Chinese speaking personnel designated in public contact positions, maintaining 182 Spanish and 62 Chinese. Attracting Chinese candidates does present a challenge but OPD continues to coordinate targeted outreach.

The Department continues to focus on attracting Chinese and Spanish speaking candidates by coordinating the following outreach activities:

- Coordinating Spanish and Cantonese speaking Citizen Police Academies
- Advertising in language diverse newspapers
- Coordinating Chinese and Spanish speaking officers and professional staff attending community events
- Increasing visibility within the Chinese and Spanish communities by coordinating events and providing educational material in appropriate languages
- 2. Please describe your effort in outreach, recruitment and hiring of bilingual candidates. Describe your means to ensure a pool of qualified bilingual applicants. Assess the adequacy of these efforts and indicate areas of improvement.

OPD continues to coordinate with the EAO and Human Resources Management (HRM). EAO provides training and technical assistance. Outreach, recruitment and hiring is a collaborative effort with HRM. OPD Personnel and HRM staff meet on a regular basis to discuss recruitment and outreach strategies. OPD also consults with community partners to gain insight on how to attract a diverse group of candidates. Strategies include advertising and education. OPD attends community events on a regular basis to advertise and provide educational material. Recruitment and outreach strategies also include but are not limited to the following:

- Hosting a Spanish and Cantonese speaking Citizen's Police Academy.
- Maintaining continued partnership with the Unity Council in the Fruitvale district to ensure bilingual candidates are afforded opportunities to compete in entry level positions. This includes exploring alternative workshop and seminar venues in an effort to provide assistance geared toward improving writing and interviewing skills.
- Producing, maintaining and distributing Department recruitment posters in Chinese and Spanish to each area of the City using Community Resource Officers (CROs) and Neighborhood Services Coordinators (NSCs) to promote job opportunities.
- Providing job flyers to the NSCs and Equal Access Coordinators for PCPs. These
  designated recruitments are advertised within Chinese and Spanish speaking
  communities, such as the Chinese Chamber of Commerce and the Unity Council non-profit
  organizations.
- Maintaining relationships with criminal justice law enforcement programs and social science directors of local universities, colleges and high schools to promote law enforcement careers.
- Attending career events and job fairs with local faith-based communities to increase awareness and improve participation from Oakland residents.
- Maintaining recruitment website at www.opdjobs.com.
- Having recruitment activities aired on KTVU.
- Attending the annual Cinco de Mayo celebration.
- Attending Chinese New Year Parade.

These efforts seem adequate and as a result we have met Equal Access goals for Spanish speaking individuals and are only lack three (3) Chinese speaking individuals. OPD continues to evaluate recruitment and outreach efforts to determine effectiveness.

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

OPD reviews the Equal Access survey results to assess the needs of our citizens. OPD continues to build upon the outreach efforts currently in practice. Outreach focuses on the Spanish and Chinese speaking communities. These efforts seem adequate as diversity is reflected in the OPD academies. OPD has successfully collaborated with the San Francisco Police Department to provide training for OPD. For no cost to OPD, to meet the hiring goal and take the opportunity to strengthen relationship already established with SFPD, three academies were hosted by the SFPD. The SFPD 251st, the SFPD 252nd and the SFPD 253rd academies graduated 13 officers. Of the 13 a total of 1 (one) Cantonese and 3 (three) Spanish speakers graduated 13 officers. Of the 13 a total of 1 (one) Cantonese and 3 (three) Spanish speakers.

Of the 24 graduates from the 175<sup>th</sup> academy, two (2) speak Chinese and three (3) speak Spanish.

Of the 17 graduates from the 176<sup>th</sup> academy, three (3) speak Spanish. Please refer to Table 1 for additional demographic information.

Class	Starting Date	Starting Number	Gender	Oakland Resident	Language	Ending Date	Ending Number
SFPD #251	Feb 1, 2016	5	1 Female 4 Males	2	1 Cantonese/Mandarin 0 Spanish	9/23/16	4
SFPD #252	Mar 14, 2016	5	2 Female 3 Males	0	0 Cantonese/Mandarin 3 Spanish	11/04/1 6	5
SFPD #253	Apr 11, 2016	6	3 Females 3 Males	0	0 Cantonese/Mandarin 2 Spanish	12/2/16	4
175 <sup>th</sup>	Jul 11, 2016	50	7 Females 43 Males	9	3 Cantonese/Mandarin 10 Spanish	1/27/17	24
176 <sup>th</sup>	Oct 31, 2016	28	5 Females 23 Males	6	1 Cantonese/Mandarin 7 Spanish	5/19/17	17

Table 1: Demographic Information

The OPD was successful in hiring bilingual civilian employees during fiscal year 2016-2017. A total of 26 positions were filled and 3 were filled with bilingual employees. Out of the 3 bilingual positions 1 was a public contact position (refer to Table 2).

 Table 2: Department Civilian Hiring for FY 2016-2017

Classification	Positions	Spanish	Chinese
*Chief of Police	1		
Criminalist II	1		
Crossing Guard, PT	9		
Grants Coordinator	1		
*Intake Technician	1		1
Police Cadet	8		2
*Police Records Specialist	4		
Student Trainee, PT	1		
Total	26		3

\*Public Contact Positions

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

The OPD is committed to hiring bilingual candidates to serve the City of Oakland and to expand access to services offered. In addition to hiring staff, OPD hosted one (1) Spanish speaking and one (1) Cantonese speaking Citizen's Police Academy (CPA). The CPA is a five

(5) week program and provides community members with an overview of OPD functions and a forum for police-citizen dialogue. Each academy graduated approximately 40 participants.

The Department also utilizes the Language Interpretation Line (LIL), which provides over 20 different language interpretations over the phone. This is used when bilingual staff members are not available. The LIL option is utilized most frequently at the 911 Communications Center when non-English speakers reach out for assistance over the phone.

The OPD also utilizes an internal system called Telestaff when seeking out language translation to better meet the needs of the citizens. The Telestaff database holds all personnel data, which can be queried to locate employees who have the needed language skills.

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

The Department's plan for the next 12 months is to continue to expand on the various outreach efforts already being utilized. The Department plans to increase involvement within the Spanish and Chinese speaking communities while continuing to work closely with the Equal Access staff.

We will continue to:

- Hold workshops at community and religious facilities within the city of Oakland to assist
  interested individuals in acquiring the skills needed to pass the POT written exam.
- Host Citizen Police Academies in Spanish and Cantonese.
- Maintain relationships with the Peralta Community Colleges (i.e., Laney and Merritt), which
  offer report writing courses to students interested in becoming a police officer and obtaining a
  higher education.
- Maintain efforts to utilize a diverse group of community members to participate in the oral board interview panel during the POT selection process.
- Offer practice tests at various locations through-out the city of Oakland to promote visibility and easy access for applicants interested in becoming a police officer.
- Maintain selective and focused outreach to a diverse pool of applicants for positions such as Police Communication Dispatchers (PCDs), Police Services Technicians (PSTs), Police Evidence Technicians (PETs) and Parking Control Technicians (PCTs).
- Continue to be transparent with respect to the recruiting and hiring process and open to community suggestions about recruitment strategies.

#### B. <u>Translation of Written Vital Documents Assessment</u>

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

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

- Police Communications Center Lobby (7101 Edgewater Bldg. 8)
- Police Administration Building Records Counter/Patrol Desk/Lobby/2<sup>nd</sup> and 3<sup>rd</sup> floor and Chief's Office on the 8<sup>th</sup> floor (455 7<sup>th</sup> Street)
- Eastmont Sub-Station (2651 73<sup>rd</sup> Avenue)
- Internal Affairs Division (250 Frank H. Ogawa Plaza, Suite C)
- Recruiting & Background Unit (250 Frank H. Ogawa Plaza, Suite D).
- Special Victims Unit (470 27<sup>th</sup> Street)

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

The Oakland Police Department is in 100% compliance with translating vital documents into the two threshold languages, Chinese and Spanish. As a practice, the Department works with Equal Access when there are new or revised documents that require translation and the documents are stored in their database.

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

No, there were no new documents translated during this reporting period. See attachment 1 for vital documents reported last fiscal year.

#### C. Multilingual Telephone Messages Assessment

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

The Oakland Police Department has maintained the phone message recording in Chinese and Spanish languages for all public contact units.

#### D. Assessment of Department Communication with LES Populations

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

OPD does ensure there are visible postings regarding interpretation services at pre-designated locations accessible to the public. Based on the 2017 EAO Language Access Survey results, OPD will reassess visibility of signs to ensure they are well placed and vivid. Our goal is to meet the needs of our residents and ensure they are up-to-date. The Department's goal is to continue to work closely with Equal Access staff and maintain compliance with the ordnance, as well as Administrative Instruction 145.

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

Training Bulletin VIII-R (Language Access) sets forth the Department's policy and procedure to inform personnel of the need to provide language access services when encountering a Limited English Proficient (LEP) person. The OPD is committed to providing language assistance services to individuals who are LEP as part of the Department's community policing philosophy. The OPD takes all reasonable steps to ensure there is timely and accurate communication available to all individuals regardless of their primary language.

Training Bulletin VIII also addresses the use of an interpreter in situations such as police contacts, Miranda admonitions, follow-up investigative interviews, formal interviews, consent searches, search warrants, offense reports and translated documents.

Additionally, Training Bulletin VIII-R provides guidelines in determining the type of interpreter needed, depending on the circumstances of the incident.

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

The OPD follows Administrative Instruction 145 and the Equal Access Ordinance to inform LES Spanish and Chinese populations of their rights to bilingual services. There are visible postings regarding interpretation services at pre-designated locations accessible to the public. The phone lines are interpreted in both languages and vital documents that are required for the public are translated and made available.

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

There were no complaints regarding the provision of bilingual oral and written services. The Department's General Order regarding complaints (i.e., Department General Order M-3) sets forth the procedural steps to receive, respond, investigate and document complaints. All Department personnel have received specific training on how to handle the complaint process. The OPD documents all complaints made.

The Internal Affairs Division (IAD), along with supervisory staff Department-wide, are responsible for the intake of complaints. Depending on the nature of the complaint, the IAD will assign an investigator, who after completing the investigation determines the disposition. These are public contact positions. There is one dedicated Chinese speaking position and one dedicated Spanish speaking position. The Chinese speaking position will be recruited by HRM at the beginning of the fiscal year 17-18.

#### E. Action Plan

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

The OPD is committed to serving the community with equal and fair access to its services, regardless of the language spoken. The Department's commitment includes, but is not limited to, the following:

- Utilizing existing bilingual staff regardless of whether staff is in an identified public contact position;
- Continuing to maintain all public contact positions;
- Ensuring all required documents are translated;
- Continuing to recruit diverse pool of candidates with language capabilities and;
- Increasing relationships with the Spanish and Chinese speaking communities.
- 2. Describe how notice of the availability of language access has been posted prominently at the Department's geographic location. Describe also the information posted to the Department's website and how the public may access the Department's Annual Compliance plan.

Each public contact department has posters displayed in the following areas:

- The patrol desk of the Eastmont sub-station
- The lobby of the Communications Division
- The lobby of the Criminal Investigation Division, located on the second floor of the Police Administration building
- The Records kiosk in the lobby of the Police Administration Building (two posters are displayed in this area)
- The lobby of the Internal Affairs Division

The Department's annual compliance report will be posted on the www.oaklandpolice.com website after City Council approves the FY 2014-2015 Equal Access Annual Compliance Plan. This will be presented by the HRM staff in September 2017, at the Finance Management Meeting.

Police Area	Police Officers	Spanish BPCP	Chinese BPCP	Other Languages
Area 1 (94607, 94612)	96	12	6	10
Area 2 (94608, 94609, 94611, 94618)	64	2	2	10
Area 3 (94602, 94606, 94610)	67	18	3	5
Area 4 (94601, 94611)	77	17	1	3
Area 5 (94603, 94605, 94621)	87	17	1	5
Other Divisions (CID, IAD, Training, etc.)	197	0	9	16
Totals	588	66	22	49
Percentages		11.22%	3.74%	8.33%

#### Police Officer Distribution

Police Area	PSTII/PET	Spanish	Chinese	Other
Area 1 Police Evidence/Services Technicians	8	1	2	2
Area 2 Police Evidence/Services Technicians	10	1	1	
Area 3 Police Evidence/Services Technicians	6		2	
Area 4 Police Evidence/Services Technicians	8	1		
Area 5 Police Evidence/Services Technicians	10	1		1
Other Divisions Police Evidence/Services	35	7	4	1
Totals	77	11	9	4
Percentages		14.29%	11.69%	5.19%

#### Police Evidence Technician and Police Services Technician II Distribution

Footnote – Police beat area map can be located on City of Oakland website http://www2.oaklandnet.com/Government/o/OPD/index.htm

Per labor agreement, Police officers can bid for different shirts and bids are reviewed based on seniority.

Oakland Police Department					6/30/2017
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	PCP	LANGUAGE
1011110 - Office of Chief - Administration	455 /th Street	Police Records Specialist		VES	Cultrese
1011110 - Utrice of Chief - Administration		Sergeant UI POlice (PENS)			Include
1011110 - UTTICE OT CATET - Administration		Chief of Police Acceptor		4 E	
LULLIU - UIIICE UI CIIIEI - AUIIIIIISU AUUII 11111111 - Office of Chief - Administration		Deputy Chief of Police (PERS)		YES	
101110 - Office of Chief - Administration	455 /th Street	lechnical Communications Specialist		YES	
101112 - Public Information Unit		Police Officer (PERS)		YES	
101112 - Public Information Unit	455 /th Street	Police Officer (PERS)		YES	
101120 - Internal Attairs		Intake Technician		YES	Chinese
101120 - Internal Affairs	•	Police Officer (PERS)		LES LES	Polish
101120 - Internal Affairs	•	Lieutenant of Police (PEKS)			spanisn
101120 - Internal Affairs	•	Police Officer (PERS)		ŝ	spanisn
101120 - Internal Affairs		Police Officer (PERS)	5	YES	Spanish
101120 - Internal Affairs		Sergeant of Police (PERS)		YES	spanish
101120 - Internal Attairs	250 Frank H. Ogawa Plaza	Administrative Analyst II			
101120 - Internal Attairs		Captain of Police (PERS)			
101120 - Internal Attairs		Captain of Police (PERS)		LE N	
101120 - Internal Attairs	•	Intake Lechnician		Ĩ	
101120 - Internal Affairs	•	Intake lechnician		۲E>	
101120 - Internal Attairs		Lieutenant of Police (PERS)		Ē	10.1
101120 - Internal Affairs	250 Frank H. Ugawa Plaza	Police Unicer (PEKS)	。		
101120 - Internal Affairs				LEN ALEN	
10.6120 - Internal Attairs	250 Frank H. Ogawa Plaza	Police Records Specialist			
10월20 - Internal Attairs		Police Records Specialist			
10對20 - Internal Attairs	250 Frank H. Ogawa Plaza	Police Records Supervisor			
101220 - Internal Affairs		Project Ivianager III			
100120 - Internal Attairs	•	Sergeant of Police (PEKS)			
104120 - Internal Attairs	· •	Sergeant of Police (PEKS)			
100120 - Internal Attairs	. Ugawa	Sergeant of Police (PERS)		LEN AEC	
102120 - Internal Attairs	·	Sergeant of Police (PEKS)	14 EED ND		
10班20 - Internal Attairs	· I	Sergeant of Police (PEKS)			
100120 - Internal Affairs	· I	Sergeant of Police (PERS)			
101120 - Internal Attairs		Sergeant of Police (PERS)			
101120 - Internal Affairs		Sergeant of Police (PERS)			
101120 - Internal Arrairs	250 Frank H. Ogawa Plaza	Jergeart Of Police (FENJ) Kargaant of Police (PERS)		AFN AFN	
		Jergeart of Police (FERS)			
LULLZU - Internal Analis TUTTZU - Othes of the Increator Constal	230 FIGHK N. USawa Fiaza	Jergeant Of Folice (FENJ)	T		
LUHJ30 - UIIICE UI LITE IIISPECIOI GEITEI AI TUMP30 - Ottice of the Increator (ceneral		Licateriant of FUICE (FERS)		YES I	
TUETOU - Office of the Inspector General		Police Pertormance Auditor	05-NOV-07	YES	ī
TUELSO - Office of the Inspector General		Police Performance Auditor	13-MAR-06	NO	
101130 - Office of the Inspector General	455 /th Street	Police Performance Auditor	15-APR-13	NO.	
100130 - Office of the Inspector General	455 /th Street	Police Pgrm & Performance Auditor	29-NOV-04	YES	
108130 - Office of the Inspector General	455 /th Street	Police Records Specialist	Z1-AUG-00	YES	
101130 - Office of the Inspector General	455 /th Street	Sergeant of Police (PERS)	26-NAL-12	YES	
102140 - Intelligence Unit	455 /th Street	Police Officer (PERS)	07-FEB-92	YES	Chinese
101040 - Intelligence Unit	455 /th Street	Police Officer (PERS)	23-JAN-93	YES	Greek
101140 - Intelligence Unit	455 /th Street	Police Officer (PERS)	112-JUL-93	YES	Spanish
101140 - Intelligence Unit	455 /th Street	Police Officer (PERS)	06-100-80	YES	
10 140 - Intelligence Unit	455 7th Street	Police Officer (PEKS)		YES	
107140 - Intelligence Unit	455 /th Street	Police Officer (PERS)			
109140 - Intelligence Unit	455 /th Street	Police Officer (PEKS)			
101140 - Intelligence Unit	455 /th Street	Dergeant of Police (PERD)			
102110 - PAS Admin	433 /un sureu Ass 746 Street	Police Records Specialist	02-FEB-15	HES LES	Chinese
		Administrative Analyst II	00-NUL-00	YES	
	455 7th Street	IAdministrative Analyst II	25-FEB-08	ОИ	
				ĺ	

102110 - PAS Admin	455 /th Street	Administrative Analyst II	28-DEC-96		
102130 - Identification Detail	455 /th Street	Police Services Technician II	02-DEC-13	YES	Chinese
102130 - Identification Detail	455 /th Street	Police Services Technician II	13-FEB-08	YES	-
102130 - Identification Detail	455 /th Street	Police Services Lechnician II	25-JUL-88	ΥEΥ Γ	
102130 - Identification Detail	455 /th Street	Police Services Lechnician II	30-NUL-08	YES	
102130 - Special Victims Section	455 /tn street	Police Services Lechnician II	103-ULI -88	E E	
10/130 - Special Victims Section	455 /tn Street	Sergeant Of Police (PERS)	10/-FEB-92		
102140 - Nesearch, Flamming & Chine Analysis	433 / LII 34 GEL 1455 /th Street	Police Services Manager	CT-VIAC-CT		
102280 - Crime Analysis Unit	455 /th Street	Administrative Analyst II	10-NUL-01		
102280 - Crime Analysis Unit	455 /th Street	Crime Analyst	02-DEC-13	YES	
102280 - Crime Analysis Unit	455 /th Street	Crime Analyst	09-MAY-16	ON	
102280 - Crime Analysis Unit	455 /th Street	Crime Analyst	11-APR-16	N0	
102280 - Crime Analysis Unit	455 /th Street	Crime Analyst	12499551 <i>V</i>	NO	
102280 - Crime Analysis Unit	455 /th Street	Police Services Manager I	25-JAN-16	NO	
102310 - Burean of Investigation	455 /th Street	Deputy Chief of Police (PERS)	06-SEP-91	YES	
102310 - Criminal Investigations	455 /th Street	Police Records Specialist	18-FEB-14	YES	Chinese
102310 - Criminal Investigations	455 /th Street	Administrative Analyst II	23-OCT-89	ON	Fagalog/Filipino
102310 - Police Evidence Tech Unit	455 /th Street	Sergeant of Police (PEKS)	28-MAY-91	YES	spanish
102320 - Homicide	455 /th Street	Sergeant of Police (PEKS)	28-JAN-08	Т	Chinese
102320 - Homicide	455 /th Street	Police Utticer (PERS)	107-0CI -03	Ĩ	spanisn
10/23/U - HOMICIAE		POLICE UTICET (PERS)		Т	Spanisn
107320 - RUMICINE 107370 - ROMICINE		Jergeart of Force (FERS)	INS-MAR-99		
10,13,20 - Homicide	455 /th Street	Lieutenant of Police (PERS)	14-JAN-91	VES	
10 220 - Homicide	455 /th Street	Police Officer (PERS)	02-MAR-88	YES	
10월20 - Homicide	455 /th Street	Police Otticer (PERS)	02-JUN-06	YES	
102320 - Homicide	455 /th Street	Police Otticer (PERS)	12-MAY-98	YES	
10.2220 - Homicide	455 /th Street	Police Officer (PERS)	23-101-08	YES	
102320 - Homicide	455 7th Street	Police Records Specialist	03-MAR-99	YES	
10220 - Homicide	455 /th Street	Police Services Technician II	02-DEC-13	YES	
102420 - Homicide	455 /th Street	Sergeant of Police (PERS)	10-MAR-00	YES	
10/23/20 - Homicide	455 /th Street	Sergeant of Police (PEKS)	14-FEB-UU		
102320 - Homicide	455 /th Street	Sergeant of Police (PEKS)	TS-JAIN-US	LEV L	
	455 /th Street	Sergeant of Police (PEKS)	00-N01-97	Ĩ	
102321 - Misdemeanor Crimes & Lask Forces	455 /th Street	Police Unicer (PERS)		LE N	cninese
102321 - Misdemeanor Urimes & Task Forces	455 /th Street	Police Utilicer (PERS)	100-IMAT-38	AFX VFX	german
102321 - Misdemeanor Crimes & Task Forces	455 /th Street	Police Officer (PERS)	13-MAR-00	YES 1	Spanish
102821 - Misdemeanor Crimes & Task Forces	455 /th Street	Police Officer (PERS)	17-MAY-02		Spanish
102321 - Misdemeanor Crimes & Task Forces	455 /th Street		21-APR-14		Spanish
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	25-APR-97	YES	spanish
102521 - Misdemeanor Crimes & Lask Forces	455 /th Street	Police Utticer (PEKS)	09-DEC-13	YES	Inai
10,521 - Inisgemeanor Crimes & Lask Forces					
10-2021 - INISOGEMEANOL CHINES & LASK FORCES	433 /til Street Arc 7th Street	Police Utilicer (PERS)			
10/221 - Misdemeanor Crimes & Task Forces	1430 / LII 301 EEL 1445 7th Street		02-11-20	2	
102921 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	05 JON 00	VES 1	
102321 - Misdemeanor Crimes & Task Forces	455 /th Street	Police Officer (PERS)	12-JUL-08	VES	
102321 - Misdemeanor Crimes & Task Forces	455 7th Street	Police Officer (PERS)	19-JUL-14	YES	
102321 - Misdemeanor Crimes & Task Forces	455 /th Street	Police Officer (PERS)	68-NUL-61	YES	
10싢321 - Misdemeanor Crimes & Task Forces	455 /th Street	Sergeant of Police (PERS)	21-FEB-97	YES	
	455 /th Street	Police Officer (PERS)	07-DEC-00	YES	Spanish
102322 - Targeted Enforcement Task Force II	455 /th Street		111-DEC-06	YES	
102324 - Felony Assault & Gang Section	455 /th Street	Police Officer (PERS)	26-FEB-U/	YEV	spanisn
102324 - Felony Assault & Gang Section	455 /th Street	Police Utricer (PERS)	71-755-11		
102324 - Feloriy Assaurt & Garig Section		rolice records openalist Sergeant of Police (PERS)	121-DFC-98		
TUZ224 - FEIUIIY Assault & Gailg Section		Jori Boaine Ori Jonee (1 Entra)	115-017-07	λ Ε Γ	
TU2220 - LIU DUIBIAIY	400 / 111 011 661	LOUGE OTTICE (1 END)	· · · · · · · · · · · · · · · · · · ·	3	

102330 - UD Burglary	455 /tn Street	Police Utilicer (PERS)			
102330 - CIU BUEGIAY	455 /tri Sureet		120-JEF-UJ	AFC -	
102330 - CID BURGIARY	455 /tn Street Acc 7th Street	Police Records Specialist Ipolice Officer (DERS)		AFX VFX	
	122 / 11 21 CCL	Police Critical (Lens)		Υ Ε	Snanish
	1337 tu suet	I DICC 3CI VICCS 1 CCIIIIICIAII II	74-MAR-14		Spanish
107330 - CID NOBUCI ) 107330 - Rohherv & Burdary Section		Police Officer (PERS)	03-0C1-11		Spanish
107230 Robbery & Burglary Section	1255 /th Street	IPOlice Otticer (PERS)	17-SFP-11		Spanish
102330 - Robbery & Burglary Section	455 /th Street	Sergeant of Police (PERS)	01-APR-98		Spanish
102330 - Robbery & Burglary Section	455 /th Street	Police Officer (PERS)	01-AUG-11	YES	
102330 - Robbery & Burglary Section	455 /th Street	Police Officer (PERS)	01-AUG-11	YES	
102330 - Robbery & Burglary Section	455 /th Street	Police Officer (PERS)	00-JUL-07	YES	
102330 - Robbery & Burglary Section	455 /th Street	Police Officer (PERS)	16-DEC-13	YES	
102330 - Robbery & Burglary Section	455 /th Street	Police Officer (PERS)	20-FEB-12	YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	23-APR-01	YES	
102330 - Robbery & Burglary Section	455 /th Street	Police Officer (PERS)	25-MAR-13	YES	
102330 - Robbery & Burglary Section	455 7th Street	Police Officer (PERS)	26-FEB-0/	Ē	
102330 - Kobbery & Burglary Section	455 /tn Street	Police Unicer (PERS)		AEV VEV	
102330 - Kobbery & Burglary Section	433 /ul 301 eet	Sergeant of Police (FENS)		4E 7	
102330 - Kobbery & Burglary Section	455 /ul suret	belgedit ur Pulice (FENS)	10-FED-32		Ideidijo
LU233U - US Marshal Service	455 /til Street	POlice Officer (FEAS)	27-JEF-13		ruijau Snanich
	453 /ul suret	Irulice Utiticel (rena) Administrative Assistant I			licitiphe
102340 - FLOPELY/ ILLEIC	1255 /th Street	Sergeant of Police (PERS)	29-JAN-94	YES	Spanish
TITZED - CID Felony Assault	455 /th Street	Police Officer (PERS)	22-JUL-02		lagalog/Filipino
	455 /th Street	Police Officer (PERS)	11-DUA-10	YES	5
102350 - CID Felony Assault	455 /th Street	Police Officer (PERS)	20-FEB-12	YES	
102350 - Domestic Violence Unit	4/0 2/th Street	Police Officer (PERS)	17-SEP-12	YES	Chinese
102350 - Domestic Violence Unit	4/0 2/th Street	Police Officer (PERS)	117-SEP-12		Spanish
102850 - Domestic Violence Unit		Police Officer (PERS)	21-APR-14		Spanish
10数50 - Domestic Violence Unit	470 2/th Street	Sergeant of Police (PERS)	05-JUN-06		spanish
10跶50 - Domestic Violence Unit		Police Officer (PERS)	104-0C1-95	LE A	
102950 - Domestic Violence Unit		Police Officer (PERS)	116-DEC-13	LEV A	
10型50 - Domestic Violence Unit		Police Officer (PERS)	116-UEC-13	Ē	
102350 - Domestic Violence Unit		Police Utricer (PERS)	17-SEP-12	L L	
102350 - Domestic Violence Unit	4/0 2/th Street	Police Utilicer (PERS)	77-701-97		
102330 - DUITESUL VIOLEILLE UTIL		Police Crince (FENS)	14-APR-03		
102350 - Duvenile Intake		Police Services Technician II	02-DEC-13	YES	Spanish
102850 - Juvenile Intake	455 /th Street	Police Otticer (PERS)	Z1-APR-14	YES	
102350 - Juvenile Intake	455 /th Street	Police Officer (PERS)	ZZ-SEP-14	YES	
10월50 - Special Victims Section	455 /th Street	Police Officer (PERS)	25-SEP-13	YES	Chinese
102350 - Special Victims Section	455 /th Street	Police Services Technician II	02-DEC-13	YES	Chinese
102350 - Special Victims Section	455 /tn Street	Police Unicer (PEKS)		YES	Kussian
10250 - Special Victims Section	455 /tn Street	Police Unicer (PERS)			Spanisn
10/250 - Special Victime Section	455 /LN SUREL	FUILE UTITET (FENS)			Vietnamece
TU2030 - Special Victims Section	433 / 111 34 661 1255 7th Street	Jergeant Vir Fonce (FENS) Police (JHirer (PERS)	00-1414-00 01-MAR-99	VEN -	
102830 - Special Victims Section	1255 /th Street	Police Officer (PERS)	03-AUG-98	YES	
10.2450 - Special Victims Section	1455 /th Street	Police Officer (PERS)	08-DEC-00	YES	
102350 - Special Victims Section	455 /th Street	Police Officer (PERS)	11-DEC-06	YES	
102350 - Special Victims Section	455 /th Street	Police Officer (PERS)	11-JUL-05	YES	
102350 - Special Victims Section	455 /th Street	Police Officer (PERS)	13-JAN-96	YES	<b>–</b>
102350 - Special Victims Section	455 /th Street	Police Officer (PERS)	13-MAR-06	YES	
102350 - Special Victims Section	455 /th Street	Police Officer (PERS)	17-MAY-02	YES	
102350 - Special Victims Section	455 /th Street	Police Officer (PERS)	20-JAN-99	YES	
102350 - Special Victims Section	455 /tn Street	Police Utilicer (PERS)			
102350 - Special Victims Section	455 /tn Street	Police Utilicer (PERS)	22-JUL-U0		
102350 - Special Victims Section	445 /tn Street	LOUICE OLITCE (LEVO)	20-3EL-10	1	

			ſ		
102350 - Special Victims Section	455 /th Street	Police Utricer (PERS)		YES	
102350 - Special Victims Section	455 7th Street	Police Records Specialist	15-MAY-02	2 Z	
102350 - Special Victims Section	455 7th Street	Police Services Technician II	04-MAY-00	YES	
102350 - Special Victims Section	455 /th Street	Sergeant of Police (PERS)	03-AUG-98	YES	
102350 - Special Victims Section	455 7th Street	Sergeant of Police (PERS)	Z1-APR-97	YES	
102350 - Youth & School Services Section	455 7th Street	Police Officer (PERS)	28-AUG-06		Cambodien
102350 - Youth & School Services Section	455 /th Street		25-SEP-13		spanish
102350 - Youth & School Services Section		Lieutenant of Police (PERS)	06-NUL-52	YES VES	
102350 - Youth & School Services Section	455 /tn Street	Police Utticer (PERS)	03-AUG-90		
102350 - Youth & School Services Section	455 /tn Street				
102350 - Youth & School Services Section	455 /tn Street	Police Unicer (PERS)			
102350 - Youth & School Services Section	455 /tn Street	Police Unicer (PERS)			
102350 - Youth & School Services Section	455 /th Street	Police Unicer (PERS)	11-UEC-UB		
10/2550 - Youth & School Services Section		Police Officer (PEDS)			
102330 - 104(1) & 301001 361 VICES 360(101)	433 / 111 34 64 64	Police Officer (FERS)	21-71 N-14		
102330 - 104(1) & SCIOUI SEIVICES SECUDI	1433 / UI 3U GEL 1765 746 Streat	Police Officer (FENS)	22-JLI -14	λ Έλ	
TU2330 - TUULI & SCIDUI SEIVICES SECUDI	1432 / UI JUI GEL 1455 /th Street	Police Services (r ENS) Police Services Technician II	01-ALIG-84		
TU2350 - FOULT & SCHOOL SELVICES SECTION	1455 7th Street	Police Services Technician II	22-AUG-83	YES	
107350 - Youth & School Services Section	455 /th Street	Sergeant of Police (PERS)		YES	
102510 - Felony Assault	455 /th Street	Sergeant of Police (PERS)		YES	
102610 - Criminalistics Unit	455 /th Street	Criminalist II	06-JUN-14	YES	Tagalog/Filipino
102610 - Criminalistics Unit	455 /th Street	Criminalist I		YES	
102610 - Criminalistics Unit	455 7th Street	Criminalist I	08-SEP-12		
102610 - Criminalistics Unit	455 /th Street	Criminalist II	03-101-06	YES	
102610 - Criminalistics Unit		Criminalist II	04-APR-11	YES	
102610 - Criminalistics Unit	455 /th Street	Criminalist II	10-NUL-40	YES	
102610 - Criminalistics Unit	455 /th Street	Criminalist II	04-JUN-07	YES	
102010 - Criminalistics Unit	455 /th Street	Criminalist II	04-NOV-13	YES	
102610 - Criminalistics Unit		Criminalist II	10-MAR-15	NO	
102610 - Criminalistics Unit	455 7th Street	I Criminalist II	T-NW-6T	NO	
102010 - Criminalistics Unit	455 /th Street	Criminalist II	16-0C1-01	ON	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	20-0CT-08	NO	
102510 - Criminalistics Unit	455 /th Street	Criminalist II	25-AUG-08	NO	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	26-MAY-15	9 Z	
102610 - Criminalistics Unit	455 7th Street	Criminalist II	26-001-15	2 Z	
102610 - Criminalistics Unit	455 /th Street	Criminalist III	66-YAM-TO	YES	
102610 - Criminalistics Unit	455 /tn Street	Criminalist III	12-AUG-U/		
TUZOTU - Criminalistics Unit	455 /ul suret				
LUCATO - Criminalistics Unit	433 / LII 34 eet	Criminalist in Priminalist II	20-001-00 76-MAR-07		
102010 - Criminalistics Unit	1255 7th Street	Enrensic Fechnician	26-0C1-15		
102610 - Criminalistics Unit	455 /th Street	Latent Print Examiner II	01-AON-10	YES	
102610 - Criminalistics Unit	455 /th Street	Latent Print Examiner II	09-NOV-15	0N	
102610 - Criminalistics Unit	455 /th Street	Latent Print Examiner II	11-AUG-08	NO	
102010 - Criminalistics Unit	455 /th Street	Latent Print Examiner II	11-NOV-13	ON	
109610 - Criminalistics Unit	455 /th Street	Latent Print Examiner III	30-JUL-U/		
104610 - Criminalistics Unit	455 /tn Street	Unice Assistant II	CK-VUN-12		
103010 - Bureau of Services - Administration Un	n455 /tn Street	Administrative Analyst II		Ť	spanisri
103110 - Bureau of Services - Administration Un	n455 /th Street	Captain of Police (PERS)	23-IVIAK-98		
103110 - Bureau of Services - Administration Un	n 455 /th Street	Ueputy Chief of Police (PERS)	22-AUG-9/		
103110 - Bureau of Services - Administration Un	n455 /tn Street	bulice Becorde Specialist			Snanish
	433 / 111 301 661			Τ	liciliado
LU324U - Records Unit	1435 /tn Street	PUILE SELVICES MAILAGEL 1	00-NIOF-77		Chinaca
103242 - Records & Warrants	453 /ul suret 745 746 Streat	Police Records Specialist	02-NIAC-20	T	Chinese
103242 - Records & Warrants	455 /th Street	Police Records Specialist	10-NOV-14		Chinese
103242 - Records & Warrants	455 /th Street	Police Records Specialist	22-MAY-03	YES	Chinese
103242 - Records & Warrants	455 /th Street	Police Records Specialist	30-MAR-15		Chinese

					Spanish
102242 - RECUIUS & Walfallus 102277 - Recorde & Marrante	433 / LII SUTEEL	Police Records Specialist			Sparisi
103242 - Records & Warrants 103747 - Records & Warrants	433 / till Street 255 7th Street	r once records openation Police Records Specialist	29-11C-22		
103747 - Records & Warrants	455 /th Street	Police Records Specialist	06-NUL-20	<u>VES</u>	
103242 - Records & Warrants	455 /th Street	Administrative Assistant I	15-DEC-08	0N	
103242 - Records & Warrants	455 /th Street	Police Records Specialist	02-FEB-98	YES	
103242 - Records & Warrants	455 /th Street	Police Records Specialist	03-FEB-14	YES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	08-SEP-90	IYES	
103242 - Records & Warrants	455 7th Street	Police Records Specialist	10-NOV-15	YES	
103242 - Records & Warrants	455 /th Street	Police Records Specialist		YES	
103242 - Records & Warrants	455 /th Street	Police Records Specialist	1/-NOV-14		
103242 - Kecords & Warrants	455 /tn Street	Police Records Specialist			
103242 - Records & Warrants	455 /th Street	Police Records Specialist	24-AUG-09	2	
103242 - Records & Warrants	455 /th Street	Police Records Specialist	ZI-ANAW-CZ		
103242 - Records & Warrants	455 /th Street	Police Records Specialist			
102742 - RECORDS & WARANIE	453 /ul suret	Police Records Specialist	20-FED-UJ		
103242 - Neculus & Wallallus 1112777 - Perorde & Marrante		Police Records Specialist			
102242 - Necolus & Wallants	433 / th Street	Police Services Technician II	101-14 106-14N-14		
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	06-101-15	VEX VEX	Chinese
103310 - Communications Unit	- I.	Police Communications Supervisor	07-FEB-11	YES	Chinese
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Operator	01-SEP-15	YES	Punjabi
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	05-DEC-15	YES	Spanish
<u> 10ស្លា10 - Communications Unit</u>	7101 Edgewater Drive	Police Communications Dispatcher	05-SEP-00	IYES	Spanish
10퓷10 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	10-10L-01	YES	Spanish
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	14-JAN-02	LE	Spanish
103310 - Communications Unit		Police Communications Dispatcher	T4-JAN-U2		spanisn
10岁10 - Communications Unit	/101 Edgewater Urive	Police Communications Dispatcher	28-APR-U3		spanisn
103810 - Communications Unit	/1UL Edgewater Urive	Police Communications Dispatcher			Spanish
	/ TUT Edgewater Drive	Police Confinuncations Dispatcher	27-001-12		Spanisn
	/ TUT EUGEWALEL DI IVE	Police Communications Dispatched			Sparist
	7101 Edgewater Drive		06-1111-15	, AFS	Spanish
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Operator	30-DEC-13		Spanish
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	21-VOV-12	VES	Vietnamese
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	01-FEB-89	<b>VES</b>	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	01-NOV-84	YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	01-SEP-15	YES	
10권310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	01-SEP-15	YES	
103310 - Communications Unit	/101 Edgewater Drive	Police Communications Dispatcher	10-APA-20	L L	
103810 - Communications Unit		Police Communications Dispatcher	11-YAM-20	YES A	
103310 - Communications Unit	/ TUT Edgewater Urive	Police Communications Dispatcher	UZ-SEP-99		
102510 - Confinantications Unit	1101 Edgewater Drive	Police Communications Dispatcher			
	7101 Edewater Drive	Police Communications Dispatcher	02-120-00 05-SFP-00	<u>i</u> k	
102010 - Communications Unit		Police Comminications Dispatcher	00-3LF-00		
	7101 Edgewater Drive	Police Communications Dispatcher	06-001-97	YES (	
103810 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	07-AUG-00	<b>VES</b>	
103810 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	07-FEB-11	YES	
103310 - Communications Unit		Police Communications Dispatcher	07-FEB-11	YES	
103310 - Communications Unit		Police Communications Dispatcher	08-DEC-14	YES	
10갫10 - Communications Unit		Police Communications Dispatcher	09-DEC-13	YES	
103310 - Communications Unit		Police Communications Dispatcher	ST-VUN-UL		
103310 - Communications Unit		Police Communications Dispatcher	12-APR-93		
103310 - Communications Unit		Police Communications Dispatcher	14-JAN-US		
103310 - Communications Unit	Edgewater	Police Communications Dispatcher			
103310 - Communications Unit	17101 Edgewater Drive	Police Colligination Dispatcher			
11102210 - COULIUNIUM CAUDIS OUIL	I TOT EUBEWALEI DIIVE	LOUCE COUNTRAINCAUOUS DISPARCINES		2	

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		Bolios Commissions Disasteration			
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	11-56P-74	YES VES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	21-FFR-17	3 4	
103310 - Communications Unit	1/101 Edgewater Drive	Police Communications Dispatcher	21-FEB-12	YES	
103310 - Communications Unit	/101 Edgewater Drive	Police Communications Dispatcher	24-APR-06	YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	24-APR-06	YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	24-APR-06	YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher	24-0CT-15	YES	
103310 - Communications Unit	/101 Edgewater Drive	Police Communications Dispatcher		YES I	
T02210 - COIIIIIUIIICALIOIIS UIIIL	/ TOT Edgewater Drive	Police Communications Dispatcher			
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher			
103310 - Comminications Unit	17101 Edgewater Drive	Police Communications Dispatcher		3 K	
103310 - Communications Unit	/101 Edgewater Drive	Police Communications Dispatcher	29-MAR-10		
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Dispatcher		YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Manager		YES	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Operator	11-NAL-80	YES	
103310 - Communications Unit	/101 Edgewater Drive	Police Communications Operator	10-NOV-15	AES AES	
103310 - Communications Unit	1/101 Edgewater Drive	Police Communications Supervisor			
103310 - Communications Unit	1/101 Edgewater Drive	Police Communications Supervisor	74-APR-N6		
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Supervisor	00-AON-72		
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Supervisor	28-FEB-05	DN D	
103310 - Communications Unit	7101 Edgewater Drive	Police Communications Supervisor	29-MAR-10		
105310 - Communications Unit	7101 Edgewater Drive	Police Communications Supervisor		YES	
102010 - Communications Unit	7101 Edgewater Drive	Police Records Specialist	1	YES	
103310 - Communications Unit	/101 Edgewater Drive	lemp contract svos Employee, P)		YES	
103310 - Communications Unit		lempicontract Svcs Employee, Pl			
102450 - Iraining Unit	455 /UN SUreet	Administrative Assistant I			Korean
LUO43U - Iraining Unit	455 /tn Street	Police Cadet PT	100511101010101010101010		Norean
	455 /tn Street	Police Cadet, PT			Punjabi
102430 - 118111118 01111		Police Cadef DT		Ť	
		Police Cadet, PT		T	Spanish
	455 /th Street	Police Cadet PT			Spanish
103430 - Training Unit	455 /th Street	Police Cadet. PT		T	Spanish
103430 - Training Unit	455 7th Street	Police Cadet, PT	No. of the other states and th	Т	panish
103430 - Training Unit	455 /th Street	Police Cadet, PT	0		Spanish
103430 - Training Unit	455 7th Street	Police Officer (PERS)			Spanish
103430 - Iraining Unit	455 /th Street	Police Officer (PERS)			panish
103430 - Iraining Unit	455 /tn Street	Police Unicer (PERS)			spanisn
102430 - 114111118 Unit	433 / (II 30 EEC 1455 /th Street	Police Viricer Trainee IPolice Records Specialist	T		Spanish
103430 - Training Unit	455 /th Street	Police Records Specialist			Tagalog/Filipino
103430 - Training Unit	455 /th Street	Sergeant of Police (PERS)		L	Tagalog/Filipino
102430 - Training Unit	455 /th Street	Police Officer (PERS)			lietnamese
103430 - Iraining Unit	455 /tn Street	Lieutenant of Police (PERS)	×	LE N	
Lu&430 - Iraining Unit	455 /tn Street	Police Cadet, PI	1.000 Filler		
	433 /ul 30 et	Police Cadet PI	of-inchat		
103430 - ITaining Utilt	433 /ul 3ureet 1455 7th Street	Police Cadet PT			
		Police Cadet, FT			
103430 - Training Unit	1455 /th Street	Police Cadet, PT		YES	
103430 - Training Unit	455 7th Street	Police Cadet, PT		YES	
103430 - Training Unit	455 /th Street	Police Cadet, PT	0	YES	
103430 - Training Unit	455 /th Street	Police Cadet, PT		YES	
103430 - Training Unit	455 /th Street	Police Cadet, PT		YES	
103430 - Training Unit	455 /th Street	Police Cadet, PT		YES	
103430 - Iraining Unit	455 /th Street	Police Cadet, PI	28-5EP-15	L L	

LU3430 - Iraining Unit	455 /tn street	Police cadet, Pi	Z-AUG-LD	YES	
103430 - Iraining Unit	455 /tn Street	Police Utticer (PEKS)	01-AUG-88	YES	
103430 - Fraining Unit	455 /th Street	Police Officer (PERS)	03-DEC-90	YES	
103430 - I raining Unit	455 /th Street	_	09-JUL-07	YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	IO-NNF-60	YES	
103430 - Training Unit	455 7th Street		[10-DEC-01	YES	
103430 - Iraining Unit	455 /th Street	Police Officer (PERS)	14-SEP-98	YES	
103430 - Training Unit	455 /th Street	_	17-MAY-02	YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	22-JUL-02	YES	
103430 - Iraining Unit	455 /th Street	_	22-MAR-99	YES	
103430 - Training Unit	455 7th Street	Police Officer (PERS)	25-SEP-13	YES	
	455 7th Street	$\sim$	28-NOV-88	YES	
103430 - Iraining Unit	455 /th Street		14-566-17	YES	
103430 - Iraining Unit	455 /th Street	. [	15-WAY-17	YES	
103430 - Training Unit	455 7th Street		15-MAY-17	YES	
103430 - Iraining Unit	455 /th Street	. 1	15-MAN-1/	YES	
103430 - Iraining Unit	455 /th Street	_	T-YAN-dl	YES	
103430 - Iraining Unit	455 /th Street		15-MAY-LV	YES	
103430 - Iraining Unit	455 /th Street	_	15-MAY-17	YES	
[103430 - Training Unit	455 7th Street		TE-WAY-17	YES	
103430 - Training Unit	455 7th Street		T-YAM-21	YES	
103430 - Training Unit	455 /th Street		15-MAY-1/	YES	
103430 - Iraining Unit	455 /th Street		1b-WAY-1/	YES	
103430 - Iraining Unit	455 /th Street	- 1	12-MAY-U/	YES	
103430 - I raining Unit	455 /th Street		115-MAY-17	YES	
10到330 - Training Unit	455 /th Street			YES	
103430 - Iraining Unit	455 /th Street			YES	
103430 - Training Unit	455 /th Street	-		YES	
102030 - Iraining Unit	455 /th Street			YES	
103430 - Iraining Unit	455 /th Street			YES	
103430 - Iraining Unit	455 /th Street	. 1		YES	
103430 - Iraining Unit	455 /tn Street	. [	n	YES	
LU해3U - Iraining Unit	455 /th Street			YES	
10单30 - Iraining Unit	455 /tn Street			YES	
103430 - Iraining Unit	455 /tn Street			YES	
103430 - Iraining Unit	455 /tn Street	Police Utricer Irainee		YES	
103430 - Iraining Unit	455 /tri Street	Reproduction Uriset Operator	5	YES	
103430 - 11 allilig Utilt	455 /ul Suret	bergedrit ur Police (PERS)			
	453 /ul suret	Dergeant of Police (PERS)	20-25P-90		
	455 /LII SUTEEL	Administrative Analyst II		Т	lese
TUETTO - FUILE FEISUILIE	433 / UI 30 PEL	Payroll Berconnol Clark III	00-001-00	NO Spanish	1ISH Sich
10210 - FOILE FEISUILIE	1430 / UI SUICEL	rayiui reisuillei Ciel Alli Dolice Recorde Specialist			
106210 - Police Personnel	1455 /th Street	I dmcr. records operation I ddministrative Analyst II	09-DEC-85		1101
106210 - Police Personnel	455 /th Street	Administrative Analyst II	15-001-90	ON	
10년210 - Police Personnel	455 /th Street	Payroll Personnel Clerk II	12-MAY-14		
106210 - Police Personnel	455 /th Street	Payroli Personnel Clerk III	26-JAN-09		
100210 - Police Personnel	455 7th Street	Police Personnel Oper Specialist	16-AUG-99	NO NO	
106210 - Police Personnel	455 /th Street	Police Records Specialist	30-MAR-02	YES	
10噔10 - Police Personnel	455 /th Street	Police Services Manager I	14-AUG-06		
106410 - Police Information Technology	455 /th Street	Temp Contract Svcs Employee, PT		NO French	Ich
LUOMIU - POLICE INTORMATION LECTINOIOGY	455 /tn Street	Police Unicer (PERS)			
TUGETU - PULICE INTURIALION I ECHINOLOGY	453 / u1 Street		Ţ	YES	
TUEFTO BUTCE INTORMATION LECTINOLOGY	455 /tn Street 750 Ersek H. Orswith Blazz	Police Services Lechnician II Serreant of Bolice (BEBS)		Ť	Placeo
LUGDIU - BULEAU UI JEIVICE AUMIN	230 FIGHIK N. Ugawa Fiaza Arr 7th Streat	bergeant ur Punce (PEND) Account Clark III	04-IVIA1-30	f	lese
106510 - Fiscal Services	455 /th Street	Administrative Analyst II	29-0C1-90	T	lish
106510 - Fiscal Services	455 /th Street	Accountant II	Z5-APR-16	t	Tagalog/Filipino
106510 - Fiscal Services	455 /th Street	Account Clerk I	29-MAY-10		
	-				

106510 - Hiscal Services455 /th Street106510 - Background & Recruiting250 Frank H. C106610 - Background & Recruiting2	ligawa Plaza Igawa Plaza Igawa Plaza Jgawa Plaza Jgawa Plaza Jgawa Plaza Jgawa Plaza Jgawa Plaza Jgawa Plaza Jgawa Plaza Jgawa Plaza Jgawa Plaza	Account Clerk II Account Clerk II Account Clerk II Accountant II Grants Coordinator Police Services Manager I Police Records Specialist Temp Contract Svcs Employee, P1 Police Officer (PERS) Police Officer (PERS)				
	ligawa Plaza Jgawa Plaza	ccount Clerk II ccount Clerk II ccountant III crants Coordinator olice Services Manager I olice Records Specialist emp Contract Svcs Employee, P1 olice Officer (PERS) olice Officer (PERS)	22-APR-13 24-NOV-14 27-MAY-14 30-JAN-06			
	Jgawa Plaza Jgawa Plaza	ccount Clerk II ccountant III crants Coordinator olice Services Manager I olice Records Specialist emp Contract Svcs Employee, P1 olice Officer (PERS) olice Officer (PERS)	24-NUV-14 27-MAY-14 30-JAN-06			
	Jgawa Plaza Jgawa Plaza	ccount Clerk II ccountant III rants Coordinator olice Services Manager I olice Records Specialist emp Contract Svcs Employee, P1 emp Contract Svcs Employee, P1 olice Officer (PERS) olice Officer (PERS)	2/-MAY-14 30-JAN-06			
	lgawa Plaza Jgawa Plaza	ccountant III irants Coordinator olice Services Manager I olice Records Specialist emp Contract Svcs Employee, P1 emp Contract Svcs Employee, P1 olice Officer (PERS) olice Officer (PERS)	30-JAN-06			
	gawa Plaza Bgawa Plaza	rrants Coordinator olice Services Manager I olice Records Specialist emp Contract Svcs Employee, P1 emp Contract Svcs Employee, P1 olice Officer (PEKS) olice Officer (PEKS)	AND STREET ST		-	
	t Bgawa Plaza Dgawa Plaza Dgawa Plaza Jgawa Plaza Jgawa Plaza Dgawa Plaza Bgawa Plaza Dgawa Plaza Dgawa Plaza Dgawa Plaza Dgawa Plaza	olice Services Manager I olice Records Specialist emp Contract Svcs Employee, P1 emp Contract Svcs Employee, P1 olice Officer (PEKS) olice Officer (PEKS)	JU-JAN-17			
		olice Records Specialist emp Contract Svcs Employee, P1 emp Contract Svcs Employee, P1 olice Officer (PERS) olice Officer (PERS)	30-DEC-13			
		emp Contract Svcs Employee, P l emp Contract Svcs Employee, P l olice Officer (PERS) olice Officer (PERS)	2/-0CI-14		Chinese	
		emp Contract Svcs Employee, PI olice Officer (PERS) olice Officer (PERS)	10-001-15		Chinese	
		olice Officer (PERS) olice Officer (PERS)	23-5EP-13		Korean	
		olice Officer (PERS)	1.3-MAY-94		Spanish	
			24-IVIAK-US		spanisn	
		חוורב הווורבו לב דווחל	25-MAY-99		Spanish	
		Temp Contract Svcs Employee, PT	23-SEP-13		Spanish	
		Temp Contract Svcs Employee, PT	30-JAN-16		Vietnamese	
		Police Officer (PERS)	09-JUL-07	YES		
		Police Officer (PERS)	19-FEB-9/	YES		
		Police Otticer (PERS)	19-JUN-06	YES		
		Police Otticer (PERS)	30-JUL-01	YES		
		Police Officer (PERS)	30-JUN-08	YES		
		Police Personnel Oper Specialist	29-DEC-97	NO		
		Sergeant of Police (PERS)	12-JAN-98	YES		
		Temp Contract Svcs Employee, PT	12-MAR-16	ON		
		Temp Contract Svcs Employee, PT	12-0CT-13	ON		
	250 Frank H. Ogawa Plaza	Temp Contract Svcs Employee, PT	12-0CI-13	ON		
		Temp Contract Svcs Employee, PT	112-0CI-13	on		•
		emp Contract Svcs Employee, P1	17-MAR-14	ON		
		emp Contract Svcs Employee, PT	18-JAN-14	ON		
		Temp Contract Svcs Employee, PT	18-JAN-14	0N		
		emp Contract Svcs Employee, PT	23-APR-16	NO NO		
		emp Contract Svcs Employee, PI	23-SEP-13	0N		
100010 - Background & Recruiting		lemp Contract Svcs Employee, Pl	23-SEP-13	DN C		
		lemp contract svcs Employee, PI	23-2EP-13			
10eo10 - Background & Recruiting		lemp contract svcs Employee, PI	23-55P-13		-	
		lemp Contract Svcs Employee, PI	23-SEP-13			
		iemp contract svice Employee, PT	22-35F-13			
	250 Frank H. Ugawa Plaza	Temp Contract Svics Entiployee, FT Temp Contract Svics Employee, PT	23-3EF-13			
עססבט - background & אפריוווווע אהבאת - אפרינוועווש		Temp Contract Svcs Employed, 1 T	30-JAN-16			
		Temp Contract Svcs Employee. P1	30-JAN-16	ON		
		Parking Control Technician, PT	07-MAY-07		Spanish	
		Police Officer (PERS)	10-101-98		Chinese	
		Police Officer (PERS)	21-APR-14		Chinese	
		Police Records Specialist	10-SEP-90	IYES Ch	Chinese	
		Police Services Technician II	24-NOV-14		Chinese	
-		Crossing Guard, P1			Spanisn	
10 2010 - Traffic Operations	2651 /3KU AVENUE	Police Utilicer (PERS) Bolice Otticer (PERS)			Spanish	
		Police Officer (PERS)	05 551 55 106-FFB-06		Spanish	
10 1 2 1 1 2 1 2 1 2 2 2 2 2 2 2 2 2 2 2		Police Officer (PERS)	20-10f-60		Spanish	
		Police Officer (PERS)	20-APR-15	Т	Spanish	
		Police Officer (PERS)	25-SEP-13	Т	Spanish	
		Police Services Technician II	02-DEC-13	YES Sp	Spanish	
		Police Services Technician II	23-FEB-15	1	Spanish	
	-	Police Services Technician II	24-NOV-14	YES Sp	Spanish	
		Police Services Technician II	116-NOV-98		Vietnamese	
		Crossing Guard, PPI	29-APR-UZ			
107510 - Traffic Operations		Crossing Guara, P1				
	2651 /3KD AVENUE	rossing quaru, r i	NZ-ALN-10	3		

107530 - Trattic Onerations	17651 73RD AVENUE	ICrossing Guard PT	107-APR-13	VFS 1
10/510 - Traffic Operations	73RD7	Crossing Guard, PT	02-FEB-96	YES
10/510 - Traffic Operations	73RD A	Crossing Guard, PT	60-VOV-20	YES
10/510 - Traffic Operations	2651 73RD AVENUE	Crossing Guard, PT	02-SEP-14	YES
107510 - Tratfic Operations	2651 73RD AVENUE	Crossing Guard, PT	05-NOV-02	YES
107510 - Traffic Operations		Crossing Guard, PT	05-SEP-01	YES
107510 - Traffic Operations	/3RD /	Crossing Guard, PI	05-SEP-01	YES
10/510 - Traffic Operations	/3RD/	Crossing Guard, PI	US-MAK-UU	YES
10/510 - Iratric Operations	2021 /3RU AVENULE	Crossing duaru, ri		VES
10/210 - 11 attic Operations	· •		UK-MAY-17	VFS
10/210 - Italiic Operations			US-MAY-1/	YES
107510 - Hattic Operations	· I	Crossing Guard, PT	111-AUG-08	YES
10/510 - Trattic Operations	73RD7	Crossing Guard, PT	SI-NUC-ZI	YES
10/510 - Traffic Oberations		Crossing Guard, P1	13-0CT-14	YES
10/510 - Iraffic Operations		Crossing Guard, P1	14-FEB-17	YES
10/510 - Traffic Operations	2651 73RD AVENUE	Crossing Guard, P1	14-EE8-17	YES
10/510 - Traffic Operations	1	Crossing Guard, PT	14-5-5-17	YES
107510 - Traffic Operations	Z651 73RD AVENUE	Crossing Guard, P1	14-MAY-07	Yes
107510 - Traffic Operations	2651 73RD AVENUE		16-MAY-16	YES
107510 - Traffic Operations	2651 73RD AVENUE	Crossing Guard, PI	16-NOV-00	YES VrF
107510 - Irattic Operations		Guara,		YES VES
10/510 - Traffic Operations	2651 /3KU AVENUE	Lrossing guard, PI		YES
10/210 - Hallic Operations		Crossing Guard, PT		YES
10 2010 - 11 attic Operations		Guard,	TR-A11G-16	YES
10 A10 - Traffic Operations	2631 73RD AVENUE	Crossing Guard, PT	T8-AUG-16	YES
10 A 10 - Irattic Operations	2651 73RD AVENUE	Crossing Guard, PT	18-OCT-04	YES
10 10 10 - Trattic Operations	2651 73RD AVENUE	Crossing Guard, PT	19-APR-10	YES
10	2651 73RD AVENUE	Crossing Guard, PT	20-AUG-14	YES
10四10-1raffic Operations		Crossing Guard, PT	20-AUG-15	YES
10坠10 - Traffic Operations	2651 73RD AVENUE	Crossing Guard, PT	20-AUG-15	YES
10費10 - Iraffic Operations	2651 73RD AVENUE	Crossing Guard, PI	20-AUG-15	YES
10势10 - Tratfic Operations		Crossing Guard, PI	70-904-77	YES
10/510 - Irattic Operations	<u> </u>		16-NML-C2	
10/510 - Iratric Operations	2651 /3KU AVENUE	Crossing Guard, PT	TT-DOM-17	
10/510 - Iraffic Operations			27-AUG-11	YES
107510 - Traffic Operations	73RD7	Crossing Guard, PT	Z7-AUG-TT	YES
10/610 - Tratfic Operations	2651 73RD AVENUE	Crossing Guard, PT	27-JAN-14	YES
10及10 - Trattic Operations		Crossing Guard, PT	27-JAN-14	YES
10查10 - I ratfic Operations	2651 73RD AVENUE	Crossing Guard, P1	Z7-JAN-14	YES
10役10 - Traffic Operations		Crossing Guard, PI	29-AUG-96	YES
10(例10 - Iraffic Operations	2651 /3KD AVENUE	Crossing Guard, Pi	29-5EP-U3	YES
10岁10 - Iraffic Operations	2651 /3KU AVENUE	Crossing Guara, PT	20-NDC-DS	
10210 - Hallic Operations	2031 J3ND AVENUL	Crossing Guard, FT	31-MAR-14	YES
10/06/10 - Traffic Operations	2651 /3RD AVENUE	Lieutenant of Police (PERS)	08-MAY-00	YES
10 2010 - Trattic Operations	2651 73RD AVENUE	Police Officer (PERS)	01-906-11	YES
10 2 10 - Tratfic Operations	2651 73RD AVENUE	Police Officer (PERS)	05-JUN-06	YES
10 to 10 - Traffic Operations	2651 73RD AVENUE	Police Otticer (PERS)	90-NNL-20	YES
10ら10 - Iratfic Operations	2651 73RD AVENUE	Police Officer (PERS)	86-100-50	YES
10(510 - Iraffic Operations	2651 /3KD AVENUE	Police Utricer (PEKS)		YES
107510 - Trattic Operations	2651 /3RD AVENUE	Police Unicer (PERS)	0-101-60	YES
10/510 - Iramic Operations	2021 / 3RU AVENUE	Police Otticer (FERS)	0-101-60	YES
107510 - Traffic Operations	12651 /3RD AVENUE	Police Officer (PERS)	10-MAR-00	YES
10/510 - Iraffic Operations	2651 73RD AVENUE	Police Officer (PERS)	15-MAY-89	YES
10/510 - Traffic Operations	73RD7	Police Officer (PERS)	17-MAY-02	YES

				VEC 1	
10/210 - Irattic Operations		Police Officer (FERS)	1-365-12 71-558-11	4-2	
107510 - Traffic Oberations	73RD A	Police Officer (PERS)	22-MAY-00	YES	
10/510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	25-APR-97	YES	
10/510 - Trattic Operations	2651 /3RD AVENUE	Police Officer (PERS)	26-JUN-00	YES	
10/510 - I raffic Operations	2651 73RD AVENUE	Police Otticer (PERS)	26-JUN-00	YES	
107510 - Traffic Operations	2651 73RD AVENUE	Police Officer (PERS)	28-MAY-91	YES	
10/510 - Tratfic Operations	2651 73RD AVENUE	Police Officer (PERS)	28-NOV-05	YES	
10/510 - I raffic Uperations	2651 /3KU AVENUE	Police Unicer (PERS) Police Records Specialist	29-100-99		
10/210 - 11 dille Operations		rolice records specialist Police Records Specialist	71-011-13	L	
107510 - Itallic Operations	2001 / JRD AVENUE	Police Services Technician II	03-MAR-97	YES	
107510 - Italiic Operations	17657 73RD AVENUE	Police Services Technician II	96-NAL-11	YES	
	2651 73RD AVENUE	Police Services Technician II	13-MAR-06	YES	
10/510 - Traffic Operations	2651 73RD AVENUE	Police Services Technician II	19-0CI-92	YES	
10/510 - Tratfic Operations	73RD A	Police Services Lechnician II	19-0CI-92	YES	
10/510 - Trattic Operations	73RD A	Police Services Technician II	23-JUL-11	YES	-
10/510 - Traffic Operations	2651 /3RD AVENUE	Police Services Lechnician II	23-NUV-8/ 75-FFR-08	YES VES	
107510 - Italiic Operations		Sergeant of Police (PERS)	07-MAY-91	YES	
10/510 - Traffic Operations	73RD A	Sergeant of Police (PERS)	13-FEB-96	YES	
10/510 - Traffic Operations	73RD A	Sergeant of Police (PERS)	17-APR-89	YES	
10/510 - Tratfic Operations	2651 /3RD AVENUE	Sergeant of Police (PERS)	25-JAN-93	YES	
10/510 - Tratfic Operations	VENUE	Sergeant of Police (PERS)	28-MAR-88		
10@11 - Parking Entorcement		Parking Control Technician	04-OCI-88	_	Chinese
102511 - Parking Entorcement			17-AUG-13	_	Chinese
103511 - Parking Enforcement		Parking Control Lechnician, PI	10-DEC-13		Chinese
107511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Lecnnician, P.I	TU-2EP-13		Chinese
LUEDII - Parking Enjorcement	230 FIGIR T. Ugawa Figza 1350 Frank H. Ogawa Diaza	raining Colluor rechinican Ibarking Control Technician	TO-VI JE-70		Spanish
TUBLIT - Darking Entorcement		Parking Control Technician	57 705 TT	Т	Spanish
108511 - Parking Enlotcement			21-MAR-11		Spanish
107511 - Parking Entorcement		Parking Control Technician, PPT	27-AUG-07		Spanish
100511 - Parking Enforcement		Parking Control Technician, PPT	28-JAN-08	YES S	Spanish
107511 - Parking Enforcement	•	Parking Enforcement Supervisor I	26-JUL-99		Spanish
107511 - Parking Enforcement		Parking Control Technician		YES	
10/511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Lechnician			
10/511 - Parking Enforcement	250 Frank H. Ugawa Plaza	Parking Control Technician Parking Control Technician		VFX VFX	
	1250 Frank H. Ogawa Plaza	Parking Control Technician	09-DEC-02	YES 1	
107511 - Parking Enforcement			10-SEP-96	YES	
10夷511 - Parking Entorcement		Parking Control Technician	12-SEP-06	YES	
102511 - Parking Enforcement	250 Frank H. Ogawa Plaza		13-AUG-84	YES	
10(511 - Parking Enforcement		Parking Control Technician	13-AUG-84	YES V	
104511 - Parking Enforcement		Parking Control Lecrinician	14-APR-U3		
LUQDII - Parking Enforcement	250 FIGHK H. Ogawa Figza 250 Frank H. Ogawa Piaza	Parking Control Technician	21-DCI-30	AES 1	
108511 - Parking Entorcement		Parking Control Technician	22-OCT-94	YES	
102511 - Parking Enforcement			23-FEB-99	YES	
103511 - Parking Entorcement		Parking Control Technician	24-MAR-07	YES	
		Parking Control Technician	26-APR-82	YES	
102511 - Parking Enforcement		- r	26-ULI-99	YES VES	
		Parking Control Technician	28-IVIAK-89		
109511 - Parking Enforcement		Parking Control Lechnician	30-IVUV-92		
10/511 - Parking Enforcement	230 FTATIK TI. UBAWA FTAZA DEN Frank H. Naawa Plaza	Parking Control Technician, Fr I	02-74 N-120	2 <u>7</u> 2 2	
10/511 - Parking Enlorcement			04-NOV-02	YES	
10/511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPT	06-JAN-09	YES	
10/511 - Parking Enforcement	250 Frank H. Ogawa Plaza	Parking Control Technician, PPT	11-JUL-00	YES	

Ogawa Plaza         Park           Ogawa Plaza         Park	Parking Control Technician, PPT Parking Control Technician, PT Parking Control Technician, PT PT PT PT	11-JUL-11 12-JUL-10 12-JUL-10 12-JNN-12 23-JAN-12 23-JAN-12 25-JUL-95 25-JUL-95 25-JUL-95 02-APR-01 02-APR-01 02-APR-01 02-APR-01 02-APR-13 02-APR-13 02-APR-13 12-JUL-10 12-JUL	YES YES YES YES YES YES YES YES YES YES	
	ing Control Technician, PPT ing Control Technician, PPT ing Control Technician, PPT ing Control Technician, PPT ing Control Technician, PT ing Control Technician, PT			
	Ing Control Technician, PPT Ing Control Technician, PPT Ing Control Technician, PPT Ing Control Technician, PPT Ing Control Technician, PT Ing Control Techn			
	Ing Control Technician, PPT Ing Control Technician, PPT Ing Control Technician, PPT Ing Control Technician, PT Ing Entorcement Supervisor T			
	Ing Control Technician, PPT Ing Control Technician, PPT Ing Control Technician, PT Ing Control Technician, PT			
	Ing Control Technician, PPT Ing Control Technician, PPT Ing Control Technician, PT Ing Control Technician, PT			
	Ing control rechnician, P1 Ing control rechnicia			
	Ing Control Technician, PT Ing Entorcement Supervisor T			
	Ing Control Technician, PT Ing Entorcement Supervisor T Ing Enforcement Supervisor T		AES AES AES AES AES AES AES AES AES AES	
	Ing Control Technician, PT Ing Enforcement Supervisor Ling Enforcement Supervi			
	Ing Control Technician, P1 Ing Enforcement Supervisor 1			
	Ing Control Technician, PT Ing Enforcement Supervisor L		TES TES TES TES TES TES TES TES TES TES	
	Ing Control Technician, PT Ing Enforcement Supervisor 1			
	Ing Control Technician, PT Ing Enforcement Supervisor T			
	Ing Control Technician, PT Ing Enforcement Supervisor 1 Ing Enforcement Supervisor 1			
	Ing Control Lechnician, P1 Ing Enforcement Supervisor 1 Ing Enforcement Supervisor 1			
	Ing Control Technician, FT Ing Control Technician, PT Ing Enforcement Supervisor 1 Ing Enforcement Supervisor 1			
	ing control Technician, P1 ing Enforcement Supervisor 1 ing Enforcement Supervisor 1		TES TES TES TES TES TES TES TES TES TES	
	In generation, Pl Ing control lectinician, Pl Ing Enforcement Supervisor l Ing Enforcement Supervisor l		YES YES YES YES YES YES	
	Ing Control Technician, PT Ing Enforcement Supervisor 1 Ing Enforcement Supervisor 1		YES YES YES YES YES YES	
	Ing Control Technician, PT Ing Enforcement Supervisor 1 Ing Enforcement Supervisor 1		YES YES YES YES YES	
	Ing Control Technician, PT Ing Control Technician, PT Ing Control Technician, PT Ing Control Technician, PT Ing Enforcement Supervisor 1 Ing Enforcement Supervisor 1		YES YES YES YES	
	Ing Control Technician, PT Ing Control Technician, PT Ing Control Technician, PT Ing Enforcement Supervisor 1 Ing Enforcement Supervisor 1		YES YES YES YES	
	ing Control Technician, PT ing Control Technician, PT ing Enforcement Supervisor I ing Enforcement Supervisor I		YES YES YES	
	ing Control Technician, PT ing Enforcement Supervisor I ing Enforcement Supervisor I		YES	
	ing Enforcement Supervisor I		3	
			VFS	
	ing Entorrement Supervisor I		VES	
	Police Officer (PERS)		YES	
	Police Services Technician II		YES Chinese	ese
	ce Otticer (PERS)	6		Vietnamese
	iinistrative Analyst II			
	tenant of Police (PERS)		YES	Ē
	ce Officer (PERS)			
	se Officer (PERS)			
	ce Officer (PERS)		VES	
	ce Otticer (PERS)		YES	
	ce Officer (PERS)		YES	
	ce Officer (PERS)		YES	
	ce Services Lechnician II			
	eant of Police (FENS) eant of Police (PERS)		YES	
	tenant of Police (PERS)		VES	
llod	ce Otticer (PERS)			lish
llod	ce Records Specialist			ese
llod	ce Records Specialist			ıīsh
llod	ce Records Specialist			Tagalog/Filipino
Jer Var	eart of Police (PERS)			
	iiiiisu adve Ailaiysu ii fain of Police (PERS)		YES	
Pol	ce Records Specialist			
	ce Records Specialist		YES	
Pol	ce Records Specialist	5	YES	
IPOL	ce Services Technician II		YES	
ЮЛ	ce Services Technician II		YES	-
2651 / JSKU AVENUE 2651 / JSKU AVENUE 2651 / JSKD AVENUE 255 / fth Street 455 / fth Street	Polici Po	Police Officer (PERS) Administrative Analyst II Lieutenant of Police (PERS) Police Officer (PERS) Police Services Technician II Sergeant of Police (PERS) Police Coffics (PERS) Dolice Records Specialist Police Services Technician II Police Services Technician II	17-DCT-02 12-MAR-99 17-OCT-02 01-AUG-96 01-AUG-96 01-AUG-96 03-AUG-98 06-MAR-89 08-MAY-98 14-MAY-90 23-APR-97 23-APR-97 23-APR-97 23-APR-90 11-FEB-91 23-APR-90 12-FEB-99 12-MAR-00 12-FEB-99 12-MAR-90 13-SEP-94 13-SEP-94 13-SEP	0.2.7HLB-97       112-OUA-92       YES         112-OUA-102       YES       112-OUA-91       YES         012-AUG-96       YES       012-AUG-97       YES         012-AUG-97       YES       012-AUG-98       YES         012-AUG-98       YES       03-AUG-98       YES         012-AUG-98       YES       03-AUG-98       YES         02-AUG-98       YES       14-MAY-90       YES         12-AUA-99       YES       YES       YES         02-DEC-98       YES       YES       YES         11-FEB-91       YES       YES       YES         12-MAR-00       YES       YES       YES         12-SEP-94       NO       YES       YES         13-SEP-94       NO       YES       YES         13-SEP-94       NO       YES       YES         13-SEP-94       NO       YES       YES         13-SEP-94       NO       YES       YES

		Incline Ducketing the set for a			
108010 - Property and Evidence	455 /th Street	Police Property Supervisor Dolice Proventy Superviser	90-301-51		Spanisn Tagalog/Eilining
- Property	433 / (II 301 CCL	Fromot Tuper (y opecialist	10-JUL-0/		1 dgalog/ Filipilio
108010 - Froperty and Evidence	455 7th Street		68-NI11-611		
108010 - Property and Evidence	455 7th Street	Police Property Specialist	01-JAN-10	<u>VES</u>	_
108010 - Property and Evidence	455 /th Street	Police Property Specialist	20-NUL-01	YES	
108010 - Property and Evidence	455 /th Street	Police Property Specialist	25-AUG-87	YES	
108010 - Property and Evidence	455 /th Street	Police Services Technician II	06-JAN-14	YES	
108010 - Property and Evidence	455 7th Street	Police Services Technician II	10-MAR-97	YES	
108110 - District Area 1		Sergeant of Police (PERS)	10-DEC-01	YE:	American Sign La
108110 - District Area 1	455 /th Street	Police Evidence Technician	30-DEC-13	2 Z	Chinese
108110 - District Area 1	455 /th Street	Police Utricer (PEKS)	02-JAN-14	L L	Chinese
108110 - District Area 1 108110 - District Area 1	455 /th Street	Police Utricer (PERS)	112-UCI-U/		Chinese
100110 - District Area 1	455 7th Street		17-SFP-17		
	455 /th Street	Police Officer (PERS)	24 JU 12		Chinese
108110 - District Area 1	455 /th Street	Police Officer (PERS)	25-MAR-13	AES	Chinese
108110 - District Area 1	455 /th Street	Police Services Technician II	23-FEB-15	YES	Chinese
108110 - District Area 1	455 /th Street				Chinese
108110 - District Area 1	455 /th Street	Police Officer (PERS)	21-JUN-16	<u>YES</u>	French
108110 - District Area 1	455 /th Street	Police Evidence Technician	20-JAN-15	0N	Hindi
108110 - District Area 1	455 7th Street	Police Officer (PERS)	21-APR-14	YES	Korean
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	27-JAN-97	YES	Korean
108110 - District Area 1	415 /tn Street		9T-NNF-8T		Mien
luolitu - Visurici Area l			12-3EP-94		IVIED
LUMATIO - UISUTICLARED I					
					runjani
					Spanisn
JUELLU - UISTRICT AFEA L			TE DEC-13		Spanisn
LUBITU - District Area 1		Police Otticer (FERS)			Shanisti
108110 - District Area 1		Police Officer (PERS)	21 351 22 20-APR-15	- <u> </u>	Spanish
108110 - District Area 1	455 /th Street	Police Officer (PERS)	20-FEB-97	VES	Spanish
10월110 - District Area 1	455 /th Street	Police Officer (PERS)	21-APR-14	YES	Spanish
108110 - District Area 1	455 /th Street		ST-NUL-22	YES	Spanish
108110 - District Area 1	455 /th Street	Police Officer (PERS)	26-FEB-07	YES	Spanish
108110 - District Area 1		Police Otticer (PERS)	26-JUL-10	YES	Spanish
108.110 - District Area 1	455 /tn Street	Police Utricer (PEKS)	28-JAN-U8	LE LE	spanisn
108110 - District Area 1	455 /th Street	Police Officer (PEKS)	56-70N-67	YES	Spanish
TURTIO - District Area 1 108/171 - District Area 1	433 /ul surect 255 /th Street				Sparist
108110 - District Area 1	455 7th Street		2, 331 17 06-JAN-14		Spanish
108110 - District Area 1	455 /th Street	Police Officer (PERS)	ST-VON-60	AES	Tagalog/Filipino
108110 - District Area 1	455 /th Street	Police Officer (PERS)	21-70N-60	YES	Tagalog/Filipino
.08110 - District Area 1	455 /th Street	Police Officer (PERS)	17-MAY-02	YES	Tagalog/Filipino
10 <u>8</u> 110 - District Area 1	455 /th Street	Police Officer (PERS)	ST-VOV-95	YES	Vietnamese
108110 - District Area 1	455 /th Street	Police Officer (PERS)	ST-VUV-60		Vietnamese
108010 - District Area 1		Police Unicer (PERS)			viernamese
LUQUITU - UISUTUL ATEd I		Lieuteriarit of Police (PERS)			
T DATIO - DISUICIAI EN T		Lieuteriarit of Police (PERS)			
LUQLIU - DISUICLAICE I NATIO - District Area 1		Licuteriant of Police (FERS)			
108110 - District Area 1	455 /th Street	Police Evidence Technician	Z7-APR-15		
108110 - District Area 1	455 /th Street	Police Otticer (PERS)	01-AUG-11	<u>VES</u>	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	04-FEB-91	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	05-DEC-11	YES	
108110 - District Area 1		Police Officer (PERS)	90-NNL-20	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	90-NUL-20	AES AES	
708770 - District Area 7	1455 /th Street	Police Officer (PERS)	108-0CT-01	ΥFS	

108110 - District Area 1 108110 - District Area 1	455 /th Street	Police Officer (PERS)	09-JUL-07	YES	
108110 - District Area 1 108110 - District Area 1 108110 - District Area 1 108110 - District Area 1 108110 - District Area 1			_		
108110 - District Area 1 108110 - District Area 1 108110 - District Area 1 108110 - District Area 1	455 7th Street		10-10L-07	YES	
108110 - District Area 1 108110 - District Area 1 108110 - District Area 1	455 /th Street	Police Officer (PERS)	09-NOV-15	YES	
108110 - District Area 1 108110 - District Area 1	455 /th Street	Police Officer (PERS)	109-NOV-15	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	51-70N-60	YES	
	455 /th Street	Police Officer (PERS)	G1-VOV-15	YES	
108110 - District Area 1	455 /th Street		ST-70N-60	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	ZI-VON-01	YES /	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	111-DEC-06	YES	
108110 - District Area 1	455 /th Street		11-JUL-05	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	11-101-88	, YES	
108110 - District Area 1	455 /th Street		11-MAY-98	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	12-DEC-01	YES	
108110 - District Area 1	455 /th Street		14-MAY-90	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	15-MAY-00	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	15-0CI-07	YES	
108110 - District Area 1	455 7th Street		16-DEC-13	YES 1	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	16-DEC-13	YES	
108110 - District Area 1	455 /th Street		16-DEC-13	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	16-DEC-13	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	16-DEC-13	YES	
108110 - District Area 1	455 /th Street	<b>—</b>	16-JUN-84	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	17-FEB-15	YES	
108,110 - District Area 1	455 /th Street	Police Officer (PERS)	17-MAR-14	YES	
102110 - District Area 1	455 /th Street	Police Officer (PERS)	17-MAR-14	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	17-SEP-12	IYES	
108110 - District Area 1	455 /th Street	_	17-SEP-12	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	17-SEP-12	YES	
108110 - District Area 1	455 /th Street		17-SEP-12	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	17-SEP-12	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	19-MAR-99	YES	
108110 - District Area 1	455 /th Street		20-APR-15	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	20-APR-15	YES	
108110 - District Area 1	455 /th Street		21-APR-14	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	21-FEB-11	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	21-FEB-11	YES	
108110 - District Area 1	455 /th Street		21-FEB-11	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	21-FEB-11	YES	
108110 - District Area 1	455 7th Street	Police Officer (PERS)	21-FEB-97	YES	
108410 - District Area 1	455 /th Street	Police Officer (PERS)	21-FEB-9/	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	[22-APR-91	YES	
108110 - District Area 1	455 7th Street		22-JUN-15	YES	
108110 - District Area 1	455 /th Street		51-NUL-22	YES	
108110 - District Area 1	455 /th Street		ST-N0[-77	YES	
108110 - District Area 1	455 /th Street		51-NUL-22	YES	
108110 - District Area 1	455 /th Street	Police Officer (PERS)	ST-N0[-77	YES	
108110 - District Area 1			22-IVIAR-39		
	453 /til Suret		23-1 65-13		
	423 /ut 30 eet	Irolice Otticer (FENJ)			T
TUSTIU - DISUTUCATEd I					
TUSTIO - DISCINCTAICA I	455 7th Street		25 MAR-13	VFS	
TUOTIO - District Area 1	ALS /th Street		22 MM 22		
TUOTIU - UISUICLAIEG I	ALL 7th Street	Police Officer (PERS)	25 351 15	VFS VFS	
TUQTIO - DISUICLAICA - T			26-001-15	HYES	
TOXTIC District Area 1	455 /th Street	Police Officer (PERS)	91-NDF-ZZ	YES	T
	100 /th Street	Police Officer (PERS)	91-NUI-72	VES	Γ
TOOTTO - DISULCE ALCO					]

	1.1	Police Officer (PERS)	91-NNf-/7	Ξ.	<ol> <li>A District Control of Control o</li></ol>
	455 /th Street	Police Officer (PERS)	28-MAY-02	L L L	
	455 /th Street	Police Officer (PEKS)	22-JUL-98		
	433 /ui sureu	Police Officer Trainee			
	400 /UI 301661				
				YES	
	ALL 7th Street		07-DEC-13	VES	
	255 7th Street	Sergeant of Police (PERS)	11-DEC-00	VES	
	455 7th Street	Sergeant of Police (PERS)	14-AUG-89	YES	
	455 /th Street	Sergeant of Police (PERS)	16-OCI-98	YES	
	455 /th Street	Sergeant of Police (PERS)	17-FEB-98	<b>VES</b>	-
	455 /th Street	Sergeant of Police (PERS)	17-MAY-02	YES	
108110 - District Area 1	455 /th Street	Sergeant of Police (PERS)	17-SEP-90	<b>VES</b>	
108110 - District Area 1	455 7th Street	Sergeant of Police (PERS)	20-101-92	YES	
	455 /th Street	Sergeant of Police (PERS)	22-JUL-02	YES	
	455 /th Street	Sergeant of Police (PERS)	25-JAN-10	YES	
	455 /th Street	Sergeant of Police (PERS)	26-JUN-00	YES	-
	455 /th Street	Sergeant of Police (PERS)	28-JUL-98	YES	
		Police Evidence Technician	115-MAR-14	YES	
	455 /th Street	Police Officer (PERS)	17-SEP-12	YES	American Sign Lar
108120 - District Area 2	455 7th Street	Police Evidence Technician	07-APR-14	YES	Chinese
108120 - District Area 2	455 /th Street	Police Officer (PERS)	ST-NUL-22	YES	Chinese
108120 - District Area 2	455 /th Street	Police Officer (PERS)	29-001-12	YES	Chinese
10X070 - District Area 2	455 /th Street	Sergeant of Police (PERS)	11-SEP-06	YES	Chinese
		Police Officer (PERS)	16-DEC-13	<b>VES</b>	French
	455 /th Street			0N	German
	455 7th Street	Police Officer (PERS)	25-MAR-13	<b>VES</b>	Portugese
100820 District Area 2	455 /th Street	Police Officer (PERS)	03-MAR-14	YES	Punjabi
		Police Officer (PERS)	06-JAN-14		Punjabi
	455 /th Street	Police Evidence Technician	08-DEC-14		Spanish
108120 - District Area 2	455 7th Street	Police Officer (PERS)	22-SEP-14	YES	Spanish
108120 - District Area 2	455 /th Street	Police Otticer (PERS)	9T-NNf-72	YES	Spanish
108120 - District Area 2	455 /th Street	Police Otticer (PERS)	117-SEP-12	YES	Tongan
108120 - District Area 2	455 /th Street	Police Otticer (PERS)	117-DEC-07	YES	Vietnamese
108120 - District Area 2	455 /th Street	Police Officer (PERS)	117-SEP-12	YES	Vietnamese
108120 - District Area 2	455 /th Street	Police Officer (PERS)	× 20-APR-15	KES	Vietnamese
	455 /th Street	Police Utricer (PEKS)	22-5EF-14		VIEUTIAITIESE
-	455 /th Street	Lieutenant of Police (PERS)	UG-FEB-89		
	455 /th Street	Lieutenant of Police (PERS)	20-MAY-UZ	Ĩ	
	455 /th Street	Lieutenant of Police (PERS)	16-74M-22		
	455 /th Street	Police Evidence Lechnician	47-74-74		
10월 20 - District Area 2	455 /th Street				
	455 /tn Street				
108120 - District Area 2	Ę			24	
102120 - District Area 2	433 /un sureet	Police Utilicer (FENS)		<u>i</u> k	
100120 - Ulsuitu Area 2 100130 - Nictrict Area 3	433 /til 3tileet	Police Officer (PERS)	T0-70N-90	YES	
	455 /th Street	Police Officer (PERS)	07-FEB-00	YES	
106-20 - District Area 2	1455 7th Street	Police Officer (PERS)	107-OCI-98	YES	
TUGIZU - DISUICUM CA Z	ALL 7th Street	Police Officer (PERS)	109-MAR-00	YES	
LUQALO - UISUIUU AI CA Z TINA TI - District Area 2		Police Officer (PERS)	11-SEP-06	YES	
108120 District Area 2	455 7th Street	Police Officer (PERS)	11-SEP-06	YES	
		Police Officer (PERS)	11-SEP-06	<b>VES</b>	
	455 /th Street	Police Officer (PERS)	15-FEB-94	YES	
		Police Officer (PERS)	15-0CT-07	YES	
108120 - District Area 2	455 /th Street	Police Officer (PERS)	16-DEC-13	YES	
108120 - District Area 2	455 /th Street	Police Officer (PERS)	16-DEC-13	IYES	
				_	

				YES
TOTTON - DISINICIA - DTOTT	455 /tn Street	POLICE UTTICET (PEKS)	L/-INIAR-14	
108120 - District Area 2		Police Officer (PERS)	1/-SEP-12	YES
108120 - District Area 2	455 /th Street		17-SEP-12	YES
108120 - District Area 2	455 7th Street		11/-SEP-12	YES
108120 - District Area 2	455 /th Street	Police Officer (PERS)	17-SEP-12	YES
108120 - District Area 2	455 /th Street	Police Officer (PERS)	11-SEP-12	YES
108120 - District Area 2	455 /th Street	Police Otticer (PERS)	20-APR-15	YES
108120 - District Area 2	455 /th Street	Police Officer (PEKS)	20-APR-15	YES
108120 - District Area 2	455 /th Street	Police Unicer (PEKS)		YES VEC
108120 - District Area 2	455 /tn Street			
108120 - District Area 2	455 /tn Street	Police Utricer (PEKS)		1E) VEC
108120 - District Area 2	455 /tn Street			
108120 - District Area 2	455 /tn Street	Police Unicer (PEKS)	20-AFR-02	
100120 - District Area 2	433 / UI 30 CEC		211EN-75	YFS VFS
108120 - District Area 2	433 /ul suret			VFC
1108120 - UISUTICI Area 2				
108120 - District Area 2				
1100120 - District Area 2			25 302 22	VFC VFC
			22-101-15	YES
100120 - District Area 2 109130 - District Area 2	433 / til Street		22-JUN-15	YES -
TUDIZU - USUICLAIEd Z			22-101-15	YES
		Dolice Officer (PERS)	77-SFP-14	VES
100120 - District Area 2 100120 - District Area 2	433 /til Street	Police Officer (PERS)	22 3ci 17 23-FEB-15	YES
100120 - District Area 2	135 7th Street	Police Otticer (PERS)	25-MAR-13	YES
102170 District Area 7	125 7th Street	Police Otticer (PERS)	25-MAR-13	VES
102170 District Area 7	455 /th Street	Police Officer (PERS)	25-MAR-13	YES
102 June District Area 7	455 7th Street	Police Officer (PERS)	25-MAR-13	YES
108170 - District Area 2	455 /th Street	Police Officer (PERS)	25-SEP-13	YES
108120 - District Area 2	455 /th Street	Police Officer (PERS)	25-SEP-13	YES
108120 - District Area 2	455 /th Street	Police Officer (PERS)	25-SEP-13	YES
10%120 - District Area 2	455 /th Street	Police Officer (PERS)	25-SEP-13	YES
10월120 - District Area 2	455 /th Street	Police Officer (PERS)	9T-NNf-72	IVES
1080120 - District Area 2	455 /th Street	Police Officer (PERS)	28-JAN-08	YES
108120 - District Area 2	455 /th Street	Police Officer (PERS)	28-SEP-15	YES
108120 - District Area 2	455 7th Street	Police Officer Trainee		YES
108120 - District Area 2	455 /th Street	Police Officer Trainee		YES
108120 - District Area 2	455 /th Street	Police Services Lechnician II	02-DEC-13	YES
108120 - District Area 2	455 /th Street	Police Services Technician II	06-JAN-14	YES
108120 - District Area 2	455 /th Street	Police Services Lechnician II	06-JAN-14	YES
108120 - District Area 2	ε	Police Services Lechnician II		
108120 - District Area 2	455 /th Street	Police Services Lechnician II		
108120 - DISTRICT Area 2	433 /LII SU EEL	Sergeant of Police (FENS)		
TUOLEU - UISUIULAIEG Z	÷۴	Sergeant of Police (PERS)	05-551 05	YES
100120 - District Area 2 100120 - District Area 2		Sergeant of Police (PERS)	106-FEB-06	YES
100220 - District Area 2 100270 - District Area 2	E F	Sergeant of Police (PERS)	06-NOV-97	YES
10%170 - District Area 2	455 /th Street	Sergeant of Police (PERS)	79-VON-70	YES
108120 - District Area 2	455 /th Street	Sergeant of Police (PERS)	11-10L-05	YES
108120 - District Area 2	455 /th Street	Sergeant of Police (PERS)	13-MAR-00	YES
108120 - District Area 2	455 /th Street	Sergeant of Police (PERS)	15-MAY-89	YES
108120 - District Area 2	455 /th Street	Sergeant of Police (PERS)	18-APR-05	YES
108120 - District Area 2	455 /th Street	Sergeant of Police (PERS)	00-NUL-61	YES
108120 - District Area 2	455 /th Street	Sergeant of Police (PERS)	23-JUN-00	YES
108120 - District Area 2	455 /th Street	Sergeant of Police (PERS)	28-FEB-05	
108130 - District Area 3		Police Officer (PERS)		
108130 - District Area 3	455 /th Street	Lieutenant of Police (PERS)	22-AFR-U2	
108130 - District Area 3	455 /tn street			T
108130 - District Area 3	455 /th Street	Police Evidence Lechnician	23-FEB-09	

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108130 - District Area 3	455 /tn Street		CT-NAL-CU	2	uninese
108130 - District Area 3					Chinese
108130 - DISTRICE AFEd 3	455 /th Street	Defice Officer (PERS)			Chinese
	455 /tn Street		ZT-APR-14		Japanese
108130 - District Area 3	455 /tn Street	Police Unicer (PEKS)		YES	spanisn
		Police Utricer (PERS)			Spanisn
108130 - UISTRICT Area 3	1455 /tn Street	Police Utiticer (PERS)			Spanisri
108130 - DISTRICT Area 3	455 /tn Street		/ G-NIAL-CT		
- District Area	455 /th Street			YES	spanisn
108130 - District Area 3	455 /th Street	Police Officer (PERS)	116-DEC-13	L L	spanisn
- District Area	455 /th Street	Police Unicer (PEKS)	110-UEC-13		spanisn
108130 - District Area 3	455 /th Street	Police Utricer (PEKS)	11-SEP-12	Ϋ́Ε	spanisn
	455 /th Street	Police Officer (PERS)	20-APR-15	YES	Spanish
108130 - District Area 3	455 /th Street	Police Officer (PERS)	21-APR-14	YES	Spanish
- District Area	455 /th Street	Police Officer (PERS)	21-APR-14	YES	Spanish
	455 /th Street	Police Officer (PERS)	21-APR-14	YES	Spanish
108130 - District Area 3	455 /th Street	Police Officer (PERS)	22-SEP-14	YES	Spanish
108130 - District Area 3	455 /th Street	Police Officer (PERS)	22-SEP-14	YES	Spanish
108130 - District Area 3	455 /th Street	Police Officer (PERS)	ZZ-SEP-14	YES	Spanish
108130 - District Area 3	455 /th Street	Police Officer (PERS)	21-NUL-75	YES	Spanish
108130 - District Area 3	455 7th Street	Police Officer (PERS)	28-JAN-08	YES	Spanish
108130 - District Area 3	455 /th Street	Police Officer Trainee	17-001-16	YES	Spanish
108130 - District Area 3	455 /th Street	Sergeant of Police (PERS)	00-NUL-01	YES	Spanish
108030 - District Area 3	455 7th Street	Sergeant of Police (PERS)	Z0-101-22	YES	Spanish
108 <u>4</u> 30 - District Area 3	455 /th Street	Police Officer (PERS)	01-FEB-16	YES	Tagalog/Filipino
108130 - District Area 3		Police Officer (PERS)	16-DEC-13	YES	Tigrinya
108130 - District Area 3	455 /th Street	Police Officer (PERS)	117-SEP-12	YES	Vietnamese
108130 - District Area 3		Sergeant of Police (PERS)	04-NOV-94	YES	Vietnamese
108130 - District Area 3	455 7th Street	Captain of Police (PERS)	17-SEP-90	YES	
108230 - District Area 3	대	Lieutenant of Police (PERS)	28-FEB-00	YES	
108130 - District Area 3	455 /th Street	Lieutenant of Police (PERS)	28-NOV-88	YES	-
108330 - District Area 3	Æh	Police Officer (PERS)	01-AUG-11	YES	
108930 - District Area 3	455 /th Street	Police Officer (PERS)	01-FEB-16	YES	
108130 - District Area 3	Ŧ	Police Officer (PERS)	01-MAR-00	YES	
108130 - District Area 3	455 /th Street	Police Officer (PERS)	03-AUG-15	YES	
108130 - District Area 3	ŧ	Police Otticer (PERS)	04-APR-11	YES	
108130 - District Area 3	455 /th Street	Police Unicer (PERS)		E E	
108130 - District Area 3		Police Officer (PERS)	GT-NUC-80	L.	
108角30 - District Area 3		Police Utricer (PEKS)		L.	
108130 - District Area 3		Police Unicer (PERS)			
LUST3U - District Area 3	455 /tn Street				
- UISTRICT Area	455 /UN SUFEL	POLICE OFFICER (PERS)		AF C	
108-130 - District Area 3					
108-30 - District Area 3		Police Unicer (PERS)			
100230 - District Area 3	455 /un Sureet				
		ruite Utter (rend)			
		ruide Officer (rehaj		с 1 А Е С	
108130 - District Area 3					
108J30 - District Area 3	455 /tn Street	Police Utilcer (PERS)			
	433 / th Street		20 APR-15	AFS AFS	
	Ĭ		20 APR-15		
TUOTOU - UISUIICLAICE 3			20 71 1 20 70-APR-15	L L L L L	
108130 - District Area 3	₹₩	Police Officer (PERS)	20-APR-15	VES	
108130 - District Area 3	455 7th Street	Police Otticer (PERS)	Z1-APR-14	<u>YES</u>	
108130 - District Area 3	455 7th Street	Police Otticer (PERS)	Z1-APR-14	YES	
108130 - District Area 3	455 /th Street	Police Officer (PERS)	21-APR-14	YES	
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108130 - District Area 3 108130 - District Area 3	455 /th Street	Police Officer (PERS)	21-APR-14	YES	
108130 - District Area 3 108130 - District Area 3					
108130 - District Area 3 108130 - District Area 3	455 /th Street	Police Officer (PERS)	20-10L-02	<b>VES</b>	
108130 - District Area 3 108130 - District Area 3	455 /th Street	Police Officer (PERS)	ST-NUL-22	YES	
108130 - District Area 3 108130 - District Area 3	455 7th Street	Police Officer (PERS)	ST-NUL-22	YES	
108130 - District Area 3 108130 - District Area 3	455 /th Street	Police Officer (PERS)	ST-NUL-22	YES	
108130 - District Area 3 108130 - District Area 3	455 /th Street	Police Officer (PERS)	22-JUN-15	YES	
108130 - District Area 3 108130 - District Area 3	Æh	Police Officer (PERS)	66-70N-22	YES	
108130 - District Area 3 108130 - District Area 3 108130 - District Area 3 108130 - District Area 3	455 /th Street	Police Officer (PERS)	22-5EP-14	LE L	
108130 - District Area 3 108130 - District Area 3 108130 - District Area 3	£	Police Officer (PERS)	25-MAK-13	LE	
108130 - District Area 3 108130 - District Area 3	455 /th Street	Police Officer (PERS)	25-MAK-13	۲. ۲	
108130 - District Area 3	£		25-5EP-13	YEV VEV	
	455 /th Street	Police Officer (PEKS)	9T-NNF-77	λΕΥ ΑΕΥ	
108130 - District Area 3	455 /tn Street	Police Officer (FENS)			
108130 - District Area 3	Ξŧ	Police Officer Trainee		- L 7 7 7	
108130 - District Area 3	1255 7th Street	Police Officer Trainee	1/-001-16	TES T	
10X130 District Area 3	1455 /th Street	Police Officer Trainee	27-JUN-16	YES	
108130 - District Area 3	455 /th Street	Police Services Technician II	02-DEC-13	YES	
108130 - District Area 3	455 /th Street	Police Services Lechnician II	05-MAY-07	YES	
108130 - District Area 3	455 /th Street	Police Services Technician II	26-MAY-15	YES	
108130 - District Area 3	455 /th Street	Police Services Lechnician II	30-DEC-13	YES	
108130 - District Area 3	455 /th Street	Sergeant of Police (PERS)	11-906-10	ΥEΣ	
108130 - District Area 3	455 /th Street	Sergeant of Police (PEKS)			
108230 - District Area 3	455 /th Street	Sergeant of Police (PEKS)			
108730 - District Area 3	455 /tn Street	Sergeant OT POLICE (PEKS)			
108130 - District Area 3	455 /UN SUFEEL	Sergeant of Police (FENS)		- 12	
		Delice Officer (DERS)	20-120 CT		Arabic
1000440 - Uisuliu Alea 4 100020 - District Area 4	2031 / 3ND AVENUE	Police Officer (PERS)	21-VOV-60	YES	Chinese
108440 - District Area 4		Police Officer (PERS)	21-APR-14	YES	Chinese
108140 - District Area 4	2651 /3RD AVENUE	Police Otticer (PERS)	91-NNf-72	YES	Chinese
<u>10형40 - District Area 4</u>	2651 /3RD AVENUE	Sergeant of Police (PERS)	26-FEB-07	YES	Chinese
108940 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	SI-VOV-60	YES	German
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	09-NOV-15	YES	Russian
108140 - District Area 4	2651 73RD AVENUE	Lieutenant of Police (PERS)	28-5EP98	L L	spanisn
108140 - District Area 4	2651 /3KD AVENUE	Police Evidence Technician		YES VFX	Spanish Snanish
108140 - DISTRICT Area 4			06-NOL-00	AF 1	Spanish
108140 - District Area 4 108140 - District Area 4		Police Officer (PERS)	09-DEC-13	YES	Spanish
108140 - District Area 4	73RD AVENU	Police Officer (PERS)	21-VOV-60	YES	Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	09-NOV-15	YES	Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	51-VOV-00	YES	Spanish
108140 - District Area 4		Police Officer (PERS)	11-DEC-06	YES	Spanish
108440 - District Area 4	73RD AVENU	Police Utricer (PEKS)		ΥEV ΔΕΛ	spanisn
108140 - District Area 4	2651 /3KU AVENUE	Police Officer (PERS)	16-DFC-13		Spanish
1000440 - District Area 4 1000401 - District Area 4	2031 / 3KD AVENUL	Police Officer (PERS)	20-APR-15	YES	Spanish
	2651 73RD AVENUE	Police Officer (PERS)	21-APR-14	YES	Spanish
108140 - District Area 4		Police Officer (PERS)	ZI-NUL-ZZ	YES	Spanish
108140 - District Area 4	2651 /3RD AVENUE	Police Officer (PERS)	25-MAR-13	YES	Spanish
108140 - District Area 4	73RD AVENU	Police Officer (PERS)	25-SEP-13	YES	Spanish
10站40 - District Area 4	2651 /3RD AVENUE	Police Officer (PERS)	25-SEP-13	YES	Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	25-SEP-13	YES	Spanish
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	26-FEB-U/		spanisn
108140 - District Area 4	73RD AVENU	Sergeant of Police (PERS)			Spanisn
108140 - District Area 4	73RD AVENU	Sergeant of Police (FERS)			Spanish
108140 - District Area 4	2651 /3KD AVENUE	bergeant of Police (PERS)	17-201-30		Julian
108140 - DISTRICT Area 4	JUNIAVENUE	Capitalit OF FUNCE (FEND)	10 000 07	2	

108140 - District Area 4 108140 - District Area 4 118720 - District Area 4		Police Evidence Lechnician		
108140 - District Area 4	2651 /3RD AVENUE	Police Evidence Technician	05-MAY-08	YES
110110 - Dictrict Area 1	2651 /3KD AVENUE	Police Evidence Lechnician	11/-UEC-US	YES
	2651 /3KD AVENUE	Police Evidence Lechnician	22-INIAY-89	NU VEV
108140 - District Area 4		Police Officer (FERS)		
108140 - District Area 4		Police Officer (PERS)	01-906-11	YES
108140 - District Area 4		L	01-AUG-11	YES
108140 - District Area 4	2651 73RD AVENUE	Police Otticer (PERS)	03-AUG-98	YES
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	90-NUL-20	YES
108140 - District Area 4			09-NOV-15	YES
108140 - District Area 4			09-NOV-15	YES
108140 - District Area 4			CT-VUN-60	YES
108140 - District Area 4	2651 /3KD AVENUE	Police Officer (PERS)		YES
108140 - District Area 4 108140 - District Area 4	2021 / SKU AVENUE	Police Officer (PERS)	14-111N-99	YES
108140 - District Area 4		Police Officer (PERS)	15-0CI-07	YES
108140 - District Area 4	2651 73RD AVENUE		16-DEC-13	YES
108140 - District Area 4	2651 73RD AVENUE	Police Otticer (PERS)	16-DEC-13	YES
108140 - District Area 4	3RD A		17-MAR-14	YES
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	17-MAR-14	YES
108140 - District Area 4		Police Officer (PERS)	17-SEP-12	YES
108140 - District Area 4	2651 /3KD AVENUE			YES
108140 - District Area 4	/3KU A			YES
108140 - District Area 4	2651 /3KU AVENUE			YES
10×140 - District Area 4	2651 /3KU AVENUE	Police Unicer (PERS)	CT-V-VC	
100140 - District Area 4			71-APR-14	AF C
100140 - District Area 4		Police Officer (FENS)	71-APR-14	452
1.00140 - Uistrict Area 4				AFS -
100140 - District Area 4 1102140 - District Area A	2001 /3RD AVENUE	Police Officer (FERS)	ST-NDF-ZZ	YES
100140 - District Area 4	73RD A	Police Officer (PERS)	ST-NUL-22	YES
11(11/11/10 - District Area 4		Police Officer (PERS)	21-NUL-22	YES
108140 - District Area 4	73RD A		ST-NUL-22	YES
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	ST-NUL22	YES
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	51-NUL-22	YES
108140 - District Area 4	73RD A	Police Officer (PERS)	22-SEP-14	YES
108140 - District Area 4		Police Officer (PERS)	23-FEB-15	YES
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	23-FEB-15	YES
108140 - District Area 4	2651 /3RD AVENUE	Police Unicer (PERS)	22-IMAR-13	YES VEC
100140 - District Area 4		FORCE OFFICER (FENS)	25-MAR-13	4EV 2
		Police Officer (PERS)	25-SEP-13	YES
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	25-SEP-13	YES
108140 - District Area 4	73RD A	Police Officer (PERS)	25-SEP-13	YES
102140 - District Area 4		Police Officer (PERS)	25-SEP-13	YES
108140 - District Area 4	73RD A		25-SEP-13	YES
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	25-SEP-13	YES
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	25-SEP-13	YES
108140 - District Area 4	73RD A		25-SEP-13	YES
108140 - District Area 4	2651 73RD AVENUE	Police Officer (PERS)	26-JUL-10	YES
108140 - District Area 4	/3KU A	Police Officer (PEKS)	gt-NDF-77	YES
108140 - District Area 4		Police Officer (PERS)		VEX
108140 - District Area 4	2021. / 3RU AVENUE	Police Officer (FENS)	91-NI1-77	VEX -
108140 - District Area 4	2021 /3RD AVENUE	Police Officer (PERS)	20-100-72	YES
100140 - Uistrict Area 4		Police Officer (PERS)	28-NOV-05	YES
108140 - District Area 4		Police Officer Trainee		WES
108140 - District Area 4	73817 4	Police Officer Trainee	17-001-16	YES

				VEC	
108140 - District Area 4					
108140 - District Area 4			17/-LED-13		
108140 - District Area 4	2651 /3KD AVENUE	Police Services Lechnician II			
108140 - District Area 4	2651 /3KD AVENUE			242	-
108140 - District Area 4	2651 /3KD AVENUE	Dergeant of Police (PENS)			
108140 - District Area 4	2021 / 3KU AVENUE	Jergeant of Police (PERS) Sergeant of Police (PERS)	UK-FFR-89	24	
100140 - UISUI ICLAIEd 4		Sergeant of Police (PERS)	10-DFC-01	YES 1	
108140 - District Area 4 108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	90-10I-0E	YES	
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	11-JAN-93	YES	
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	15-JUL-96	yes	
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	16-JUN-94	YES	
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	17-MAY-02	YES	
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	21-AUG-06	YES	
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	24-MAY-99	YE'	
108140 - District Area 4	2651 73RD AVENUE	Sergeant of Police (PERS)	27-AUG-9U	Ē	
108140 - District Area 4		Sergeant of Police (PEKS)	28-FEB-UU	YEV V	
108150 - District Area 5	2651 /3KD AVENUE	Police Unicer (PERS)	21-AFR-14	T	CIIIICSE
108150 - District Area 5	2051 /3KD AVENUE				
108150 - District Area 5	2651 /3KD AVENUE	Police Unicer (PERS)			Taisi
108150 - District Area 5		Sergeant of Police (PEKS)	72-JUL-20		Venci
108150 - District Area 5	2651 /3KD AVENUE	Police Unicer (PERS)			Villier
108150 - District Area 5	2651 /3KU AVENUE	belice Officer (PERC)			Shanish
108150 - District Area 5					Spanish
106150 - District Area 5		Police Officer (FERS)	14-MAR-16	VF VF V	Snanish
	1201 / JAND AVENULE		116-DFC-13	<u> </u>	Spanish
LUGLOU - UISUTICLATEd 3	2021 / SIAD AVENUE	Police Officer (PERS)	17-MAR-14	YES	Spanish
			Z0-APR-15	YES	Spanish
TURIEN - District Area 5		Police Officer (PERS)	20-APR-15		Spanish
LUGATON - UISUIUCAIEG J		Police Officer (PERS)	Z1-APR-14	1	Spanish
LUGEDU - DISUICLAIED J 102150 - District Area 5		Police Officer (PERS)	21-APR-14	YES	Spanish
108450 District Area 5	2651 /3RD AVENUE		ST-JUN-22	YES	Spanish
10&150 - District Area 5	2651 /3RD AVENUE	Police Officer (PERS)	22-SEP-14	YES	Spanish
108150 - District Area 5	2651 73RD AVENUE		22-SEP-14	YES	Spanish
108150 - District Area 5		Police Officer (PERS)	25-APR-97	YES	Spanish
108150 - District Area 5	2651 /3RD AVENUE	Police Officer (PERS)	25-UCI-99	YEV	Spanisn
108150 - District Area 5	2651 /3KU AVENUE	Police Ollicei (rena)	2-3-5-7-2	AF C	Spanish
108150 - District Area 5		Police Officer (FENS)	25 JLI -10	YES	Spanish
		Police Services Technician II	08-DEC-14	YES	Spanish
TOSISO - District Area 5	2021 / 3RD AVENUE	Police Officer (PERS)	27-JUN-16	YES	Tagalog/Filipino
108150 - District Area 5	73RD A	Police Services Technician II	17-JAN-15	YES	Tagalog/Filipino
108150 - District Area 5	73RD A		22-SEP-14	YES	Vietnamese
10헐150 - District Area 5	73RD A	Lieutenant of Police (PERS)	06-JUL-99	YES	
101150 - District Area 5		Lieutenant of Police (PEKS)	25-APR-97	YEV VEV	
103150 - District Area 5		Police Evidence Lechnician	102-INIAR-92		
10&150 - District Area 5	2651 /3KU AVENUE			L L L	
108150 - District Area 5	2021 /3RU AVENULE	Police Evidence Technician Dolice Evidence Technician		- <u>-</u>	
		Police Evidence (PERS)	01-4116-11	L L L	
108150 - District Area 5		Police Officer (PERS)	01-FEB-16	YES	
108150 - District Area 5	73RD A	Police Officer (PERS)	01-FEB-16	YES	
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	02-DEC-13	YES	
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	02-DEC-13	YES	
108150 - District Area 5	2651 /3RD AVENUE	Police Officer (PERS)			
108150 - District Area 5	2651 /3KD AVENUE	Police Unicer (PERS)	10-NIOL-40	AFX -	
108150 - District Area 5	2651 /3KD AVENUE	Police Utilicer (PEDS)		75	
108150 - District Area 5	2021 /3KD AVENUE		00 305 45	3	

		Belies Others (BEBC)		VEC 1
TUDIED - DISTRICT AFEd 3		Police Officer (FERS)	Ľ	
		Police Officer (PERS)		VES
108150 - District Area 5	2651 /3RD AVENUE	- <u>-</u>		YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	09-NOV-15	YES
108150 - District Area 5	2651 73RD AVENUE	L.		YES YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)		YES
108150 - District Area 5	2651 73RD AVENUE			YES
108150 - District Area 5	2651 73RD AVENUE	Police Ufficer (PEKS)		YES
108150 - District Area 5	2651 /3RD AVENUE			YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PEKS)		YES
108150 - District Area 5	2651 /3KD AVENUE	- 1		YES
108150 - District Area 5	2651 /3KU AVENUE	Police Utricer (PERS)	17-SFP-17	
				VFS
100100 - District Area 5				VES
108150 - District Area 5 108150 - District Area 5	2651 73RD AVENUE			YES
1108150 - District Area 5	2651 /3RD AVENUE			YES
108150 - District Area 5	2651 73RD AVENUE			YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)		YES
108150 - District Area 5	2651 /3RD AVENUE	Police Officer (PERS)		YES
108150 - District Area 5	2651 /3RD AVENUE			YES
108150 - District Area 5				YES
108150 - District Area 5	2651 73RD AVENUE	. 1		YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)		YES
102150 - District Area 5	2651 73RD AVENUE			YES
10%150 - District Area 5	2651 /3RD AVENUE			YES VIE
108150 - District Area 5	/3KU A			YES
102150 - District Area 5		Police Unicer (PEKS)	+	TES VEE
108150 - District Area 5	2651 /3KD AVENUE			
108150 - District Area 5				
108150 - District Area 5		Police Unicer (PERS)		
LUBITOU - DISTRICT Area S		Police Officer (PERS)		VES
TURTED - DISTRICT AFEA 3		Police Officer (PERS)		VES
		Police Officer (PERS)		VFS
	2031 / SILD AVENUE			YES
100120 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)		YES
108150 - District Area 5	2651 73RD AVENUE	~	25-MAR-13	YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)		YES
108150 - District Area 5	2651 /3RD AVENUE			YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)		YES
108150 - District Area 5	2651 /3RD AVENUE			YES
108150 - District Area 5	2651 /3RD AVENUE	Police Unicer (PEKS)	22-IVIAK-13	
10x150 - District Area 5	2651 /3KU AVENUE	POLICE UTICET (PERS)		
1100150 - District Area 5				
	2021 / JILD AVENUE	Police Officer (PERS)		YES
108150 - District Area 5	2651 73RD AVENUE			YES
10 到150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)		YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)		YES
108150 - District Area 5	2651 73RD AVENUE			YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)	~	YES
108150 - District Area 5	2651 73RD AVENUE			YES
108150 - District Area 5	2651 73RD AVENUE	Police Officer (PERS)		YES
108150 - District Area 5		Police Unicer Trainee	UZ-JAIN-14	
108150 - District Area 5		Police Services Techni		VES
108150 - District Area 5				VFS
		בסוורם זבו אוררה זרהיי		

1108150 - Dictrict Area 5	12651 Z3RD AVENUE	IPolice Services Technician II	16-SEP-91	YES	
108150 - District Area 5		Police Services Lechnician II	26-MAY-15	YES	
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	01-AUG-11	YES	
108150 - District Area 5		Sergeant of Police (PERS)	03-MAR-08	YES	
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	05-MAR-07	1 L	
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	06-FEB-92		
108150 - District Area 5	2651 /3RD AVENUE	Sergeant of Police (PERS)			
108150 - District Area 5	2651 /3KD AVENUE	Sergeant of Police (PERS)	11-SEP-00		
108150 - District Area 5		Jergeant of Police (FENS) Karapant of Police (PERS)			
			17-APR-98	NES	
TUSTED - DISUTICE AFEd 5		Sergeant of Police (PERS)	21-FEB-11	AES	
TUOTED - District Area 5	7651 73RD AVENUE	Sergeant of Police (PERS)	22-MAY-00	YES	
100130 - District Area 5	2651 /3RD AVENUE	Sergeant of Police (PERS)	26-FEB-07	YES	
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	28-MAR-88	<u>Y</u> ES	
108150 - District Area 5	2651 73RD AVENUE	Sergeant of Police (PERS)	28-SEP-98	YES	
108630 - Ceasetire	2651 73RD AVENUE	Police Officer (PERS)	25-SEP-13	YES	Arabic
108630 - Ceasetire	2651 73RD AVENUE	Police Officer (PERS)	17-SEP-12	YES	Chinese
108630 - Ceasetire	2651 73RD AVENUE	Police Officer (PERS)	1/-SEP-12	τ Έ	Chinese
108630 - Ceasetire	2651 /3RD AVENUE	-	11/-SEP-12	YES	Chinese
108630 - Ceasetire	2651 73RD AVENUE	Police Officer (PERS)	28-FEB-U5	2 L	French
108630 - Ceasetire	2651 73RD AVENUE	Police Officer (PERS)	51-MAK-22	A EV	Serbian
108630 - Ceasetire	2651 /3RD AVENUE	Police Utricer (PERS)			Spanisn
108630 - Ceasetire	2651 /3KD AVENUE				Spanish
108030 - Ceasefire		Police Utilcer (PERS)			Spanisli
108630 - Ceasetire	2651 /3RD AVENUE		1/-25F-12		Spanich
108930 - Ceasetire	2651 /3KD AVENUE				Shanish
108630 - Ceasetire			20-365-13 75-050-13		Spanish
108630 - Ceasefire	2651 /3RD AVENUE	Police Utiticer (PERS)			Spanist
108630 - Ceasefire	2651 /3RD AVENUE		00-NN-07		Spanish
108830 - Ceasefire	2651 /3RD AVENUE	Sergeant of Police (PERS)	02-DOR-20		Spanish
100030 - CeaseTire		Sergeant of Police (FENS)	77-111-07	VF VF V	Spanish
		Cantain of Police (PERS)	79-YAM-91	YES I	
LUCEUN Consolite		I lettenant of Police (PERS)	13-JUL-93	AES	
TUDEDU - CEASEILE	2031 JUN AVENUE	Police Officer (PERS)	01-AUG-11	YES	
100030 - Ccasellic	2651 /3RD AVENUE	Police Officer (PERS)	01-AUG-11	YES	
108630 - Ceasefire		Police Otticer (PERS)	05-DEC-11	YES	
108630 - Ceasefire	2651 /3RD AVENUE	Police Officer (PERS)	90-NUL-20	YES	
108630 - Ceasetire	2651 73RD AVENUE	<ul> <li>Police Officer (PERS)</li> </ul>	00-101-07	YES	
108630 - Ceasefire		Police Officer (PERS)	16-DEC-13	LES I	
108630 - Ceasefire		Police Officer (PERS)	T/-INIAK-14		
103630 - Ceasetire	2651 /3KU AVENUE	Police Unicer (PERS)	17-35FP-17		
LUQOU - LEASEILE	2011 / JICD AVENULE	Police Officer (PERS)	17-SEP-12	AES	
	2651 /3RD AVENUE		20-FEB-12	YES	
108630 - Ceasefire	2651 73RD AVENUE	Police Officer (PERS)	21-APR-14	YES	
108630 - Ceasefire	2651 73RD AVENUE	Police Officer (PERS)	21-APR-14	YES	
108830 - Ceasefire	2651 73RD AVENUE	Police Officer (PERS)	ST-NUL-22	YES	
108630 - Ceasefire	2651 73RD AVENUE	Police Officer (PERS)	22-0C1-12	YES	
108630 - Ceasetire		Police Officer (PERS)	25-MAK-13		
108630 - Ceasetire	2651 /3KD AVENUE				
10%630 - Ceasetire	2651 /3KD AVENUE		76-55F 477		
108630 - Ceasetire			20-FEB-07		
108630 - Ceasetire	2651 /3KU AVENUE		20-361-11 102-1AN-08		
108b3U - Ceaserire	2031 / 3ND AVENUL	Sergeant of Police (PERS)	06-FEB-06	AES	
LUODU - CEASEILE	7651 73RD AVENUE	Sergeant of Police (PERS)	11-SEP-06	YES	
TUQUOU - CCASCIILE	7380.2	Sergeant of Police (PERS)	11-SEP-06	YES	
TUODON - CEASEILE	1011111111111111111101			_	

108630 - Ceasefire	2651 73RD AVENUE	Sergeant of Police (PERS)	21-FEB-97	IYES	
108630 - Ceasetire	2651 73RD AVENUE	Sergeant of Police (PERS)	20-VOV-82	YES	
108630 - Ceasetire	2651 73RD AVENUE	Volunteer Program Specialist II	03-JAN-13	YES	
108/10 - Neighborhood Services Section 1	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	10-NOV-14	YES	Chinese
108/10 - Neighborhood Services Section 1	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	01-FEB-03	YES	Spanish
108/10 - Neighborhood Services Section 1	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	01-MAY-89	YES	
108/10 - Neighborhood Services Section 1	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	07-JUL-97	YES	
108/10 - Neighborhood Services Section 1	250 Frank H. Ogawa Plaza	Program Analyst III	10-0C1-00	0N	
108820 - Neighborhood Services Section 2	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	26-JUL-99	YES	Spanish
108820 - Neighborhood Services Section 2	250 Frank H. Ogawa Plaza	Police Services Technician II	06-JAN-14	YES	Spanish
108820 - Neighborhood Services Section 2	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	17-SEP-90	YES	
108820 - Neighborhood Services Section 2	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	21-NOV-88	VES	
108820 - Neighborhood Services Section 2	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	97-VOV-25	YES	
108820 - Neighborhood Services Section 2	250 Frank H. Ogawa Plaza	Neighborhood Services Coordinator	30-MAY-09	YES	
108820 - Neighborhood Services Section 2	250 Frank H. Ogawa Plaza	Program Analyst III	24-JUN-91	YES	

.

Department Name: PBD Fiscal Year:



#### CITY OF OAKLAND

# EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

#### I. DEPARTMENT CERTIFICATION

# DEPARTMENT NAME: Planning & Building FISCAL YEAR: 2016-2017

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

I, <u>Darin Ranelletti</u>, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for Planning & Building was submitted on June 28, 2017.

Signature & Date

Darin Ranelletti, Interim Director Print Name & Title

# **II. QUANTITATIVE ASSESSMENT REPORT**

# Department Name:

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Darin Ranelletti	Rina Stabler	Rina Stabler
Title	Interim Director	Administrative Service Manager I	Administrative Service Manager I
Address	250 Frank H Ogawa Pz Ste 3315	250 Frank H Ogawa Pz Ste 3315	250 Frank H Ogawa Pz Ste 3315
Phone#	510-238-3663	510-238-6441	510-238-6441
Email	dranelletti@oaklandnet.com	rstabler@oaklandnet.com	rstabler@oaklandnet.com

Table 2 Department Employee St	atistics				
Total # of FTE Employees	120		New Hires This Fiscal Year (by position)	8	
Public Contact Positions (PCP)	102		New PCP Hires This Fiscal Year	7	
PCP With Spanish Language Skill	14	14%	New PCP Hires With Spanish Language Skill	3	43%
PCP With Chinese Language Skill	13	13%	New PCP Hires With Chinese Language Skill	2	29%
*FTE refers to full-time-equivalent.			*New Hires refers to vacant position filled this fiscal ye	əar.	

Table 3A. Department Organization Structure	· · · · · · · · · · · · · · · · · · ·
Admin: Planning & Building	Inspections: Commercial Building
Planning	Inspections: Residential Building
Zoning	Inspections: Infrastructure
Engineering: Project Coordination	Inspections: Neighborhood Preservation
Admin: Building Inspection	
Engineering: Permit Center	
Building & Infrastructure Plan Check	

Table 3B. Department Organization Structure Update	
Any changes occurred in the organization structure this fiscal year?	X No D Yes - Please describe below

Table 3C. Department Organization Structure - Su	per PCP Unit Reporting	
Any Super PCP Unit in the department?	□ No X Yes – Please des	cribe below.
Super PCP Unit	Language Goal	Language Actual
Planning	SP= 1 CH = 1	SP= 5 CH = 1
Zoning		
Admin: Building Inspection		
Inspections: Commercial Building		
Inspections: Residential Building	SP= 2 CH = 2	SP= 2 Office, 7 Field
Inspections: Infrastructure		
Inspections: Neighborhood Preservation		
Engineering: Project Coordination		
Engineering: Permit Center	-	
Building & Infrastructure Plan Check		

Key: SP= Spanish CH= Chinese

Table 4A Vital Documents List			
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Billing Appeal	YES	YES	
Condominium Conversion	YES	YES	
Foreclosed & Defaulted Residential Registration Program	YES	YES	
Important Additions and Alterations for Residents	YES	YES	
Keep Oakland Beautiful, Clean and Green	YES	YES	Vietnamese
Mills Act	YES	YES	
Mobile Food Vending Regulations 2017	YES	YES	
Mold and moisture (Landlord & Homeowners)	YES	YES	
Mold and Moisture (Tenant)	YES	YES	
Protect Your Home From Earthquakes	YES	YES	Vietnamese
Single Family Dwellings	YES	YES	
Site Plans	YES	YES	
Smoke Alarm Brochure	YES	YES	Vietnamese
Smoke Detectors and Carbon Monoxide Installation	YES	YES	Vietnamese
Stop Work Brochure	YES	YES	
Undocumented Dwelling	YES	YES	
What is a Variance?	YES	YES	

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

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Planning and Zoning – Intake Scheduling Appointment	510-238-3940	Completed
Planning and Zoning – Zoning Division Voicemail	510-238-3911	Completed
Blight Hotline	510-238-3381	Completed
Building Services Division – Billing Appeals Unit	510-238-3452	Completed
Building Services Division – Permit Center	510-238-3891	Completed

### III. QUALITATIVE ASSESSMENT REPORT

#### A. Bilingual Public Contact Positions Assessment

#### **Department Name:**

PBD

ASSESS	MENT	SPAN	SH-SPEAKI	NG PCP	CHINES	SE-SPEAKIN	NG PCP
FTE	PCP	GOAL (11.39%)	STAFF	GOAL MET?	GOAL (5.63%)	STAFF	GOAL MET?
120	102	12	.14	YES	6	13	YES

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

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

The Planning and Building Department exceeds compliance goals set with Equal Access to Services Ordinance related to bilingual employees in Public Contact Positions (PCP). The Planning and Building Department has increased Spanish-speaking bilingual PCP staff by 27% and Chinese-speaking bilingual staff by 8% from FY15/16 through hiring. While exceeding bilingual staffing goals an area for improvement would be a more equitable distribution of bilingual staff between office and field positions.

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

During FY16/17 the Planning and Building Department conducted recruitment of 12 PCP positions. For all recruitments, the Planning and Building Department works with Human Resources Management and the Equal Access Office to assess the Public Contact Position status and language requirements for each position. Additionally, the Planning and Building Department advertises each recruitment in publications targeting bilingual candidates.

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

As noted above, the Planning and Building Department has increased PCP Spanish-speaking and Chinese-speaking bilingual staff by 27% and 8% from FY 15/16 respectively. The two Public Service Representative hires in FY16/17 were bilingual staff.

Best practices utilized by the Planning and Building Department include: providing signage in multiple languages; informational hotlines and recorded messages are in English, Spanish, and Chinese; providing informational brochures, community documents, and forms in multiple languages not limited to Spanish, Chinese, and English; utilizing bilingual staff to provide best service to customers as needed; providing simultaneous translation services at community meetings; and advertising RFPs, RFQs, public notices, public hearings, and community meetings in non-English publications to maximize community engagement and access.

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

The Bureau of Planning works collaboratively with the Equal Access Office on projects in the community and utilizes its translation and interpretation services for events, meetings, and handouts.

The Planning and Building Department maintains a departmental list of staff with bilingual language skills not limited to English, Spanish, and Chinese to provide services to Limited English Speaking customers.

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

The Bureau of Planning will continue to work collaboratively with the Equal Access Office on projects in the community to provide scheduled interpreters for events and translation of community meeting agendas and handouts.

Current recruitments and future vacancies in the Planning and Building Department may be selectively certified for bilingual applicants and filled based on the bilingual need at the time of the recruitment.

The Planning and Building Department launched Spanish and Chinese language platforms in the public access platform of Accela, a land-use and permit tracking automated system in December 2016. The Planning and Building Department continues to work collaboratively with the Information Technology Department and Equal Access Office to maintain content and provide services to Limited English Speaking customers through Accela Citizen Access.

#### B. Translation of Written Vital Documents Assessment

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

Notices are posted at the Permit and Zoning Center counters at 250 Frank H Ogawa Plaza, 2<sup>nd</sup> Floor. Posted notices include Spanish and Chinese threshold languages.

Notices are posted prominently and readily visible at the Inspections Service counter at 250 Frank H Ogawa Plaza, 2<sup>nd</sup> Floor.

Departmental administrative staff verifies adequate stock of these documents on a regular basis.

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

The Planning and Building Department has a total of 18 vital documents. 15 have been translated into Spanish (83%) and 14 have been translated into Chinese (78%). Translation of two documents into Spanish and Chinese and one document into Chinese were requested in June 2017 and are expected to be completed by July 30, 2017 to bring departmental totals to 100%. The decrease in vital documents and percentage translated from FY 15/16 is due to a

review of current vital documents by administrative staff and updated revision of three documents to make them current with departmental policies and information.

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

The Bureau of Planning routinely translates public meeting announcements and agendas to better serve Limited English Speaking customers and community.

#### C. Multilingual Telephone Messages Assessment

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

The Planning and Building Department has five public access telephones lines, four of which have been recorded with multilingual messages. The lines are assigned to bilingual employees who retrieve, translate, and interpret messages on a regular basis.

The fifth line is in the process of being updated to a multilingual message and is expected to be completed by June 30, 2017.

#### D. Assessment of Department Communication with LES Populations

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

Two areas of the survey stand out for improvements: Visible language Equal Access signs and the percentage of customers who asked for assistance in their home language (21% did and 18% received it). While language Equal Access notices are posted at all three public counters of the Planning and Building Department they are one of many signs posted. Department staff could cull signage, removing outdated, unnecessary, or irrelevant signs posted in the public areas at the Permit and Zoning Centers. Additionally, the Planning and Building Department can reemphasize Public Contact Position staff offering bilingual language services to better serve customers who are Limited English Speakers.

An area highlighted for improvement from the 2015 EAO Language Access Survey was the high percentage of Limited English Speaking customers who did not find bilingual staff to have sufficient skill to provide satisfactory service. 42% of respondents stated that interpretation services were not sufficient. There was a dramatic decrease in 2017 survey results with only 3% of respondents stating bilingual service was unsatisfactory.

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

The Planning and Building Department facilitates communication with Limited English Speaking populations by providing translated materials and having bilingual staff available for language translation during business hours.

Department Name: Planning & Building Fiscal Year: 16-17

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

Notices are posted at the Permit and Zoning Center counters and Inspection Services counter notifying customers of bilingual services available. Recorded information hotlines are multilingual. Staff in Public Contact Positions inform and ask customers if they would like bilingual services to better assist their needs.

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

The Planning and Building Department did not receive any complaints regarding its provision of bilingual oral and written services.

#### E. Action Plan

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

The Planning and Building Department will continue to translate departmental vital documents as they are created and updated and make them readily available to the public.

Future vacancies may be selectively certified based on the bilingual need at the time of recruitments. To the extent possible, the Planning and Building Department will continue to provide subject matter expert bilingual interpreters when available to provide service to Limited English Speakers.

The Planning and Building Department will continue to work collaboratively with the Information Technology Department and Equal Access Office to maintain bilingual platforms online through Accela Citizen Access.

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

Notices are posted at all three public counters, Permit, Zoning, and Inspection Services at 250 Frank H Ogawa Plaza, 2<sup>nd</sup> Floor.

The Planning and Building Department Annual Compliance Plan is made available to the public on the Equal Access Division's website.

Planning and Building	ADDRESS LINE 1	JOB CLASS	HIRE_DATE	РСР	LANGUAGE
84111 - Admin: Planning Building & 250 FRANK H. OGAWA PLAZA.	8 250 FRANK H. OGAWA PLAZA. 3RD FL	Account Clerk III	24-SEP-07	NO	
84111 - Admin: Planning, Building &	18	Administrative Services Manager I	30-OCT-06	NO	
84111 - Admin: Planning. Building 8	84111 - Admin: Plannine. Building & 250 FRANK H. OGAWA PLAZA, 3RD FL	Business Analyst IV	04-JAN-16	No	
84111 - Admin: Planning. Building 8	84111 - Admin: Planning, Building & 250 FRANK H. OGAWA PLAZA, 3RD FL	Exec Asst to the Director	04-DEC-06	0N N	
84111 - Admin: Planning, Building 8	84111 - Admin: Planning, Building & 250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Representative	03-FEB-14	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Deputy Director/City Planner	12-NOV-02	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Graphic Delineator	16-JUN-08	No	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner II	28-SEP-15	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner II	17-MAY-04	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III	22-0CT-07	YES	Spanish
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III	04-SEP-07	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III	06-AUG-07	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III	27-JUN-05	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III, Historic Preservation	24-0CT-16	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III, Historic Preservation	29-AUG-83	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner IV	24-JAN-05	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner IV	29-APR-03	YES	
842£1 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner IV	04-NOV-02	YES	
842 <u>\$1</u> - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner IV	28-AUG-00	YES	
84211 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner V	14-JUN-10	Q	
842 <u>61</u> - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner V	08-APR-02	<u>0</u>	
84201 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planning Intern, PT	23-JUL-12	Q	
84281 - Planning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planning Intern, PT	12-0CT-93	9	
84239 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Administrative Assistant I	31-MAR-01	YES	
842 <del>3</del> 9 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Administrative Assistant II	29-SEP-97	YES	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Manager, Zoning	29-JAN-01	Q	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner I	27-FEB-17	YES	Spanish
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner I	20-JUN-16	YES	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner I	12-0CT-15	YES	Chinese
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner II	27-FEB-06	YES	Spanish
842 <u>3</u> 9 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner II	29-AUG-05	YES	Spanish
842 <del>9</del> 9 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner II	07-FEB-01	YES	
84209 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner II	07-AUG-89	YES	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner II, Design Review	08-JAN-92	YES	
84229 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III	07-NOV-16	YES	
842 <del>2</del> 9 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III	02-JAN-07	YES	-
842 <del>2</del> 9 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III	01-MAY-01	YES	
842 <u>8</u> 9 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Planner III	30-DEC-91	YES	
84.29 - Zoning	250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Representative	5-JUL-16	YES	Spanish
8442 - Admin: Building Inspection		Account Clerk II	13-APR-15	YES	-
84412 - Admin: Building Inspection	Discrete Stank H. OGAWA PLAZA, 3RD FL	Management Assistant	02-SEP-80	2	
84412 - Admin: Building Inspection		Office Assistant II	07-DEC-15	YES	
84412 - Admin: Building Inspection		Office Assistant II	07-DEC-15	YES	Chinese
84412 - Admin: Building Inspection	n 250 FRANK H. OGAWA PLAZA, 3RD FL	Office Assistant II	27-APR-15	YES	_

250 FRANK H. OGAWA PLAZA, 3KD FL			01.7	
250 FRANK H. OGAWA PLAZA, 3RD FL	Office Assistant II	25-JUN-07	YES	
250 FRANK H. OGAWA PLAZA, 3RD FL	Office Manager	11-MAR-96	Q	
250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Rep, Sr	02-JUN-08	YES	
250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Representative	18-JUL-16	YES	Spanish
250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Representative	16-OCT-06	YES	Chinese
250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Representative	30-MAY-89	YES	
250 FRANK H. OGAWA PLAZA, 3RD FL	Account Clerk II	12-0CI-15	LES LES	
250 FRANK H. OGAWA PLAZA, 3RD FL	Administrative Analyst II Engineer Assistant II (Office)	21-MAK-U5		
VA FLAZA, JND FL VA PLAZA. 3RD FL	Engineer, Assistant II (Office)	28-MAR-88	YES	
250 FRANK H. OGAWA PLAZA, 3RD FL	Engineer, Civil (Office)	22-FEB-05	YES	Chinese
250 FRANK H. OGAWA PLAZA, 3RD FL	Engineer, Civil Principal	29-AUG-11	NO	
A PLAZA, 3RD FL	Engineer, Civil Supv (Office)	03-JAN-89	No	Chinese
A PLAZA, 3RD FL	Office Assistant II	04-JAN-16	YES	
84421 - Engineering: Permit Center 250 FRANK H. OGAWA PLAZA, 3RD FL	Office Assistant II	21-DEC-15	YES	
A PLAZA, 3RD FL	Permit Technician I	06-JUL-15	YES	
A PLAZA, 3RD FL	Permit Technician I	03-SEP-11 16 OCT 06	YES VEC	
PLAZA, 3RD FL	Permit lechnician I	40-100-41		
84428 - Engineering: Permit Center 250 FRANK H. OGAWA PLAZA, 3RD FL	Permit Technician I	24-APK-Ub	YES VEO	
PLAZA, 3RD FL	Permit lechnician il	2/-AUG-9U	LEN XEN	
PLAZA, 3RD FL	Principal Inspection Supv	23-MAR-92	YES	
PLAZA, 3RD FL	Process Coordinator III	21-APR-08	YES	Chinese
PLAZA, 3RD FL	Process Coordinator III	26-JUN-89	YES	
PLAZA, 3RD FL	Public Service Rep, Sr	07-DEC-15	YES	
PLAZA, 3RD FL	Public Service Representative	12-SEP-16	YES	Chinese/Taishan
PLAZA, 3RD FL	Public Service Representative	27-JUL-87	YES	
84421 - Engineering: Permit Center 250 FRANK H. OGAWA PLAZA, 3RD FL	Public Service Representative	19-MAR-73	YES	Spanish
84421 - Engineering: Permit Center 250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Insp, Senior	13-DEC-99	YES	Spanish
250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	16-0C1-06	YES	
84421 - Engineering: Permit Center 250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	TE-NUL-01	YES VEC	VIELINAMESE
844.24 - Engineering: Permit Center 250 FKANK H. UGAWA FLAZA, 3KD FL 044-25 - Environming: Bornnit: Contor 250 EDANK H. OGAWA DI A7A 3RD FI	Specialty Combination Inspector	27-700-30 31-OCT-89	YES	
A PLAZA, 3RD FL	Specialty Combination Inspector	15-MAY-89	YES	
/A PLAZA, 3RD FL	Specialty Combination Inspector	15-MAY-89	YES	
A PLAZA, 3RD FL	Engineer, Civil (Office)	07-NOV-16	YES	Chinese
844홼 - Building & Infrastructure Pla250 FRANK H. OGAWA PLAZA, 3RD FL	Engineer, Civil (Office)	09-JUL-01	YES	
A PLAZA, 3RD FL	Engineer, Civil (Office)	07-AUG-00	YES	Chinese
844 31 - Building & Infrastructure Pla250 FRANK H. OGAWA PLAZA, 3RD FL	Engineer, Civil (Office)	10-FEB-75	YES	Chinese
84437 - Fingineering: Project Coordil 250 FRANK H. OGAWA PLAZA, 3RD FL	Engineer, Assistant II (Office)	25-AUG-01	YES	
84433 - Engineering: Infrastructure   250 FRANK H. OGAWA PLAZA, 3RD FL	Planner IV	11-JAN-88	YES	Spanish
250 FRANK H. OGAWA PLAZA, 3RD FL	Process Coordinator III	02-APR-90	YES	
84451 - Inspections: Commercial Bul 250 FRANK H. OGAWA PLAZA, 3RD FL	Engineer, Civil Principal	17-APR-89	YES	Chinese
WA PLAZA, 3RD FL	Specialty Combination Insp, Senior	23-MAY-05	YES	
84451 - Inspections: Commercial Bu 250 FRANK H. OGAWA PLAZA, 3RD FL	Specialty Combination Inspector	13-FEB-07	YES	Spanish

	Spanish	Spanish		Chinese	Chinese	Chinese	Spanish					Spanish			-														
YES	YES S		YES	YES (	YES 0	YES 0		YES	YES	YES	YES	YES S	YES	YES	YES	YES	YES	NO	NO	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
10-JAN-01	15-NOV-99	06-OCT-98	15-MAY-89	24-SEP07	07-DEC-15	07-DEC-15	10-NOV-14	24-JUL-06	24-JUL-06	23-MAY-05	01-NOV-99	26-OCT-92	29-JUL-91	18-JUN-84	04-MAR-02	23-MAR-95	06-JAN-97	01-NOV-99	31-OCT-11	07-DEC-15	28-APR-14	28-APR-14	28-APR-14	28-APR-14	06-JAN-14	12-MAR-07	12-MAR-07	13-FEB-07	24-JUL-06
Specialty Combination Inspector	Specialty Combination Inspector	Specialty Combination Inspector	Specialty Combination Inspector	Public Service Rep, Sr	Specialty Combination Inspector	Construction Inspector, Sr (Office)	Construction Inspector, Sr (Office)	Planner III	Principal Inspection Supv	Program Analyst III	Specialty Combination Inspector	Specialty Combination Inspector	Specialty Combination Inspector	Specialty Combination Inspector	Specialty Combination Inspector	Specialty Combination Inspector	Specialty Combination Inspector	Specialty Combination Inspector	Specialty Combination Inspector	Specialty Combination Inspector									
34451 - Inspections: Commercial Bul250 FRANK H. OGAWA PLAZA, 3RD FL		34451 - Inspections: Commercial Bu 250 FRANK H. OGAWA PLAZA, 3RD FL	34451 - Inspections: Commercial Bul 250 FRANK H. OGAWA PLAZA, 3RD FL	34452 - Inspections: Residential Buil 250 FRANK H. OGAWA PLAZA, 3RD FL	34452 - Inspections: Residential Buil 250 FRANK H. OGAWA PLAZA, 3RD FL	34452 - Inspections: Residential Buil 250 FRANK H. OGAWA PLAZA, 3RD FL	34452 - Inspections: Residential Buil 250 FRANK H. OGAWA PLAZA, 3RD FL	34452 - Inspections: Residential Buil 250 FRANK H. OGAWA PLAZA, 3RD FL	34452 - Inspections: Residential Buil 250 FRANK H. OGAWA PLAZA, 3RD FL	34452 - Inspections: Residential Buil 250 FRANK H. OGAWA PLAZA, 3RD FL	34452 - Inspections: Residential Buil 250 FRANK H. OGAWA PLAZA, 3RD FL	34452 - Inspections: Residential Buil 250 FRANK H. OGAWA PLAZA, 3RD FL	34452 - Inspections: Residential Buil 250 FRANK H. OGAWA PLAZA, 3RD FL	34452 - Inspections: Residential Buil 250 FRANK H. OGAWA PLAZA, 3RD FL	34453 - Inspections: Infrastructure 250 FRANK H. OGAWA PLAZA, 3RD FL	34453 - Inspections: Infrastructure 250 FRANK H. OGAWA PLAZA, 3RD FL	34454 - Inspections: Neighborhood 250 FRANK H. OGAWA PLAZA, 3RD FL	34454 - Inspections: Neighborhood 250 FRANK H. OGAWA PLAZA, 3RD FL	34454 - Inspections: Neighborhood 250 FRANK H. OGAWA PLAZA, 3RD FL	8445 - Inspections: Neighborhood 250 FRANK H. OGAWA PLAZA, 3RD FL	34454 - Inspections: Neighborhood 250 FRANK H. OGAWA PLAZA, 3RD FL	8445幕 - Inspections: Neighborhood [250 FRANK H. OGAWA PLAZA, 3RD FL	8445& - Inspections: Neighborhood 250 FRANK H. OGAWA PLAZA, 3RD FL	8445% - Inspections: Neighborhood 250 FRANK H. OGAWA PLAZA, 3RD FL	84453 - Inspections: Neighborhood 250 FRANK H. OGAWA PLAZA, 3RD FL	8445 - Inspections: Neighborhood 250 FRANK H. OGAWA PLAZA, 3RD FL	84454 - Inspections: Neighborhood 250 FRANK H. OGAWA PLAZA, 3RD FL	84454 - Inspections: Neighborhood 250 FRANK H. OGAWA PLAZA, 3RD FL	84454 - Inspections: Neighborhood 250 FRANK H. OGAWA PLAZA, 3RD FL

Department Name: Public Ethics Commission Fiscal Year: 16-17



# EQUAL ACCESS ORDINANCE ANNUAL COMPLIANCE PLAN

#### **I. DEPARTMENT CERTIFICATION**

# DEPARTMENT NAME: Public Ethics FISCAL YEAR: 16-17

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

I, <u>Whitney Barazoto</u>, hereby certify, that I have reviewed and approved this Equal Access Annual Compliance Plan for accuracy and completeness, and adopt the goals specified in this Annual Compliance Plan. This Annual Compliance Plan for the <u>Public Ethics Commission</u> was submitted on <u>June 20</u>, <u>2017</u>.

Signature & Date

Whitney Barazoto, Director Print Name & Title

# **II. QUANTITATIVE ASSESSMENT REPORT**

# Department Name: Public Ethics Commission

Table 1	Department Director	Language Access Coordinator (LAC)	Single Point of Contact (SPOC)
Name	Whitney Barazoto	Ana Lara	Ana Lara
Title	Director	Administrative Assistant II	Administrative Assistant II
Address	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza	1 Frank H. Ogawa Plaza
Phone#	510-238-3593	510-238-3593	510-238-3593
Email	wbarazoto@oaklandnet.com	alara-franco@oaklandnet.com	alara-franco@oaklandnet.com

Table 2 Department Employee St	atistics				-	
Total # of FTE Employees	6			New Hires This Fiscal Year (by position)	1	
Public Contact Positions (PCP)	1			New PCP Hires This Fiscal Year	0	
PCP With Spanish Language Skill	1	14	%	New PCP Hires With Spanish Language Skill	0	%
PCP With Chinese Language Skill	0	0	%	New PCP Hires With Chinese Language Skill	0	%
*FTE refers to full-time-equivalent.				*New Hires refers to vacant position filled this fiscal ye	əar.	,

"FIE refers to full-time-equivalent.

# Table 3A. Department Organization Structure Public Ethics Commission 7-member Board, 6 FTE staff

#### Table 3B. Department Organization Structure Update

	Any changes occurred in the organization structure this fiscal year?	□ No x Yes – Please describe below	
--	--	------------------------------------	--

Description: The Public Ethics separated from the City Administrators Office beginning July 1, 2016. Our numbers last year were included in the City Administrator's report.

Table 3C. Department Organization Structure - Super PCP	Jnit Reporting
Any Super PCP Unit in the department? N/A	x No 🛛 Yes

Table 4A Vital Documents List		Key: SP= Spanis	h CH= Chinese
Document Name	SP Translation Available?	CH Translation Available?	Other? Specify:
Public Ethics Brochure	yes	yes	
GEA Fact Sheet	yes	yes	
PEC complaint form	yes	yes	

Table 4B. Vital Documents Status Summary	
Are all of the department's vital documents translated into Spanish and Chinese?	x Yes 🗆 No
Action Plan & Timeline: Our vital documents have all been translated to Spanish and	Chinese.

Table 5 Multilingual Telephone Recordings		
Location Description	Telephone Number	Status
Public Ethics City Hall, 1 <sup>st</sup> Floo	510-238-3593	Completed

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

# **III. QUALITATIVE ASSESSMENT REPORT**

#### A. Bilingual Public Contact Positions Assessment

ASSESS	MENT	SPANI	SH-SPEAKIN	NG PCP	CHINESE-SPEAKING PCP		
FTE	PCP	GOAL (11.39%)	GOAL (11.39%) STAFF GOAL MET?		GOAL (5.63%)	STAFF	GOAL MET?
6	1	0	1	yes	0	0	Yes

#### **Department Name: Public Ethics Commission**

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

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

The Public Ethics Commission department recently separated from the City Administrators Office and has assumed the responsibility to report on language access for the department. One challenge is that the department is a very small department and is still settling into assuming all the administrative responsibilities for an independent department. However, to date, we have translated all department vital documents as well as have our main public voicemail.

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

The Public Ethics Commission department recently separated from the Office the City Administrator and moved to a separate office on the first floor of City Hall in June 2015. In its hiring of 5 new employees, the Public Ethics Commission sought candidates who were bilingual and selected a bilingual applicant to fill the Commission's main public-contact position.

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

One of the positive changes is that we have translated all of our vital documents as well as our voicemail. We also ensure that the language access stand/chart is front and center on our public counter in our main office.

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

We have included access to the Language Line Solutions, and all staff is aware of the service to provide if needed.

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

While all current budgeted positions for the Public Ethics Commission department have been filled, we will try to make it a priority to recruit bilingual interns and volunteers in order to best serve Oakland residents regardless of language spoken.

#### B. Translation of Written Vital Documents Assessment

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

Materials are provided in the lobby area of the Public Ethics Commission office and can be produced upon request.

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

100% of our vital documents have been translated.

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

To date, no other written documents were translated.

#### C. Multilingual Telephone Messages Assessment

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

The Public Ethics Commission's main phone line includes translation into Spanish and Chinese.

#### D. Assessment of Department Communication with LES Populations

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

Due to our new independence from City Administration, the Public Ethics Commission did not participate in the survey this year and has no data to identify. However, we do plan on participating the next time the survey is distributed.

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

We have included the required accessibility language on our agenda material.

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

We have included the required accessibility language on our agenda material.

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

No

Department Name: Public Ethics Commission Fiscal Year: 16-17

#### E. Action Plan

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

The Public Ethics Commission will work on how to provide equal and fair access to its services by participating in the next survey as well as continue to work with the Equal Access office. In addition, as part of the Commission's direct outreach to Oakland residents, the Commission will utilize all available language resources to communicate out to communities who speak any of the languages in which our staff and Commissioners can communicate.

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

Currently, the Public Ethic's Office posts the language accessibility sign at the front desk. In addition, the Public Ethics website can also be translated into other languages using a Google based interpretation program that is embedded in the browser.

Public Ethics Commission					6/30/2017
ORGANIZATION	ADDRESS_LINE_1	JOB_CLASS	HIRE_DATE	РСР	LANGUAGE
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Exec Dir, Public Ethics Comm	23-APR-12	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Temp Contract Svcs Employee, PT	07-NOV-16	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Deputy Dir, Public Ethics Comm	30-SEP-15	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Ethics Analyst II	16-FEB-16	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Ethics Analyst I	18-AUG-14	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Ethics Investigator	28-MAR-16	NO	
65111 - Public Ethics Commission	1 FRANK H. OGAWA PLAZA	Administrative Assistant II	06-DEC-03	YES	Spanish